



Service Standard

Number: GEN-08	Program: General
Issue Date: August 20, 2019	Subject: Street Outreach Program Operating Standards
Revised Date:	

This Service Standard outlines the requirements that must be met in the delivery of programs and services under the Kingston/Frontenac Housing and Homelessness Services System. It serves as a reference when developing in-house policies and procedures to ensure that compliance is achieved. This Service Standard pertains to the following program area:

- | | | | |
|---|--------------------------------|--------------------------------|--------------------------------|
| <input type="checkbox"/> Homeless Prevention/Diversion | <input type="checkbox"/> Adult | <input type="checkbox"/> Youth | <input type="checkbox"/> Rural |
| <input type="checkbox"/> Housing Assistance/Emergency Shelter | <input type="checkbox"/> Adult | <input type="checkbox"/> Youth | |
| <input type="checkbox"/> Housing First/Rapid Re-Housing | <input type="checkbox"/> Adult | <input type="checkbox"/> Youth | <input type="checkbox"/> Rural |
| <input type="checkbox"/> Homelessness Prevention Fund | <input type="checkbox"/> Adult | <input type="checkbox"/> Youth | <input type="checkbox"/> Rural |

Reference:

- **10-Year Municipal Housing and Homelessness Plan:**
 - **Recommendation # 53:** Increase access to and awareness of services available to individuals and households at risk of homelessness

Rationale:

The City of Kingston and County of Frontenac’s Street Outreach program connects people who are homeless or at risk of homelessness to housing, income assistance and community-based support services. For many clients, Street Outreach is the first point of contact with the housing and homelessness system and related support services, and provides the opportunity to find long-term or more stable housing options, as well as referrals to appropriate services.

Coordinated and persistent outreach, in-reach, and engagement efforts allow communities to bring services directly to people experiencing homelessness who otherwise might not seek out services and to connect them to permanent housing and necessary supports. Many individuals experiencing homelessness are disengaged from — and may be distrustful of — public systems and may be reluctant to seek assistance. Assisting individuals to overcome these barriers often requires significant outreach time and effort, and can take months or even years of creative and proactive engagement.

Action to be taken:

The Service Provider Shall:

- Directly engage clients where they are situated, including:
 - ✓ individuals sleeping rough
 - ✓ those at imminent risk of homelessness and/or experiencing hidden homelessness that are street-involved and not connected to or engaged with services.
- Participate in the Coordinated Access System, including completing coordinated intake and making referrals to appropriate services within the Housing and Homelessness Services System (HHSS)
- The primary goal of Street Outreach is to assist in making connections and/or warm transfers to the Rapid Rehousing/Housing First program. However, in situations where clients are not yet willing to engage in the traditional HHSS, Street Outreach may provide similar support services in the interim, including:
 - Referring clients to appropriate housing options; referring clients to income support programs; referring clients to support services such as mental health, addictions treatment, medical etc.; and accompanying clients to appointments, if/where appropriate
- Collect statistics and report to the Service Manager on a monthly basis
- Record all services provided in HIFIS

The Service Manager Shall:

- Consult with and provide support to the Street Outreach Coordinator to identify critical training needs and jointly provide information and training opportunities related to best practices in the delivery of the Street Outreach Program.
- Monitor the delivery of the Street Outreach Program by the Service Providers and the system as a whole taking action as necessary to ensure the best outcomes based on evidence-based practice in the area of prevention.
- Review identified service gaps and service delivery issues and address as required and within resources available.

Exceptions:

Any exceptions to the operationalization of this Service Standard will be reviewed on a case by case basis and approved at the discretion of the Service Manager

Related Forms:

- N/A

Related Documents:

- N/A

Related Service Standards:

GEN-03: Accessing the Housing and Homelessness Delivery System Coordinated Intake Protocol

Approval Authority:

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