



SACRAMENTO  
STEPS FORWARD

Ending Homelessness. Starting Fresh.

## Racial Equity (REQ) Committee Agenda

Wednesday, March 17, 2021 || 9:00 AM – 11:00 AM

[Zoom Meeting](#) Meeting ID: 875 3116 9430 Passcode: 779893

One tap mobile: +16699009128,,87531169430#,,,,\*779893# US (San Jose)

Dial by your location: +1 669 900 9128 US (San Jose)

Find your local number [here](#)

Agenda Item	Presenter(s):	Time	Item Type
<b>I. Welcome &amp; Introductions</b>	Angela Upshaw, BFHP-Roads Home, Associate Director & Ardy Akhzari, CEO/ Founder of Packs for Cold Backs (Co-Chairs)	9:00 AM (5 minutes)	Informational
<b>II. Approval 02/17/21 Meeting Minutes</b>	Angela Upshaw	9:05 AM (5 minutes)	Action
<b>III. Updates on the Plan for BIPOC with Lived Experience Interviews &amp; Listening Sessions</b>	Ardy Akhzari	9:10 AM (15 minutes)	Informational
<b>IV. Plan Stakeholder Forum #1</b>	Fatemah Martinez, President, South Sacramento HART	9:25 AM (30 minutes)	Informational & Discussion
<b>V. Plan for Research on Best &amp; Promising Practices</b>	Tamu Green, SSF Systems Performance Advisor	9:55 AM (30 minutes)	Informational & Discussion

<b>VI. Racial Equity Data</b>	Scott Clark, SSF Systems Performance Analyst	10:25 AM (10 minutes)	Informational
<b>VII. Input on Outreach Standards</b>	Ardy Akhzari	10:35 AM (15 minutes)	Informational & Discussion
<b>VIII. Announcements</b>			
<b>IX. Meeting Adjourned</b> Next REQ Committee Meeting: Wednesday, April 21, 2021 9:00 AM to 11:00 AM			

**Receive and File:**

- [Interview Recommendations](#)
- [Interview Survey](#)
- Interview Consent Form (updated for readability)
- Vote on Consent [form](#)



## Racial Equity (REQ) Committee Meeting Minutes

Wednesday, February 17, 2021 || 9:00 AM – 11:00 AM

[Recording of Zoom Meeting](#) - Chat is within the recording. Materials discussed at the meeting (not provided before the meeting) are below the minutes.

### Attendance:

Member	Area of Representation	Present
Aimee Zenzele Barnes	City of Sacramento	Yes
Alicia Gonzales	Greater Sacramento	Yes
Angela Upshaw (Co-Chair)	Veterans	Yes
Anira Khlok	Sacramento, Health System	Yes
April Wick	People with Disabilities	Yes
Ardy Akhzari (Co-Chair)	Sacramento	Yes
Brina Sylve	Greater Sacramento Area	Yes
Dawn Basciano	Sacramento	Yes
Fatemah Martinez	South Sacramento, Unsheltered / Non-Profit / Outreach	Yes
Henry Ortiz	Communities Impacted by Incarceration, Systemic Oppression, Community Violence	Yes
Jessica Thomas	Sacramento, CA / College Students	Yes
Koby Rodriguez	Central City, Non-Profit, BIQTPOC	Yes
Mike Nguy	Government Agency in the Public Health Division	Yes
Patricia Jones	Sacramento	Yes
Shaline Hunter	Sacramento and Statewide	Yes

Stephanie D Thompson	Oak Park and Marina Vista	Yes
Stephen Hernandez	Sacramento, Veterans	Yes
Steven Seeley	Mental Health Services, Sacramento County	Yes
Tiffany Glass	Elk Grove, Sacramento County	Yes
Tiffany Gold	Youth with Lived Experience, POC	No
Vanessa Johnson	Sacramento County	Yes

SSF Staff	SSF Title
Christina Heredia	Referral Specialist
Glenn Merker	Referral Specialist
Hamid Bashiri	Data and Analytics Manager
Hannah Beausang	Communications Manager
Keri Arnold	HMIS Customer Service Specialist
Lisa Bates	CEO
Michele Watts	Chief Planning Officer
Michelle Charlton	CoC Coordinator
Peter Bell	Coordinated Entry Systems Program Manager
Scott Clark	Systems Performance Analyst
Stacey Fong	Coordinated Entry Analyst
Tamu Green	Systems Performance Advisor

Agenda Item	Presenter(s):	Time	Item Type
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<b>I. Welcome &amp; Introductions</b>	Angela Upshaw, BFHP-Roads Home, Associate Director & Ardy Akhzari, CEO/ Founder of Packs for Cold Backs (Co-Chairs)	9:00 AM (10 minutes)	Informational
<p><b>Meeting started at 9:00 AM. Attendance: around 57 participants.</b></p> <p>Angela shared a M.A Davis Poem (<a href="#">video</a>) reflecting on Black History Month. Also available on the Coalition For The Homeless <a href="#">website</a>.</p>			
<b>II. Review &amp; Approve 01/20/21 Meeting Minutes</b>	Angela Upshaw	9:10 AM (5 minutes)	Action
<p>Angela motioned for approval: 1<sup>s</sup> April Wick, 2<sup>nd</sup> Ardy Akhzari Motion approved.</p>			
<b>III. VI-SPDAT Briefing</b>	Peter Bell, SSF Coordinated Entry System Manager	9:15 AM (30 minutes)	Informational & Discussion
<p>Peter shared a presentation and discussed VI-SPDAT, breaking down the different elements (Assess, Prioritization, Referral...), CE resources, subpopulation variances, key points, prioritization, VI-SPDAT assessment, VI-SPDAT 2.0 vs 1.0, prioritization - HUD standards, shifting prioritizations with a Racial Equity Focus, community examples: (1) LAHSA, L.A., (2) King County, WA, (3) Austin, TX., and potential next steps.</p> <p>Questions were asked in the chat, see recording link above.</p>			

<b>IV. Review &amp; Approve Plan for BIPOC with Lived Experience Interviews &amp; Listening Sessions</b>	Ardy Akhzari	9:45 AM (25 minutes)	Action
<p>Ardy discussed the interviews and listening sessions details. He read over the Interview Consent Form, Interview Recommendation, Interview Survey (provided in the meeting materials prior to this meeting) for the REQC approval. Tamu mentioned the Interview Survey has two purposes: (1) for REQC members to provide input/background and (2) to be used as an interview guide.</p> <p>Questions were asked in the chat, see recording link above.</p> <p>Ardy Akhzari motioned for approval with the edits in the:  <a href="#">Interview Recommendations</a> and <a href="#">Interview Survey</a>: (1) name question, (2) involved in interview process (yes/no) question, (3) age group listed (65+) question, (4) adding gender / sexual orientation question, (5) adding instruction at the top, (6) adding a non english speaker question.</p> <p><b>Interview Consent form:</b> to edit in plain language (Microsoft Word has a tool to predict education level - 5th grade is ideal), <b>plain language will be updated and sent to members via email for approval:</b> 1<sup>s</sup> Ardy Akhzari, 2<sup>nd</sup> Shalinee Hunter</p> <p>Motion approved.</p>			
<b>V. Plan Stakeholder Forum #1</b>	Angela Upshaw	10:10 AM (30 minutes)	Informational & Discussion
<p>Angela shared a presentation and discussed the Stakeholder Forum #1: what do we want to know, who do we want to hear from, how are we going to approach this, where will these forums take place (Zoom), when will this work be accomplished. Discussions were held about whether the REQ Subcommittee can be used to meet and plan and/or we can create another subcommittee to plan for the stakeholder forums. For more details, e.g. who is interested, please see recording provided above.</p>			

<b>VI. Debrief Training #1: Implicit Bias</b>	Tamu Green, SSF Systems Performance Advisor	10:40 AM (15 minutes)	Informational & Discussion
<p>Tamu discussed the REQ training #1 session and asked if there are any suggestions to share with her for the next 2 REQ training sessions. She mentioned the REQ Training #2 will be Thursday, March 25th, 2021 from 12:00 PM to 1:30 PM and the Courageous Conversation Meeting is Thursday, April 8th, 2021 from 12:30 PM to 1:30 PM.</p>			
<b>VII. Announcements - No Announcements.</b>			
<b>VIII. Meeting Adjourned at 10:59 AM. Next REQ Committee Meeting: Wednesday, March 17, 2021 from 9:00 AM to 11:00 AM.</b>			

# Planning for Research on Best and Promising Practices





# Racial Equity Frameworks and Tools

[National Culturally and Linguistically Appropriate Services \(CLAS\) Standards](#)

[Racial Equity Decision Support Tool](#)

[Racial Equity Impact Assessment](#)

[Racial Equity Toolkit](#)



# What Do They Generally Have In Common?

1. Gather Information
2. Engage Stakeholders
3. Identify Needs
4. Determine Benefit and/or Burden
5. Plan for Investment, Capacity Building, and Sustainability
6. Make Changes to Meet the Needs
7. Evaluation, Accountability, Reporting Back



# A Look at Other Communities

[Marin County](#)

[Multnomah County](#)

[Santa Clara County](#)

[Los Angeles County](#)



## REPORT AND RECOMMENDATIONS OF THE AD HOC COMMITTEE ON BLACK PEOPLE EXPERIENCING HOMELESSNESS

LOS ANGELES HOMELESS SERVICES AUTHORITY  
DECEMBER 2018



# Themes for Action within the Homelessness System

- Listening sessions and interviews
- Prioritization
- Internal training
- CoC board and leadership diversity
- Uplift BIPOC contracting





# Themes for Action with Homelessness Partners

- Identify the institutions and systems that are major contributors to BIPOC homelessness
- Engage in strategic partnerships with a racial equity focus
- Joint support on policies, budgets, and other key recommendations
- Strengthen prevention



# Thank you!



# Technical Assistance Collaborative: Street Outreach Participant Survey

Thank you for taking the time to complete this survey. The Technical Assistance Collaborative (TAC) is a nonprofit firm working with the city and county of Sacramento to ensure street outreach programming meets participants' needs. Your responses will be used to help ensure that our programs continue to be responsive and sensitive to the needs of all program participants. If there are any questions that you do not feel comfortable answering, please feel free to skip and move to the next one. **You may remain anonymous- you do not have to provide any identifying information to us.**

**1. Current living situation:**  Unsheltered or outside  Emergency shelter  Hotel  Other, please specify:

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**2. How interested are you in finding housing right now:**  Very interested  Somewhat interested  
 No interest at this time.

Please share any reasons why you are interested or uninterested in housing at this time so we may shape our services to leverage people's interest and address people's concerns.

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**3. Gender (check one):**  Male  Female  Transgender/Transsexual  Decline to state

**4. Age:** \_\_\_\_\_ **5. What is your primary language?** \_\_\_\_\_

**6. Ethnicity (check one):**

- African-American (Black, non-Latino)  Asian/Pacific Islander (Specify \_\_\_\_\_)  
 Euro-American (White, non-Latino)  Latino (Specify \_\_\_\_\_)  
 Native American/Alaskan Native  Multi-racial/Other (Specify \_\_\_\_\_)  
 Decline to State

**7. Number of individuals in family: Adults:** \_\_\_\_\_ **Children/Ages:** \_\_\_\_\_

**8. How did you connect to the street outreach program?**  Self  Homeless Shelter  Law enforcement  
 Religious org  Family/Friend  Court  Other: \_\_\_\_\_

**9. How often did you see your street outreach worker(s)?**

2+ times/week      Weekly      Every other week      Monthly      Not often/I don't remember



**10. What was surprising to you once you started using street outreach services?**

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**11. Check off all of the street outreach services you **USE** (or have used in the past):**

- Help with basic needs (blankets, food, socks, backpacks, etc.)
- Finding a shelter or hotel bed so I can sleep inside
- Assistance reunifying with friends or family to leave the streets- mediation, financial help to return, etc.
- Housing search to find a permanent home
- Linking to medical services
- Linking to mental health services
- Linking to substance use services
- Assistance preventing or managing COVID

**12. Check off all of the services **YOU WOULD WANT TO USE** if they were available to you**

- Help with basic needs (blankets, food, socks, backpacks, etc.)
- Finding a shelter or hotel bed so I can sleep inside
- Assistance reunifying with friends or family to leave the streets- mediation, financial help to return, etc.
- Housing search to find a permanent home
- Linking to medical services
- Linking to mental health services
- Linking to substance use services
- Assistance preventing or managing COVID

**13. What are/were the best parts of your street outreach services?**

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**14. What services are not on the above list that you think street outreach should be able to offer?**

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**15. On a scale from 1-10 how satisfied are you with the street outreach services you received?**

1                      2                      3                      4                      5                      6                      7                      8                      9                      10  
Not Satisfied At All                      Somewhat Satisfied                      Completely Satisfied

**16. What suggestions would you give to us on helping people sleeping outside in the future?**

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17. Please evaluate each of the following areas of your service from the street outreach program (check one for each):

	Excellent	Good	Average	Poor	Unsure
Treatment by staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Staff Knowledge about finding housing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Staff Knowledge about linking to services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Accessibility of Location	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Quality of Overall Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Staff Cultural Competency:** Do you feel that street outreach staff have been sensitive to your ethnic and cultural background while providing services to you? (check one)

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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**Thank you for your input! If you are interested in speaking with the Technical Assistance Collaborative we would love to hear more! Please leave your name, contact information and best times of day to reach you.**

**OPTIONAL**

**Name:**

**Contact Info (phone, email, etc.):**

**Best times of day to reach you:**

# Sacramento Street Outreach Practice

Funders Focus Group  
March 5, 2021

# Welcome & Introductions

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## In the chat:

- **Name**
- **Agency/Role**
- **Geography your funded street outreach covers**

# Introduction to TAC

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The Technical Assistance Collaborative is a nonprofit organization dedicated to helping our nation's human services, health care, homelessness, and affordable housing systems implement policies and practices that empower people to live healthy, independent lives in the communities they choose.

- **Gina Schaak**
- **Ashley Mann-McLellan**

# Today's Agenda

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- Background & Outcomes for Today
- Trends in Housing-Focused Street Outreach
- Focus Group Discussion

# Background & Outcomes for Today

# What is the purpose of practice standards?

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**They formalize the baseline levels of services any participant using outreach services would receive from any team, or any person.**

- What is an example of a practice standard?
  - Ex. anyone unsheltered and interested in housing is connected to the Coordinated Entry process
- How do they help us?
  - Gives participants predictability in the services they will receive from any funded team
  - Creates mutual understanding between outreach teams of services provided; helps with coordination
  - Helps to quickly train new staff to funder expectations
  - Give funders framework to monitor and support performance



# Outcomes for Today

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1. Funders hear a debrief of outreach practice standard focus groups.
2. Funders identify next steps to formalizing practice standards.

No decision points on standards today.

# Trends in Housing-Focused Outreach

# Trends in Housing Focused Street Outreach

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- Outreach teams use **key engagement techniques** such as harm reduction, assertive engagement and employment of peers
- Outreach staff have an **array of housing connections** on-hand for participants who are interested in moving to housing
  - *Housing problem solving techniques; connection to Coord Entry; document readiness activities*
- Outreach staff have **links to emergency shelter** options for anyone who wants to sleep inside
- Outreach **teams coordinate regularly** re: service delivery and geographic coverage
- Outreach teams **track participants in HMIS**

# Practice Standard #1: Role of Street Outreach

# Practice Standard #1: Role of Street Outreach in Sacramento

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## Role of Street Outreach:

1. Engage and trust-build with people living unsheltered
2. Address basic needs including emergency shelter and income.
3. Link to crisis services with an emphasis on behavioral health and healthcare
4. Connect to permanent housing options

**Role in Encampments:** Outreach teams are interested in coordination standards when working with encampments. Specifically:

- Required coordination between entities that clear encampments, and preemptively alerting street outreach so teams can achieve a standard of assisting participants to prepare, gather belongings, relocate and maintain trust and engagement.
- Standards may include liaisons between street outreach teams and clearing entities; # of business days notice; and outreach teams' duties- [see LAHSA example](#) for outreach duties upon notification (verbally informing; fliers; preparing residents for sweep)

## Practice #2: Leading Outreach w/Racial Equity

# Practice Standard #2: Leading Outreach w/Racial Equity

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## Leading Outreach Practice w/Racial Equity

At this time, attendees are very open to achieving racial equity in their outreach. They expressed two system-level needs they need support in:

1. Unsure how to start the work internally; interest in training on how to evaluate and achieve equity in their service delivery.
2. Request to view outreach data on a system level to see where racial inequities are occurring

## Potential Standards At This Time

- Outreach teams participate on **x racial equity group** or planning entity
- Outreach teams use **x report or dashboard** on a quarterly basis to begin addressing racial disparities
- Outreach teams are required to hire **x% of staff as peers** moving forward
- Measures: rate of engagement and/or connection to housing by race reflects the race distribution of the unsheltered point in time count for that geography

## Practice Standard #3: Housing Problem Solving



# The HPS Model: What are any reactions you have?



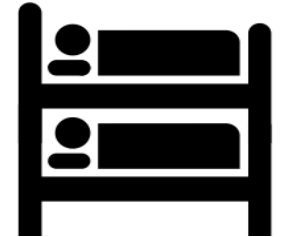
**Housing crisis:** sleeping unsheltered or about to enter emergency shelter



## Housing Problem Solving Conversation

- Brainstorm safe alternatives to unsheltered life
- Connect to alternatives using services + flex funds
- Connect to resources outside of homeless system

Shelter entry



Housing Option

*May be temp or permanent*



Specialized Setting

*Respite, treatment, DV shelter, etc.*



# Practice Standard #3: Housing Problem Solving (HPS)

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## HPS Feedback

- High level of agreement that all teams should offer HPS.
- One key factor in increasing the success of HPS is for providers to have instant access to extremely flexible funds that can be used for outside-the-box cost types.
- At this time, outreach providers shared there are pockets of funding that all have different (and sometimes stringent requirements).

## Potential Standards At This Time

- Outreach teams offer everyone housing problem solving conversations
- Outreach teams participate in **x training opportunities** to maintain HPS skills
- TAC can include sample HPS discussion guide
- System planners can include list of flexible funding opportunities for agencies to purpose.

## Strategies to Create More Specificity in the Standard

- If a centralized, **flexible** fund could be set up, consider attaching a performance measure (15-20% served are housed using problem solving). Until then, it is out of most providers' control if they can actually access funding to support an HPS placement.

## Practice #4: Linking to Emergency Shelter

# Practice Standard #4: Linking to Emergency Shelter

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## Emergency Shelter Feedback

- Shelter bed availability is extremely limited
- Teams get people into shelters based on their relationships
- There is no centralized bed availability which leads to multiple outreach staff spending their entire days calling shelters for one client.
- Eligibility criteria for shelter varies and is disjointed across the geography
- Transportation to shelter and pets are added barriers to obtaining shelter.

## Potential Standards At This Time

- Outreach teams attempt to link to emergency shelter when possible.

## Strategies to Create More Specificity in the Standard

- High degree of buy-in for having shelters report daily bed capacity to 211 to reduce outreach time calling each shelter
- Incorporate transportation \$ in budgets or coordinate available vehicles for transportation
- Establish set-aside beds for outreach teams to have “on hand” each day- a portion of beds for people at highest risk of dying outside

## Practice Standard #5: Linking to Coordinated Entry

# Practice Standard #5: Linking to Coordinated Entry

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## Coordinated Entry Feedback

- The process to link to CE is clear to attendees
- There is not enough housing supply in CE for everyone- inefficient to say we should link anyone interested in housing to CE bc they will not get a match
- Interested in clarity around who is the priority pop(s) for CE PSH to focus energy on them (is it chronic? Is it a subset of chronic? Target list?)
- Interested in transparency re: how target lists are created and how outreach teams could add participants
- Unclear how outreach teams can/should link to RRH and who those priority pops are

## Potential Standards At This Time

- Outreach teams link people who meet HUD's chronic definition to CE for PSH queue
- Outreach teams link **xxx** people for RRH queue (priority pops)
- Outreach teams prioritize linking people on **xxx target list** to CE
- TAC can include strategies to discuss RRH with participants if applicable
- Outreach teams complete all documentation to complete a link or referral to CE

## Practice Standard #6: Document Readiness

# Practice Standard #6: Document Readiness

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## Document Readiness Feedback

- High degree of agreement that document readiness is a part of street outreach's role
- Encampment sweeps without notice cause outreach teams to have to assist participants to obtain the same documents multiple times
- Flexible funding to pay for documents will speed up the process
- Confusion: Who can document homeless and chronic homeless status for CE resources?

## Potential Standards At This Time

- Outreach teams assist anyone interested in moving to permanent housing to obtain common documents needed (ID's, birth certificates, SSN card, proof of income, proof of homelessness)
- Outreach teams must upload participants' documents to their HMIS record within **xxx business days** of obtaining the document. [Line up timeliness standard with CoC's data quality standards](#)
- Include CoC's standards for documenting homeless and chronic status (including when street outreach teams may verify homeless status); link to [SSF Doc ready form](#)



## Practice Standard #7: HMIS Data Entry

# Practice Standard #7: HMIS Data Entry

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## HMIS Data Entry Feedback

- High degree of agreement that all outreach teams should be inputting contacts, clients served and client documents into HMIS to:
  - Increase coordination between teams
  - De-duplicate services and efforts
  - Store client documents in a central place

## Potential Standards At This Time

- Outreach teams shall ensure Universal Data Elements are recorded completely in the HMIS within two business days of contact with an unsheltered person
- Outreach teams should dismiss clients from HMIS after loss of contact or moved to permanent housing within 30 days of loss of contact
- Outreach teams shall ensure street outreach activities are recorded completely in HMIS within two business days of contact with an unsheltered person
- Outreach teams must follow the CoC's HMIS Data Quality and Privacy & Security Plans
  - *Link to Data Quality Plan: <https://www.sacramentostepsforward.org/wp-content/uploads/2018/12/Sacramento-Data-Quality-Plan-Approved-11.14.18.pdf>*

## Practice Standard #8: Coordination

# Practice Standard #8: Coordination

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## Coordination Feedback

- High degree of agreement that outreach is more effective and efficient when teams coordinate with each other
- High degree of interest in more formal, system-level coordination channels
- High degree of interest in pairing outreach teams together to leverage specialties and form multi-disciplinary, cross-agency teams- right now, everyone does everything for clients, even if it's outside of their specialty

## Potential Standards At This Time

- Outreach providers are required to attend any system-level outreach coordination meetings once established (*placeholder language*)
- Outreach teams must check HMIS to coordinate or de-duplicate any services with other outreach teams before enrolling a new client
- Outreach teams shall consult SSF Outreach Matrix to coordinate with teams who share geography to leverage expertise and de-duplicate services (*see next slide*)
- To update the matrix for greater specificity, outreach teams will share their schedules in each geography

Agency Name	Program Name	Staff	Case Load	Specialty Area	Geographic Range	Funding Source
Sacramento Covered	Sacramento Covered Outreach, City Pathways Program	35	Varies	Health, Referrals from law enforcement and hospitals, In reach	Countywide	WPC; Health Home
Downtown Streets Team	Sacramento Team	30 (Peer Support)	No	Trash & Employment	River District, under WX freeway, Meadowview?	HEAP
Sacramento Steps Forward	SSF Navigators	4	30		Sutter Hospital, Mack Road, Midtown and CES general	Fee for Service
County	Community Support Team	8 clinicians + 4 Community Support Specialists	20-25	Mental Health; referral based	Countywide	MHSA
Sacramento Self Help Housing	Unincorporated	3.5	20-75		Carmichael/Arden Arcade, Unincorporated South Sacramento, Unincorporated North Sacramento, American River Parkway	County
Wind Youth Services	Wind Street Outreach Program	1	No	TAY – HIV/AIDs	No	CARES Foundation
Hope Cooperative	Triage Navigators	23	20-40 for max 60 days	In reach: Mental Health & Incarcerated Settings	Countywide	MHSA
Sacramento Self Help Housing	CH, EG, Folsom, RC, Cities	4	75		Incorporated suburban cities	Cities
DHA	DHA Homeless Outreach	3	No		Countywide (incorporated as well)	County
First Step Communities & Shelter, Inc	River District Shelter Collaborative	2	??		River District	City & County

## Practice Standard #9: Training

# Practice Standard #9: Training

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## Potential Standards At This Time (from previous focus group)

Listed are the minimum training standards of street outreach worker staff.

- Trauma-informed care training
- Cultural competency training
- Harm reduction training
- Motivational interviewing training
- Training on self-care
- Training on professional boundaries
- Training on street outreach staff safety
- Assertive engagement training
- Housing First principles
- First aid and CPR
- Mental health first aid training
- Training on ethics and street outreach delivery
- Anti-discrimination and reasonable accommodation training, including accommodation of transgender participants
- Training on the VI-SPDAT and Coordinated Entry practices
- HMIS privacy, data collection, entry and Universal Data Elements
- Domestic Violence recognition and referral
- Overdose detection and response

# Performance Measures



# Outreach Performance Measures

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## Performance Measure Feedback *(bold denotes high degree of buy-in)*

1. **% of total clients on a housing pathway**
  2. **% of total clients offered problem solving conversations- often 90-100%**
  3. **% of total clients moved to a permanent housing destination (includes friends/family)**
- 
- % of total clients entered into HMIS (consenting)- often 100%
  - % of total clients with uploaded documents
  - % of total consenting clients linked to CE- often 100%

# Role of Funders to Support Outreach Performance

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## How can funders support outreach performance?

- Centralized bed registry for emergency shelter beds; includes eligibility criteria, openings and limitations (no pets, single gender, etc)
- Encourage and monitor real-time HMIS participation so it can be used as a coordination tool
- System-level data to find people with multiple episodes of homelessness to prioritize as most vulnerable
- System-level data and training to achieve racial equity
- Formal coordination and communication challenges across all teams
- Increase shelter and permanent housing options
- Housing navigation training and real-time information (housing lotteries, etc)
- Coordination to prepare outreach teams for sweeps

## Next Steps

# Options for Next Steps

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## 1. Funders Review

- Review potential standards on slides; provide TAC with any feedback to refine
- From feedback, TAC can present a draft for funders to adopt with remaining decision points to discuss

## 2. Clarifying CE Expectations

- TAC can work with CE decision makers on clarifying outreach standards related to CE

## 3. Setting Performance Measures

- Obtain base level data on current outreach outcomes; set targets based on current outcomes OR
- Each funder sets their own targets in their contracts
- Ensure HMIS has data elements for the measures you select



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## Interview Consent Form

The Sacramento Continuum of Care (CoC) would like to speak with you and other people of color who are homeless now or have been homeless in the past. We would like to learn from you so that we can make changes to the system.

It is up to you to be audio and/or video recorded.

**Check one:**

- I want to be audio recorded.  
 I do not want to be audio recorded.

**Check one:**

- I want to be video recorded.  
 I do not want to be video recorded.

It is up to you to see and edit the report we are writing.

**Check one:**

- I want the option to see and edit the report. Here is how I can be contacted or found: \_\_\_\_\_  
\_\_\_\_\_  
 I do not want the option to see and edit the report.

It is up to you to use your name in our report.

**Check one:**

- I want this name \_\_\_\_\_ to be used in your report. I feel good about linking my name to my story.  
 I do not want my name to be used in your report.



**SACRAMENTO  
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We will talk to you for about 90 minutes. We will reach out if we need to talk to you again.

We hope that you will feel good about sharing your story.

By sharing your story, we hope to make things better for others in the community. All of the stories will be part of a report for the CoC Board. This board makes decisions about homeless services and funding.

It is up to you whether to talk to us. You are free to say no to this interview. You do not have to answer any of the questions and you can stop the interview at any time. You will still get a Visa gift card as a thank you.

If you have any questions about the interview, you may contact the lead staff member, Dr. Tamu Green, at any time: [tgreen@sacstepsforward.org](mailto:tgreen@sacstepsforward.org) or 916-285-1835.

If you want to talk to us, you must sign below and give the form to the person who interviews you. If you are just talking by phone, you can take a photo of this signed form and email it to [tgreen@sacstepsforward.org](mailto:tgreen@sacstepsforward.org). If this is a problem, we will pick up the form from you before your interview. Keep a copy of this form.

**Agreement**

I have read this consent form and agree to take part in this interview. I have a copy of this form.

My Name: \_\_\_\_\_

Date: \_\_\_\_\_

My Signature: \_\_\_\_\_