

Street Outreach and SSO Projects

The U.S. Department of Housing and Urban Development will direct resources in the homelessness response system funded by the HUD Continuum of Care to include strategies to reduce unsheltered homelessness and increase supportive services. This includes opportunities for street outreach, supportive services, and problem-solving activities. The goal in traditional housing-focused street outreach in the homelessness response system has been to identify people who are eligible for CoC-funded housing options, assess for prioritization, and connect to housing resources. Problem-solving street outreach aims to connect with each person who is unsheltered and, ideally, use motivational interviewing techniques to assist people in resolving their homelessness as quickly as possible through supportive services and connections to workforce development.

This resource explores partnerships in street outreach and problem-solving activities. Outreach efforts could be implemented as Supportive Services Only (SSO) or Supportive Services Only- Coordinated Entry (SSO-CE) programs that aren't directly attached to Continuum of Care (CoC) housing programs or as a street outreach component of CoC-funded transitional or permanent housing projects that partners with other community-based resources.

Partnerships in Street Outreach

Effective Outreach takes on a variety of forms.

- Often, **faith-based organizations** and **community groups** connect with unsheltered persons to bring food, water, and fellowship.
- Through the **PATH** program, behavioral health organizations meet unsheltered people where they are and, when appropriate, assess for behavioral health concerns and link people to transportation and outpatient treatment opportunities.

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- **Street medicine** outreach groups and **mobile health units**, often attached to **Federally Qualified Health Centers** (FQHC), address the primary health needs of people who are unhoused.
- As part of the homelessness response system, **housing focused outreach** workers identify people who qualify for housing resources, assist in collecting documentation for eligibility, and help to move people to a housing solution.

Generally, each outreach effort serves a specific purpose. Through possible new funding opportunities, particularly **Supportive Services Only (SSO) programs**, there may space to connect with unsheltered persons in a holistic way that:

- Addresses **immediate needs**,
- Assesses for **behavioral health** and **primary health** concerns, and
- Focuses on **housing** and other solutions like
 - **Family reconnection**,
 - Connections to **benefits** or **workforce development** to increase incomes to self-resolve homelessness, or
 - Short-term targeted assistance like **deposits**.
- Focuses on legal assistance to help people resolve the barriers to housing.

A **multi-disciplinary** approach to Outreach that is person-centered and focused on solutions could:

- Maximize partnerships and resources while a **Supportive Services Only (SSO) program** fills the gaps.
- Support personnel from the homelessness response system who ensure that data are entered into the Coordinated Entry portal so that high-priority individuals and families can obtain access to CoC- funded housing resources in a **Supportive Services Only-Coordinated Entry (SSO-CE) program** while community partners assist with addressing the needs of unsheltered individuals and families who may not be prioritized for CoC-funded housing resources.
- Support outreach workers who identify eligible persons for **CoC-funded transitional or permanent housing options** as part of the CoC-funded transitional or permanent housing project who can partner with community groups, the faith community and others to ensure that people who are not prioritized for scarce CoC-funded housing options are linked to solutions.

Street Outreach Project Types and Eligible Activities

SSO Eligible Activities

An SSO project may include:

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- Acquisition, Rehabilitation, or Leasing of a space to provide supportive services,
- HMIS,
- Project Administration, and
- Supportive Services. Eligible supportive services are:
 - Annual Assessment of Services ([§ 578.53\(e\)\(1\)](#))
 - Moving costs ([§ 578.53\(e\)\(2\)](#))
 - Case management ([§ 578.53\(e\)\(3\)](#))
 - Childcare ([§ 578.53\(e\)\(4\)](#))
 - Education services ([§ 578.53\(e\)\(5\)](#))
 - Employment assistance and job training ([§ 578.53\(e\)\(6\)](#))
 - Food ([§ 578.53\(e\)\(7\)](#))
 - Housing search and counseling services ([§ 578.53\(e\)\(8\)](#))
 - Legal services ([§ 578.53\(e\)\(9\)](#))
 - Life skills training ([§ 578.53\(e\)\(10\)](#))
 - Mental health services ([§ 578.53\(e\)\(11\)](#))
 - Outpatient health services ([§ 578.53\(e\)\(12\)](#))
 - **Outreach services** ([§ 578.53\(e\)\(13\)](#))
 - Substance abuse treatment services ([§ 578.53\(e\)\(14\)](#))
 - Transportation ([§ 578.53\(e\)\(15\)](#))
 - Utility deposits ([§ 578.53\(e\)\(16\)](#))

An SSO program may not have a Leasing or Rental Assistance line item to provide transitional housing or permanent housing as part of the project.

Street Outreach as an SSO-CE Eligible Activities

The eligible activities for an SSO-CE program are the same as an SSO program as long as the activities directly support coordinated entry. Therefore, if the project includes street outreach and other supportive services, there must be a tie to the coordinated entry process in the community.

Street Outreach as a Part of a CoC-funded Housing Project

Outreach Activities are currently included in the eligible supportive services provided in CoC-funded transitional housing and CoC-funded permanent housing.

Modifying Programming to Comply with Possible New Requirements

Practical Considerations

- **Transition Project**
 - HUD may allow a renewal project to change its program type to align with HUD's priorities (e.g. if a PSH project provides only services and could transition to outreach services with similar staffing structure).
 - The applicant may need to revise the program description and/ or the program budget to be consistent with the new program type's requirements.
 - The project renewal, identified as a transition project with a new program type, would be rated and ranked and included in the priority listing as part of the CoC application.
- **New Projects by Reallocation**
 - Through the local CoC process, communities may choose to defund programs that are not aligned with HUD's priorities.
 - Through the local CoC's process, new projects that are aligned with HUD's priorities may be selected to replace the defunded projects and included in the priority listing as part of the CoC application.
- **New Projects as Bonus Projects**
 - HUD has allocated bonus funds of 20% of FPRN to support new projects that align with its priorities.
 - Communities will rate and rank the new bonus projects in their priority listing as part of their CoC application.

Strong Practices in Street Outreach

Outreach and problem-solving activities can be a supportive resource for homeless households, especially when:

- Provider and participants **co-create a strengths-based, problem-solving, individual services plan** that helps the person or family achieve their own goals.
- Diversion activities are designed to provide temporary solutions with the expectation that providers will **follow up** and also assist with long-term solutions.
- Outreach activities are **multi-disciplinary** so that people can be assessed for multiple services and solutions.
- Linkages to community services and resources (including **health care, behavioral health, workforce opportunities**) are strong, with priority access

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or on-site options that provide **transportation** and facilitate access regardless of housing status

- Linkages made through Outreach should be able to continue once the Outreach relationship has ended
- It is expected that work, education, and/ or volunteerism will be requirements to obtain or maintain participation in SNAP benefits and Medicaid. Outreach workers can connect people to **paid work, education, or volunteerism**. The activities should be **participant-led and aligned with their goals for themselves** and may include activities they are already undertaking.
 - Providers may wish to **streamline documentation** and provide supports to minimize the documentation effort for individuals and families as they are connected to solutions
- Strong partnerships with workforce programs and/or **benefits access** that increase household income are key for self-resolving and long-term self-sufficiency
- Outreach staff are trained in using Evidence-Based Practices, such as Motivational Interviewing, Trauma Informed Care and Critical Time Intervention.

2025 NOFO Threshold Criteria for New Projects

- **Project Eligibility Threshold.**
 - HUD will review all projects to determine if they meet project eligibility threshold requirements on a pass/fail standard. If HUD determines the applicable standards are not met for a project, HUD will reject the project.
 - HUD will consider any project requesting **renewal funding** as having met these requirements through its previously approved grant application unless
 - HUD receives information to the contrary (e.g., monitoring findings, results from investigations by HUD's Office of Inspector General,
 - The recipient routinely does not draw down funds from eLOCCS at least once per quarter,
 - The recipient is consistently late on Annual Performance Report (APR) submissions).
 - Approval of new and renewal projects is not a determination by HUD that a recipient is compliant with applicable fair housing and civil rights requirements.

- **Projects must meet the following criteria:**

- Project applicants and potential subrecipients must meet the eligibility requirements of the CoC Program as described in the Act and the Rule and provide evidence of eligibility required in the application (e.g., nonprofit documentation).
- Project applicants and subrecipients must demonstrate the financial and management capacity and experience to carry out the project as detailed in the project application and the capacity to administer federal funds. Demonstrating capacity may include a description of the applicant and subrecipient experience with similar projects and with successful administration of SHP, S+C, or CoC Program funds or other federal, state, local, or private resources.
- Project applicants must submit the required certifications specified in this NOFO.
- The population to be served must meet program eligibility requirements as described in the Act, the Rule, and section III.G.10 of this NOFO.
- Project applicants, except Collaborative Applicants that only receive awards for CoC Planning costs and, if applicable, UFA Costs, must agree to participate in a local HMIS system. However, in accordance with Section 407 of the Act, any victim service provider that is a recipient or subrecipient must not disclose, for purposes of HMIS, any personally identifying information about any client. Victim service providers must use a comparable database that meets the needs of the local HMIS.
- Project applicants must certify affirmatively to the following:
 - The project applicant **will not engage in racial preferences or other forms of illegal discrimination.**
 - The project applicant **will not operate drug injection sites or “safe consumption sites,”** knowingly distribute drug paraphernalia on or off of property under their control, permit the use or distribution of illicit drugs on property under their control, or conduct any of these activities under the pretext of “harm reduction.”

- **Project Quality Threshold.**

- HUD will review all new project applications to determine if they meet project quality threshold requirements
- HUD will not award funds to a new project unless the project was created through reallocation, or the CoC has demonstrated to HUD’s

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satisfaction that projects are evaluated and ranked based on the degree to which they improve the CoC's system performance.

- HUD will consider any project requesting renewal funding, including renewing YHDP and renewing Special NOFO projects, as having met project quality threshold requirements through its previously approved grant application unless HUD receives information to the contrary or if the renewal project has compliance issues which results in the project not operating in accordance with the Rule. (
- HUD will consider YHDP Replacement project applications including applications for new YHDP projects created through YHDP reallocation as having met project quality threshold requirements if the project application activities and costs are eligible under this NOFO. If a YHDP Replacement (including YHDP Reallocation) project application is not for activities and costs that are eligible under this NOFO, HUD will not reject the project under this project quality threshold, but HUD will require the project applicant to correct or revise information submitted after the final CoC Program award announcement but before executing the grant agreement.
- HUD will review the UFA Costs submitted by the UFA designated Collaborative Applicant to ensure appropriate match and eligibility of costs requested.
- HUD will assess all new project applications for the following minimum project eligibility, capacity, timeliness, and performance standards.
 - project applicants must have satisfactory capacity, drawdowns, and performance for existing grant(s) funded under the CoC Program, as evidenced by timely reimbursement of subrecipients, regular drawdowns, and timely resolution of any monitoring findings; however, this does not apply to project applicants who have never received a CoC Program funded project;
 - for expansion project applications, project applicants must describe the part of the project that is being expanded and demonstrate the project is not replacing other funding sources;
 - project applicants must demonstrate their ability to meet all timeliness standards per 24 CFR 578.85.

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- HUD reserves the right to deny a funding request for a new project, if the request is made by an existing recipient that HUD finds to have significant issues related to capacity, performance, unresolved audit, or monitoring findings related to one or more existing grants; or does not routinely draw down funds from eLOCCS at least once per quarter. HUD also reserves the right to withdraw funds if no APR is submitted on the prior grant.
- HUD reserves the right to verify past performance and evaluate the eligibility of a project application submitted during the CoC Program Competition for the following reasons:
 - evidence that the project has previously or currently conducts activities that subsidize or facilitate racial preferences or other forms of illegal discrimination or conduct activities that rely on or otherwise use a definition of sex other than as binary in humans.
 - evidence that the project operates drug injection sites or “safe consumption sites,” knowingly distributes drug paraphernalia on or off of property under their control, permits the use or distribution of illicit drugs on property under their control, or conducts any of these activities under the pretext of “harm reduction.”

For HUD to consider new projects as meeting project quality threshold, each new project must meet the following criteria as applicable. If awarded, a recipient must meet all the criteria listed in the criteria column for its component.

- New **SSO Standalone project** applications must receive at least 4 out of 5 points available. New SSO Standalone projects that do not receive at least 4 points will be rejected.
 - 1 point: The Supportive Services project is necessary to assist people in exiting homelessness and increasing self-sufficiency and the Recipient will conduct an annual assessment of the service needs of the program participants
 - 2 points: The proposed project has a strategy for providing supportive services to eligible program participants including those with histories of unsheltered homelessness and those who do not traditionally engage with supportive services.
 - 1 point: The project will be supplemented with resources from other public or private sources, that may include mainstream health, social, and employment programs such as Medicare, Medicaid, SSI, and SNAP.

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- 1 point: The services provided are cost-effective consistent with 2 CFR 200.404.
- **New SSO project applications that focus on street outreach** and indicate so in their project application must receive at least 5 out of the 6 points available for this project type. Projects that do not receive at least 5 points will be rejected.
 - 1 point: The project will be supplemented with resources from other public or private sources, that may include mainstream health, social, and employment programs such as Medicare, Medicaid, SSI, and SNAP.
 - 2 points: The proposed project has a strategy for providing supportive services to eligible program participants including those with histories of unsheltered homelessness and those who do not traditionally engage with supportive services.
 - 1 point: Demonstrate that the applicant has a history of partnering with first responders and law enforcement to engage people living in places not meant for human habitation to access emergency shelter, treatment programs, reunification with family, transitional housing or independent living. The applicant must cooperate, assist, and not interfere or impede with law enforcement to enforce local laws such as public camping and public drug use laws.
 - 1 point: The applicant has experience providing outreach services consistent with the activity description at 24 CFR 578.53(e)(13) and has demonstrated effectiveness at helping people successfully exit from places not meant for human habitation to emergency shelter, treatment programs, transitional housing or permanent housing programs.
 - 1 point: The services provided are cost-effective consistent with 2 CFR 200.404.
- **New SSO-CE project** applications (also known as centralized or coordinated assessment) must receive at least 3 out of the 4 points available for this project type. New SSO-CE projects that do not receive at least 3 points will be rejected.
 - 1 point: The Coordinated Entry system is easily available for persons with disabilities and reachable for all persons within the CoC's geographic area who are seeking homelessness assistance. The system must also be accessible for persons with disabilities within the CoC's geographic area.

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- 1 point: There is a strategy for advertising that is designed specifically to reach households experiencing homelessness with the highest needs.
- 1 point: There is a standardized assessment process.
- 1 point: The project will ensure program participants are directed to appropriate housing and services that fit their needs.