

COMPREHENSIVE STREET OUTREACH NETWORK

In 2020, the District is launching a housing-focused Comprehensive Street Outreach Network to provide more strategic support to unsheltered individuals living on the street or in locations not fit for human habitation.

ABOUT THE NETWORK

The Comprehensive Street Outreach Network is designed to provide an entry point to the shelter system, housing solutions, and public benefit programs for unsheltered individuals who are not currently connected to services. The Network aims to expand District-wide street outreach coordination and provide a new level of real-time logistic support for outreach services provided by non-profit partners.

The Network engages unaccompanied adults who are unsheltered – to provide case management that facilitates connections to shelter and housing supports, public benefits, physical and behavioral health care, harm reduction interventions, and other resources.

NETWORK COVERAGE AND HOURS OF OPERATION

The DC Department of Human Services (DHS) has divided the District into three geographic clusters defined at the census tract level. Each cluster represents a roughly equivalent number of unsheltered individuals. DHS selected three grantees to provide services, one in each cluster: Miriam's Kitchen, Pathways to Housing DC, and Community Connections (*see [Street Outreach Clusters map](#)*). These service providers will work closely with DHS and other agency partners such as the Department of Behavioral Health.

Outreach services are available Monday – Friday, 9:00 AM – 11:00 PM.

Outreach providers deliver case management services to unsheltered individuals.

These case management services have a housing first focus and use a progressive engagement model:

01

Light-Touch Services:

Provide wellness checks, comfort items, and coverage for weather-related emergency outreach needs.

02

Intensive Outreach Services:

Connecting unsheltered individuals to the shelter system, housing solutions/programs, support services, and public benefits.

03

Acute Response Services:

Supporting DHS in responding to designated emergency threats (i.e. K2 hot spots, weather related emergencies, citywide heightened security events, etc).

ACCESSING THE NETWORK

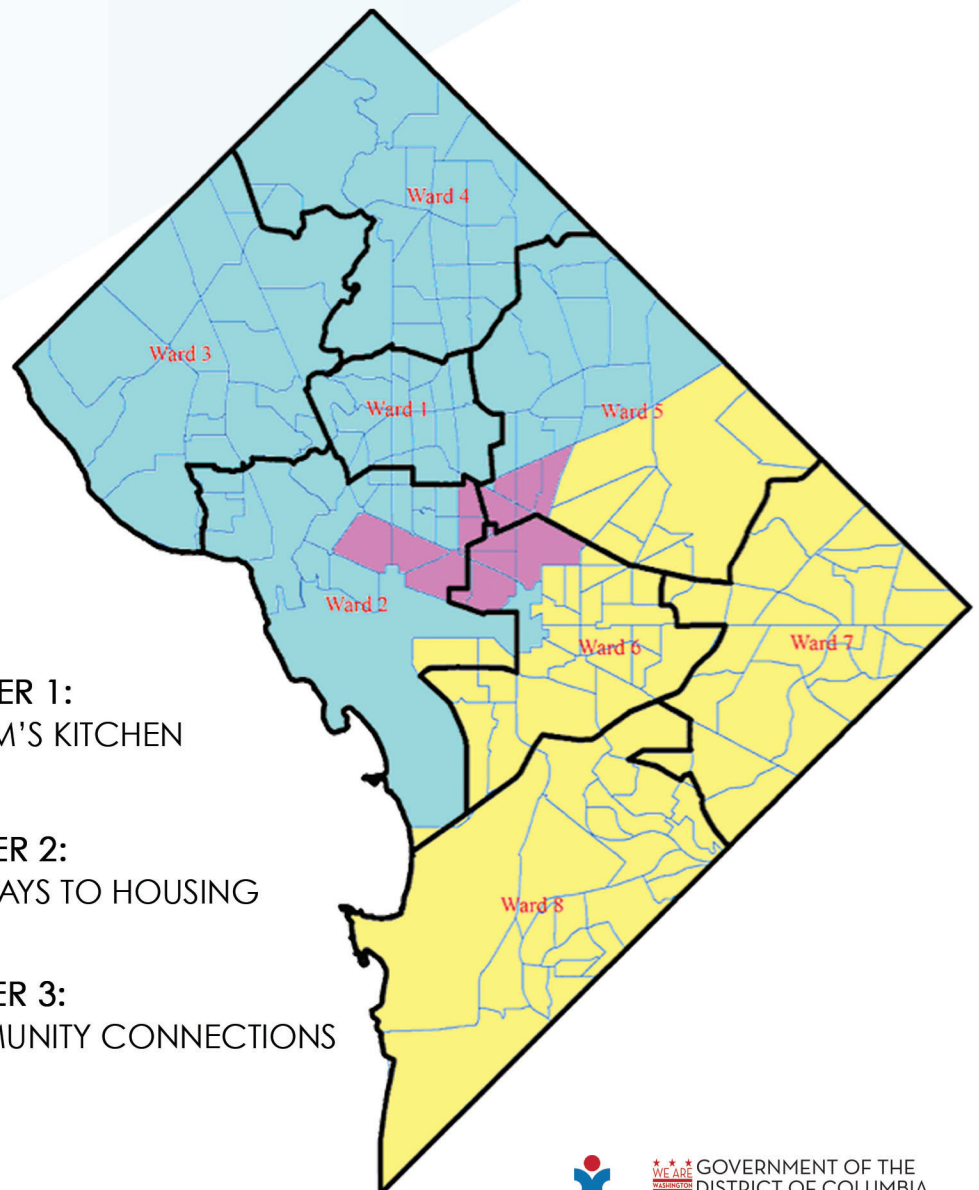


Outreach providers are accessible through the following numbers:

- If you see someone outside in need of shelter or a welfare check, call the Shelter Hotline at **(202) 399-7093** or dial **311**. Transportation to shelter and welfare checks are available 24 hours a day, 7 days a week during the Hypothermia Season.
- If you see someone experiencing a psychiatric emergency, trauma, or showing signs of a mental health crisis or substance use disorder, call the DC Department of Behavioral Health Community Response Team at **(888) 7WE-HELP** or **(888) 793-4357**.
- If there is an immediate risk to safety, call 911.

When calling, please include the time, the address or location of the sighting, and a description of the person's appearance.

STREET OUTREACH CLUSTERS



CLUSTER 1:
MIRIAM'S KITCHEN



CLUSTER 2:
PATHWAYS TO HOUSING



CLUSTER 3:
COMMUNITY CONNECTIONS

