



# CENTERING THE WHOLE PERSON

## *Community Example*



### ST. JOSEPH CENTER LOS ANGELES, CA

St. Joseph Center Outreach leadership prioritizes person-centered strategies focused on building trust and relationships with people experiencing homelessness. Meeting people where they are is central to this work, recognizing that trust is the foundation of meaningful engagement.

Street Outreach case managers are trained through a strength-based lens to uplift, actively listen, and identify solutions that increase access to services and housing. Street Outreach provides low-barrier access to a wide range of services, including healthcare, mental health and substance use treatment, transportation, food, hygiene kits, document readiness, referrals to crisis or bridge housing, intensive case management services (ICMS), permanent supportive housing (PSH), and reunification support.

St. Joseph Center provides outreach coverage seven days a week from 8:00 A.M. to 4:30 P.M., as well as overnight coverage two nights a week focused specifically on Ocean Front Walk, Venice Beach, CA. Street Outreach staff includes five Multidisciplinary Teams (MDTs) comprised of healthcare, mental health, and substance use professionals; peers with lived experience; and case managers. Public Space Generalist Teams consist of two generalist case managers who serve prioritized public spaces such as parks, libraries, and beaches.

Outreach coordinators collaborate with outreach teams to ensure a continuum of care by managing LA-HOP requests, community emails, by-name lists, and care coordination meetings with council districts, homeless service providers, and community partners.

St. Joseph Center emphasizes ongoing staff training in person-centered practices, including trauma-informed care, motivational interviewing, harm reduction, Empathy Without Burnout: Boundaries + Compassion, de-escalation, documentation, and data compliance.

To support staff and maintain service quality, St. Joseph Center has developed systems and trackers to monitor work and keep caseloads manageable, helping prevent burnout and ensuring accuracy. Weekly supervision and case conferences allow staff to discuss cases, resources, and community-based services. Staff are given weekly administrative days to complete documentation and resolve data errors. Bi-weekly all-staff meetings review outcomes and metrics.

St. Joseph Center focuses on staff retention and positive work environments by incorporating team-building activities such as potlucks, celebrating birthdays, and monthly staff recognition.