

# 2.04 Practical Tools for Street Outreach Workers



**Toni Benson-Atkinson**

Houston, Texas

*Director of Program Operations*



**Mark Watson**

Gainesville, Florida

*Director of Outreach*



**Joseph Becerra**

Los Angeles, California

*Supervising Community Health Worker for Street Medicine*



**David Rosengren Ph.D.**

Lexington, Kentucky

*President and CEO*



Street outreach plays a crucial role in connecting unsheltered individuals with services and resources. Come join us as we explore practical, person-centered strategies, such as motivational interviewing, to engage unsheltered individuals. This session focuses on integrating lived expertise, building authentic relationships, fostering trust, and empowering individuals to shape their own journeys.



# Toni Benson-Atkinson- Moderator

**2025** **Innovations and  
Solutions** *for*  
Ending Unsheltered  
Homelessness

February 26-28, 2025

Los Angeles, CA

#NAEH2025



**Director of Program Operations  
CFTH-Houston**



- We're rooted in data
  - We're pragmatic problem solvers
  - We're strategic
  - We're collaborative
- 
- Lead Agency for TX-700 Coc
  - Coordinated Access Lead
  - HMIS Lead



*Bringing People Home.*

# New Approaches to Data Collection Through Outreach

- In-Reach
- Show The Way
- Neighborhood Analyses
- Mini PIT's-
  - Downtown
  - Youth



*Bringing People Home.*

# Lessons Learned

## The only way to improve is to try new things

- Different Methods Yield Different Results

## Embrace Technology

- Captures and Provides data from different sources
- Reduces duplication of services/efforts
- Assist in the coordination of services

## Collaborate

- Bring Everyone to the Table- Including those with lived experience
- System Standards-
  - Establish a baseline for service expectations
  - Align service delivery across multiple providers and programs
- Can lead to more comprehensive coverage





# Planting Seeds: Creating Meaningful Engagement using MI Concepts

David Rosengren, PhD  
Prevention Research Institute



# The Challenge



## MI & Your life

- Want your people to find a way forward
- Something you need to change
- Since you're here, probably haven't
- Maybe you've relapsed to old behaviors?





Wait, what?  
Did I just say  
you must  
change?!

- How did your body feel?
- What feelings came up?
- What thoughts?
  
- That was REALLY unhelpful!



# The Fixing Reflex!





How do we help?



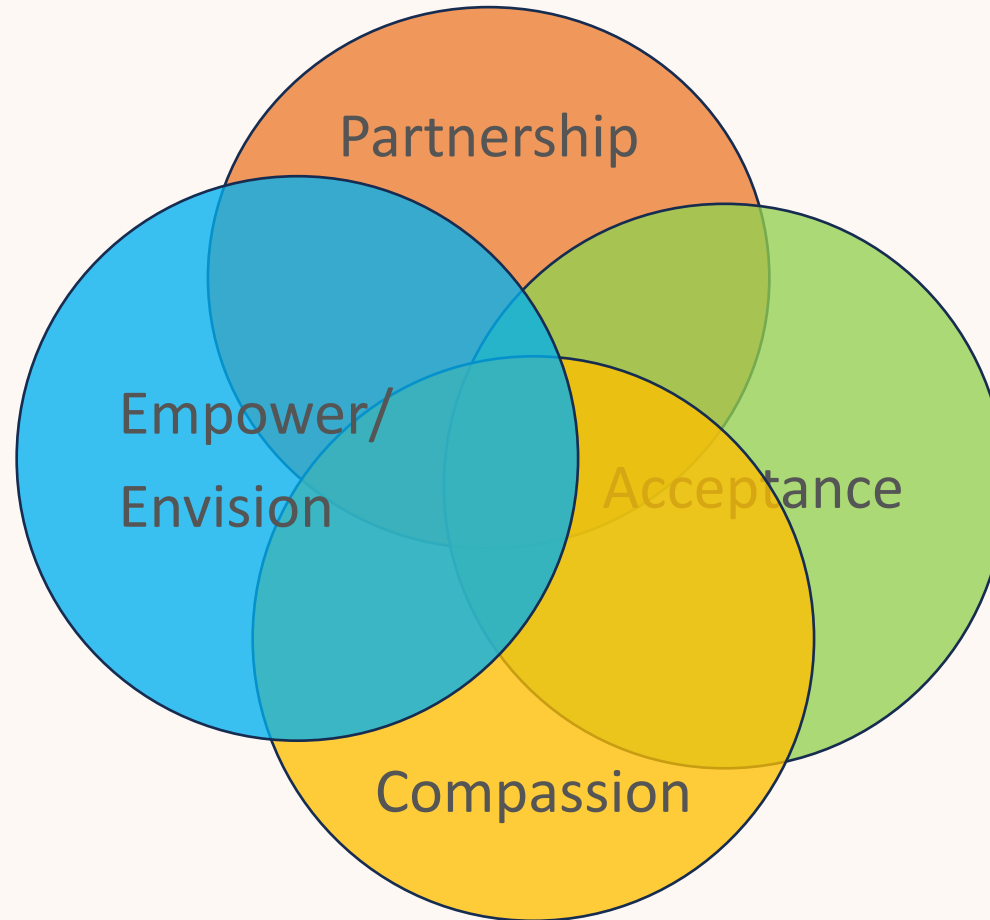
A photograph of two women sitting closely together, laughing heartily. The woman on the left has dark, curly hair and is wearing a grey cardigan over a patterned top. The woman on the right has long, wavy brown hair and is wearing a green ribbed sweater. She is holding a brown ceramic mug. They are in a room with a wooden headboard and white pillows visible in the background.

# *Extraordinary Conversations*

A particular kind of conversation



# Aspirational Spirit



Behaviors  
that might  
help





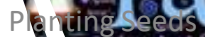
# Engaging

- Creating a safe environment
- Comfortable with us
- Understand the big picture
- Open possibility (Envision)





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# Harrison Ford

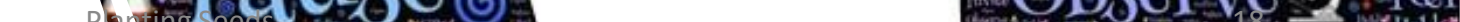
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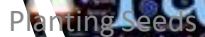
# DANCE

Kate & Bailey



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- 3/7/2025







# Focus Matters

3/7/2025

Painting Subjects

21



# Sustain & Change Talk

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- Sustain Talk – Statements for not changing
- Change Talk – Statements about change
- May occur together
- Two sides of same coin?

## Listen for change talk

- Why is this important to you?
- What have you done before that has worked?
- What makes you think you can be successful?







# Sustain & Change Talk

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- Why do they matter?
  - We Influence
  - Client Outcome



# Planting Seeds

- Start by engaging
- Offer information
- Reframe
- Offer a concern
- Leave the door open



# Who is Mark Watson

- Who am I and where do I come from?

# Lived Experience and Peer Support

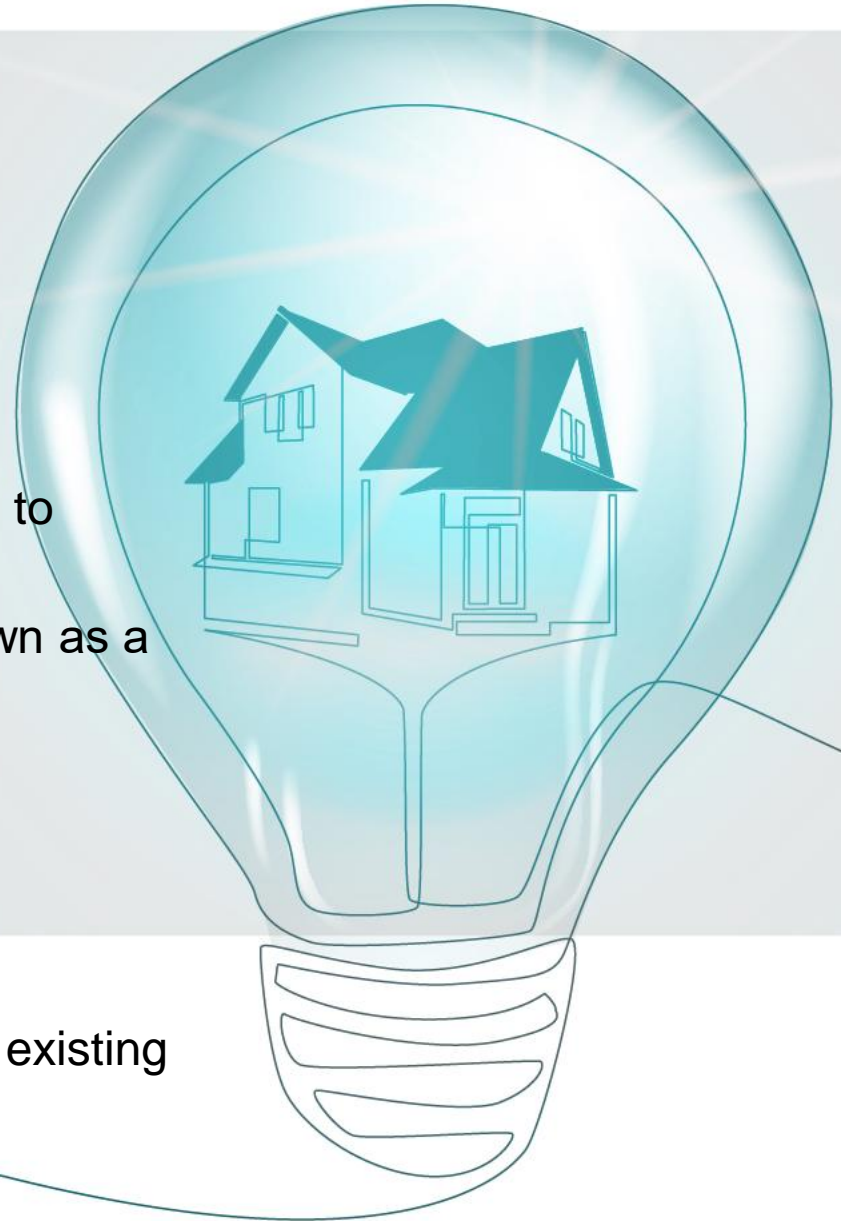
- Building Empathy
- Hiring persons with lived experience
- Utilizing your own lived experience
- Pros and Cons of Lived experience





# Working your way into encampments

- Rural vs Urban....Small vs Big
- Respecting ingenuity and complimenting people on their ability to survive in an often unjust and slow service system
- Building trusting relationships with camp leaders, don't be known as a snitch
- Empathy and support, but not the dirty word enabling
- Following the lead of the people we serve
- Follow through with what you say you'll do
- Assure realistic progress towards housing without pressure
- Creating realistic goals and not over promising or over trusting existing housing systems
- Assuaging bureaucratic and commercial systems



# Anecdotes

- Admiring ingenuity in action and complementing success; then turning success into housing goals
- Respecting resilience, making note of it, and building progress towards housing
- Setting up aftercare and scaling housing need after placement



# **Community Health Workers in Street Medicine:**

**Presenter: Joseph Becerra, Supervising Community Health Worker**





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## Joseph Becerra Supervising CHW USC Street Medicine

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- Supported the creation and development of the Community Health Worker (CHW) role at USC Street Medicine,. He is also a Certified Addiction Treatment Counselor and Certified Clinical Supervisor who has worked with the underserved, incarcerated, At-Risk youth and homeless for over fifteen years. He worked closely with the Department of Mental Health in the Juvenile Justice System and for a USC study focusing on intravenous drug users.
- Joseph has been involved with several non-profit organizations, and assisted with the development of two youth programs including a Boys & Girls home for children in need, Methadone clinics, Needle Exchanges, and Human Trafficking Prevention Groups
- In 2022, Joseph was named to the Clinician's Steering Committee for the National Health Care for the Homeless Council and travels around the country sharing his story and insight into promoting health care and support to the homeless/unsheltered population. He also continually serves a representative for USC Street Medicine, including taking part in trainings/consulting for outside providers, harm reduction and safety protocols for future Street Medicine Program development

# USC Street Medicine

USC Street Medicine brings medical care designed to meet the needs of people experiencing unsheltered homelessness to them in their environment – on the streets, in parks and under bridges – wherever they are. This includes not just outreach to connect patients to a “brick and mortar” clinic, but real medicine right on the street.

## Street Medicine Primary Care

- Health Screenings designed to meet the needs of the street
- Diagnosis and Treatment of Acute and Chronic Diseases, including:
  - Birth Control
  - STD Screening and treatment
  - Hepatitis C Screening and treatment
- Substance Use Disorder, including Harm Reduction and Medication Assisted Treatment (MAT)
- Mental Health Disorders, including the use of Long Acting Injectable Antipsychotics (LAIs) and other medications to help patients with bothersome symptoms like hallucinations
- Wound Care
- Point-of-Care Ultrasound

## Specialty Services

- HIV Care
- Behavioral Health- Street Psychiatry, Clinical Social Work
- Gender Affirming Care
- Social Work
- Enhanced Care Management





## Who's on our Teams:

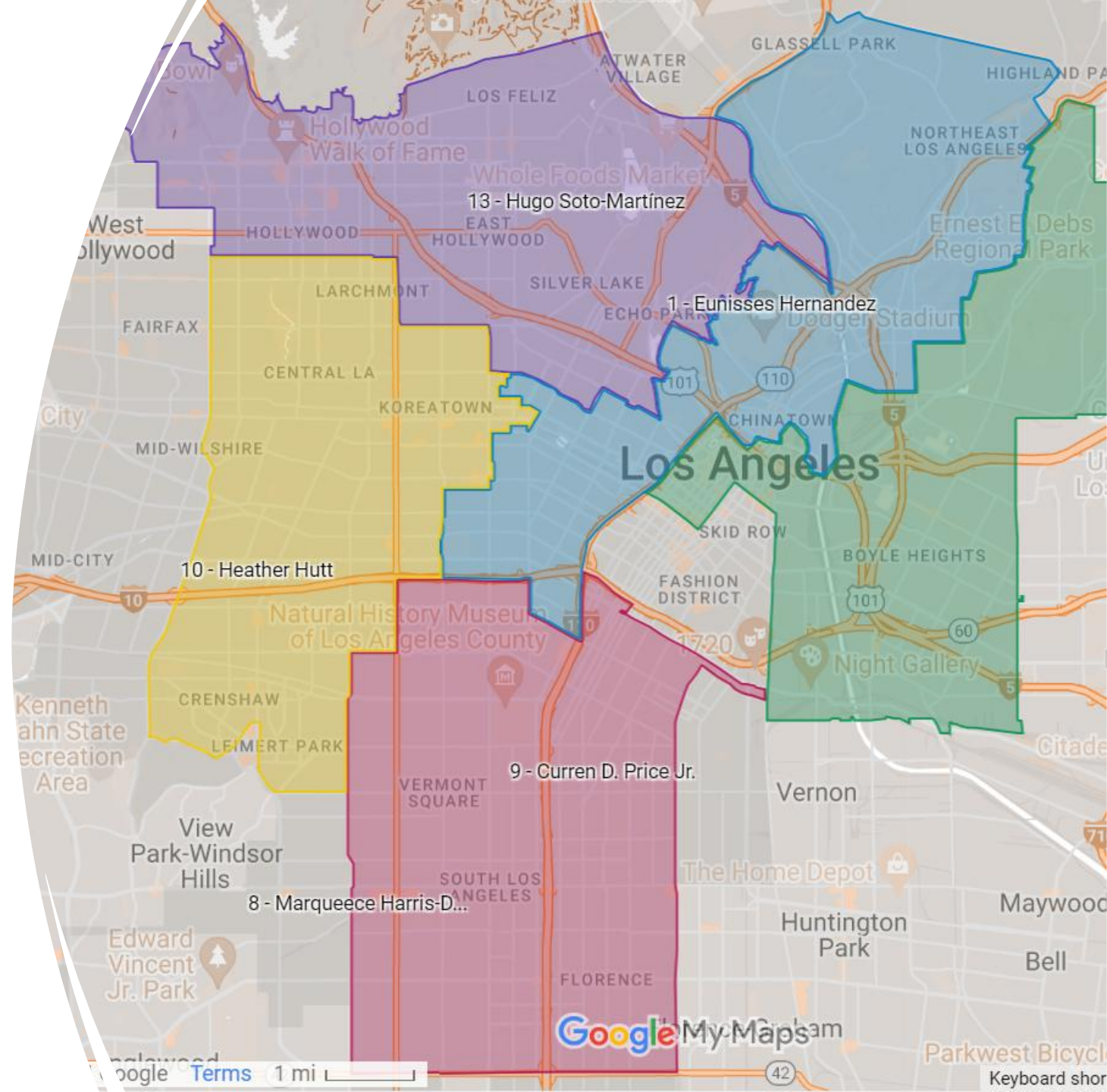
- **Providers**
  - **MD's**
  - **PA-C**
  - **NP**
  - **Psychiatrists**
  - **LCSW**
- **RN's**
- **CHW's**
- **ECM**
- **Caseworkers**
- **Admin Staff**



# How do we decide where to go?

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- **Outreach**
- **Referrals**
  - **Patient to Patient**
  - **City/CD Partners**
  - **Hospitals**
  - **Community**
  - **External Organizations**



# Role of the CHW

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# Role of the CHW

- Scene Safety
- Harm Reduction
- Outreach
- Engagement
- Team Support
- Truck Inventory
- Admin Duties





# Role of the CHW: Patient Engagement

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How do you start engagements and earn a client's trust?



What are a few strategies you use when a client doesn't seem interested in talking to you?

# Q&A



# Thank You!



## Toni Benson-Atkinson

Toni.Atkinson@cfthhouston.org

*Director of Program Operations, CFTH Houston*

## Joseph Becerra

Joseph.Becerra@med.usc.edu

*Supervising Community Health Worker for Street Medicine, Keck*

*School of Medicine USC*

## David Rosengren Ph.D.

David.Rosengren@primeforlife.org

*President and CEO, Prime for Life*

## Mark Watson

Mwatson@gracemarketplace.org

*Director of Outreach, Grace Marketplace*

