

STREET OUTREACH: WHAT WORKS

HELP of Southern Nevada





HOMELESSNESS IN CLARK COUNTY

- ▶ 7,906 people were experiencing homelessness during the 2024 point-in-time count - a 20% increase from 2023.
- ▶ 60% of those individuals were living unsheltered at the time of the 2023 count.
- ▶ The top reasons reported to HRT for homelessness are unemployment, a disruption to the family system, and evictions.
- ▶ 38% of unsheltered clients in 2023 reported being homeless for three or more years.



- ▶ Incorporated in 1970.
- ▶ Provides housing to single adults, youth, and families. Most programs only accept referrals from Coordinated Entry.
- ▶ Other programs, including Weatherization, Workforce Services, Diaper Bank, and more!
- ▶ 800 individuals woke up in a HELP bed with case management and wrap around services attached this morning.
- ▶ Our Focus: Preventing and Ending Homelessness One Individuals, One Family, One Youth At a Time



HOMELESS RESPONSE TEAMS

- ▶ 6 outreach teams with coverage for all 7 days of the week.
- ▶ Responsible for conducting outreach in all of Clark County, which is an 8,200 square mile area.
- ▶ Focus on client centered and housing-oriented engagements and providing services in every type of setting.
- ▶ Conduct outreach in deserts, tunnels, washes, streets, parks, abandoned buildings, or anywhere people are living in places not meant for human habitation!
- ▶ The primary goal of an outreach worker is to assist individuals experiencing homelessness to overcome barriers which keep them unhoused, in the hope the client will accept services and assistance in securing a more stable living situation.



HRT SERVICES

- ▶ Address immediate survival needs for food, water, hygiene, clothing, shelter, and medical care.
- ▶ Provide information and referrals to shelters, mental health providers, medical referrals, substance use referrals, and more.
- ▶ Transport clients to various community resources and navigate them through systems.
- ▶ Conduct housing problem solving conversations with clients.
- ▶ Conduct housing assessments to place clients into the Coordinated Entry system.
- ▶ Conduct coordinated outreach with other community partners.
- ▶ Advise encampments of scheduled clean-ups.
- ▶ Conduct immediate and long-term needs assessments to guide the client in appropriate steps to resolve their homelessness.
- ▶ Safekeeping program (document protection).



OUTCOMES 2023-2024

- ▶ Outreaches Conducted: 2,631
- ▶ Encounters Made: 11,881
- ▶ Housing Assessments Completed: 1,942
- ▶ Vital Documents Obtained: 450
- ▶ Bottles of Water Distributed: 34,476
- ▶ Client Exits:
 - ▶ Emergency Shelter: 483
 - ▶ Housing through Community Queue: 99
 - ▶ Detox Facility: 30
 - ▶ Friends/Family: 169
 - ▶ Transitional Housing: 34
 - ▶ Total: 815
 - ▶ Outcomes are tracked in HMIS and ArcGIS

CONTACTS

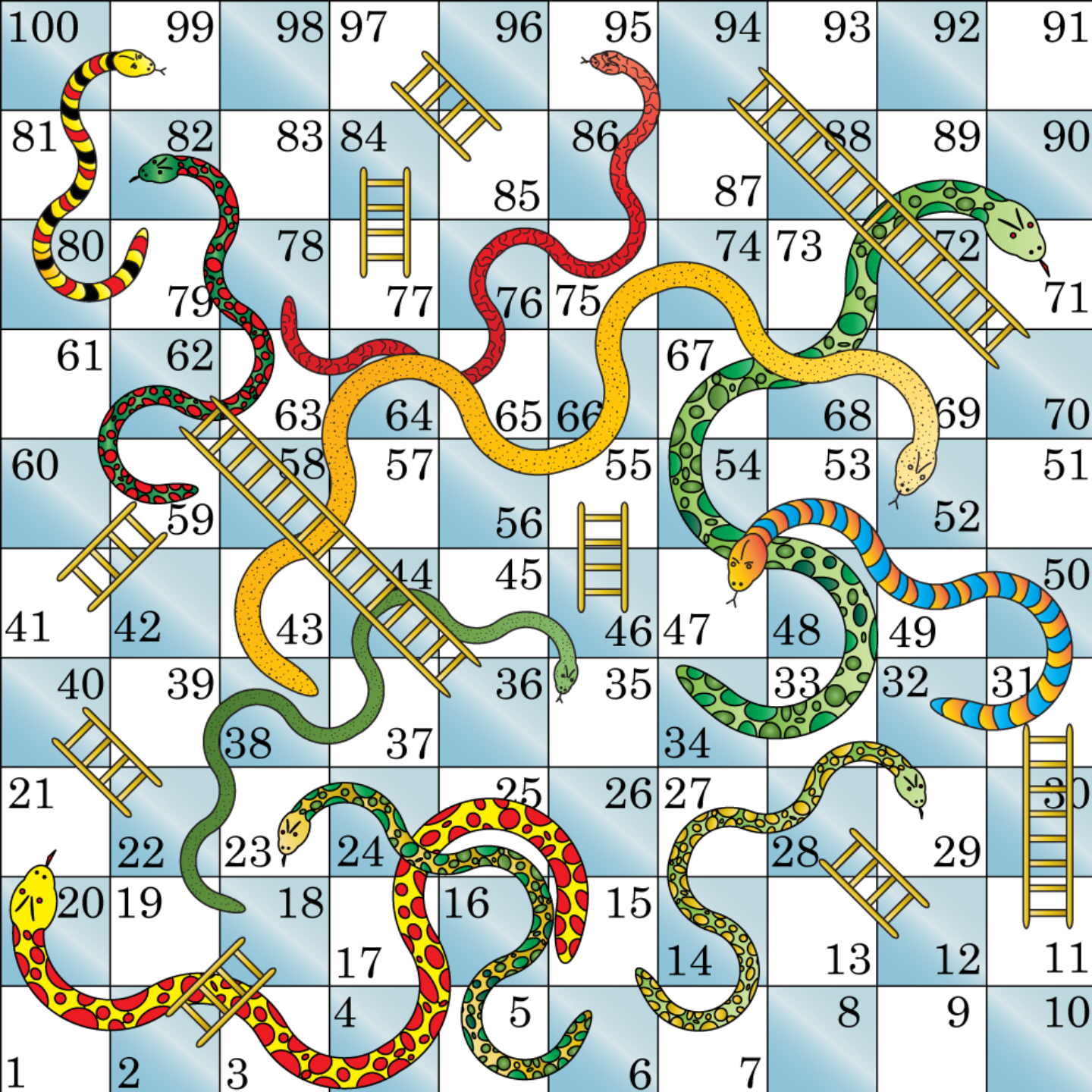
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Resource Dashboard

SCAN
HERE →



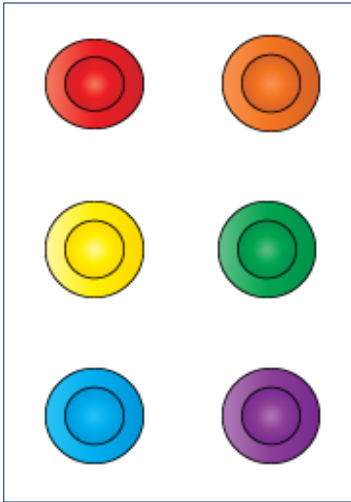


SNAKES & LADDERS

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SPIN



Space 18 - Ladder

A group of outreach workers enters your encampment. You're unsure about talking to them, until you see that one worker looks older than the others. You think they may be more mature, so you decide to approach them and see if they can help you.

(Hiring a diverse team)



Space 31 - Ladder

A group of outreach workers always visits the encampment and gives you water, but you've never engaged with them past that. Due to the fact that they keep coming out to your encampment and seem like trustworthy people, you agree to work with them to do a housing assessment and receive services.

(Multi engagement model)



Space 28 - Ladder

You sit in the same doorway every day. An outreach team normally comes by and gives you food. One day, you decide to ask them for help. They listen to you empathetically and guide you to the resources that you may want to engage in.

(Building trust)



Space 15 - Snake

You meet with an outreach worker at your encampment. They say they can help you replace your IDs, but you have to visit their office to meet with somebody. They don't give you a bus pass and you're not sure what bus route to take to their office, so you never go.

(Requiring an Office Visit)



Space 40 - Snake

An outreach team visits the encampment. They're playing loud music when they come by and walk past everyone shouting, "Anyone want to get sober today?" You feel uncomfortable, so you avoid them.

(Entering encampments)



Space 18 - Snake

You see a group of outreach workers enter the encampment. While they are going through the encampment, one of them finds a \$5 bill on the ground and takes it. You don't trust them enough to ever go near them again.

(Not taking items from encampments, integrity)



Space 59 - Ladder

You don't have health insurance or food stamps. You're not sure you where the welfare office is or how to access those benefits. You meet an outreach worker who helps you fill out the application and drops them off at the office for you. The outreach worker lets you use their office as a mailing address.

(Connecting to mainstream resources)



Space 59 - Snake

You meet with an outreach worker. They offer you services, like substance use treatment and shelter, but you turn them down. The worker doesn't try to find out the reasons you're not accessing these services.

(Getting reasons for service refusals)



Space 62 - Ladder

You spend the day at the library and go to the park at night. You try to stay hidden and out of the way. One night you see an outreach team at the park and choose to engage with them.

(Conducting outreach at different times)



Space 38 - Snake

You meet with an outreach worker and go through an assessment process, but the worker doesn't seem interested in what they're doing or they're saying. They read through the questions in a monotone voice and don't seem genuinely interested in your situation.

(Monitoring workers for burnout)



Space 55 - Ladder

You meet with an outreach worker. You're using meth, but you're not ready to quit. The worker relates to you in a nonjudgemental manner that it's a hard thing to stop using, and directs you towards support groups and harm reduction resources until you're ready to quit.

(Starting where the client is)



Space 94 - Ladder

A group of outreach workers enters the encampment. They announce themselves before entering and wait for permission to enter. They walk up, ask your name, and introduce themselves. They want to know if there's anything they can do to help you out today.

(Entering encampments)



Space 34 - Snake

It is 110 degrees outside. You run into an outreach worker and ask them if they have any water. They tell you they don't pass out items because it will discourage people from getting help.

(Addressing immediate needs)



Space 84 - Ladder

You meet with an outreach worker. She relates to your experience and tells you that she was once homeless herself. She is genuine in her approach and you feel like she understands what you're going through. You're inspired because if other people can resolve their homelessness, maybe you can too.

(Peer support workers)



Space 79 - Snake

You meet with an outreach worker for help. They only work with clients who have mental health diagnoses, and you don't have one. The worker tells you they're sorry, but they're unable to help you at this time. They do not refer you to someone you can go to for help or who may be able to assist you.

(Operating in a silo)



Space 97 - Ladder

You meet with an outreach worker. They ask you what barriers are stopping you from accessing housing. They find out you don't have an ID and you have an eviction on your record. They make arrangements to replace your ID and transport you to a legal clinic to seal your eviction. They help you apply for Social Security benefits so you might be able to afford your own housing.

(Housing focused outreach)



Space 78 - Snake

You meet with an outreach worker because you've suddenly become pregnant and you don't know what to do. The worker tells you that you shouldn't be having intercourse with anyone in your situation and implies that it's your fault. The worker tells you that you should give the baby up for adoption.

(Judging clients)



Space 6 - Snake

An outreach worker tells you that they can get you into a program with a 90 day stay. They tell you all of the great things about this program and how it can help you. They go to make the referral, and you don't pass the background check to enter the program. You're crushed and decide that working with outreach workers is a waste of your time.

(Overpromising)



Snake

You wake up at your encampment and Code Enforcement is there to do a clean-up. They give you five minutes to grab all of your stuff and leave. You end up losing your ID, birth certificate, and all of the family photos you were trying to hang onto.

(Not notifying of abatements)



Snake

You want to try entering a shelter program again, but your first stay there didn't work out. The outreach worker tells you that you already had your chance and isn't willing to make another referral for you.

(Giving multiple chances)



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