



**CBI**  
COMMUNITY BRIDGES, INC.  
CELEBRATE BELIEVE INSPIRE



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**SOLUTIONS FOCUSED  
OUTREACH**

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**BREAKING DOWN WALLS THROUGH  
STREET OUTREACH**



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**WHAT NOT TO DO**

Getting to be an outreach worker is often riddled with mistakes. Here are some examples:

- Bartering
- Shaming, ordering, commanding
- Being aggressive
- Blur boundaries
- Inactive listening
- Dismissive of resistance to change



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## BREAKDOWN WALLS OVERVIEW:

How does street outreach break down?

**Homeless Outreach**

- Peer-support 90/10 model
- Infusion of clinical & medical staff
- Assertive engagement

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## CELEBRATE | BELIEVE | INSPIRE

**Our Mission:**  
To maintain the dignity of human life.

**Our Purpose:**  
To be an agent of positive change  
in our communities.

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## PEER SUPPORT



- The heart of peer support
- Value of peers perspective
- Ongoing support of peers

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## CLINICAL SUPERVISION

- Guide ethical decision making
- On call for danger to self/danger to others (DTS/DTO) and child safety situations
- Coordinate and monitor referrals with housing support programs
- Provide ongoing training in evidence based practices
  - Mental Health Assessment
  - Substance Abuse and Harm Reduction
  - Motivational Interviewing



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## MOTIVATIONAL INTERVIEWING

- Assessing acuity level
- Supports a strengths-based approach
- Encourages client-centered goals
- Helps ensure appropriate referrals



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## CORE COMPETENCIES

- Safety strategies
- Cultural competency
- Motivational interviewing
- Assertive engagement
- Mental health first-aid
- Harm reduction
- Trauma-informed care
- Person-centered care
- Overdose first-aid
- Documentation



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## SAFETY CONSIDERATION



- When developing an outreach team it is important to consider:
  - Location
  - Communication
  - Transportation

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## GEOGRAPHICAL COVERAGE



- Outlining Point In Time Hotspots/HMIS mapping
- Geographical outreach assignment
- Rotating outreach team coverage
- Collaboration with local entities

Map of all McDonalds in U.S.

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## CRIMINAL JUSTICE COLLABORATION

Providing an outlet for systems that get clogged with homeless issues

- Meeting with local law enforcement precincts
- Probation/Parole
- Jails
- Court



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## EMCAMPMENT ASSESSMENT

- Hoarding behavior/ blight
- Identify tri-morbid and high acuity population
- Divert from CES/Self sufficient model
- Outreach should support community needs

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## SOAR

- SOAR is the expedited application process for Social Security Benefits
- How will your team gather documentation within the outreach scope?
- How will your team provide this coordination of care?

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## Q & A

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