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# CT Outreach (OR) Training Supervising Street Outreach Staff & Programs Session #1

FEBRUARY 5, 2025

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Suzanne Wagner & Andrea White  
Housing Innovations



# Welcome

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- Housing Innovations
  - Suzanne Wagner & Andrea White
- Goals for the Session
- Housekeeping
  - PLEASE TURN YOUR CAMERAS ON AS MUCH AS YOU CAN
  - Put your name as you would like to be addressed as your screen name
  - We love interaction – please raise hand, use emojis, type comments in the chat box or just unmute and talk.
  - Please put in the chat your 1) name, 2) agency 3) location and 4) answer the question of the day:
    - If you could go anywhere in the world for a month, where would it be? (Money is no object)



# We Love Interaction

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If you don't have a microphone, participate in discussions by joining via phone:

Phone: 646-876-9923

Meeting ID: 810 6676 8403

Passcode: 422407

# Agenda

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- Supervision Model
- Goals of Supervision
- Supervisory Structures and Strategies
- Specialized Supports
- Wrap up



# Introduction

- Outreach is a practice focused on making the transition from the streets to a home in the community with a network of care and support.
- Supervision and support for staff are key to this process and focus on three key areas:
  - education on the model and case management techniques
  - support to the worker to develop skills and resolve challenges
  - monitoring the implementation of the practice
- In addition to traditional supervision, agency supports are critical – e.g., hiring, P&P, resources, training
- Supervisors need support too



## Polls:

- Supervisory Experience
- Supervision Training
- Individual Supervision

# Supervision Framework

Kadushin, A., & Harkness, D. (2014). *Supervision in Social Work* (5th ed.). Columbia University Press. New York.



## Administrative:

- Ensure organizational, program, and client goals are achieved through administrative oversight of tasks and providing resources



## Educational:

- Provide education and information to staff to build skills and knowledge to perform their jobs more effectively and develop professionally



## Supportive:

- Support staff and provide resources as they encounter obstacles and experience setbacks in their work
- Assist in setting goals for future performance and professional development



# Goals of Outreach Supervision & Support



Supervision, teamwork and agency support are key to implementing successful outreach practices

## Goals

- High quality services consistent with the practice
- Achievement of program goals and outcomes
- Support and resources for staff and participants
- Address complex needs and challenges posed by participants
- Develop staff skills and knowledge of evidence-based practices (EBP's)

# Focus Areas

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- Timely movement toward housing
- Assisting workers with making decisions/problem solving
- Sharing of resources between workers and accessing new resources
- Proper documentation (Assessments, Plans, Progress Notes)
- Proper weighting of assignments
- Safety in the field
- Highlighting best practices, common barriers, patterns and challenges in implementation
- Arranging specialized clinical consultation
- Looking at the practice critically, assessing implementation and working on program planning



# Supervisor/Team Leader Roles

- Coordinating staff activities /Leading the team
- Mentoring
- Provide individual supervision
- Chair team/staff meetings
- Schedule case reviews
- Manage staff assignments and case loads
- Provide staff orientation and training
- Review documentation and sign off
- Advocate for resources with agency administration



# Roles - 2

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- Develop relationships with community resources
- Provide or arrange for clinical consultation
- Program policies and procedures
- Program monitoring and evaluation
- Chart audits
- Assist with time management
- Staff evaluations, time sheets etc.
- Manage budgets
- Prepare reports
- Celebrations/Recognize success
- **Others? Please type in the chat.**

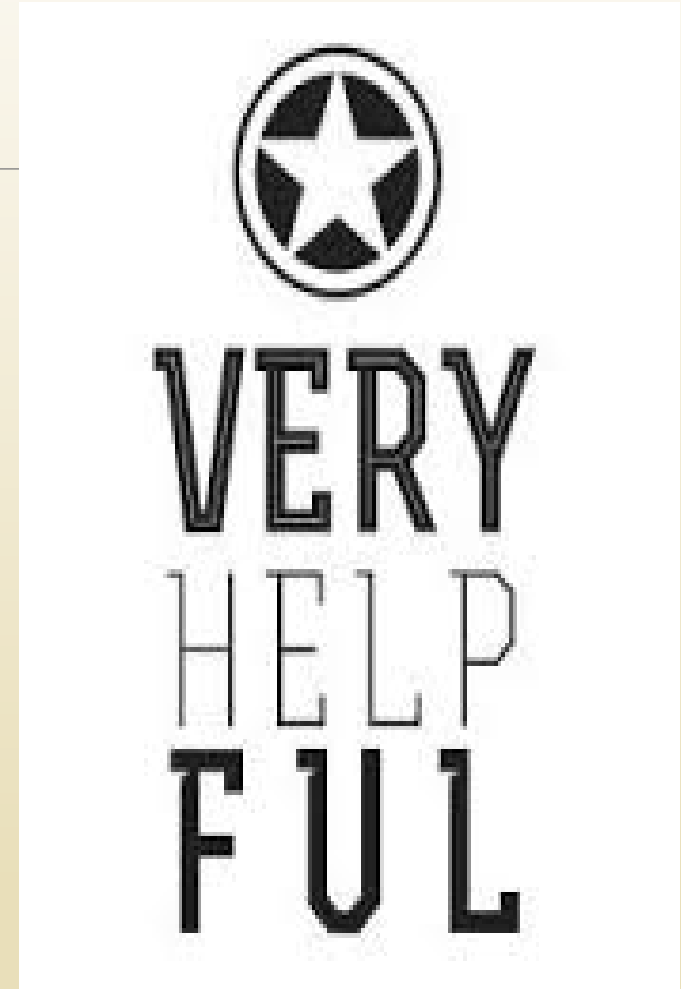


# Group Discussions

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Go around and introduce yourselves to one another – name, agency, length of time as a supervisor

- Share an *amazing* experience you had with a supervisor that was helpful, instructive, “right on” or otherwise changed your approach, solved your problem and/or gave you the tools to do something hard/new.
- Discuss what was most helpful.



# Supervision Strategies and Supports



- Individual Meetings
- Team Meetings/Group Supervision
- Case Conferencing
- Clinical Consultation
- Workload Management
- Staff Education and Training
- Negotiation for Resources
- Program Design and Modification
- Policies and Procedures – program and HR
- Documentation and Charting
- Review of Outcomes
- Identify Patterns in the Practice
- Communities of Practice

# Structured Supports

## Individual Meetings/Supervision:

- Weekly meetings recommended
- Caseload tracking through the program

## Case Reviews/Conferencing:

- Highlight best practices, identifies themes around barriers, highlights resources, provides clinical consultation

## Team Meetings:

- Team meetings have an informational, monitoring and support function, track where people are in the transition and identify common barriers, share information and resources among team members, alert team to people in distress or crisis, identify best practices, review everyone at least briefly



# Individual Meetings



- Preferably weekly, standard is bi-weekly.
- Make time “sacred”
- Both supervisor and worker bring agenda items
- Orients staff to the program mission, goals and outcomes
- Focus on integration of concepts of housing-focused case management
- Staff review interventions and participant goals
- Review progress on service plans and movement toward housing
- Pay attention and provide support around vicarious trauma/staff burnout issues

# Individual Meetings (2)

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- Focus on pro-active interventions to reduce crisis and aid in stabilization
- Encourage staff to train on and build their areas of expertise
  - One staff may be particularly good at SSI applications, another may be the landlord whisperer
- Explain roles of other team members and partner agencies
- Provide feedback and guidance on documentation for timely assessments, plans and maintaining contacts
- Ensure all clients are reviewed on a regular basis
- Look at client outcomes and progress on performance measures



# Case Conferencing/Case Reviews

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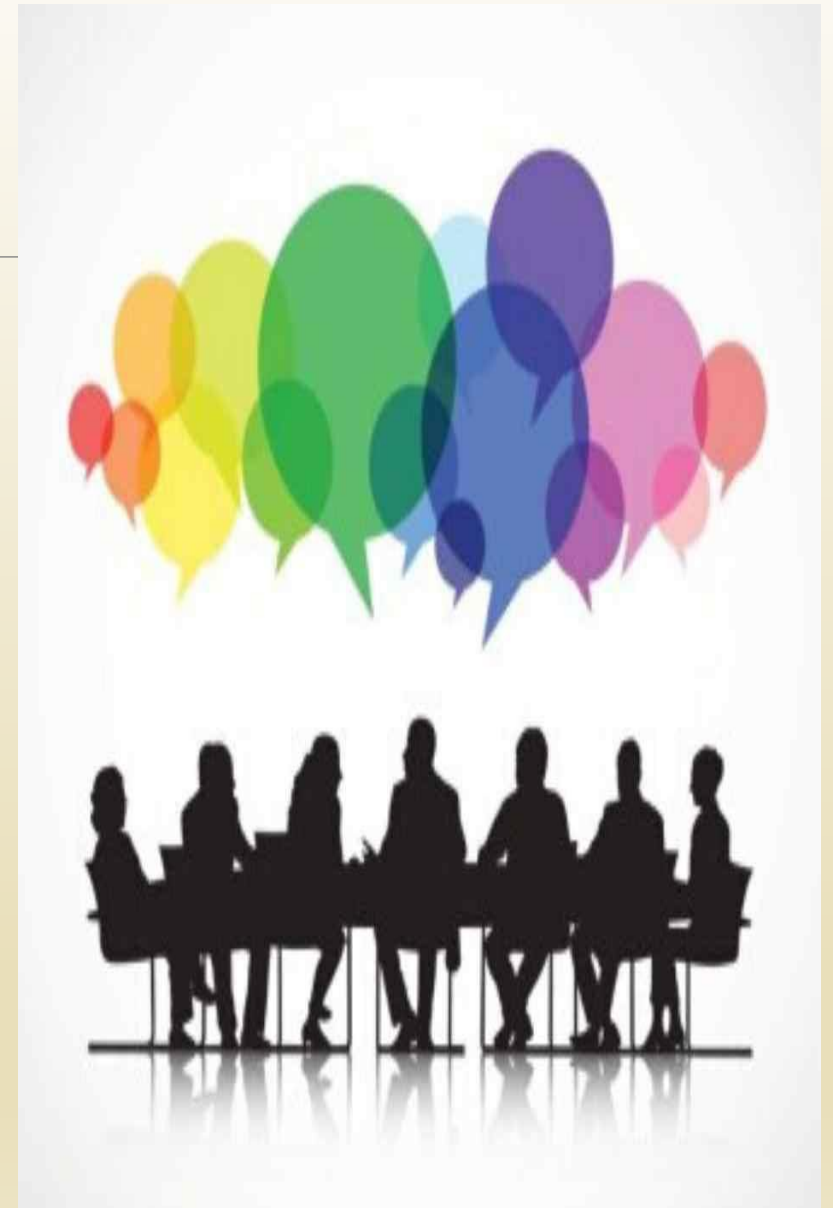


- Focused on improving staff knowledge and skills
- Cases reviewed together to get input
- Focus on assessment, service planning, and developing creative interventions
- Chance for staff to learn to present their work
- Can bring in consultation – RN, Psychiatrist, Psychologist, MD, MSW etc.
- Opportunity for creativity and mutual aid
- Discuss challenging (“stuck”) situations as well as successes



# Team Meetings

- Focus on administrative and systemic issues that arise
- Look at progress as well as common barriers
- Share program standards and requirements
- Set and review program outcome measures
- Discuss system and resource issues that affect the work
  - Review resources currently in use
  - Share new resources identified/developed
  - Identify barriers to accessing and gaps in resources
  - ID resources that need agency support to develop
- Identify issues to be discussed in meetings with partners and the CAN



# Team Meetings (2)

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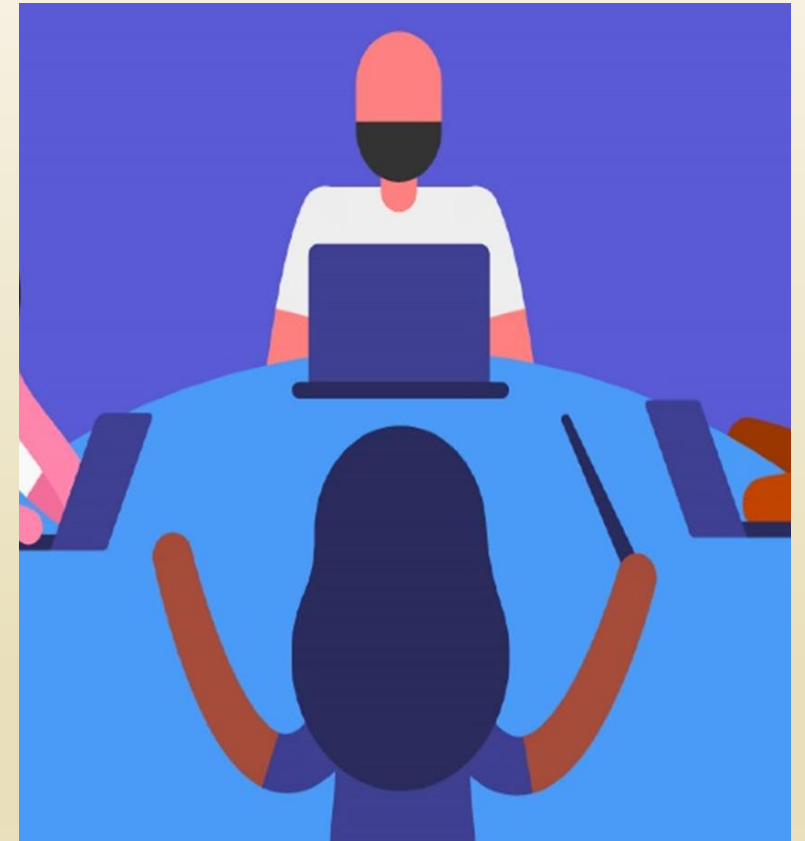


- Develop plans for working with people in crisis so team may provide support and back up
- Prioritize issues for clinical consultation
- Ensure knowledge of P+P's especially regarding safety
- Team building and providing support to the team
- Provide mini-trainings and identify staff training needs and resources for professional development

# Team Meetings (3)

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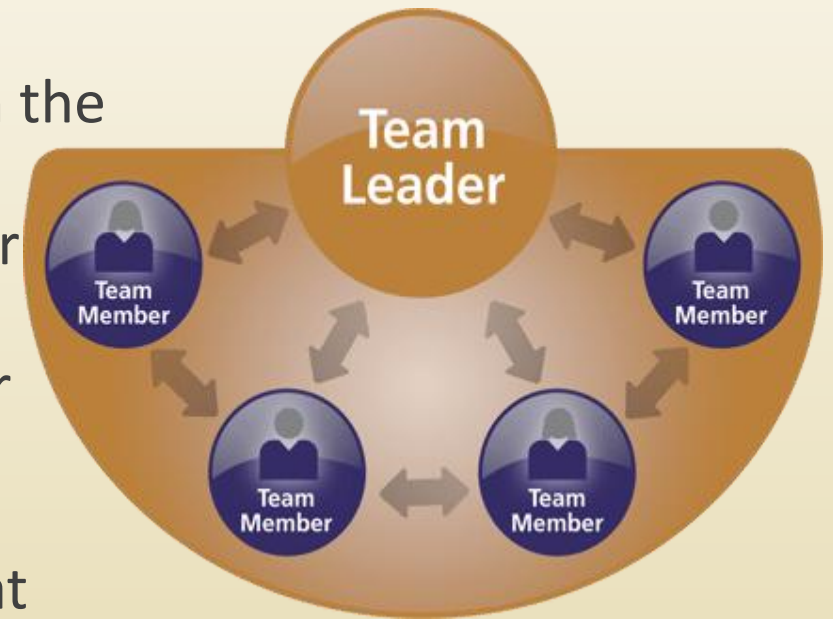
- Documentation review: what is due and assigned
- Schedule for visits ( geographic, joint visits, backup for sick leave or vacations, schedule for in-office days)
- Periodically review Outreach Plan
- Schedule for case reviews and clinical consultation
- Administrative directives and patterns identified from the data/outcomes



# Case Review in Team Meetings/Group Supervision

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- Case presentations of new participants
- Review people that are will end intervention within the coming month
- Review of participants that are facing major crisis or cannot be located
- Review of participants that have experienced major success or positive change
- Brief review of entire caseload every two weeks to ensure that phase changes are on schedule and that cases are not overlooked



**Poll: Team Meetings**

# Group Discussions

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Introduce yourselves to one another

Discussion prompts:

- What are your agency/program supervision practices?
- Are you doing individual supervision, team meetings, case reviews/conferencing?
- What support do staff need most?
- What has been most effective for you in supervising your outreach program?

# Clinical Consultation

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- Specialized/clinical consultation can be extremely helpful.
- Unsheltered people often present complicated clinical pictures
- Use resources from your own agency, community providers and DMHAS:
  - psychiatry, medical and substance use, trauma, medical
- Provide input into assessments and plans
- Individualized consultation w/participants
- Train staff
- Assist with coordination of care
- Provide connections with specialty services such as inpatient programs, substance use treatment, medical services, assistance with chronic disease management



# Modeling and Role Plays

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- Doing assessments and plans together
- Conducting field visits with staff
- Chairing meetings or running classes for participants with staff
- Handling crisis as a team
- Role playing to prepare for a meeting
- Modeling interventions in meetings
- Staff can critique interventions



# Field Work

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Teaching the skills to be in a person's space, structuring the visit and addressing safety concerns

- Role in the field
- First outreach visit modeled by the supervisor or seasoned colleague
- Must have P+P for safety in the field

Supervisor can periodically accompany staff on field work to observe and assess competencies



# Accessing Community Resources

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- Core to the practice
- Part of worker's job is to ensure resources are working for participants
- Staff new to community services will need training on community resource options, application and enrollment processes.
- Staff should visit community programs to get a feel for them.
- Sometimes need senior staff to negotiate roles and responsibilities and an MOU (Memorandum of Understanding) and troubleshoot issues

# Prep for Work with Housing Providers

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- Clarify expectation about roles
- Educate staff on:
  - Housing options and application processes
  - How to use the CAN (Coordinated Access Network)
  - Role and transition process when people move into housing
  - Working with property management to support lease compliance and stable tenancy
  - Basic tenant rights and responsibilities, reasonable accommodations, eviction process



# Access to Education and Training

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- Trainings are obviously a critical part of support for staff
- Use the recordings from the Best Practices Series.
- See the next slide for existing topics and links to lots of training resources
- Provide some training in house to provide opportunities for staff to learn how to train, reinforce important concepts, address patterns/issues emerging in the work

# Street Outreach Training Inventory

Web-based training available on topics including:

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- Best Practices and Engagement Strategies
- Homeless Response System Overview
- Housing Options
- Housing Assessment & Planning
- Mental Health
- Crisis Intervention & De-escalation
- Harm Reduction
- Encampments
- Trauma-Informed Outreach
- Self-Care, Vicarious Trauma & Staff Resiliency
- Working with Special Populations (Youth, Older Adults, LGBTQIA, DV)
- Racial Trauma & Equity
- Disaster Response Planning





# Model & Promote Self-Care

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- Monitor well-being
  - Take breaks
  - Ask for help
  - Exercise
  - Eat healthy foods
  - Get rest
  - Practice meditation or other stress reduction techniques
  - Avoid alcohol and drugs
  - Connect with others
  - Take your vacation days
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- Webinar [Supporting Staff Resiliency](#)

# Closing

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- Supervision is critical to achieving Street Outreach goals and outcomes and ensuring high quality services
- Supervision focuses on education on the program model, support to staff and monitoring the implementation of the practice
- The roles of the supervisor are many including engaging resources, identifying patterns of strong work as well as challenges, and training and supporting staff.
- Often first thing to “skip” due to other demands but time spent can result in time saved
- Supervisors also need supervision and support





**LEARNING  
NEVER ENDS**

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Additional  
Resources

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# Best Practices in Street Outreach

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Session 1: Values, Goals & Engagement - Slides: [Best Practices in Street Outreach, Session 1](#); [Recording](#)

Session 2: Housing First & Housing-Focused Case Management - [Slides](#); [Recording](#)

Session 3: Housing Application, Transition to Housing & Client Rights – [Slides](#); [Recording](#)

Session 4: Working with People and Pets – [Slides](#); [Recording](#)





# Upcoming Outreach Webinars:

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- Supervisors Sessions:
  - *Supervising Street Outreach Staff & Programs - Session #2*
  - Wednesday, 2/19/25: 1:00 – 3:00 pm
- Requirements for Agencies Receiving Outreach Funding – Date TBA

# Communities of Practice: Schedule

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All meetings will be from 10-11 AM

- 2/13/25
- 4/10/25
- 6/12/25

**Zoom:**

<https://us02web.zoom.us/j/89707921341?pwd=E0HGHKt1R5SaZ5RTjiYajup7kklykT.1>

Meeting ID: 897 0792 1341; Passcode: 216034;  
Phone: 646-876-9923



# Quarterly Outreach Meetings

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Next Meeting: 3/19 at 1pm

**Join on your computer or mobile app**

[Click here to join the meeting](#)

Passcode: YRSRpB

**Or call in (audio only)**

[+1 860-840-2075](#)

Phone Conference ID: 636  
766997#

# Contact Info

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# Wrap up

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Final comments, questions?

Many thanks!

PLEASE TURN ON YOUR CAMERAS TO SAY GOOD-BYE

