**Continuum of Care - Outreach Sub Committee**

**Strategic Plan – 2015**

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| **Problem** | **Goal** | **Strategies** | **Activities** | **Measures** |
| Lack of ID/ Proof of Homelessness | 1. Community partners providing Proof of Homelessness | 1. Engage community partners. | 1. Educate community partners on what is required to verify homelessness and how they can do that work. | 1. Amount of partners committed to doing homeless verification.  2. Amount of homeless individuals verified through community partners. |
| Need for "gifts" and storage | 1. Well stocked, locked storage closet with "gifts" for street team to bring to encampments  2. Filled by community partners and community members | 1. Engage COC member organizations for storage.  2. Engage community partners for "gift" donations. | 1. Find locked storage at a COC member site.  2. Solicit donations for storage.  3. Solicit donations from community partners for "gifts"  4. Create and inventory system.  5. Create a "shopping list" for the Street Team to use when distributing "gifts."  6. Create a written policy around key distribution and usage. | 1. Locked storage found.  2. Funding secured for storage.  3. Community partners committed to providing donations.  4. Inventory system created.  5. Shopping list created & utilized by Street Team  6. Written protocol on key usage and distribution.  7. Amount and type of "gifts" donated and by whom.  8. Amount and type of "gifts" distributed by Street Team. |
| Transportation Barriers | 1. Transportation no longer being a barrier for homeless individuals seeking services. | 1. Coordinate with MATS | 1. Create communication plan between COC and MATS to have access to bus passes donated by community members. | 1. Amount of bus passes accessed by COC. |
| Lack of awareness by community of COC and Street Team | 1. A single unified community wide process on care, referral and process for HHS staff and community partners. | 1. Create a "Front Door" process. | 1. Design a flow chart of agencies, people and referral process.  2. Create a community partner handbook with a single, universal referral form for all HHS agencies and protocol on follow-up and across agency reporting.  3. Engage and educate community partners on their role in working with homeless individuals.  4. Host community awareness events / partner / attend events to spread awareness about new "Front Door" process.  5. Create materials for homeless individuals  -"What happens next? What is the process?" handout  - "Don't Sleep Here" stickers  6. Create graphic/logo to identify partner agencies as "homeless friendly" | 1. Flow chart created.  2. Community handbook created.  3. Community partners educated on use of handbook and referral process.  4. Process handouts created for use of homeless individuals.  5. Don't sleep here stickers created.  6. Graphic created to ID partners.  7. Amount of community partners educated on "Front Door" process.  8. Amount of referrals  9. Amount of handouts distributed.  10. Amount of Don't sleep here stickers used  11. Amount of partners displaying graphic. |
| Transportation Barriers | 1. Transportation no longer being a barrier for homeless individuals seeking services. | 1. Coordinate with MATS |
| Weak connection between COC and shelters | 1. A single unified community wide process on care, referral and process for HHS staff and community partners. | 1. Create a "Front Door" process. |
| Homeless individuals do not understand/know resources available and processes | 1. A single unified community wide process on care, referral and process for HHS staff and community partners.  2. An information flier to give to homeless individuals on where to get help, what the next step in the process is and how long these processes take. | 1. Create a "Front Door" process.  2. Create a "user manual" for the process for homeless individuals to use as reference guide. |