



Coordinated Outreach Policy

Updated September 2026

Northern Nevada Continuum of Care Coordinated Outreach Policy

Purpose

To coordinate efforts in the Washoe County area to ensure that outreach teams are deployed at the locations and times that they are most likely to effectively engage with unsheltered homeless individuals and move them toward housing while minimizing duplication between providers.

Background

The purpose of a Coordinated Outreach Policy is

1. To effectively case conference all individuals in encampments or who are unsheltered
2. To utilize the Homeless Management Information System (HMIS) to collect data and share information
3. To reduce the number of unsheltered individuals in the Northern Nevada Continuum of Care
4. To meet all requirements set forward by HUD

Mapping the Geographic Region

1. Washoe County Housing and Homeless Services staff will meet every other week with local outreach providers and encampment clean up entities who have access to HMIS to identify new encampments in the region.
2. New encampments are shared with outreach agencies, and the group will discuss who will be responsible for engaging with the individuals in the encampment and how to best meet the needs of that encampment.
3. Detailed plans for enforcement to encampments are shared during the case conferencing meetings. This includes dates and times, as well as the community partners involved, such as Union Pacific, Nevada Department of Transportation, and our local Law Enforcement agencies. The two Washoe County Sheriffs Office HOPE Team case managers participate in these meetings and are able to share the details.

Program Enrollment

1. If an individual fits the criteria for the outreach agency, an agency Street Outreach program enrollment and a Current Living Situation Assessment should be completed in HMIS once sufficient rapport has been established with the client.
2. If specific needs of an individual cannot be met by the outreach agency collecting initial information, separate and more specialized agencies may be deployed (Such as Veterans Affairs, Transition Age Youth, Trafficking or Domestic Violence Victims). These agencies will then complete the Street Outreach program enrollment in HMIS or comparable database if they are actively engaging with the individual.
3. Outreach programs should be set to auto exit participants in no more than 60 days to ensure participants who are not engaging are exited in a timely manner.

Existing Outreach Area Coverage by Partner Agencies

Veteran's Affairs (VA)

Population Served:

Veterans

Eligibility Criteria:

Eligibility criteria depend on the services or programs being accessed, as well as an individual's discharge status. The VA will assess eligibility for all those they encounter.

Services and Engagement:

Street outreach is conducted within Washoe County, as well as surrounding areas as far as Battle Mountain, Denio, the Pacific Crest Trail, and the edge of Nye County. Outreach is conducted in two fashions, one is considered targeted outreach, while the other is casting a wide net. Targeted outreach is looking for specific individuals in what is considered to be known locations for them that get them connected directly with services. Casting a wide net includes known encampments with veterans, as well as general outreach in the community.

The VA works collaboratively with other street outreach agencies in the community for warm hand-off's if individuals are not veterans, as well as referrals from other agencies on if they are encountering a veteran.

If the veteran is willing, they can transport them back to the Veterans Outreach Center that will assist in addressing housing, access to health care, mental health and recovery, employment resources, whole health and wellness, and basic needs and support (showers and laundry).

Geographic Location:

Washoe County, as well as surrounding areas as far as Battle Mountain, Denio, the Pacific Crest Trail, and the edge of Nye County.

Schedule:

Outreach Schedule: Monday – Friday 8:00 AM – 4:00 PM (excluding federal Holidays)

Reno Initiative for Shelter and Equality (RISE)

Population Served:

Individuals and families experiencing unsheltered homelessness

Eligibility Criteria:

None

Services and Engagement:

Street-based outreach and engagement; working with encampments to connect them to shelters and/or other needed resources; relationship-building and ongoing follow-up; assessment of immediate needs; referrals and warm handoffs to shelter, Safe Camp vacancies,

sober and supportive housing programs, behavioral health and substance-use services, medical care, benefits, identification/documentation assistance, and other community resources; assistance navigating the homeless-services system; coordination with Cares Campus and Our Place Shelters and community partners; and support connecting individuals to longer-term housing and stabilization services.

Geographic Location:

Cares Campus and surrounding areas, with outreach conducted in nearby locations where individuals experiencing unsheltered homelessness are known to congregate.

Schedule:

Outreach and engagement services available 24 hours a day, 7 days a week, based on participant needs, community conditions, and coordination with Resource Center operations.

Downtown Reno Partnership (DRP)

Population Served:

DRP's street outreach focuses on unsheltered homeless individuals and those needing referrals and/or transport to shelters/services.

Eligibility Criteria:

Unsheltered and residing within the Downtown Reno Partnership's boundaries as outlined on our website.

[Home | Downtown Reno Partnership](#)

Services and Engagement:

Initial contact and information gathering and assessment. Information sharing with those in need of the services and shelters available. Contact emergency services when appropriate. Transport to services and shelters for the unsheltered and those wishing to go to the Resource Center. The DRP engage with individuals attempting to camp within the BID. We offer services and transport, we educate on various park and camping rules, we coordinate with RPD and Reno Park Rangers if necessary, and we clear abandoned encampment materials and trash. Those car camping are referred to Reno Police Department.

Geographic Location:

East to West from Wells Avenue to Keystone Avenue. North to south from 9th Street to California Avenue (see attached). The DRP is a 501c(6) Business Improvement District (BID) that is funded by downtown property assessments. We are legally prohibited from providing services to those outside of our BID boundaries.

Schedule:

7 days per week - 6am - 10pm

Eddy House

Population Served:

Youth and young adults ages 14–24 who are experiencing or at risk of homelessness, including those who are couch-surfing, doubled up, running away, living in unsafe or unstable housing, or facing family instability. Eddy House’s outreach model primarily engages youth ages 14–18 through high school-based outreach while engaging transition-age youth ages 18–24 through Eddy House access points, community locations, partner referrals, CoC/TAY case conferencing, and youth-specific service pathways.

Eligibility Criteria:

Eligibility varies by program. Youth ages 18–24 may access shelter, drop-in services, case management, housing navigation, workforce and clinical services, residential programs, and aftercare. Youth under 18 may receive school-based outreach, basic-needs assistance, safety planning, prevention support, referrals, and connections to appropriate youth-serving resources.

Services and Engagement:

Services include outreach, screening, safety assessment, basic-needs assistance, case management connections, housing navigation, school coordination, transportation, document assistance, employment and education support, behavioral health referrals, and warm handoffs to community resources. Family or natural-support reunification may be pursued when safe and appropriate.

Eddy House focuses on youth who are often hidden from traditional adult homelessness systems, including those experiencing unsafe housing, family conflict, victimization, trafficking risk, or involvement with foster care or juvenile justice.

Eddy House does not conduct routine encampment outreach. When another provider identifies a young person in an encampment or unsheltered setting, Eddy House may provide youth-specific screening, referrals, and connections to services.

Geographic Location:

Eddy House conducts school-based and community-based youth outreach across Washoe County, including high school settings, school-adjacent settings, community locations, Eddy House access points, partner referral pathways, and locations identified through youth engagement, school referrals, partner referrals, or community reports. Eddy House also conducts outreach to rural areas and additional Northern Nevada counties

Schedule:

School-based outreach is conducted Monday through Friday. Community outreach is provided regularly and in response to youth needs, referrals, and community reports.

Washoe County HOPE Team -**Population Served:**

Unsheltered individuals and families experiencing homelessness, with a primary focus on adults (18+) living in outdoor encampments, vehicles, and other unsheltered locations. The team prioritizes the most vulnerable, including those with mental health needs, substance use disorders, chronic health conditions, and justice-system involvement.

Eligibility Criteria:

- Must be residing or present in Washoe County
- Unsheltered (living outdoors, in vehicles, or places not meant for human habitation)
- Generally, 18 years of age or older
- Preference is given to individuals not already receiving intensive case management through another agency; however, the HOPE Team will attempt to assist anyone who requests help when resources allow

Services and Engagement:

The HOPE Team provides proactive, trauma-informed street outreach that combines compassionate engagement with public-safety accountability. Core services include:

- Regular engagement at encampments and known unsheltered locations
- Crisis intervention, mental-health support, and connection to on-site behavioral health (via Northern Nevada HOPES)
- Assistance obtaining vital documents (IDs, Social Security cards, birth certificates)
- Housing navigation, Coordinated Entry referrals, and move-in support
- Diversion and transportation assistance (bus tickets, family reunification)
- Weekly Clean Path Initiative deliveries of water, food, and trash removal in exchange for site maintenance and housing progress
- Encampment clean-ups and progressive enforcement of Washoe County Ordinance 50.400 (camping on public property), always offering services before enforcement
- Follow-up case management and tenancy support for newly housed individuals to help them remain stably housed

Geographic Location:

Unincorporated Washoe County (outside the city limits of Reno and Sparks), including Sun Valley, Spanish Springs, Cold Springs, Washoe Valley, Verdi, Incline Village, and rural areas along I-80 and other corridors.

Schedule:

Primary outreach days: Monday and Tuesday, 8:00 AM – 2:30 PM

Additional proactive outreach, follow-ups, and special operations (including encampment clean-ups) are conducted as needed throughout the week.

Karma Box Project (KBP)

Population Served:

Adults experiencing homelessness, including individuals with Serious Mental Illness (SMI).

Eligibility Criteria:

Eligibility varies by program. For PATH services, individuals must be experiencing homelessness and have a Serious Mental Illness (SMI). Other Karma Box Project programs have broader eligibility requirements but generally serve adults age 18 and older who are experiencing homelessness.

Services and Engagement:

Karma Box Project provides street outreach, case management, resource navigation, and employment/work programs. Outreach staff engage individuals experiencing homelessness in the community and at encampments, assess individual needs, provide ongoing support, and connect participants with appropriate housing, behavioral health, medical, benefits, employment, and other community resources.

Geographic Location:

Karma Box Project provides PATH outreach throughout Washoe County and is not limited to the City of Reno. Services are provided throughout the community based on program scope, referrals, identified needs, and outreach efforts.

Schedule:

Monday – Friday, 7:30 AM – 3:30 PM

Case Conferencing

1. Every other week, outreach agencies with access to HMIS and Washoe County Human Services Agency Housing and Homeless Services Staff will meet to share information regarding individuals and encampments in the region.
 - 1.1. Only agencies with access to HMIS are able to attend the meeting due to the confidentiality of the information being shared from HMIS.
2. The purpose and goal of this meeting is to coordinate all street outreach teams to reduce duplication of efforts, increase communication if there are multiple agency contacts with clients, and streamline which agency is best suited to case manage the client. Case Conferencing is a housing focused meeting to identify housing goals for each unhoused person and assist them in reaching those goals and getting housed.
 - 2.1. Continue to identify new and existing encampments and share information regarding new encampments.
 - 2.2. Identify potential resources and housing plans for individuals living in each encampment.
 - 2.3. Connect individuals to Coordinated Entry.
 - 2.4. Assign specialized outreach entities (TAY, Veterans, etc.) to specific individuals if needed.
 - 2.5. Allow for requests from other outreach agencies for assistance as needed.
3. Third party information can be accepted from a reliable source such as a case worker or police officer who has worked with the individual and shared this information with a member of this case conferencing partner meeting if beneficial in the pursuit of getting a client housed.

HMIS Data Entry

1. Individual outreach workers will be responsible for:
 - 1.1. Collecting Data in HMIS and client profile creation
 - a. Check to see if individuals in the area have an active profile in HMIS.
 - If they do not, create profiles for individuals in HMIS who are actively staying in places that are not meant for habitation. Examples: Encampments, vehicles, benches, sidewalks, etc.
 - Encampments are defined as: A place where one or more individuals stay for a continuous time that includes temporary or permanent structures and personal belongings. May include an outdoor location or other conditions meeting the definition of a “place not meant for habitation.”
 - b. If unsure, these questions can be asked to help determine the individual’s living arrangements.
 - Where did you sleep last night?
 - How long have you been staying there?
 - Do you usually stay in this area?
 - c. If an individual is not comfortable sharing information, data does not have to be collected during the initial interaction and can be attempted when the outreach worker has created rapport with the individual experiencing homelessness
 - Profiles should not be created for individuals without identifying information. For example, John “Face Tattoo”.
 - 1.2. All information captured during interactions with individuals experiencing homelessness in the encampments should be documented in HMIS, including the Current Living Situation Assessment.
 - 1.3. One-time services (i.e. providing food, a blanket etc.) should be entered as a service in HMIS. One time services are those where the Outreach worker reasonably believes there will not be follow-up interactions with that individual.
 - 1.4. Interactions past a one-off where workers are having multiple contacts with the participant and providing services, referrals and or case management should result in the client being enrolled in that agency’s street outreach program in HMIS. This provides the following critical information in HMIS:
 - a. Other agencies can see interactions with that individual,
 - b. A duplication of services can be avoided and
 - c. New participants will be pulled into the every other week Outreach Case Conferencing spreadsheet that is reviewed in the Outreach Case Conferencing meetings.
 - 1.5. The number of individuals captured in all the encampments will contribute to the monthly Built For Zero “Actively Homeless” count. This number will reflect how many individuals are homeless in our community by month and is a critical data element for our community

PATH Data Requirements

1. PATH (Projects for Assistance in Transition from Homelessness) funded projects collect or report on Coordinated Entry projects. PATH grantees are encouraged to work with the CoC and HMIS leadership to determine data collection requirements for PATH-funded projects supporting the Coordinated Entry process. If PATH-funded projects are an access point for

CES, the applicable data elements (CE Participation Status (data element 2.09), Coordinated Entry Assessment (data element 4.19) and Coordinated Entry Event (data element 4.20)) should be recorded. Additionally, Current Living Situation (data element 4.12) is collected, recorded, and used for CES projects. PATH providers and the community's CES should collaborate to ensure data collection processes are consistent across all users collecting information for Current Living Situation (data element 4.12) and any other CES data elements the community wishes PATH funded workers to collect. For more information on CES program data collection requirements, please refer to the [2024 HMIS Data Standards](#)

2. A street outreach project is likely to encounter difficulty engaging persons experiencing homelessness. Street outreach projects may record a Project Start Date (data element 3.10) with limited information about the client and improve upon the accuracy and completeness of client data over time by editing data in an HMIS as they engage the client. The initial entry may be as basic as the project start date and an alias or other “made-up” name (e.g., Redhat Tenthstreetbridge) that would be identifiable for retrieval by the PATH-funded worker in the system. Over time, the data must be edited for accuracy (e.g., replacing “Redhat” with “Robert”) as the worker learns that detail.
3. It is possible in a street outreach setting that a single client may be contacted by multiple street outreach workers over a period of time in different locations. Local protocols should be established to determine how coordination among PATH projects and other street outreach projects effectively manages the identification and data collection of clients. In smaller CoCs, it may be possible to coordinate street outreach efforts and reduce duplication of client records through case conferences or other efforts to coordinate outreach services. In all CoCs, client search functionality may be made available in HMIS so that street outreach workers can perform queries or client searches by a “made-up” name or alias, or other informal identifier shared with street outreach workers in order to manage the identification of clients. The use of temporary “made-up” names should not be an excuse for excessive de-identified clients or poor data quality. PATH projects and local HMIS leadership should work together to minimize the use of “made-up” names and attain high data quality.
4. PATH programs should be set to auto exit participants at 90 days to be in compliance with Statewide PATH policy.
5. Reporting on data quality for PATH is limited to clients with a Date of Engagement (data element 4.13). Therefore, it is important that PATH-funded workers record the engagement date and review all the Universal, Common Program Specific, and Federal Partner Program Specific Data Elements for completeness and accuracy. The Date of Engagement is the point at which data quality begins to be measured for the PATH Program; therefore, all Universal Data Elements should be entered into HMIS on or before the Date of Engagement. PATH grantees are encouraged to work collaboratively with their HMIS Lead Organizations to understand and comply with local data quality requirements and expectations.