

# Coordinated, Connected, and Impactful: Strategies for Effective Street Outreach



## Andy Ramirez

*Outreach Coordinator, City of Chattanooga*

## Karina Garcia

*Business Analyst, Miami Dade Homeless Trust*

## Rebecca Hickom

*Director of Coordinated Access System, Housing Forward*

To address the complexities of unsheltered homelessness, this session will focus on the strategic coordination of outreach services across various teams. Effective coordination enhances communication, optimizes resource use, and fosters collaboration across geographic areas. Participants will learn from successful community models on how to align outreach efforts, ultimately improving service delivery and outcomes for individuals experiencing homelessness. This session will emphasize actionable strategies for maximizing outreach impact and creating a cohesive response to homelessness.



*Bringing People Home.*

# Moderator

- Richard Crews
  - Director of Strategic Impact  
Keys to Change – Phoenix, AZ



# Phoenix, AZ

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5th Largest City in the United States

Number of Persons Currently on the By Name List – 7,493

Number of Persons in Largest Encampment – 825 (Feb 2023)

Post Enhanced Engagement Today - 107



# Dallas and Collin Counties, Texas

9<sup>th</sup> Most Populated City in the US

3,718

Individuals Experiencing Homelessness  
on a Single Night in 2024

29%  71%  
Unsheltered Sheltered



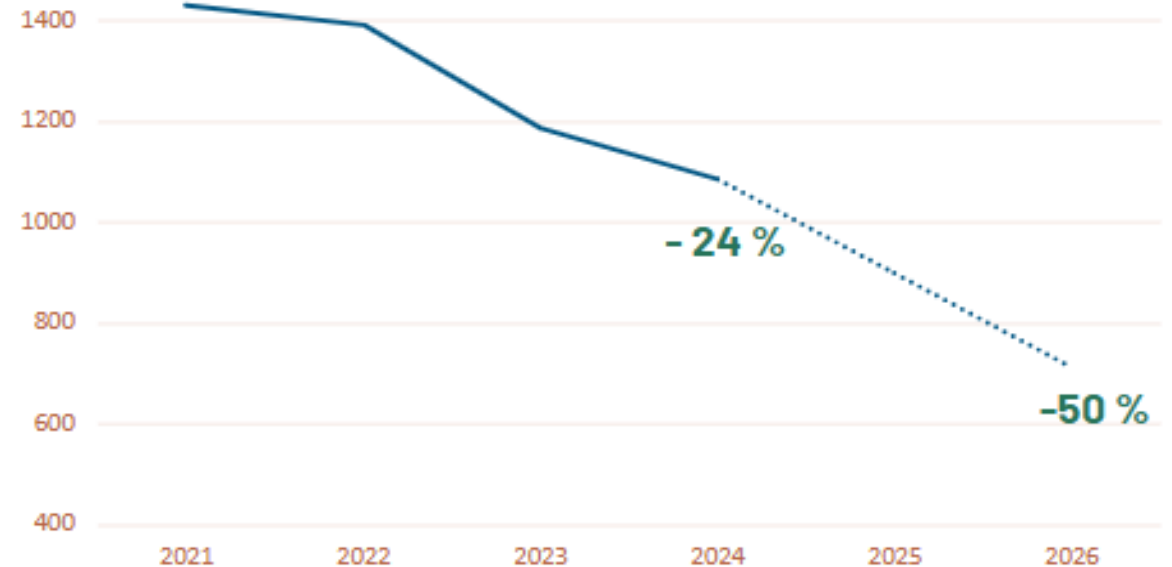
19% Decrease in Overall Homelessness\*

24% Decrease in Unsheltered Homelessness\*

\*Since 2021

- 24 Coordinated Outreach Staff
- 6 Geographical Outreach Zones

Dallas and Collin Counties Unsheltered Population, Point in Time 2021-2026



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R. O. C.

Regional Outreach Cooperative

A Chattanooga, TN initiative to organize, standardize and provide holistic outreach care to people experiencing homelessness.

## Three C's

- Consistency
- Compassion
- Connection



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OUTREACH  
TEAMS



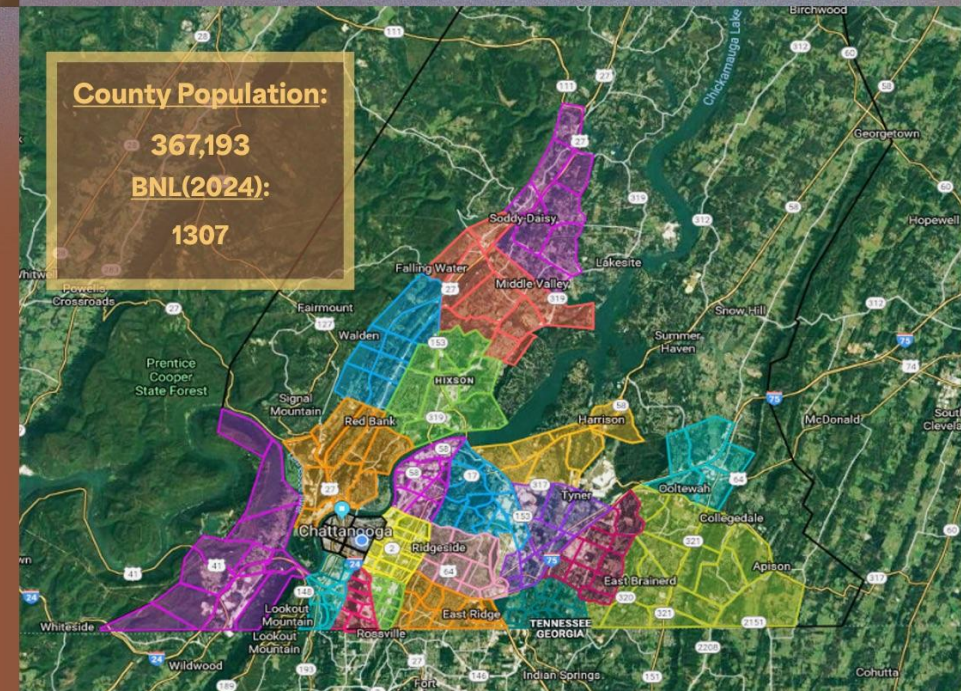
8

WEEKLY  
ROUTES

90+  
OCCUPIED  
ENCAMPMENTS



250+  
INDIVIDUALS  
ENGAGED WEEKLY







(Be-Caffeinated)

»» \$400  
MONTHLY  
BUDGET ««



(White Oak Bicycles)



(Red Bank Methodist)

»» 35+  
PARTNER  
AGENCIES ««



(Homeless Healthcare)





## About Us!

The **Miami-Dade County Homeless Trust** is the lead agency for **Miami-Dade County's Homeless Continuum of Care (CoC)**, tasked with the oversight, planning, and operations of the entire CoC. The Trust is integral to the county's efforts to prevent and end homelessness.

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## 1<sup>st</sup> Cohort – April/2024

- **Initial Count:** 8 individuals/7 households
- **Housed:** 5 individuals/4 households
- **Pending:** 2 individuals/2 households
- **Unable to Locate:** 1 individual

## 2<sup>nd</sup> Cohort – June/2024

- **Initial Count:** 42 individuals/42 households
- **Housed:** 14 individuals/14 households
- **Pending:** 4 individuals/4 households
- **Unable to Locate:** 20 individuals/20 households
- **Other:** 4 (incarcerated, assisted living, relocated)

## 3<sup>rd</sup> Cohort – January/2025

- **Initial Count:** 9 individuals/9 households
- **Referred:** 5 individuals/5 households
- **Pending:** 2 individuals/2 households
- **Unable to Locate:** 2 individual



# Coordinated Outreach Through HCC and Cohorts

- *Outreach Model Changes*
- *Leveraging Key Partnerships*
- *Sharing Data With Public Hospital*
- *Housing Stabilization Meetings*
- *Improvements to HMIS*

# Panel Conversation

- Andy Ramirez- Outreach Coordinator, City of Chattanooga
- Karina Garcia- Business Analyst, Miami Dade Homeless Trust
- Rebecca Hickom- Director of Coordinated Access System, Housing Forward





# Audience Questions



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