



# Outreach Workflow Decision Points

WORKFLOW	RECOMMENDATION	DECISION
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## Encampments

**Definition of Encampment** 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 “place not meant for human habitation.”

**Encampment Creation Process** Encampment creation occurs after the outreach lead or committee has verified that the site meets the established definition of encampment.

**Encampment Deletion Process** Encampment deletion occurs after the outreach lead or committee has verified that persons no longer reside or plan to return to the encampment.

**Encampment Team Assignment** Encampment team assignments should be made when an outreach team or provider has established ongoing services to an encampment. Assignments should be staffed and reviewed by an outreach committee or CoC leadership. Bitfocus recommends teams be created to assist with mitigation and abatement responses.

## Communication Tools

**Specify use of notes** Notes should be used to indicate service needs, temporary encampment updates, or other general updates.

**Specify use of alerts** Alerts should be used to indicate violent threats, safety concerns, health issues, or other significant occurrences.

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**Specify time  
threshold for alerts**

Alerts should remain active for a minimum of 30 days or until staffed and resolved by outreach lead or other community specified process.  
Recommended that outreach alerts are reviewed by outreach committee or CoC leadership on a regular basis.

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**Specify emergency  
communication plan**

Alerts involving threat of violence or significant safety concerns should be communicated to outreach leads using the community specified process.

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**Specify use of status  
updates**

Status updates should be created when there are changes to the data points included in the encampment screen.

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