

**DEKALB COUNTY COMMUNITY DEVELOPMENT  
DEPARTMENT  
Street Outreach Specialist  
Scope of Work**

The Street Outreach Specialist engages the unsheltered population and assists them in obtaining appropriate, safe housing options and community support. Specific activities are shown below.

**Scope of Work**

- Visit homeless encampment sites and other places where unsheltered individuals are located to engage them and offer emergency housing, and supportive services as directed by the DeKalb County Community Development staff.
- Locate, identify, and build relationships with unsheltered homeless individuals for the purpose of providing immediate support, intervention, and referrals to homeless assistance programs and/or mainstream social services and housing programs.
- Enter data into the Coordinated Entry system to enroll the unsheltered into Coordinated Entry.
- Provide case management and follow-up services to individuals and households in hotels as directed by Community Development staff.
- Assess housing and service needs and develop individualized plans to meet the needs of the program participants, including planning a path to permanent housing stability.
- Connect unsheltered individuals to community resources for the housing, emergency physical and/or mental health treatment, transportation and other assistance that will enable individuals to establish and maintain housing, and self-sufficiency.
- Assist homeless individuals in obtaining identification and documentation required to obtain jobs, housing, and/or other services.
- Refer eligible individuals to more intensive case management programs when indicated.
- Follow the processes established by the DeKalb County Community Development, including use of standardized forms for referral, intake, and assessment in compliance with the DeKalb Continuum of Care Coordinated Intake and Assessment model.
- Comply with the record-keeping and documentation requirements as required by Community Development and as set forth in 24 CFR 576.500.

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- Enter information into the ECCOVIA Solutions' ClientTrack system, the designated Homeless Management Information System for the Continuum of Care, and all relevant fields as required by DeKalb County Community Development.
  - Maintain a log of all contacts and outcomes in the format required by Community Development
  - Provide a monthly report of activities as directed by DeKalb County Community Development Staff.
  - Attend DBHDD training and enter required information into the DBHDD system to register eligible individuals for State Housing Vouchers.

**Requirements**

- Provide his/her transportation to engagements, resources, and other work sites.
- DeKalb County will reimburse Outreach Specialist for mileage at the prevailing DeKalb County mileage rate (currently \$.68 per mile), for travel to sites where unsheltered individuals are located and to resource locations, when necessary, to assist homeless clients.
- Provide any required internet connection.
- Complete and maintain all client records in an environment where all client information is protected and remains private. Community Development may require an Outreach Specialist to work at a site provided by the County.
- Provide a cell phone and cell phone service for use in Outreach services.

**Community Development Department Provisions**

- Outreach Specialist shall be reimbursed at a rate of \$50 per month for use of the Outreach Specialist's cell phone.
- Community Development shall provide the necessary electronic device to allow recordation of required data. The Outreach Specialist shall only use such devices for Community Development related work.
- Community Development shall provide an Outreach Specialist with a County email address to facilitate communication. Email address shall be used only for Outreach related activities.

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**Preferred Knowledge**

- Experience entering information into the DeKalb Homeless Management Information System (ClientTrack)
- General understanding of Street Outreach Work to work directly with DeKalb County Community Development staff and provide street outreach, engagement, emergency housing and supportive services.
- Experience in working to provide housing to unsheltered individuals.
- Experience in working/collaborating with agencies that provide HUD funded homeless services.
- Experience in the provision of case management services.

**Hours of service**

- Outreach services shall be provided up to 8 hours per day, five days per week. Scheduled workdays may include weekends and nights.
- Work hours and workdays may be scheduled based on the needs for coverage and interaction with the unsheltered population.