

Street Outreach Workflow



Initial Contact

1. Search for the client. Add a new client if needed.
2. Create a new household or verify the existing one.
3. Add an ROI.
4. Complete a Street Outreach Entry. Record the Date of Engagement.
5. Add a Service Transaction.
6. Assign a Case Manager, create a goal, and add a Case Note.

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Second Contact

Complete an Interim Update, and input the client's Current Living Situation. Street outreach projects are expected to record every contact made with the client after the Date of Engagement; contact must be recorded any time the client is met. Street Outreach workers are required to attempt to contact a client 7, 14, and 21 days after the last date of Contact.

2

Third Contact

Complete another interim update, and input the Current Living Situation. Interim updates should be used to capture changes in client information such as income, disability, insurance, or non-cash benefits. Complete a VI-SPDAT and a Coordinated Entry (CE) enrollment.

3

Services

Service Transactions can occur any time between client engagement/project entry and project exit. These may include services such as case management, food, clothing, transportation services, etc. A client may have multiple service transactions while entered into the project.

4

Project Exit

The Exit Date coincides with the date that the client is considered to no longer be participating in the project. Be sure to select the Exit Destination that best matches the client's situation. Reasons to exit a client include: The client has entered another project type (e.g., shelter, PSH, TH) or otherwise found housing; the client is deceased; three (3) attempts to contact the client were made and it has been 30 days since the last contact.

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