

Santa Cruz (SZ) Outreach Module

Provider Training



Housekeeping

- Training is being recorded and will be posted
- Use the “chat box” for questions
- There will be Q&A at the end
- Client level data is made up
- All participants will be muted



Agenda

- Welcome & Introductions
- Importance of Outreach
- Orientation to the Outreach Module
- Encampment Creation
 - Overview
 - Creating Encampments
- Individuals & Outreach
- Location Tab
- Q&A
- Wrap Up

Bitfocus Project Team



Melissa Wheeler
Project Lead
Project Manager
Professional Services



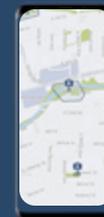
Marti Phillips
Senior Project Manager
Professional Services



Melissa Sutton - Dement
Project Administrator
Community Administration

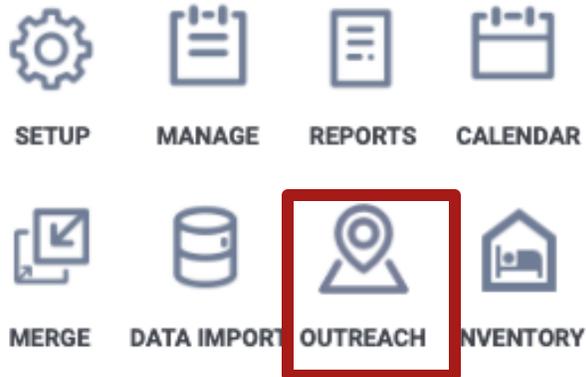


Importance of Outreach



What is the Outreach Module?

- Fully integrated module of Clarity Human Services
- Provides a central place to view and interact with client location data
- Reflects the location of encampments and sheltered individuals within the community
- Helps increase coordination among outreach teams to provide whole person care
- Fully compatible with mobile devices and built for use in the field

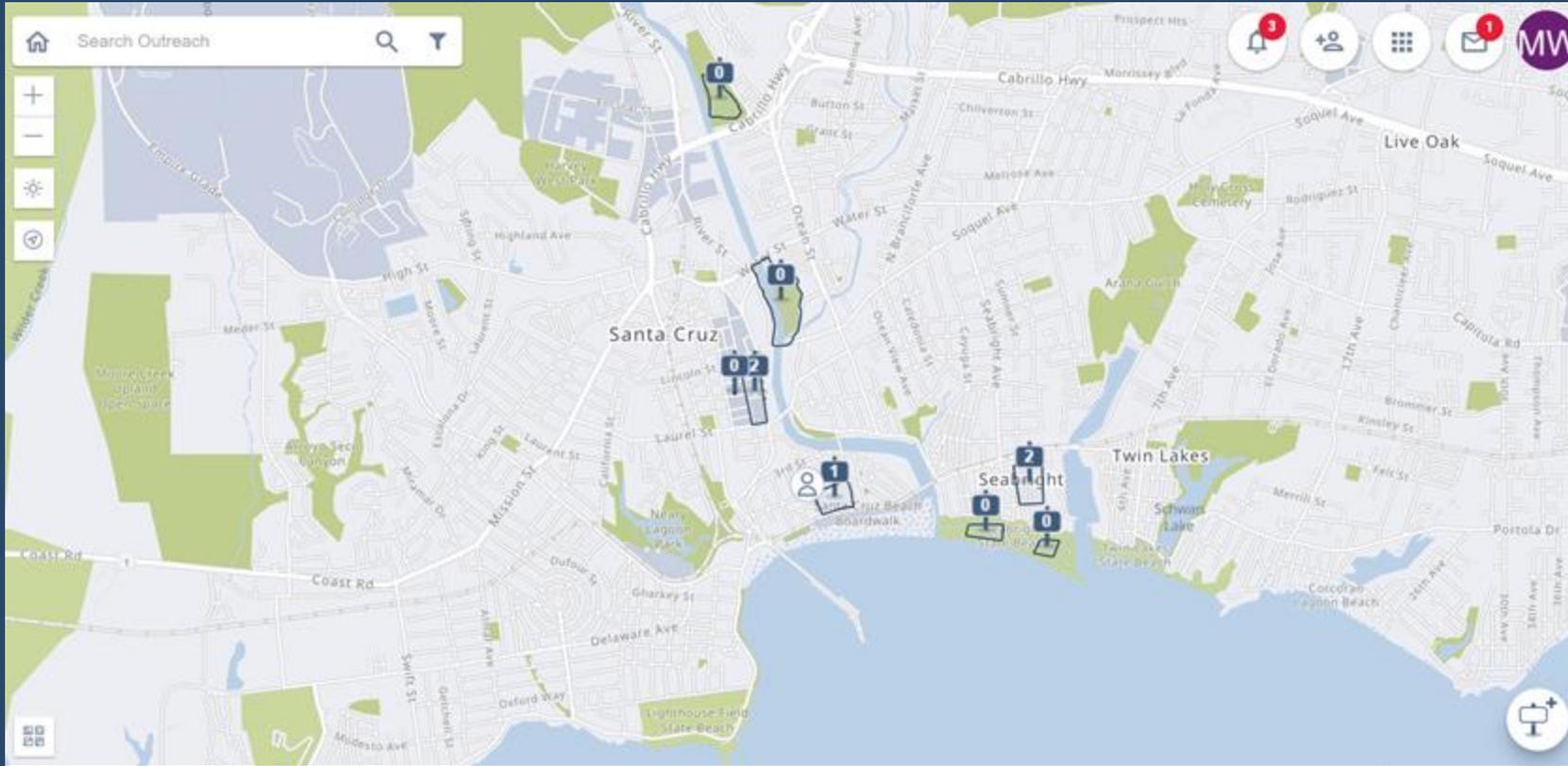


Core Elements of Effective Outreach

- Efforts are systematic, coordinated, and comprehensive
- Efforts are housing focused
- Efforts are person-centered, trauma-informed, and culturally responsive
- Efforts emphasize safety and reduce harm

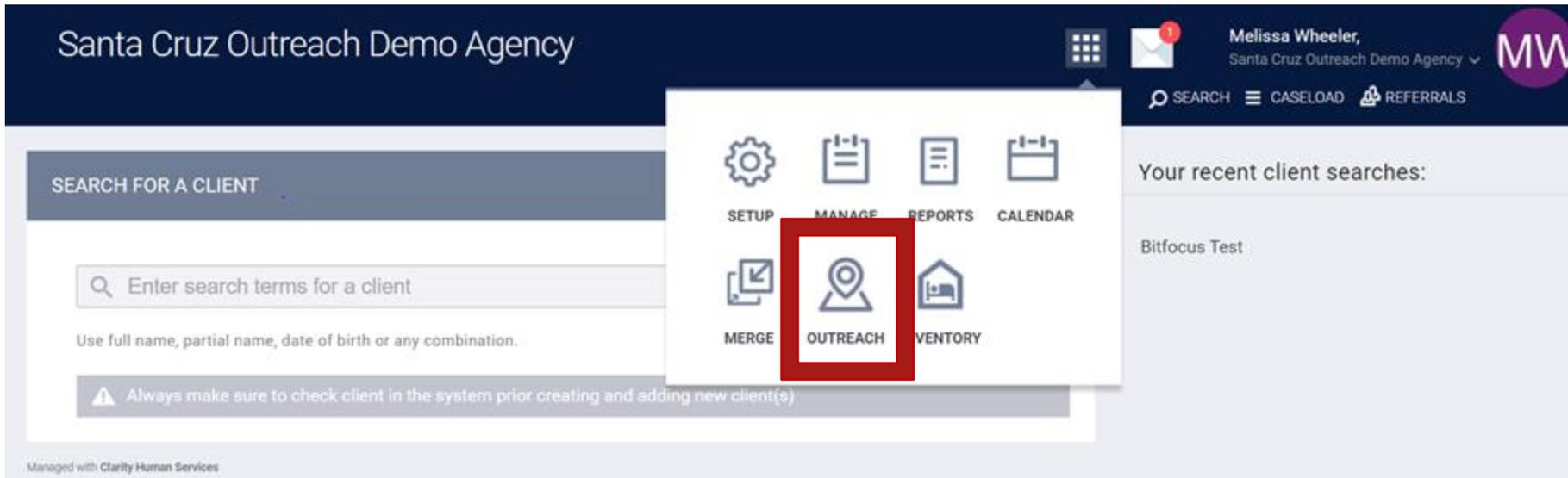


Orientation to the Module



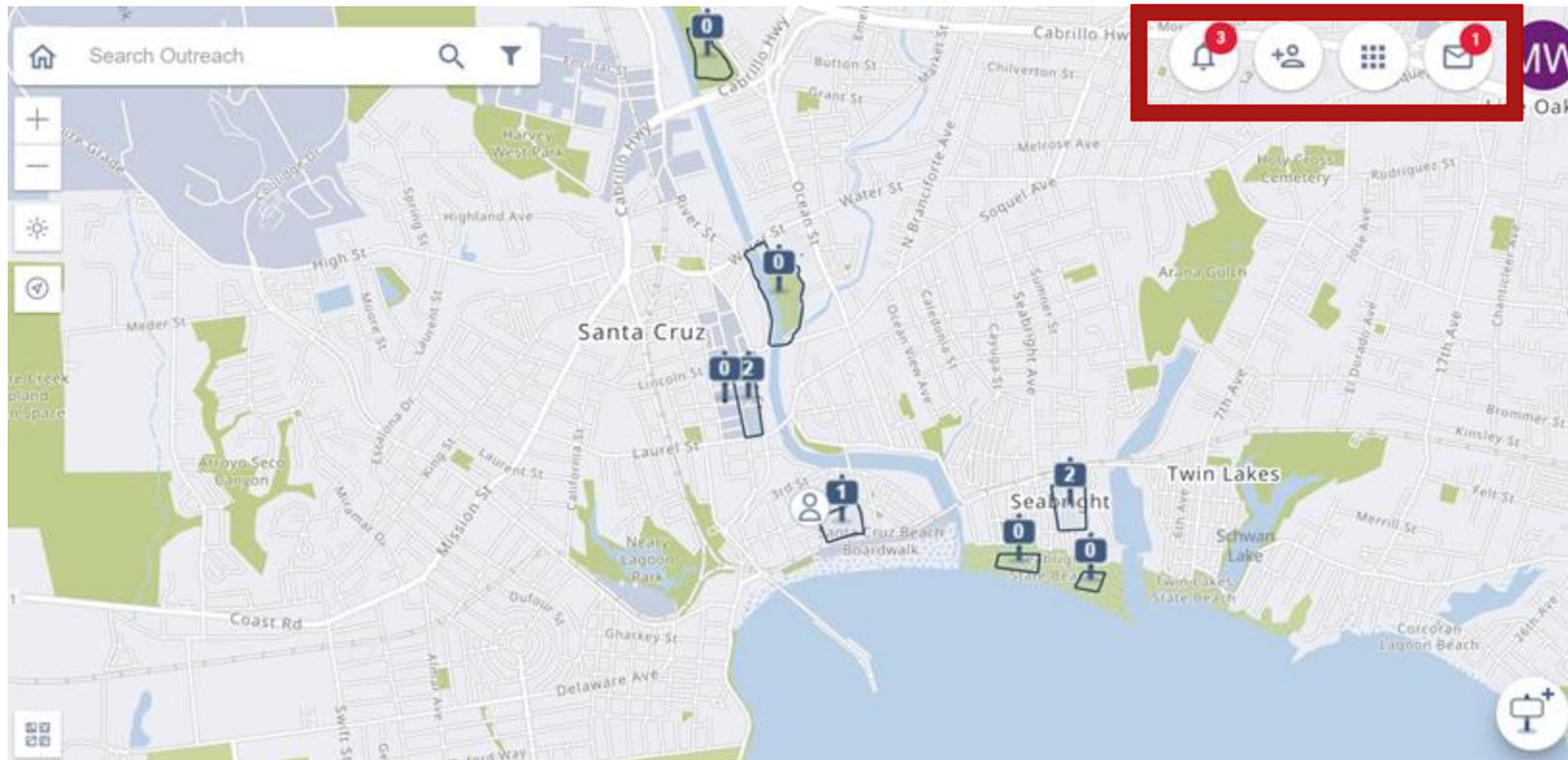
Access to Outreach

- Access Outreach by navigating to the Launchpad and selecting Outreach



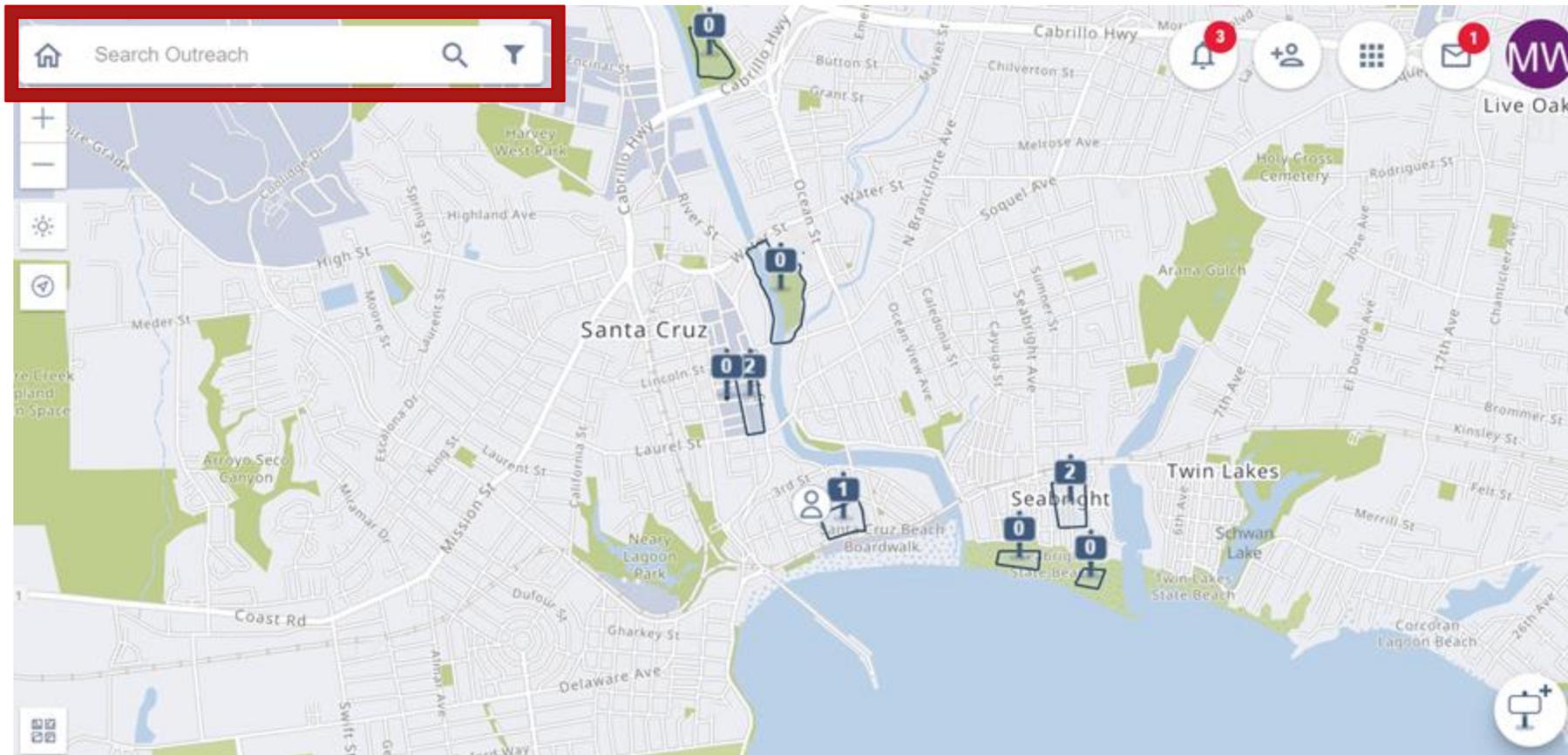
Overview of Features

- Alerts and notes are accessed using the bell icon
- Add individuals to the map by using the person icon
- Use the Outreach Launchpad to Navigate back to Clarity Human Services
- Access the Clarity Human Service inbox using the envelope icon



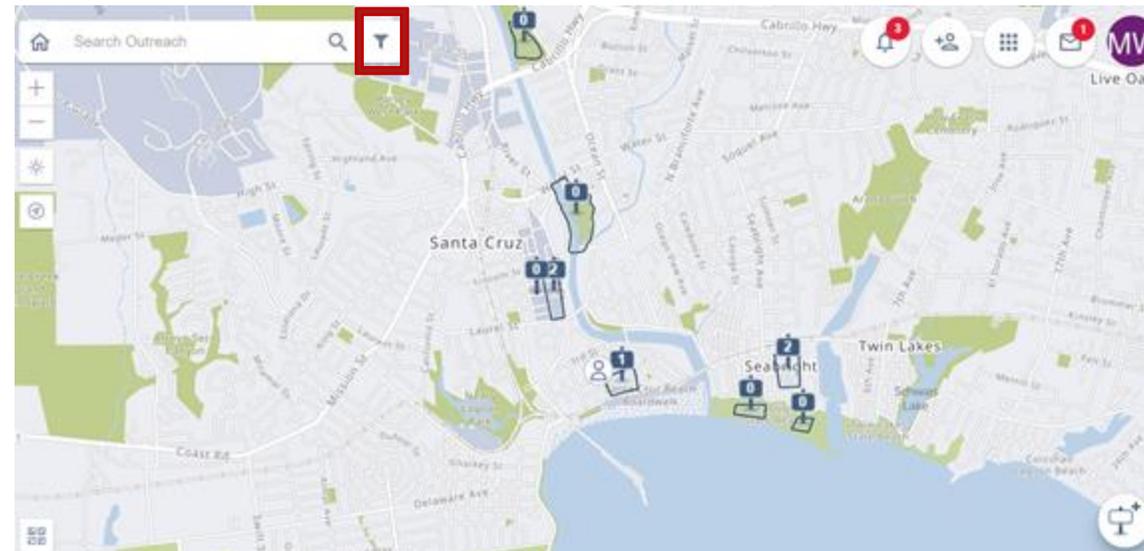
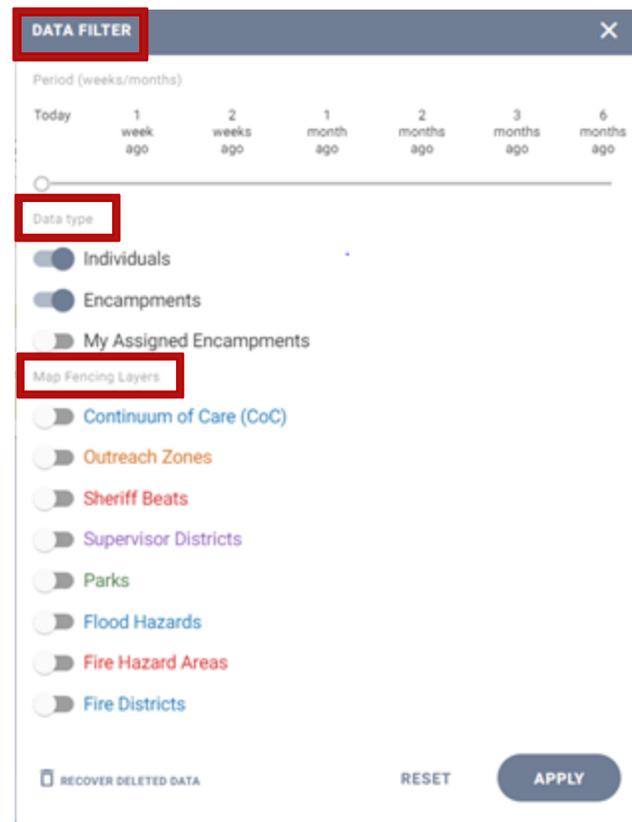
Overview of Features

- Use the home icon to return to the default location of the community
- Search for an address or encampment by using the magnifying glass
- Enable data filters to users to display filter views on the map



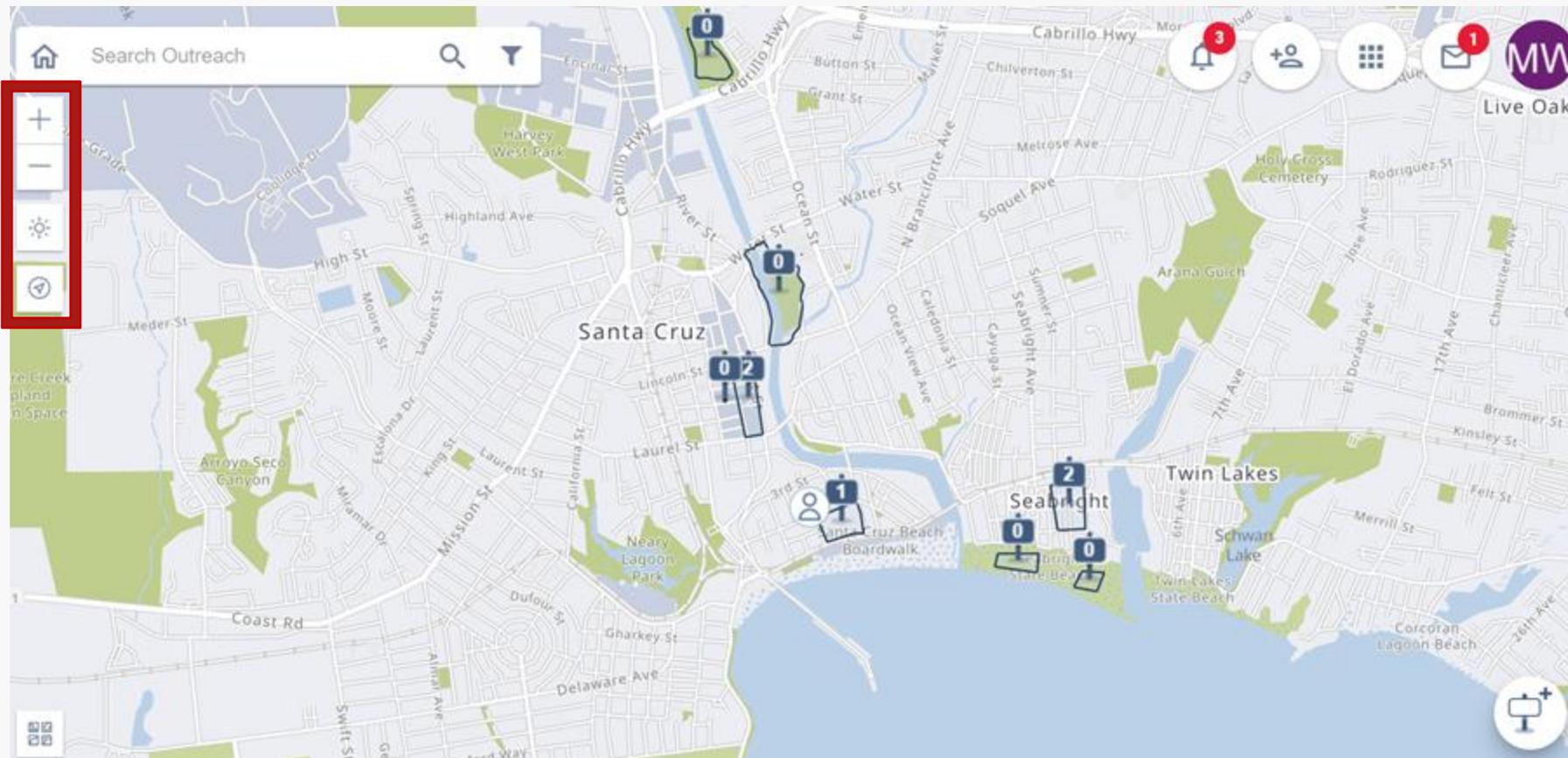
Overview of Features: Filters

- View historic location data
- Filter for individuals, encampments, or assigned encampments
- Activate map layers



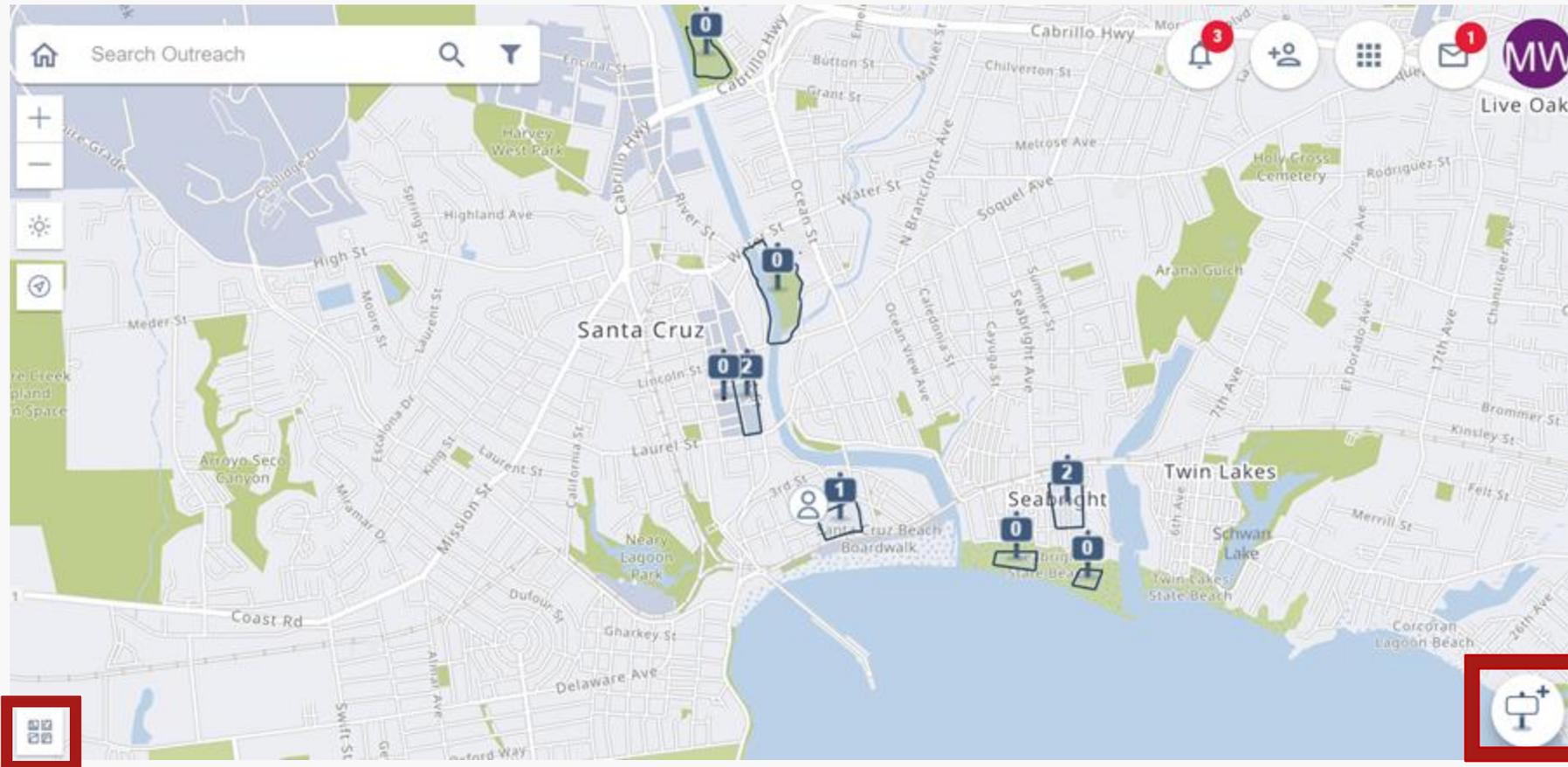
Overview of Features

- Zoom in and out of the map
- View concentrations of clients and encampments using Heatmap or Clusterization view
- Mark a device's location by using the track location icon

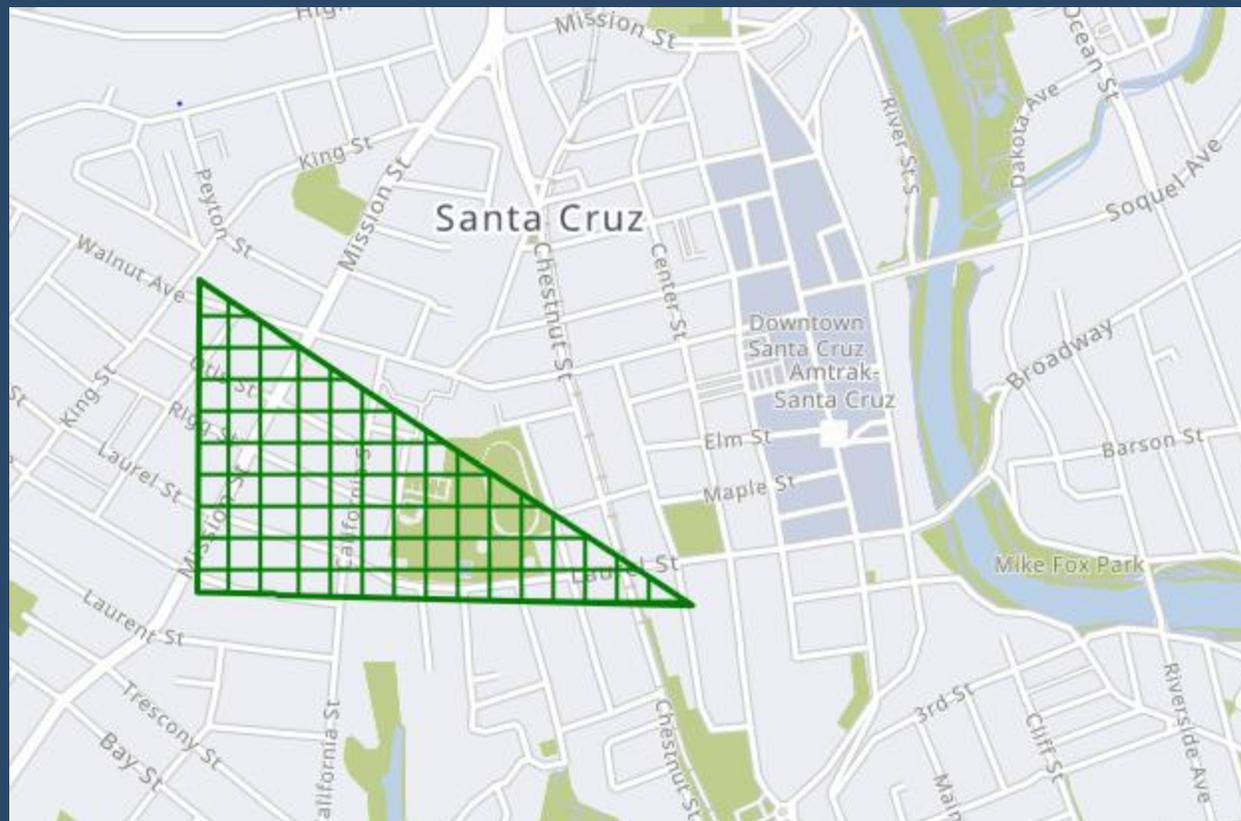


Overview of Features

- Switch between map view and satellite view using the basemap icon
- Create an encampment using the encampment icon



Encampment Creation



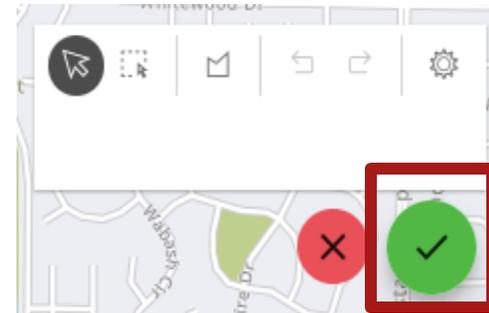
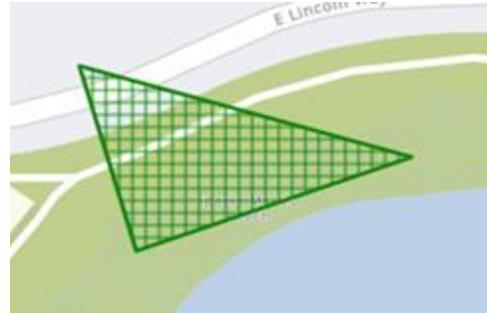
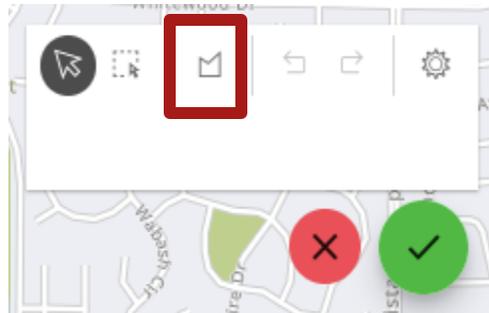
Definition of Encampment

“Two or more tents, structures, or assembly of camping or sleeping equipment or personal property that appears to be used by two or more households for sheltering in places not meant for sleeping.”



How to Create an Encampment

- Navigate to the area you wish to start an encampment
- Using the icon at the bottom right, with the polygon tool, click to start to create the encampment
- Close the encampment fully and it will turn green
- After the encampment is created, the encampment screen will display for the user to fill out
- **Polygon Tool** creates clean lines and borders for encampments.
- **Snapping Tool** creates 90 squares



Overlapping Encampments

- If a user attempts to create an encampment that overlaps another encampment, the grid will turn red and the system will prompt a warning.
- A warning will appear if an overlap is attempted.



WARNING

Encampment boundaries overlap with an active existing Encampment in area. Creating a new Encampment can result in duplicate entries. Please redraw Encampment boundaries.

- Downtown Safe Parking (Encampment ID: EN75EC9667B)
- Benchlands (Encampment ID: EN9B3EF3F4F)

CLOSE

Encampment Screen

Term	Definition
Encampment Status Update	The day the user makes the update
Encampment Start Date	If new the date the encampment was created
Name	The name of the encampment
• Location and Site Accessibility	
Describe The Type of Site	What does the camp look like? Where is the camp located?
Describe Access Points	In case of emergency, how best could folks be accessed in the camp?
Describe Structures	Are there tents, or other structures observed?
Describe Camp Safety	Will this camp interfere with pedestrian safety?
Number of Estimated Occupants	How many folks are observed in the camp?
Indications of Children	Do you see children's clothing, toys, diapers, etc?
Indication of Animals	Are there pets present in the camp?
Is there imminent work scheduled?	Is there an event that is coming up?
• Health Risk Factors	
Observation of Health Risk Factors	Does anyone in the camp have health risks?
• Safety Risk Factors	
Observation of Safety Risk Factors	Does anyone in the camp have safety risks?

Encampment Status Date *
05/01/2022

Encampment Start Date *
05/01/2022

Name *
Twin Lakes test

LOCATION AND SITE ACCESSIBILITY

Please describe the type of site (ex: sidewalk, roadway, wooded area, steep slope, park, private property, etc) *

Test

Please describe the best access points for Emergency Services in the event of an emergency. *

Test

AUDIT LOG

Encampment Status Update

- Status update are required anytime encampment conditions change
- Review & update the encampment profile regularly
- Create status updates to the encampment screen by clicking on the encampment, make the changes and select "Save As New Status Update"
- Data filled out previously by other users will cascade and appear on the encampment assessment
- These updates can be seen on "Status History"

Benchlands

status: No

Are there indications that there are pet or other animals present in the encampment? *

No

Is imminent work, scheduled event, or closure scheduled at this site? *

No

HEALTH RISK FACTORS

Do you observe any health risk factors within the encampment or individual residents? *

No

SAFETY RISK FACTORS

Do you observe any safety risk factors within the encampment or individual residents? *

No

Status: Active

SAVE

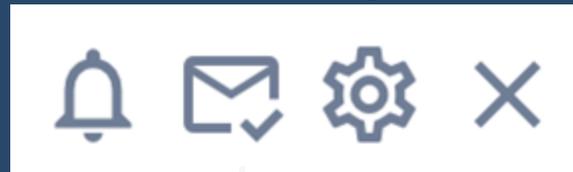
SAVE AS NEW STATUS UPDATE

AUDIT LOG

Alerts & Notes

Alerts &
Notes

Encampment
Profile



Subscribe to
Encampment

Outreach Alerts

- Alerts notify all subscribed staff of an **emergency**:
 - Missing Person
 - Abatement Notice
 - Public Health Threat
 - Environmental Threat
 - Physical Threat
- Alert expiration date is 30 days
- Include any relevant photos or attachments
- All alerts are stored within the encampment profile

Area Alerts & Notes

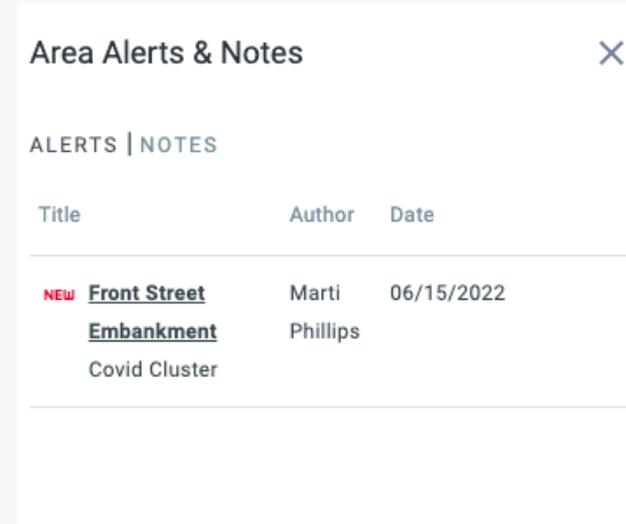


ALERTS | NOTES

Title	Author	Date
NEW <u>Front Street</u>	Marti	06/15/2022
<u>Embankment</u>	Phillips	
Covid Cluster		

Outreach Notes

- Alerts notify all subscribed staff of **non-emergent** updates:
 - Field visit notes
 - Service requests
 - Increase or decrease in sites
 - Documentation of general conditions
- Outreach Notes should not be client specific
- Include any relevant photos or attachments
- All notes are stored within the encampment profile



Area Alerts & Notes

ALERTS | NOTES

Title	Author	Date
NEW <u>Front Street Embankment</u> Covid Cluster	Marti Phillips	06/15/2022

Adding Alerts & Notes

- Click on the encampment
- Select the bell icon
- Select Alert or Note
- Fill out the information completely
- Add a photo if applicable
- Hit "Save"

ADD ALERT/NOTE ×

Alert or Note* ▼

Title*

Note*

PARAGRAPH ▼ “ 📅 ▼ **B** *I* @ ☰ ☰

Attachments + ℹ



No files yet!

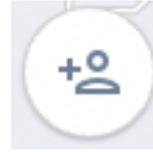
Files will be displayed here when they are available.

SAVE

Adding Clients to Encampments



Add Person to Encampment



- Clients can be associated with one encampment at a time
- Clients should be added when encampment residence is confirmed
- Client location should be updated any time there is a change
- Client encampment history is available in Clarity's Location Tab

< Add Person ×

Currie

Name: Vivian Currie
DOB: 06/08/1985

ADD 1 PERSON(S)

1 person(s) selected

CONFIRM

To adjust the client marker within the encampment, click the pencil and drag the highlighted marker to appropriate location.

Name: Vivian Currie
DOB: 06/08/1985



**Geolocation can be used to specifically note exact location if known*

Moving Clients Between Encampments



Moving Encampments

- Navigate to encampment the person is currently staying
- Click "Move Person to Encampment"
- Search for Encampment you want to move client to
- Turn toggle on next to client's name you want to move
- Click "Move" > "Confirm"
- Click "Done" > Person has been added

< Move Person(s) ×

Enter Encampment Name or ID to move person(s) to
Barbara Bennet Park

 Name: John DeerTwo
DOB: 12/15/1989

 Name: Vivian Currie
DOB: 06/08/1985

1 person(s) selected

ADD 1 PERSON(S)

CONFIRM

To adjust the client marker within the encampment, click the pencil and drag the highlighted marker to appropriate location.

 Name: Vivian Currie
DOB: 06/08/1985 

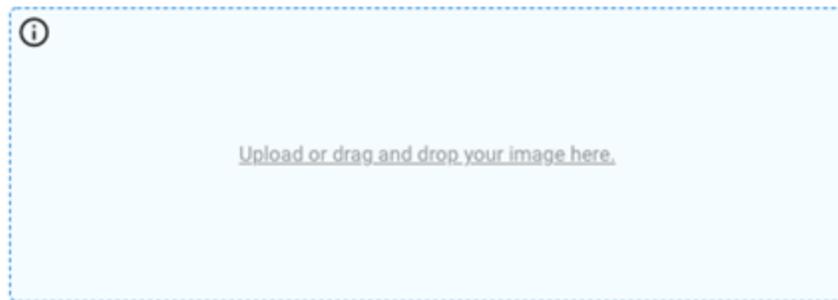
Geolocation can be used to specifically note exact location if known

Add Photo to Encampment

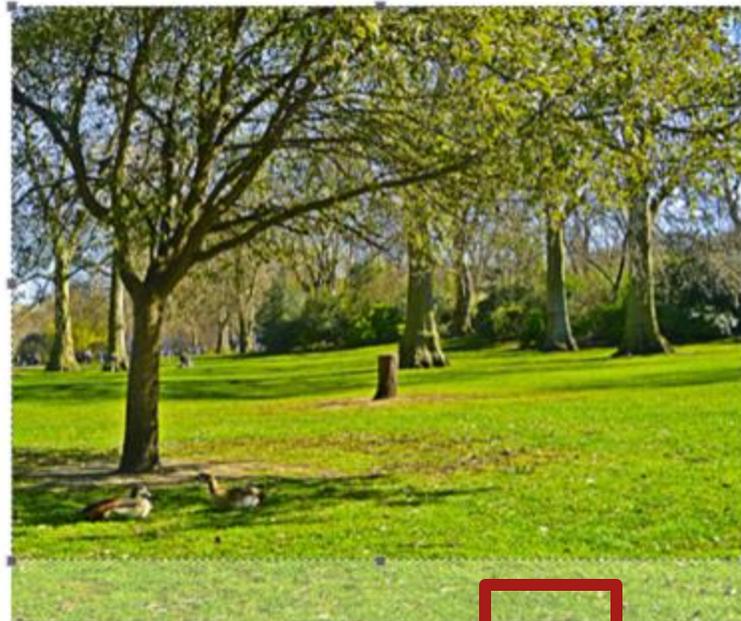


Add Photo to Encampment

- Photos are used to help identify & locate encampments
- Do not include anyone in the photos
- Navigate to encampment
- Click "Add Photo to Encampment"
- Upload Photo
- Click "Apply"

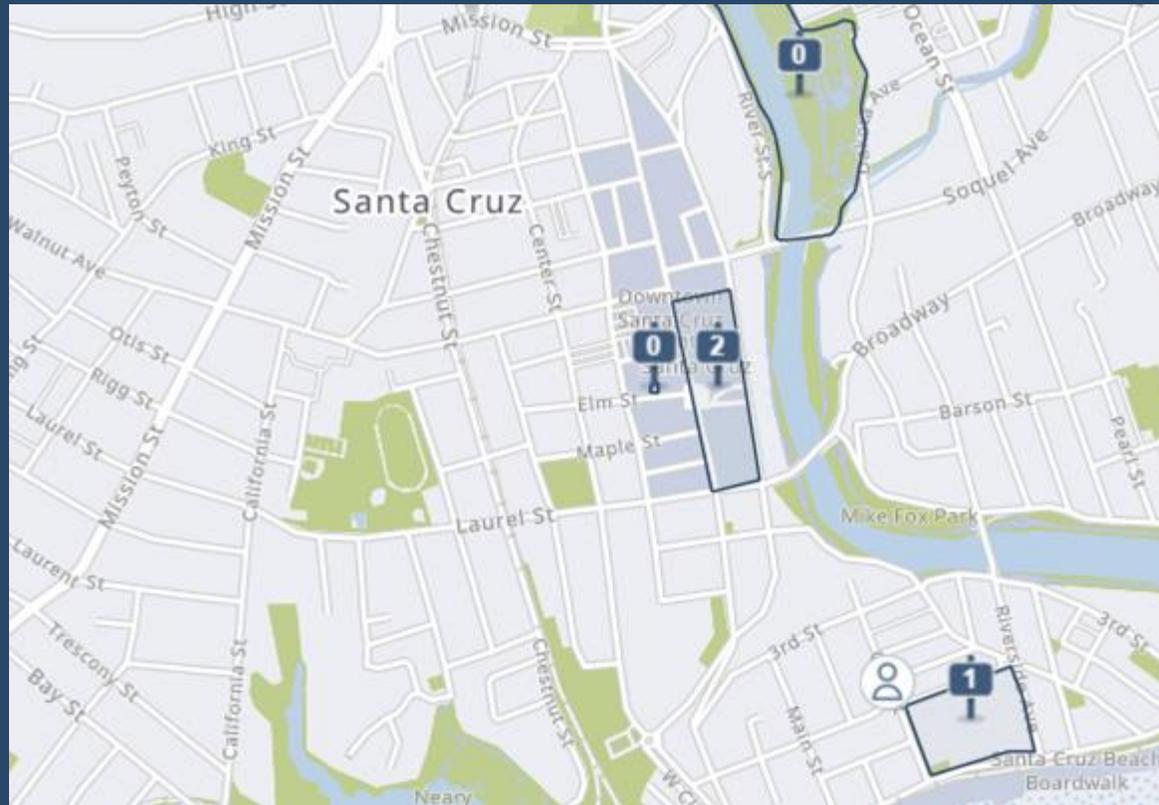


CANCEL

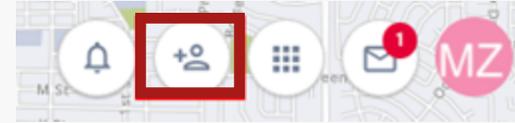


APPLY CANCEL

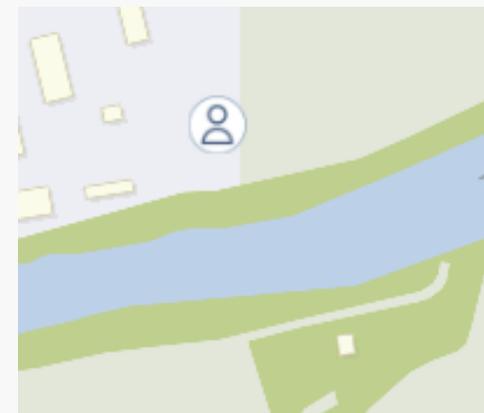
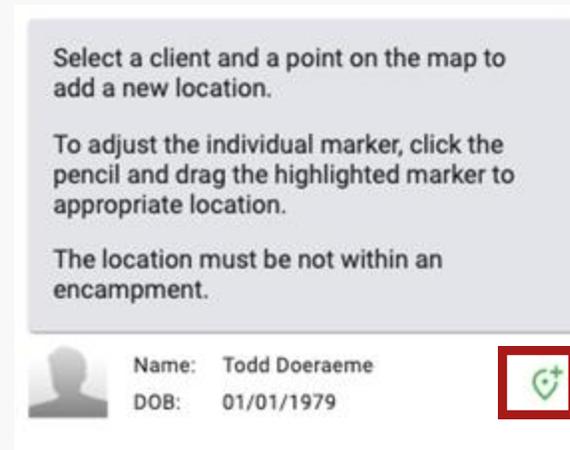
Individuals & Outreach



How to Add Individuals



- Individuals are added to the map if they are currently living in a place not meant for habitation.
- Click the icon in the top right "Add Individual to Map"
- Search for Client using name, DOB, UDI or SSN
- Toggle on the client you wish to add
- Click "Add Person" > "Confirm"
- Use the Location pin to move them to desired area
- Click "Done"

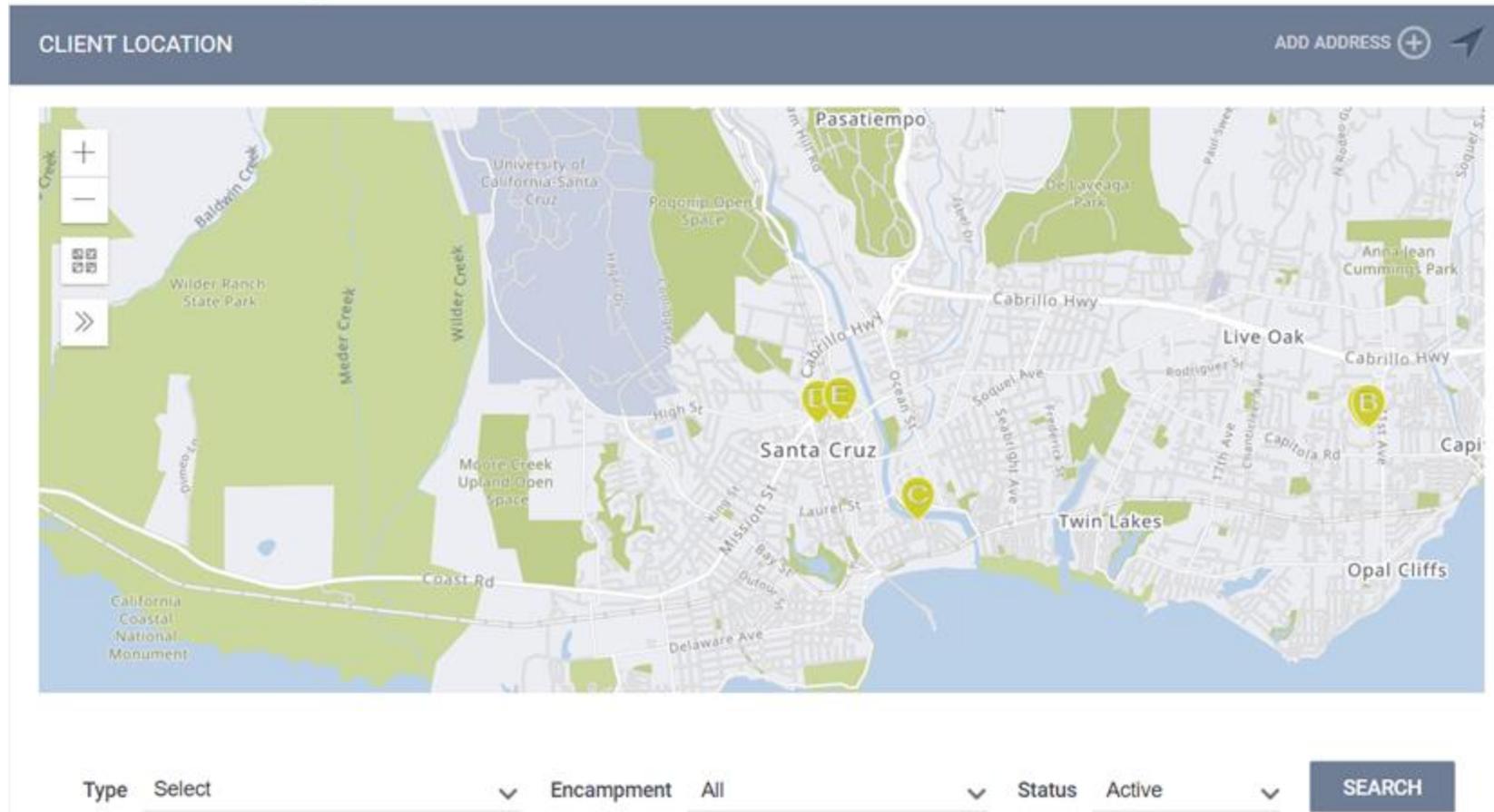


Location Tab

Type	Select	Encampment	All	Status	Active	SEARCH
Address	Last Updated Staff	Type	Location Date	Outreach		
 3820 Capitola Rd, Capitola, California, 95010	Robert Ratner	Field Interaction	05/09/2022	Capitola Mall Hidden Camp  		

Clarity's Location Tab

- All client locations are stored in a client's Clarity Profile under the Location Tab
- Specific location types are visible on Outreach
- Built-in indicators for current location



Outreach Address Types

All locations will be reflected on the map for 3 months:

Encampments

- Encampment
- Tunnel
- Safe Sleeping Program
- Field Interaction

Individuals

- Vehicle (Not in Program)
- RV (Not in Program)
- Safe Parking Program
- Safe Sleeping Program
- Unsheltered & Alone
- Field Interaction

Location Update Requirements

- Location updates must be made at least every 3 Months
- Location updates can be made from Outreach or the Location Tab
- Location date is visible from Outreach

PROFILE INFO ×

Donna Burton



UID	284B23825 
DOB	08/18/1984
Address	1188 California Ave
City	Reno
State	NV
Zip Code	89509 2553

Location Date **01/25/2022** 

VIEW

Enrollment and Current Living Situation

The screenshot displays a web application interface with a navigation menu at the top containing 'Enrollment', 'History', 'Provide Services', 'Assessments', and 'Forms'. The 'Assessments' tab is selected. Below the navigation, the page title is 'Assessments' and there is a 'LINK FROM ASSESSMENTS' option. A prominent card titled 'Current Living Situation' is highlighted in light green and features a dark blue 'START' button.



Current Living Situation Assessment

- HUD Required Data Element
- Program-level assessment
- Must be recorded at every client contact
- Must be collected when ***Date of Engagement*** or ***Project Start Date*** is recorded or, at a minimum, every 90 days (community specific rule)
- Added geolocation field for unsheltered individuals
- Optional field and data collection is highly encouraged
- Add an address or search for an existing encampment
- Designed to update the map with the client's most recent nighttime location

The screenshot shows a web application interface for adding a current living situation assessment. The interface is titled "Add Current living situation for client Bitfocus Test" and is located under the "Assessments" tab. The "Date of Contact" is set to 05/26/2022. The "Current Living Situation" field is empty, with a placeholder text: "Place not meant for habitation (e.g., a vehicle, an abandoned building, bus)". Below this is a map showing a street grid with a red pin indicating the location. The question "Where do you most often sleep at night?" is displayed below the map. The "Location Details" field is empty. At the bottom of the form are two buttons: "SAVE & CLOSE" and "CANCEL".

Housed & Deceased Badges



Housed Badge

- When a client has a **Housing Move-In Date** or **Permanent Housing Destination** entered on the exit screen the "Housed" badge will show on their profile picture

PROFILE INFO ✕

Fred Hines

HOUSED

UID E7D0F707B 

DOB 03/19/1988

Address 865 Cordone Ave

City Reno

State NV

Zip Code 89502 1963

Location Date 03/03/2022 

[VIEW](#)

Outreach

Wilkinson Park Encampment  

City Pla

Client is marked HOUSED on Outreach map due to program 'Housing Move-In Date': 01/14/2022

Deceased Badge

- When a client is marked as deceased upon program exit, the deceased icon will display on their photo

PROFILE INFO ×

DECEASED

Paul Greer

UID	04D512B22
DOB	07/19/1999
Address	829 1/2 C St
City	Sparks
State	NV
Zip Code	89431 4012

Location Date **02/24/2022**

VIEW

Outreach

Individual

Wilkinson Park E

Client is marked DECEASED on Outreach map due to becoming deceased: 03/07/2022



Benchlands Background

- City of Santa Cruz established this area as a safe sleeping zone last summer
- Rapid growth of this encampment
- City called for all to vacate the park by end of April 2022
- Public perception vs. reality
- Why do we need information about the Benchlands?
 - How are you going to help?

Pilot for This Training Group!

- Between Training 1 (6/15/22) and Training 2 (6/29/22) we would like for this group to:
 - Add **5 Clients** to the Benchlands
 - Provide **meaningful engagement** with unhoused individuals
 - Link Outreach efforts in the field to Clarity Human Services
- Details and Next Steps:
 - Access to Outreach in the Live Site
 - Bitfocus will provide Office Hours on June 22nd



Setting up Benchlands Encampment

Let's practice before we send you out in the field!



Q&A

