



## Housing & Community Development

*Office of Unhoused Solutions*

414 E. 12<sup>th</sup> St.  
24<sup>th</sup> Floor  
Kansas City, Missouri 64106

Effective street outreach is often the first point of contact for people who might not seek assistance due to systemic barriers. There are two main types of street outreach:

- **Type I Outreach** primarily offers physical items such as food and hygiene products to people experiencing homelessness.
- **Type II Outreach** focuses on connecting individuals to appropriate services (i.e., medical services, treatment for substance use) and housing options.

### Current Outreach Practices

While Kansas City has a robust Type I Outreach network, the metro lacks Type II Outreach staff. According to the 2023 Point-in-Time (PIT) Count, there are 700 unsheltered individuals in Kansas City. Best practice indicates a ratio of 1 full-time outreach employee per 20 people living outside, which requires 35 outreach workers for our community. The City of Kansas City has the sole full-time employee dedicated to Type II Outreach in the Jackson-Wyandotte County Continuum of Care (CoC).

Through coordinated outreach efforts, service provider organizations in the Jackson-Wyandotte County CoC provide standardized Type II Outreach. However, the staff providing this type are caseworkers and primarily focus their time on other job duties, which limits the availability of staff dedicated to Type II Outreach. Currently, the CoC coordinated outreach team provides 20 hours a month of Type II Outreach for the region.

### Investing in Type II Outreach

Addressing homelessness is a multifaceted issue that requires personalized solutions by trained professional staff. Investment in standardized training and staffing leverages resources appropriately to address the needs of people experiencing homelessness and support their journey toward housing. Studies indicate progressive Type II Outreach improves the ability of people experiencing homelessness to gain access to services and housing.



Additionally, Type II Outreach provides the following impacts:

- Increase in positive outcomes from interventions and lower attrition rates.
- Engagement of individuals experiencing homelessness who are most in need and would otherwise not use shelter or other agency resources.
- Use of evidence-based engagement strategies (i.e., trauma-informed care).
- Systematic, documented approach to improve data-driven decisions.

Expanding the capacity of Type II Outreach in Kansas City is an equity-driven solution to ending homelessness in our region. Type II Outreach connects the most vulnerable folks - that might otherwise not use a traditional access point - to available resources.

