

## Summary of Changes - Connecticut Statewide Street Outreach Standards June 2024

In June of 2024, Connecticut updated its [Statewide Street Outreach Standards](#) to better align with best practices for engaging and supporting persons experiencing unsheltered homelessness. The updated guidelines emphasize trauma-informed care, proactive case management, and documentation of housing-focused efforts. The standards aim to ensure that outreach workers effectively connect individuals to emergency assistance, public benefits, and long-term housing solutions while ensuring client dignity and respect throughout the process. Key updates to the standards include:

- The standards (formerly “guidelines”) have been adopted by the CT Department of Mental Health and Addiction Services (DMHAS), CT Department of Housing (DOH), and CT Balance of State Continuum of Care (CT BOS) and apply to street outreach programs funded by each of those entities.
- The assessment and service planning protocols and template included in the standards now apply to all street outreach programs funded by DMHAS, DOH, and CT BOS (formerly applied only to PATH projects).
- The Assessment and Service Plan Template was updated.
- A reminder was added that homelessness should be documented using CT HMIS and self-certification should only be used as a last resort. Additionally, every interaction with a program participant must be recorded in CT HMIS by using case notes, current living assessments, and program enrollments.
- Additional client confidentiality guidance clarifies that even with a Release of Information in place, staff should only share information on a need-to-know basis and use secure email when sending a client name or other confidential information.

