

HOMELESS OUTREACH AND ENGAGEMENT

A. The Contractor shall provide outreach and engagement homeless services to individuals age eighteen (18) and older who are homeless and medically indigent. Medically indigent is defined as having no private or public health care coverage that will pay for the services to be provided by the contractor and no access to, or eligibility for, such coverage. These services shall assist in providing each individual access to necessary clinical, medical, social, education, rehabilitative, vocational and/or other services essential to achieving optimal quality of life and community living.

B. Specifically the Contractor shall:

1. Provide case managers to collaborate with individuals to identify service and support needs;
2. Cultivate and maintain positive and productive relationships that assist individuals to attend and participate in services and activities that support their recovery;
3. Conduct assessments to help individuals identify and explore personal strengths, and community and recovery resources and supports to enable the individuals to be contributing members of their community;
4. Develop, with each individual, individualized rehabilitation plans that address assessed identified needs. Plans shall provide detailed information on goals, objectives, tasks, and interventions; and identify the individual responsible and time frames for accomplishment;
5. Provide supportive counseling directed at resolving problems related to accessing services needed to live successfully in the community;
6. Provide orientation to treatment providers, community resources and recovery supports including mentors, self help and advocacy groups;
7. Provide assistance in gaining access to necessary treatment, rehabilitative services, medical services, general entitlement benefits, or other community services and recovery supports through service coordination activities;
8. Facilitate the development of community connections in areas related to faith, recreation, civic activities and facilitate productive relationships with others;
9. Maintain successful collaboration with the Local Mental Health Authority (LMHA), and successful relationships with other community providers of services and supports.

C. Additionally, in Hartford only, the Contractor shall:

1. Participate as a member of the Hartford Outreach and Positive Engagement Team (HOPE), coordinated by Capitol Region Mental Health Center. Participation includes attendance at regularly scheduled HOPE Team meetings, case conferences, and training; coordination of services with the HOPE Team; collection of uniform data elements as determined by the HOPE Team Oversight Committee; and representation on the HOPE Team Oversight Committee;
2. Have individuals who are assessed sign a release of information form for the HOPE Team;
3. Provide outreach and engagement services to chronically underserved and treatment-resistant homeless individuals living on the streets in Hartford who have mental illness and/or substance abuse problems.

D. The services shall be provided at the following location, with the capacity and with hours of operation described below:

Location	Capacity	Hours of Operation

D. The Contractor shall implement the services described herein to result in the following outcomes. Such outcomes shall be measured in the manner described herein. Outcome results achieved pursuant to these terms and conditions will be monitored by the Department through data reported by the Contractor

to the Department's information system and in observations through site visits. The Department's outcome indicators for the Contractor's funded services are as follows:

PERFORMANCE MEASURES

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OUTCOMES	MEASURES
1. Contractor will meet reporting requirements in a timely manner.	Department required data will be submitted to the Departments' data collection system no later than the 15 th day of each month.
2. Contractor will meet the expected utilization rate or annual projection of individuals to be served for this level of care.	A utilization rate of at least 90% will be achieved.
3. Contractor will meet the expected services or contacts volume for this level of care.	At least 90% of projected services or contacts will be achieved.
4. Individuals will be effectively engaged in Outreach and Engagement services	At least 50% of individuals served will receive at least one (1) treatment service within six (6) months of admission to the program.
5. Individuals will improve or maintain their overall functioning.	At least 60% of individuals served annually will maintain or increase their level of functioning as measured by the Global Assessment of Functioning Scale (GAF), Modified Global Assessment of Functioning Scale (MGAF).
6. Individuals will improve or maintain their living situation.	At least 60% of individuals served annually will improve or maintain their living situation.
7. For Hartford only: Engagement and case management services shall be coordinated for homeless individuals with mental illness and/or addiction disorders as they move within the Hartford shelter system.	Of those individuals who receive an assessment, 75% shall sign a Release of Information form with the HOPE Team.