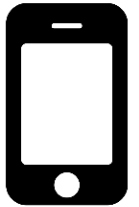


# HOMELESS OUTREACH REQUEST APP

## Overview

The Human Services Agency (HSA), Center on Homelessness (COH)'s Outreach Request App is a mobile app used to facilitate the identification and response to people experiencing unsheltered homelessness in San Mateo County who may be in need of outreach and engagement services. The app provides an easy-to-access portal for Requester Agencies to input information and locations of areas where outreach may be needed. An outreach request is then automatically assigned to an Outreach Responder, which deploys staff to the location to conduct outreach and engagement. HSA's Outreach Request App adds to our local homeless crisis response system infrastructure. This mobile technology streamlines our response to individuals experiencing unsheltered homelessness and allows case workers to rapidly connect them to homeless resources.



## Roles

### Requester Agency



### Outreach Responder



### Center on Homelessness



### Requester Agency

A Requester Agency staff sees an unsheltered individual, or sees an encampment, tent, recreational vehicle (RV) or vehicle that appears to have people living inside.

If the Requester Agency isn't aware of outreach workers already being connected with the individual or location, submit a request for homeless outreach.

*Note: For medical or mental health emergencies, please call 911. For crime or illegal activity, please contact your local law enforcement agency. The Outreach App does not replace local jurisdiction encampment reporting protocols. Please contact your local jurisdiction for more information.*

The app asks the Requester Agency for general information about the request including location, type of unsheltered situation, estimated number of people at the location, description of the location, and an option to add a photo of the location (although not of the individual/s experiencing homelessness).

### Outreach Responder

When a request is automatically assigned to a Responder agency, staff will receive an app notification and email alert. Additionally, the agency app lead will receive a text message reminder about the assignment. Upon receipt of the Request, the app lead will log into the Workforce app, review the Request, and assign the request to a member on their team. That team member will then conduct outreach at the identified location within 24 hours of the request being made. For each outreach attempt, the Outreach Responder will submit a Follow-Up Report via the Survey123 app to include outreach date and time, type of unsheltered location, number of individuals spoken with, number of individuals outreach offered services to, number of individuals who accepted services, estimate on how many people are currently living at that location, and any additional notes. All Follow-Up Reports will be submitted to and reviewed by the COH team. Additional follow-up may be requested by the COH team.

### Center on Homelessness (COH)

The COH team is responsible for training requestor and responder agency staff on how to use the app. The COH team will provide support as needed to Requester Agencies and the Outreach Responders. COH team will also create reports and dashboards to monitor requests that have been submitted and responded to in the app.

