

Outreach,  
Engagement, and  
Assessment

Intensive Case  
Management and  
Collecting  
Documents

Warm  
Handoff

PSH Match and  
Placement

PSH: Retention,  
Services, and  
Outcomes

### Outreach Provider

- Perform outreach to individuals on the streets and in parks and encampments. Continually outreach for people on the “Be on the Lookout” list
- Maintain a caseload of 10-15 high-priority individuals
- Locate and engage with high-priority individuals in any setting necessary, including streets, shelters, hospitals, jails, and encampments
- Assist targeted individuals with obtaining identification documents, entitlements, and other benefits
- Ensure connection to medical, mental health, and substance abuse services as needed
- Upload documents to HMIS
- Collaborate with SOAR Specialists to ensure that clients without income receive assistance applying for disability benefits as appropriate
  - Build rapport and utilize motivational interviewing strategies to support vulnerable individuals with moving through the stages of change and accepting the offer of housing

### Housing Provider

- Build relationships with matched individuals and communicate with outreach providers to maintain contact and ensure that basic needs are met
- Assist individuals with completing housing-related paperwork, e.g., voucher applications and apartment applications
- Accompany individuals to housing-related appointments at DCHA, DHS, DBH, and/or other agencies as necessary
- Locate apartments, schedule unit viewings, and accompany clients to viewings
- Coordinate and assist clients throughout the lease-up and move-in process
- Provide PSH services upon move-in to ensure that individuals remain stably housed
- Start or maintain connections to mainstream benefits, health care, and mental health and substance abuse services
- Coordinate with outreach provider if assistance is needed with locating individuals or maintaining relationships