

# THE BASICS OF STREET OUTREACH

## What is Street Outreach?

Street outreach is a part of homelessness intervention services. Street outreach teams seek to connect people experiencing unsheltered homelessness with housing, especially those who are least likely or able to seek out assistance on their own.

### Street outreach teams seek to:

- Meet people where they are: geographically, emotionally, and physically.
- Address basic needs.
- Treat everyone with dignity and respect.
- And finally, connect people experiencing unsheltered homelessness to safe, stable, and affordable housing options.

Street outreach is based on progressive engagement, which means that teams can't force individuals to accept support, but they will keep trying. It can take many points of contact to build rapport or for a person to become comfortable accepting support.

## Where Does Street Outreach Take Place?

Street outreach takes place on more than just streets. Street outreach involves connecting with anyone experiencing unsheltered homelessness, including people living in encampments, abandoned buildings, their vehicles, or other unfit living locations.

Street outreach teams also take an individualized and person-centered approach to ensure that everyone receives access to the other services and resources that are appropriate for each person's needs and goals.

## Who Can I Contact About Street Outreach?

If you see or know someone who is experiencing unsheltered homelessness in Lexington or you come across an encampment, reach out to the Community Action Council's main office at **859-233-4600** – and ask to speak with the Street Outreach Team. They will make contact and work with the client to determine the next best steps.

The Assertive Street Outreach (ASO) team, run by CAC, typically operates between **8:30 a.m.–5:00 p.m. Monday through Friday**, including drop-in hours and street-based outreach services, with early morning and/or late evening shifts occurring each week as needed and in accordance with best practices. The ASO Team also accepts **after-hour calls until 8:00 p.m.**, with follow-up occurring on the next business day. For after-hour calls, please contact Chastity at **859-388-4354** or Chris at **859-576-4194**.

However, street outreach does not cover *all* concerns related to unhoused individuals. If your concern is regarding crime, violence, drug use, or aggressive panhandling, please contact local law enforcement.