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1) Applicability of the Standards & The Role of Funder

- a) These standards apply to West Virginia Coalition to End Homelessness (WVCEH) staff conducting street outreach working at WVCEH and funded through any or all of the following:
 - Projects for Assistance in Transition from Homelessness (PATH)
 - Emergency Solutions Grant (ESG)
 - State Opioid Response (SOR)
 - Private Funds
- b) Street outreach providers are guided by their contractual obligations with their funder. Among other criteria, the contracts inform the approach to be used for street outreach, the activities to be performed with the funding, activities that are not permitted with the available funding, hours of service, area(s) to be served, and service targets.
- c) Other funders within the WV Balance of State Continuum of Care (WV BoS CoC) may choose to adopt and enforce these standards at their discretion.

2) Defining Street Outreach

- a) Street outreach often begins with an initial triage encounter. Unless an immediate resolution is possible, the definition of street outreach provided in 2.b applies.
- b) Street outreach is defined as a homeless services intervention provided by professional staff who have been specifically trained (see 3b through 3q) to support individuals with accessing permanent or temporary housing by building trusting relationships and ongoing rapport. Street outreach seeks to engage individuals living unsheltered in a person-centered and trauma-informed manner, provide links to mainstream services, and use diversion and problem-solving techniques to connect people with safe housing options whenever possible. The primary and ultimate goal of street outreach is to find affordable housing for each individual, with access to voluntary wraparound services needed to stay healthy, including employment, substance use treatment, and mental health care. While this is ideally accomplished quickly, outreach often requires time and interactions with individuals experiencing unsheltered homelessness, therefore should not be seen as one-time engagements. Rather, each interaction should be seen as an opportunity for outreach staff to build a relationship and help people work toward making a connection to housing and services. Key to the success of outreach and engagement efforts is consistent follow-up and building trust with individuals through regular interactions, including learning about the individuals' current social network and supports.

- c) Street outreach is understood to be a critical and necessary service to people experiencing unsheltered homelessness within the boundaries of the WV BoS CoC. Street outreach is an essential ingredient to the system of care for people experiencing homelessness in the community.

3) Professional Training and Ethics

- a) Funders of street outreach activities are responsible for coordinating, offering, making available, and/or providing funding for training to meet these standards. Employers of street outreach staff are responsible for ensuring their staff attend, participate in, and complete the necessary training, as well as keeping a record of all street outreach training that is completed by each street outreach staff that is employed by their agency.
- b) Social competency training shall be completed within six months of starting employment as a street outreach staff, unless completed within the past two years, and shall be refreshed once every three years thereafter.
- c) Training on documentation and the use of Homeless Management Information System (HMIS), especially as it pertains to street outreach and Coordinated Entry System (CES), shall be completed within the first month of starting employment as a street outreach staff and shall be refreshed once every three years thereafter.
- d) Motivational interviewing training shall be completed within six months of starting employment as a street outreach staff, unless completed within the past two years, and shall be refreshed once every three years thereafter.
- e) Assertive engagement training shall be completed within six months of starting employment as a street outreach staff, unless completed within the past two years, and shall be refreshed once every three years thereafter.
- f) Trauma-informed care training shall be completed within six months of starting employment as a street outreach staff, unless completed within the past two years, and shall be refreshed once every three years thereafter.
- g) Wellness promotion training shall be completed within six months of starting employment as a street outreach staff, unless completed within the past two years, and shall be refreshed once every three years thereafter.
- h) First aid and CPR shall be completed within three months of starting as a street outreach staff unless current certification is already in place, and shall be refreshed as necessary to ensure street outreach staff maintain certification.
- i) Training on overdose response and the administration of Narcan shall be completed

within three months of starting as street outreach staff, unless completed within the past two years, and refreshed once every three years thereafter.

- j) Mental health first aid training shall be completed within six months of starting employment as a street outreach staff, unless completed within the past two years, and refreshed once every three years thereafter.
- k) Training on mental health recovery shall be completed within six months of starting employment as a street outreach staff, unless completed within the past two years, and shall be refreshed once every three years thereafter.
- l) Training on self-care and vicarious trauma shall be completed within six months of starting employment as a street outreach staff, unless completed within the past two years, and shall be refreshed once every three years thereafter.
- m) Training on professional boundaries shall be completed within three months of starting employment as a street outreach staff, unless completed within the past two years, and shall be refreshed once every three years thereafter.
- n) Training on the Vulnerability Index – Service Prioritization Decision Assistance Tool (VI-SPDAT) and Coordinated Entry practices shall be completed within three months of starting employment as a street outreach staff and shall be refreshed once every three years thereafter. If changes are made in the WV BoS CoC Coordinated Entry process, training will be provided on a timely basis to ensure compliance with local Coordinated Entry policies and procedures.
- o) Training on street outreach staff safety shall be completed within the first month of starting employment as a street outreach staff, and refreshed once every three years thereafter.
- p) Training on ethics and street outreach delivery shall be completed within six months of starting employment as a street outreach staff and refreshed once every three years thereafter.
- q) Additional training to consider: population-specific services, Mandated Reporting, Human Trafficking, traumatic brain injury.

4) Acknowledging the Risks that Come with the Work & Personal Safety

- a) Street outreach staff perform their duties in community settings and may encounter risks inherent to serving people experiencing homelessness. Street outreach staff are responsible for reducing the impacts of those risks whenever possible, as per their training, and supports provided by or through their employer.
- b) Street outreach staff may encounter secondary or vicarious trauma as a result of

performing the duties of the job. Street outreach staff are responsible for engaging in self-care, as per their training, and processing critical incidents appropriately.

- c) Street outreach staff and their employer are responsible for promoting the personal safety of street outreach staff and taking the necessary measures to decrease risks as is reasonable in the context of street outreach. In the event of a real or perceived imminent risk, street outreach staff are permitted to refuse to provide street outreach services, as per their training. These instances shall be reported to their supervisor. The Supervisor may request this information and the rationale for refusing service.
- d) Street outreach staff shall inform their supervisor of their probable locations during their outreach shift, and shall update their supervisor, as appropriate, if there are deviations from the probable locations identified for the shift.
- e) Unless there are extenuating safety circumstances, street outreach staff shall conduct their activities without police escort. This does not preclude street outreach staff from conducting service engagement activities with police when contracted or invited to do so.
- f) Employer should facilitate an environment of self-care by providing time, space, and opportunity for outreach staff to debrief and process critical events or occurrences.

5) Service Orientation

- a) There is a power differential between the street outreach staff and the individual who is unsheltered being served. Street outreach staff shall be sensitive to this power imbalance in every exchange with an individual who is unsheltered and work to ensure the power imbalance does not prevent or stall the effectiveness of the engagement and subsequent services with the person who is unsheltered.
- b) Compassion is necessary for effective engagement. The street outreach worker engages and supports people who are unsheltered not by seeing the relationship as one of healer and wounded, but as a relationship between equals. Street outreach workers shall demonstrate empathy in each encounter with a person who is unsheltered.
- c) A person-centered and strength-based approach is necessary for effective street outreach engagement and supports. Street outreach workers shall endeavor to create service support plans based upon the specific needs and presenting issues of the person who is unsheltered and leverage the strengths of the individual to help them create and act on a plan to resolve their homelessness and basic needs.
- d) Trauma and its impacts are widespread within the unsheltered homeless population,

and as such, street outreach staff will employ a trauma-informed approach to all encounters, planning, and action. The guiding principles of a trauma-informed approach shall be employed in the work of street outreach when encountering and supporting people who are unsheltered.

- e) Brain injury is common amongst the unsheltered homeless population, and as such, street outreach staff shall communicate with individuals who are unsheltered in ways that use plain language, are clear and concise, and appropriately articulate action steps. Behaviors associated with brain injury may make it necessary for street outreach staff to amend their approach to engagement and planning appropriately.
- f) Individuals served through street outreach will have a broad range of cognitive abilities for a variety of reasons. As such, street outreach staff shall employ diverse engagement and communication strategies to be as effective as possible in these instances.
- g) Mental health recovery shall be practiced by street outreach staff in their approach to supporting a person who is unsheltered. In particular, street outreach staff shall address the stigma associated with mental illness and strive to connect individuals with compromised mental wellness to appropriate mental health and community supports.
- h) Evidence-based wellness promotion practices shall be supported by street outreach staff to help address risks and improve participant wellbeing related to the use of alcohol and other drugs and/or participation in sex work by a person who is unsheltered. All street outreach staff shall be conversant in, and practice, strength-based, person-centered approaches that build resilience, dignity, and wellness across physical, emotional, and social domains. Outreach staff should be knowledgeable of substance use treatment programs and healthcare resources in their service area.
- i) Progressive engagement customizes the level of support for an individual who is unsheltered based upon their assets and strengths. The responsibility is on the person who is unsheltered to demonstrate what they are capable of doing on their own and be empowered as such to do so. Increased supports should be provided only when there is inertia or inability to perform tasks themselves that would expedite their exit from homelessness.
- j) Client choice is a core principle of engagement, planning, and service delivery. Street outreach staff shall provide meaningful information to persons who are unsheltered to allow them to discern a course of action that makes the most sense to them, up to and including the reasonable characteristics of the accommodation they seek to exit homelessness.
- k) Trust and rapport are necessary for effective engagement and often are built over

time. In developing trust and rapport, street outreach staff shall be sensitive to professional boundaries. Neither communications nor actions should misconstrue the professional nature of the engagement.

6) Operational Documentation

- a) Street outreach staff shall ensure elements in the street outreach workflow are recorded completely in the Homeless Management Information System (HMIS) within two business days of contact with a person who is unsheltered, once the individual who is unsheltered is enrolled in street outreach.
- b) Street outreach staff shall ensure street outreach activities are recorded completely in HMIS within two business days of contact with a person who is unsheltered.
- c) Street outreach staff must record all workflow elements, activities, and case notes in HMIS within two business days of client contact. Staff must ensure that any handwritten notes collected in the field are transferred securely and destroyed once entered into HMIS.
- d) The preference for data entry into HMIS is during your interaction with the person who is unsheltered; however, there might be instances in which the person has a distrust or is uncomfortable with technology and in these situations, it is advised that the outreach staff utilize pen and paper to collect information.

7) Interface with Law Enforcement

- a) Street outreach staff shall never be the entity responsible for communicating or leading enforcement activities.
- b) Whenever possible, street outreach staff shall be available to assist individuals who are unsheltered in the event law enforcement engages in activities that dislodge the individual from where they are staying, when notified by police in advance of enforcement activities. Efforts shall be made by street outreach staff to make referrals and help the individual connect to resources in the event of enforcement activities. Street outreach staff are present to assist the homeless individual(s) only and are not engaged in any enforcement activities themselves.
- c) When there is planned closure of an encampment, street outreach providers shall provide advanced intensive outreach efforts, and provide information to law enforcement on their efforts when consents are in place to do so.
- d) When law enforcement undertakes outreach and engagement activities they may

request street outreach staff participate in those activities with them. When operationally available, street outreach staff will participate.

- e) In rare circumstances, street outreach staff may witness behavior or actions on the part of a person who is unsheltered that triggers a legal mandate to report the incident or information to law enforcement (e.g., human trafficking). Street outreach staff shall do so promptly and thoroughly in these rare instances.

8) Structured Engagement

- a) For safety, outreach staff should work in pairs; no more than four staff should approach an individual at one time.
- b) The structured engagement of street outreach staff shall occur outdoors in the majority of instances, especially with first-time encounters with persons who are unsheltered. Follow-up engagement may occur in sheltered locations as necessary but cannot be mandated or expected on the part of the street outreach staff.
- c) Except in limited circumstances, street outreach staff shall exit their vehicles to engage with persons who are unsheltered.
- d) Street outreach staff shall identify themselves, the organization they work for, and the intention of their engagement in every encounter with a person who is unsheltered they have not previously engaged with during street outreach.
- e) Street outreach workers shall seek and record consent (which can be verbal) to engage with persons who are unsheltered and their desire to engage with the street outreach workers.
- f) If an unsheltered individual declines engagement, street outreach staff shall respect the decision at that time and reattempt contact as appropriate, using professional discretion to determine timing. In the event a person who is unsheltered that previously did not want services decides that they would like to receive services, street outreach staff shall provide support and resources at that time.
- g) In rare incidences, when street outreach staff has observed a situation and has reasonable suspicion and/or evidence that an individual they are working with is a danger to themselves, or others, due to abuse, neglect, or exploitation, they should report this information to the WV DoHS (Child/Adult Protective Services). When a participant's life is at risk due to self-neglect or harm, a mental hygiene may need to be filed in the jurisdiction where the individual resides. Street outreach staff should be trained on these reporting processes.

9) Inclement Weather or Other Emergencies

- a) Notwithstanding the intentions for Structured Engagement outlined in Section 8, Supervisors may become aware of impending inclement weather or other emergencies and may direct street outreach staff to suspend their Structured Engagement activities to focus on notifying individuals who are unsheltered of the impending weather event or other emergencies.
- b) In the event of an impending inclement weather situation or other emergencies, street outreach staff shall work with persons who are unsheltered to help them prepare for the event and/or access available emergency resources, either in-house or through other means and agencies.

10) Provision of Goods

- a) Street outreach staff must always begin and focus encounters with a person who is unsheltered on housing and accessing other resources in the community that may be of assistance in accessing and maintaining housing. During these encounters, street outreach staff may choose to make hygiene kits, food, clothing, blankets, sleeping bags, or other resources available. The provision of these materials shall never be the primary function of street outreach.
- b) Street outreach staff are not obligated to make the provision of materials available under any circumstance.
- c) Street outreach staff must discern in each instance where goods may be provided whether or not the provision of goods is enabling or creating a dependence.

11) Interface with Other Service Providers & Government Entities

- a) Shelter space may be scarce, particularly in rural areas, but remains an invaluable resource to make available to persons who are unsheltered whenever possible. Street outreach workers shall connect with all shelters in the City and County during their shift to understand availability. On days when shelter space is available, street outreach staff shall prioritize to whom to make the offer of the shelter opportunity based upon the following criteria:
 - (i) Perceived or known vulnerabilities
 - (ii) Advanced notification by law enforcement to vacate a particular location
 - (iii) Otherwise not service-connected

Street outreach workers may also work with the Coordinated entry staff and/or

- WVCEH staff working directly with shelters to understand eligibility requirements of the shelter in each area and assist when admission issues occur.
- b) Benefits and income access are often necessary to move from homelessness to housing. Street outreach staff shall assist individuals on their caseload in accessing and maintaining benefits and income, including accompanying individuals to Social Security and helping them navigate available resources. All street outreach staff should attend SSI/SSDI application training, offered annually by the WVCEH CoC staff.
 - c) Individuals who are unsheltered who are veterans shall have the opportunity to be referred to Veterans Affairs and/or other veteran-serving organizations if the individual so chooses and the individual is eligible.
 - d) Some individuals who are unsheltered use alcohol and/or other drugs. Others may be involved in other high-risk behavior such as sex work. Street outreach staff shall refer and connect individuals who are unsheltered to wellness promotion resources and have knowledge of treatment programs in their community.
 - e) Securing identification is most often necessary for securing housing. As such, street outreach staff shall engage with appropriate entities with the person who is unsheltered to help them secure identification.

12) Previously Unknown Person who is Unsheltered

- a) Each week, no more than 50 % of total outreach time should be dedicated to identifying new individuals.
- b) When a previously unknown person who is unsheltered is encountered, the street outreach staff shall endeavor to problem-solve an immediate or rapid resolution to their homelessness.
- c) In the event immediate or rapid resolution to homelessness is not possible for the previously unknown person who is unsheltered, the street outreach staff shall share information on available services and make referrals to those services, as appropriate.
- d) In the event rapid resolution from homelessness is not possible for the previously unknown person who is unsheltered, and when the individual who is unsheltered wishes to stay connected and receive outreach services, the street outreach staff shall complete an intake for the outreach program, including all required HUD data, and a plan shall be created to inform when the next engagement will occur between the individual and the street outreach staff and the action steps that will be taken in subsequent encounters.

13) Staying Connected to Existing Person who is Unsheltered

- a) Each week, more than 50% of street outreach team time shall be spent re-engaging and serving individuals who are unsheltered that were previously enrolled.
- b) Each street outreach staff shall have a minimum of 10 persons who are unsheltered and a maximum of 30 persons who are unsheltered on their caseload at any given time, contingent on case load acuity and geographical area. At least 60% of persons on their caseload must be persons actively working on accessing housing within or outside of Coordinated Entry.
- c) For a street outreach staff to keep a person who is unsheltered on their caseload, a minimum of one in-person contact must be recorded in HMIS each 30-day period. If the person who is unsheltered becomes hospitalized, incarcerated, or provisionally accommodated for more than 90 days, that person shall be moved off the caseload and exited from the outreach project in HMIS. Outreach staff should work to maintain contact with facility staff when the individual on their case load is temporarily staying in an institutionalized setting and assist with discharge planning to housing. If an outreach worker loses contact with a person and is unable to make contact within a 90-day timeframe, the person should be exited from the outreach project in HMIS on the last date of contact. Should they re-engage in the future and there is space on the caseload, the person can immediately be re-entered into the outreach project in HMIS.
- d) Each day of the street outreach team shall be planned, documented, and strategic in identifying which individuals will be re-engaged and the intended actions for each encounter.
- e) Re-engagement activities shall be designed and implemented to assist the person who is unsheltered take steps from being unhoused to housed.
- f) As part of the re-engagement activities with persons who are unsheltered, street outreach staff shall work to verify the chronic homeless status and collect documentation related thereto, whenever it is warranted.
- g) As part of the re-engagement activities with persons who are unsheltered, in addition to verification of chronic homeless status where it is warranted, the street outreach staff shall take any and all actions to ensure the person is “document ready” to move into housing.

14) The Interface with Coordinated Entry

- a) Street outreach staff shall work to ensure those who are living unsheltered in their community are added to the corresponding regional Housing Prioritization Guide, if they

are not already included on the guide.

- b) The street outreach staff shall complete all necessary documentation to refer a person who is unsheltered to Coordinated Entry if they are not already included on the Housing Prioritization Guide.
- c) When a person who is unsheltered has been identified as a match for a vacancy through Coordinated Entry, street outreach staff shall assist in locating the individual, and organizing transportation and connection to the housing opportunity.

15) Maintaining a Housing Focus

- a) Street outreach engagement and support are anchored in the objective of helping the person who is unsheltered move from being unhoused to housed. A range of housing options, from institutional care to family reunification, roommates to independent living, should be discussed, offered, and operationalized as appropriate.
- b) Street outreach staff shall be knowledgeable of the housing process within and outside of Coordinated Entry. When housing options are explored independent of Coordinated Entry, the street outreach staff are required to directly support the person who is unsheltered in accessing housing, not make referrals to other programs or organizations to do so.
- c) When a person who is unsheltered does not desire or is ambivalent about housing, the street outreach staff shall respectfully be persistent and use all available skills like Motivational Interviewing and Assertive Engagement to support and assist the individual in considering housing.
- d) Once a person moves into housing and is no longer unsheltered, street outreach staff may follow-up, engage, and support the person in transferring to other necessary supports for a period no longer than six weeks from the time of the lease beginning. Outreach staff should provide a warm hand off referral to a housing stabilization case manager in order to support the person in maintaining their housing.

16) Geographic Coverage & Overlap

- a) Street outreach staff shall ensure their contractually obligated or internally designated service area receives outreach in its entirety weekly.
- b) When more than one street outreach team serves overlapping geographic areas, every effort should be made to coordinate outreach to reduce duplication of service.
- c) The majority of time for street outreach staff within the geographic area shall be spent engaging with persons who are unsheltered.

17) Hours of Services

- a) Street outreach staff shall provide service within their contractually obligated hours.
- b) When not specified by a particular contract, street outreach teams shall endeavor to provide outreach services at different times of the day including early morning and evening hours, and also to provide services on weekends when operationally possible.
- c) In geographic areas served by multiple street outreach workers, those workers shall reasonably coordinate to provide the greatest amount of street outreach coverage each day and across multiple days of the week including weekends.

18) Transportation

- a) Street outreach teams shall provide transportation directly to persons who are unsheltered when a referral is made to an organization or service not within reasonable walking proximity. That transportation will be through the use of the street outreach worker's private vehicle. All appropriate insurances to cover such activities are provided by WVCEH as are certain cautionary supplies such as seat covers and cleaning supplies. WVCEH will pay for vehicle cleaning or detailing as warranted. Each outreach worker should follow their own agency's policies around transporting clients, as some agencies may have company vehicles or different insurance requirements around transportation.
- b) Before providing transportation to any person who is unsheltered in any circumstance, staff shall determine if it is appropriate to provide transportation based upon the individual's current state and safety considerations.
- c) If the organization has a release for the client to sign, please ensure that the signature is obtained prior to the initial transport.
- d) Outreach workers should encourage clients to utilize public transportation when available in their community, and assist clients with learning how to utilize these services.

19) Provision of Information

- a) Street outreach staff are responsible for maintaining up-to-date knowledge of available resources for individuals experiencing unsheltered homelessness within their assigned service area and across West Virginia.

- b) Street outreach teams shall provide information on available resources in writing if requested by the person who is unsheltered.
- c) Street outreach staff shall inform the person who is unsheltered of the Coordinated Entry line when relevant for ongoing knowledge of community resources and hours of services.

20) Consent

- a) Street outreach teams shall receive explicit consent from any person who is unsheltered before enrolling them as a participant in outreach services.
- b) The organization for whom street outreach staff work is responsible for maintaining records of consent to receive service, as well as any consents pertaining to the release and sharing of personal information.
- c) Street outreach staff are responsible for ensuring HMIS consent is in place before entering Personally Identifiable Information into HMIS. If a client does not want to enter their information into HMIS but is interested in services, it may be collected on paper or an anonymous client record may be created to track service connections for the individual.
- d) Some individuals who are unsheltered will not be cognitively well enough to provide consent. In those rare instances, street outreach staff shall work with allied professionals to have a capacity assessment completed on the person to determine their legal ability to provide consent for themselves.

21) Confidentiality

- a) Street outreach staff shall maintain the confidentiality of all individuals experiencing unsheltered homelessness unless explicit consent has been provided to share their information..
- b) Electronic records of information shall be password protected to decrease the potential of a privacy breach.
- c) Street outreach staff that make physical notes on paper related to their street outreach efforts shall ensure the papers remain confidential during and after work hours.
- d) Information about a person who is unsheltered including, but not limited to, name, date of birth, Social Security Number, location, presenting issue(s), referrals, and action steps, shall not be divulged to any third party unless there is explicit consent to do so or a legal mandate to report.

22) Record Keeping

- a) Street outreach staff are responsible for meeting or exceeding their employer's requirements for record-keeping, as well as all record-keeping requirements identified in their funding contract.
- b) Those who are unsheltered receiving street outreach staff may request information regarding how to access information that is stored and used regarding outreach services. If the request is made, street outreach staff shall inform the person who is unsheltered which information is part of the record of an engagement and service, how that information is stored and protected, and how to access or amend that information in the future if they so desire.

23) Case Coordination

- a) When appropriate consents are in place, a street outreach staff or team may organize a case coordination meeting to improve engagement, services, or follow-through with any particular person who is unsheltered.
- b) Whenever possible, the person who is unsheltered that is being referenced in the case coordination shall be invited to attend and participate in the case coordination.
- c) Given the nature of serving persons who are unsheltered, case coordination may be convened in the field if it improves the likelihood of the person who is unsheltered participating and/or if other reasons would warrant such an approach.
- d) If a person has been connected to street outreach for 12 months and remains unsheltered most days of the week and is not on a pathway to housing but verbally expresses a desire for housing, all reasonable efforts shall be taken to organize a case coordination meeting to develop a course of action and strategies that may increase the likelihood of the person moving forward with housing.

24) Warm Handoffs

- a) Whenever the street outreach staff is referring a person who is unsheltered to another street outreach staff or any other staff or program from the same or different organization, all reasonable efforts shall be made to ensure that there is a complete and transparent sharing of information, as well as a warm handoff. Warm handoffs occur best when all relevant parties, including the person who is unsheltered, are in the same location and are sharing information transparently.

25) Grievances

- a) All organizations delivering street outreach services shall have a grievance policy and accompanying procedures for investigating, and when appropriate, acting on grievances.
- b) Once a person who is unsheltered has provided consent to receive street outreach services, they shall be made aware of the grievance policy.

26) Equipment

- a) Street outreach staff shall have a phone with them at all times during the delivery of street outreach duties.
- b) Each street outreach team shall have access to a First Aid Kit during the delivery of street outreach duties to be used per the training received on First Aid.
- c) Street outreach staff shall have access to a computer for entering data into HMIS, completing case notes, managing email communication, and maintaining up-to-date information on available resources for individuals experiencing unsheltered homelessness.

27) Encountering an Individual who is Unsheltered in Distress

- a) In rare instances, street outreach staff will encounter a person who is unsheltered in physical, emotional, or mental distress. Efforts will be made to engage the person who is unsheltered and address their distress. When necessary and appropriate, street outreach staff shall mobilize resources within the community through 911 to help address the person's distress.
- b) If the person who is unsheltered is in distress has not already provided informed consent to receive street outreach services, a 911 response may still be appropriate.
- c) If a person who is unsheltered is in distress and a 911 response has been activated, the street outreach staff shall take all reasonable efforts to stay with the person who is unsheltered until assistance arrives and to relay pertinent information to first responders.
- d) When directed by a funder or supervisor to do so, a summary of an incident involving a person who is unsheltered in distress and the response shall be provided within 24 hours of the encounter with the person who is unsheltered in distress.

28) Encountering an Individual Who Is Deceased

- a) In very rare instances, street outreach staff will encounter a person who is unsheltered who has died. A 911 response will be activated in these instances.
- b) When appropriate and necessary, street outreach staff shall administer efforts to revive the person who is unsheltered until first responders arrive on the scene per their employer's policies and the First Aid/CPR training.
- c) When directed by a funder or employer to do so, a summary of an incident involving a person who is deceased and the response shall be provided within 24 hours of the encounter with the deceased person who is unsheltered.

29) Encountering an Individual who is Unsheltered During Non-Work Hours

- a) From time to time, street outreach staff may encounter persons who are unsheltered that they know during non-work hours. During those instances, the off-duty street outreach staff is not to acknowledge the person who is unsheltered unless the person who is unsheltered initiates acknowledgment first.
- b) No street outreach activities are to occur during non-work hours.
- c) In the event the off-duty street outreach staff is with others during the time of acknowledgment with the person who is unsheltered, no information about the person's name, circumstances, services, or care shall be shared with the others.
- d) Street outreach staff shall never post details regarding individuals, locations, or content of the work on social media or divulge details to a third party that is not professionally involved in the provision of services to persons who are homeless.

30) Responding to Encampments

- a) When one or more unsheltered persons are occupying space on public property through a tent, tarp, or other handmade structure, or the individual has occupied a building on public property for habitation, it is considered an encampment. The location of all encampments currently occupied shall be made known to the outreach supervisor as encountered. Similarly, the location of all encampments previously occupied over the past 12 months, but not currently occupied shall be made known to the supervisor as encountered.
- b) Street outreach staff may not participate in the construction of any encampment, though, in exceptional circumstances may provide access to materials like a tent that make the encampment possible.
- c) Street outreach staff may engage people near their encampment, but shall not enter

into a tent or other similar structure during the provision of services.

- d) If an enforcement body has identified a particular encampment for closure, and the street outreach staff has advanced notice of such, no materials shall be provided by street outreach to the person who is unsheltered that will exacerbate the clean-up process of the encampment.

31) Service Restrictions

- a) In rare circumstances, a person who is unsheltered will behave in such a manner that presents a real and credible threat to the street outreach staff, or defaces or destroys the property of the street outreach staff. In these instances, a service restriction may be issued by the street outreach staff to the person who is unsheltered if other attempts to de-escalate the situation have been unsuccessful.
- b) Service restrictions may be issued verbally to the person who is unsheltered.
- c) If it is the first time a person who is unsheltered has exhibited behavior prompting a service restriction, the service restriction period shall last no longer than seven calendar days.
- d) If the person who is unsheltered has engaged in the same behavior repeatedly resulting in subsequent service restrictions, the service restriction period shall last no longer than 14 calendar days.
- e) No person who is unsheltered in the WV Balance of State CoC shall receive a permanent service restriction. However, for the health and safety of specific street outreach staff, in extreme cases that are approved by their supervisor, a particular street outreach staff may be exempt from having to engage with the person who is unsheltered in the future.

32) Engagement on Public Property and Private Property

- a) Street outreach services shall be provided on all unsheltered public property within the catchment area of their services that is open to all members of the public such as parks.
- b) Street outreach services may be available inside public buildings within their catchment area such as libraries and community centers on a limited basis. Doing so should come with the knowledge and permission of the staff within the public buildings. Engaging in in-reach activities should consume a minimum (ideally less than 20%) of the street outreach team's time in any given week. In-reach should be limited

to engaging only those persons experiencing homelessness who are unsheltered when not in the public building. It should also be noted that if the individual inside a public building is participating in activities intended for that public space, staff should be respectful and not engage with them until they exit the space.

- c) Street outreach services may be provided on unsheltered public property that is part of the public infrastructure such as a culvert or other public property with restricted access such as an environmentally sensitive area.
- d) Street outreach services may be provided on quasi-public property within the catchment area of their services such as the parking lot surrounding a strip mall or business unless expressly requested by the property owner or operator not to do so.
- e) Unless expressly invited by the owner or operator of a private building, street outreach activities are not to occur within a private building such as a business or restaurant. It should be noted that even if the owner or operator expressly invites or asks for street outreach to be performed within a private building, if the said individual is participating in activities intended for that space, outreach staff should wait for the individual to exit the space.

33) Coordinating with Health-Focused Activities Serving Person who is Unsheltered

- a) Street outreach staff shall identify persons who are unsheltered who may benefit from assessment and/or services provided by health-focused activities serving the unsheltered population. With consent, those individuals and their location shall be communicated to the health care team.
- b) Street outreach staff shall not divulge health-related information to the health team about any person who is unsheltered unless there is consent in place that explicitly allows the street outreach staff to do so.
- c) Street outreach staff, when consents are in place, shall exchange information with the health team related to housing progress and other relevant service details.

34) Taking Direction in the Coordination and Delivery of Street Outreach Services

- a) Street outreach staff take direction from their employer only. An organization that provides street outreach services may be contractually obligated to take direction from, and/or respond to requests for action or information by their funder. The organization is responsible for directing its staff to take appropriate action based upon the request from the funder.
- b) The Coordinated Entry staff may request that a street outreach team respond to a

particular person or group of persons who are unsheltered. Unless otherwise specified or operationally imperative, such requests shall be made to the supervisor of the street outreach staff. All reasonable measures shall be taken by the street outreach staff to respond to those requests within 24 hours. The supervisor or their designate shall report back any necessary information to the CES staff on the outcome of the request within one business day of the response to the person who is unsheltered.

- c) Any details about the person who is unsheltered or the activities undertaken with them can only be communicated to the CES staff when appropriate consent is in place. Otherwise, the only information to be relayed to the CES staff is whether or not the request to respond was fulfilled or not.
- d) The Chair of the WV BoS Outreach Subcommittee and/or their designate and/or third parties invited by the Outreach Subcommittee may be directly involved in accompanying street outreach teams and providing, observing, or monitoring street outreach services.
- e) The WV BoS Outreach Subcommittee is responsible for ensuring appropriate street outreach coverage and reducing duplication of service. Changes to the geographic area served, hours of service, street outreach activities, and/or information exchange between the organization and the WV BoS Outreach Subcommittee may be requested and contracts may be amended in-year to reflect those changes.

35) Participation in Collaboration and Meetings

- a) Street outreach staff shall make their knowledge and skill available to assist with Point-In-Time counts.
- b) Street outreach staff, when there is more than one street outreach team operating in any particular geographic area, are expected to jointly plan their efforts to avoid duplication of services whenever possible.
- c) Street outreach staff are expected to participate in meetings, gatherings, and training organized by any funders of street outreach services, when applicable.
- d) Street outreach staff are expected to work effectively with law enforcement conducting outreach activities, so long as those activities are not related to enforcement.
- e) Street outreach staff are expected to work effectively with non-profit homeless service providers and members of the interfaith community.
- f) Street outreach staff are expected to work effectively with members of the broader community, including neighborhood businesses and residents.

- g) Street outreach staff are expected to work effectively with Emergency Medical Services providers and the fire department.

36) Monitoring

- a) Every street outreach program should demonstrate that they are providing internal monitoring of their program related to their contracted activities. Furthermore, where there is underperformance, the contracted entity for street outreach should be able to demonstrate the steps they have taken or are taking to improve performance if requested by their funder.
- b) Any of the funders, as part of its contract monitoring activities, may choose to monitor compliance with one or more of the street outreach standards for street outreach services within their jurisdiction.
- c) An organization found to be out of compliance with one or more of the street outreach standards may be placed on a remediation plan to ensure future fidelity to the standard. Failure to remediate may result in loss of future funding.

37) Amending Street Outreach Standards

- a) These street outreach standards for WVCEH shall be formally reviewed at least once every three years. WVCEH, as determined, shall lead this process. Amendments may occur at that time.
- b) During the intervening period, should any funder decide to make amendments to the standards, they may, at their sole discretion, do so. Unless otherwise legally obligated to do so, all amendments will be communicated to street outreach services with an “enforce” date of at least 30 days after the amendment to the standard.
- c) A contracted street outreach provider may formally request an amendment to the street outreach standards in the intervening period. These requests are to be made by the supervisor of the street outreach program, their designate, or the executive leadership of the organization and sent to the attention of the CPO of WVCEH. The standard to be amended or deleted, or a standard to be added, shall be identified in writing, along with a rationale for making the amendment. WVCEH shall undertake an internal review of all such requests. Correspondence on the request shall occur within 30 days of the request being made. If the amendment, subtraction, or addition to the standards are made, WVCEH and/or other funders will establish an “enforce” date which may be different than the timeframe associated with the correspondence.

Key Terms and Frequently Used Acronyms for Street Outreach

Acuity – When utilizing the VI-SPDAT Prescreens, acuity speaks to the presence of a presenting issue based on the prescreen score. In the context of the Full SPDAT assessments, acuity refers to the severity of the presenting issues. In the case of an evidence-informed common assessment tool like the SPDAT, *acuity* is expressed as a number with a higher number representing more complex, co-occurring issues that are likely to impact overall housing stability.

Administration for a Healthy America (AHA) *formerly Substance Abuse and Mental Health Services Administration (SAMHSA)* – The Federal Agency that oversees PATH outreach programs.

Assessment – Progressive gathering of information at various phases in the coordinated entry process, for different purposes, by standardized, trained assessors.

Balance of State (BoS) – Geographical areas throughout a state that are not covered by other continuums.

Chronically Homeless – An individual who:

1. Is homeless and lives in a place not meant for human habitation, a safe haven, or in an emergency shelter;
2. Has been homeless and living or residing in a place not meant for human habitation, a safe haven, or in an emergency shelter continuously for at least one year or on at least four separate occasions totaling 12 months or more in the last 3 years; **and**
3. Can be diagnosed with one or more of the following conditions: substance use disorder, serious mental illness, developmental disability (as defined in section 102 of the Developmental Disabilities Assistance Bill of Rights Act of 2000 (42 U.S.C. 15002)), post-traumatic stress disorder, cognitive impairments resulting from brain injury, or chronic physical illness or disability;

An individual who has been residing in an institutional care facility, including a jail, substance abuse or mental health treatment facility, hospital, or other similar facility, for fewer than 90 days and met all of the criteria (*listed above*) of this definition [as described in 24 CFR Parts 91 & 578 of the CoC Final Rule], before entering that facility;

A family with an adult head of household (or if there is no adult in the family, a minor head of household) who meets all of the criteria (*listed above*) of this definition [as described in 24 CFR Parts 91 & 578 of the CoC Final Rule], including a family whose composition has fluctuated while the head of household has been homeless.

Community Services Block Grant (CSBG) – A federal anti-poverty program administered by the Community Advancement and Development office. The purpose in West Virginia is to aid a network of 16 Community Action Agencies (CAAs) and other statewide organizations in the reduction of poverty, revitalization of low-income communities, and to provide economic opportunities for low-income families.

Continuum of Care (CoC) – A regional or local planning body that coordinates housing and services funding for homeless families and individuals. A CoC is designed to promote communitywide commitment to the goal of ending homelessness; provide funding for efforts by nonprofit providers, and State and local governments to quickly rehouse homeless individuals and families while minimizing the trauma and dislocation caused to homeless individuals, families, and communities by homelessness; promote access to and effect utilization of mainstream programs by homeless individuals and families; and optimize self- sufficiency among individuals and families experiencing homelessness.

CoC Lead Agency – Agency that is designated to carry out the activities of the CoC or grant including fiscal and compliance activities. Regular administrative tasks may include, but are not limited to: management of the annual HUD application, coordination of other funding opportunities, project and system monitoring, meeting management, etc. (WV Coalition to End Homelessness is the CoC Lead Agency for the BoS CoC)

Coordinated Entry System (CES)– “A centralized or coordinated process designed to coordinate program participant intake, assessment, and provision of referrals across a geographic area. The Coordinated Entry System covers the geographic area (designated by the CoC), is easily usable by individuals and families seeking housing or services, is well advertised, and includes a comprehensive and standardized assessment tool.” [as described in 24 CFR Section 578.3 and further detailed in CPD-17-01.] It is the responsibility of each CoC to implement Coordinated Entry in their geographic area.

Crisis Response System – All of the services and housing available to persons who are at imminent risk of experiencing literal homelessness and those who are homeless.

Department of Housing and Urban Development (HUD) – The Federal Agency that oversees the CoC, YHDP, and ESG Programs.

Diversion – A strategy that prevents homelessness for people seeking shelter by helping them identify immediate alternate housing arrangements and, if necessary, connecting them with services and financial assistance to help them return to permanent housing. Diversion programs can reduce the number of families becoming homeless, the demand for shelter beds, and the size of program wait lists.

Emergency Services – Services typically accessed by a person experiencing a housing crisis include , but are not limited to, homelessness prevention assistance, domestic violence and emergency services hotlines, drop-in service programs, domestic violence shelters, emergency shelters and motel voucher programs, and other short- term crisis residential programs.

Emergency Shelter (ES) – A place for people to live temporarily when they cannot live in their previous residence. This includes programs that provide motel vouchers to persons experiencing homelessness. Emergency shelters assist persons experiencing homelessness in regaining permanent housing.

Emergency Solutions Grant (ESG) – A Federal grant program that funds street outreach, homelessness prevention, emergency shelter, and rapid re-housing activities.

Encampment - According to HUD there is no standard definition of encampment. Although there are several common elements that localities use when defining the term.

- A group of people sleeping outside in the same location for a sustained period.
- The presence of some type of physical structures (e.g., tents, tarps, lean-tos).
- The presence of personal belongings (e.g., coolers, bicycles, mattresses, clothes).
- The existence of social support or a sense of community for residents

<https://www.huduser.gov/portal/sites/default/files/pdf/Unsheltered-Homelessness-and-Homeless-Encampments.pdf>

Entry Point – The engagement point for persons experiencing a housing crisis. Also refers to how a person enters the Coordinated Entry System.

Grant and Per Diem (GPD) – A program funded annually by the Department of Veterans Affairs Health Care for Homeless Veterans (HCHV) Program to fund community agencies providing Transitional Housing and Supportive Services to homeless Veterans.

Health Care for Homeless Veterans (HCHV) – A program funded by the Department of Veterans Affairs to contract with providers in the community to provide Emergency Shelter to Veterans in coordination with outreach to connect the Veteran to VA care, housing, and other services.

Homeless Categories:

- **Literally Homeless (HUD Homeless Definition Category 1)** – An individual or family

who lacks a fixed, regular, and adequate nighttime residence, meaning:

1. An individual or family with a primary night time residence that is a public or private place not designed for or ordinarily used as a regular sleeping accommodation for human beings, including a car, park, abandoned building, bus or train station, airport, or camping ground;
 2. An individual or family living in a supervised publicly or privately operated shelter designated to provide temporary living arrangements (including congregate shelters, transitional housing, and hotels and motels paid for by charitable organizations or by federal, state, or local government programs for low income individuals); **or**
 3. An individual who is exiting an institution where he or she resided for 90 days or less and who resided in an emergency shelter or place not meant for human habitation immediately before entering that institution (24 CFR 578.3)
- **Imminently at Risk of Homelessness (HUD Homeless Definition Category 2)** – An individual or family who will imminently lose their primary nighttime residence, provided that:
 1. The primary nighttime residence will be lost within 14 days of the date of application for homeless assistance;
 2. No subsequent residence has been identified; **and**
 3. The individual or family lacks the resources or support networks, e.g., family, friends, faith-based or other social networks needed to obtain other permanent housing (24 CFR 578.3)
 - **Fleeing domestic abuse or violence (HUD Homeless Definition Category 4)** - Any individual or family who:
 1. Is fleeing, or is attempting to flee, domestic violence, dating violence, sexual assault, stalking, trafficking, or other dangerous or life- threatening conditions that relate to violence against the individual or a family member, including a child, that has either taken place within the individual’s or family’s primary nighttime residence or has made the individual or family afraid to return to their primary nighttime residence;
 2. Has no other residence; **and**
 3. Lacks the resources or support networks, e.g., family, friends, faith-based or other social networks, to obtain other permanent housing (24 CFR 578.3)

Homeless Management Information System (HMIS) – A local information technology system

used to collect client-level data and data on the provision of housing and services to homeless individuals and families and persons at risk of homelessness. The information system designated by the Continuum of Care must comply with the HMIS requirements prescribed by HUD in 24 CFR 578.7(b). The HMIS used in West Virginia Statewide HMIS Implementation, which includes all four CoCs, is Community Services.

Household – Covers any configuration of persons seeking services (e.g. Households with children, Households without children, Households with only children)

Housing Interventions – Housing programs and subsidies; these include transitional housing, rapid re-housing, and permanent supportive housing programs, as well as permanent housing subsidy programs (e.g. Housing Choice Vouchers).

Housing with Supports – An approach that connects individuals and families experiencing homelessness to permanent housing as quickly as possible, while also providing supportive services that promote housing stability and overall well-being. Services may include assistance with health care, employment, or other needs identified by the household. The focus is on ensuring that people are not only housed, but also have access to the supports necessary to maintain long-term stability and reduce the likelihood of returning to homelessness.

Housing Opportunities for Persons with Aids (HOPWA) – Federal grant program fund by the Department of Housing and Urban Development (HUD) as part of the Community Development Block Grant. HOPWA was established to help those with low-income, living with HIV/AIDS, and their families establish and/or maintain stable housing, reduce risk of homelessness, and improve access to health care and other needed support services.

Housing Prioritization Guide – A guide of persons experiencing homelessness in the CoC who are prioritized for housing. This guide is maintained in HMIS and divided into the 8 CoC regions to promote regional coordination of services. Coordinated Entry staff oversee the guide along with a larger list of individuals engaged in services who may need additional information before connecting with appropriate housing interventions. Emergency Shelter and Street Outreach staff should work closely with Coordinated Entry to engage those not yet connected and to maintain contact with those already on the list.

HMIS Lead – The entity designated by the Continuum of Care to operate the Continuum’s HMIS on its behalf. The WV Coalition to End Homelessness is the HMIS Lead for the BoS CoC.

HUD/VASH – Provides Permanent Supportive Housing (PSH) with a HUD subsidy coupled with Veteran’s Administration clinical case management for Veterans Health Administration eligible homeless Veterans who are single and Veterans with families. The program is developed for the homeless Veteran, so eligible Veteran families must include the Veteran.

In-Reach: A project type that meets people experiencing homelessness in a service setting and provides supportive services, advocacy, and access to housing options.

Joint TH and PH-RRH Component Project – A project type that includes two existing program components, TH and PH-RRH, in a single project to serve individuals and families experiencing homelessness. Recipients or subrecipients must be able to provide both components, including the units supported by the TH component and the tenant-based rental assistance and services provided through the PH-RRH component, to all program participants up to 24 months as needed by the program participants.

Non-HMIS Housing Prioritization Guide – A Housing Guide that uses anonymous, unique identifiers in order to accommodate the needs and confidentiality of survivors of violence and other households that do not consent to sharing their information in HMIS.

Non-funded providers – Organizations providing assistance to homeless or at-risk individuals and families that do not receive HUD Homelessness Assistance or funding through another federal partner.

No Wrong Door – An approach to Coordinated Entry that ensures people experiencing homelessness can access services regardless of how they enter the Coordinated Entry System. If a population shows up at the wrong place, there must be a process for getting them linked to the right place

Personally Identifiable Information (PII) – Any information about an individual, maintained by an agency, which can be used to distinguish, trace, or identify an individual's identity, including personal information which is linked or linkable to an individual.

Prevention Services – Financial assistance and supportive services designed to prevent homelessness for an otherwise housed household. These resources are limited with regards to federal funding and must be prioritized by states and local communities.

Prioritization – Ensures that those persons with the greatest need and vulnerability receive the supports they need to resolve their housing crisis.

Program Standards – A set of expectations developed by program funders/grant recipients across the state for each project type, based on HUD guidance and best practices, that the CoC- funded agencies, and other agencies funded through federal partners, are required to follow.

Project – Housing and/or supportive services intended to help people exit homelessness and sustain housing.

Provider – Organizations that serve program participants in projects funded by the CoC Program, ESG Program grants, and other federal partners (e.g. VA, SAMSHA, etc.). This includes grant recipients and sub-recipients.

Permanent housing (PH) – Community-based housing without a designated length of stay in which formerly homeless individuals and families live independently with supports tailored to household needs. Under PH, a program participant must be the tenant on a lease (or sublease) for an initial term of at least one year that is renewable and is terminable only for cause. Further, leases (or subleases) must be renewable for a minimum term of one month. The CoC Program funds two types of permanent housing: permanent supportive housing (PSH) for persons with disabilities and rapid re-housing (RRH). Permanent supportive housing is permanent housing with indefinite leasing or rental assistance paired with supportive services to assist homeless persons with a disability or families with an adult or child member with a disability achieve housing stability. Rapid re-housing emphasizes housing search and relocation services and short- and medium-term rental assistance to move homeless persons and families (with or without a disability) as rapidly as possible into permanent housing.

Permanent Supportive Housing (PSH) – Community-based housing in which supportive services are provided to assist homeless persons with a disability to live independently. This project type equips participants with services tailored to their disability-related needs, enabling sustainable independent living. This assistance is subject to the definitions and requirements set forth in 24 CFR 578.3.

Point in Time Count (PIT)- The PIT count is a count of sheltered and unsheltered people experiencing homelessness that HUD requires each CoC nationwide to conduct in the last 10 days of January each year.

Projects for Assistance in Transition from Homelessness (PATH) – A project funded by AHA (formerly SAMHSA) to provide street outreach and other supportive services for people with serious mental illness (SMI) experiencing homelessness.

Rapid Re-Housing (RRH) – An intervention designed to help individuals and families exit homelessness as quickly as possible, return to permanent housing, and achieve stability in that housing. Services provided are tailored to the needs of each household and focused on achieving financial independence, promoting community connection, and enhancing overall well-being. The core components of a rapid re-housing program are housing identification and relocation, short- and/or medium-term rental assistance and move-in (financial) assistance, and case management and housing stabilization services. This assistance is subject to the definitions and requirements set forth in 24CFR§576.2 “Homeless” paragraph

(1) and paragraph (4) who are residing in a place set forth in (1), 24CFR§576.105, 24CFR§576.106 and 24CFR§576.400. (24CFR§576.104 & *Core Components of Rapid Re-Housing*, National Alliance to End Homelessness)

Safety Plan – Outlines the process for connecting individuals and families who are fleeing, or attempting to flee, domestic violence, dating violence, sexual assault, or stalking, violence but who are seeking shelter or services from non-victim service providers to appropriate emergency services.

Service Prioritization Decision Assistance Tool (SPDAT) – An evidence-based assessment utilized by all trained CoC providers in either enacting more detailed determinations of acuity for housing placement and/or ongoing use in case management to ensure housing stabilization. The SPDAT (or “Full SPDAT”) has an individual, family, and transition age youth tool. Staff must be trained by OrgCode Consulting or Balance of State CoC staff to use the SPDAT. The SPDAT can be completed on paper or in HMIS and attached to a client record.

State Opioid Response Grant (SOR) - The purpose of this program is to address the opioid overdose crisis by providing resources to states and territories for increasing access to FDA-approved medications for the treatment of opioid use disorder (MOUD), and for supporting the continuum of prevention, wellness promotion, treatment, and recovery support services for opioid use disorder (OUD) and other concurrent substance use disorders.

Street Outreach (SO) – A project type that meets people experiencing homelessness where they live and provides supportive services, advocacy, and access to emergency services and housing options.

Supportive Services for Veteran Families (SSVF) – A federal program by the U.S. Department of Veterans Affairs that awards grants to private non-profit organizations and consumer cooperatives who can provide supportive services to very low-income Veteran families at-risk or experiencing homelessness.

Transitional Housing (TH) – A time-limited housing intervention that combines housing assistance with support services to address the needs of people experiencing homelessness. TH is an expensive intervention and is not effective if operating on the premises of “housing readiness”. TH can be effective if utilized for specific populations or as triage when other housing options are not available.

Volunteers of America Mid-states (VOAMID) – Organization that operates the SSVF Program in the southwestern part of the state.

Vulnerability Index-Service Prioritization Decision Assistance Tool (VI-SPDAT) – An evidence-based Prescreen utilized by all projects in the WV Balance of State CoC to determine

initial acuity and utilized for housing triage prioritization and housing placement.

WV Bureau for Behavioral Health (WV BBH) – The recipient of PATH and SOR funding from SAMHSA that is administered to agencies across West Virginia.

WV Coalition to End Homelessness (WVCEH) – The organization that acts as the state advocacy body for issues of homelessness in West Virginia. WVCEH is the CoC Lead/Collaborative Applicant and HMIS Lead for the BoS, the SOAR State Lead, and a direct service provider of street outreach, housing location and stabilization services throughout the 44-county catchment area.

WV Community Advancement and Development Office (WV CAD) – The recipient of ESG funds from HUD and the administrator of several other state and federal programs designed to improve the quality of life in West Virginia (e.g., HOPWA, CDBG, CSBG, Weatherization Assistance Program, etc.).

WV Community Action Partnerships, Inc. (WV CAP) – A statewide membership organization for the 16 Community Action Agencies in West Virginia that operates the SSVF Program statewide in West Virginia.

WV Department of Human Services (WV DoHS) - DoHS is comprised of the Bureau for Behavioral Health; Bureau for Child Support Enforcement; Bureau for Social Services, Bureau for Economic Services; Bureau for Medical Services; Bureau for Public Health; Office of Inspector General; and West Virginia Children’s Health Insurance Program (WV CHIP). DoHS provides services in all 55 counties

Youth – Persons aged 24 and younger.

- 1) Unaccompanied Youth – persons who are age 24 or younger, who are not part of a family with children, and who are not accompanied by their parent or guardian during their episode of homelessness. This also includes two or more youth age 24 or younger who are presenting together as a family without children.
- 2) Pregnant or Parenting Youth – persons who are 24 and younger who are the parents or legal guardians of one or more children who are present with or sleeping in the same place as that youth parent, or who are pregnant.
- 3) Transition Age Youth – persons between age 18 and 24 who are transitioning from childhood to adulthood.

Youth Homelessness Demonstration Program (YHDP) – YHDP is an initiative designed to reduce the number of youth experiencing homelessness. The goal of the YHDP is to support



selected communities, including rural, suburban, and urban areas across the United States, in the development and implementation of a coordinated community approach to preventing and ending youth homelessness. This funding is distributed to community agencies through a competitive funding process and is used to operate youth-specific HMIS, CES, RRH and TH-RRH programs in the BoS.



A handwritten signature in black ink, appearing to read "L. Frederick", written over a horizontal line.

Lauren Frederick
WV Coalition to End Homelessness
WV Balance of State Continuum of Care Director

A handwritten signature in blue ink, appearing to read "Z. Brown", written over a horizontal line.

Zach Brown
WV Coalition to End Homelessness
Chief Executive Officer