



Memorandum

TO: HONORABLE MAYOR
AND CITY COUNCIL

FROM: Erik L. Soliván

SUBJECT: See Below

DATE: October 14, 2025

Approved

Date:

10/24/25

COUNCIL DISTRICT: Citywide

SUBJECT: Actions Related to Grant Agreements for Targeted Outreach and Engagement Programs Serving Unsheltered Individuals in San José

RECOMMENDATION

Adopt a resolution authorizing the Housing Director, or his designee, to negotiate and execute amendments to extend Targeted Outreach and Engagement Program grant agreements with the following nonprofit service providers, with an option to extend for up to three additional one-year terms, subject to the appropriation of funds, and termination for convenience, and the ability to modify or reduce contracted services as needed to align with City priorities, program performance, and available funding:

- (a) HomeFirst Services of Santa Clara County Targeted Outreach and Engagement Program in an amount of \$1,411,629 retroactive from September 1, 2025, through June 30, 2026; and
- (b) PATH Targeted Outreach and Engagement Program in an amount of \$1,594,189 retroactive from October 1, 2025, through June 30, 2026.

SUMMARY AND OUTCOME

Approval of the proposed extension of grant agreements for the Targeted Outreach and Engagement Program (TOEP) will allow the Housing Department to continue providing proactive, coordinated outreach services to unsheltered individuals and households in targeted areas across San José. Further, approval of the delegation of authority for future amendments to modify or reduce contracted services as needed to align with City of San José (City) priorities, program performance, and available funding will provide flexibility to quickly align the program with City's priorities and resources. This effort supports the City's strategy to reduce unsheltered homelessness, improve service linkages, and prioritize individuals for upcoming emergency shelter opportunities such

as the Navigation Hub and motel placements. The extended contracts with HomeFirst Services of Santa Clara County (HomeFirst) and PATH are not to exceed \$3,005,818 in total local and state funds.

This memorandum reflects the Housing Department's ongoing efforts to refine and implement a data-informed, housing-focused outreach model that emphasizes coordination, targeted engagement, and accountability.

BACKGROUND

During the term of the recent TOEP contract, from April 1, 2024, through April 30, 2025 with a no-cost extension through August 31, 2025 for HomeFirst and September 30, 2025 for PATH, the City opened 10 Emergency Interim Housing (EIH) locations, transitioning 866 unsheltered residents into safe, stable, and well-managed spaces. Much of this success is directly attributed to the intensive efforts of the City's contracted TOEP outreach partners, HomeFirst and PATH, who established trust and rapport with unhoused residents and leveraged those relationships to encourage participation in the City's housing programs. Collectively, these outreach teams engaged with 2,225 individuals, often across multiple encounters, providing essential support that translated into high utilization rates across all new EIH sites.

The TOEP teams' consistent presence in the community has been instrumental not only in filling these new sites but also in ensuring smooth coordination between residents, City departments, and service providers. Their ongoing engagement has helped bridge the gap between unsheltered individuals and available housing opportunities, transforming initial contact into meaningful housing outcomes.

Looking ahead, three additional EIH sites and one motel – Rue Ferrari Expansion, Cherry, Cerone, and Motel 6– are scheduled to open in the coming year. These sites will add approximately 574 new beds to the City's shelter portfolio. The continued reliance on the City's contracted TOEP partners will be critical to filling and maintaining these sites efficiently. Their citywide presence ensures that newly available beds are filled quickly and that existing sites remain full by backfilling beds that become open as residents move into permanent housing.

Beyond housing navigation, TOEP teams play an essential role in implementing the City's coordinated encampment resolution strategy. TOEP represents a multi-departmental *One Team* approach in which City staff and partners concentrate outreach and abatement resources at prioritized sites selected through interdepartmental collaboration. At each site, TOEP teams provide sustained engagement, offer shelter and services to residents, and assist in transitioning individuals into housing opportunities. Once outreach is complete, partner departments proceed with abatement and restoration, returning the targeted area to its originally intended purpose.

Proof of this strategy's effectiveness can be seen at Columbus Park and along the Monterey corridor, where TOEP teams were pivotal in helping residents transition into shelter while ensuring compliance and coordination throughout the process. Their efforts allowed the sites to be successfully abated, improving environmental safety and restoring the area for community use.

Together, these achievements underscore that the outreach teams are not only a critical part of shelter placement operations, but are also fundamental to the success of the City's broader homelessness response strategy. The TOEP framework has proven to be an effective model for bridging outreach, housing, and public space management in a cohesive way. While the City's coordinated outreach and housing strategies have yielded measurable progress, there is still significant work ahead.

To continue improving program alignment and data accuracy, the City has enhanced its capacity to measure and forecast homelessness trends. To complement the biennial Point in Time homeless residents count, which offers only a snapshot in time, the City developed an interim data model to more accurately estimate unsheltered homelessness between Point in Time cycles. During the *February 2025 Budget Priority City Council Study Session*, City staff presented an updated estimate of 5,477 unsheltered individuals in San José, based on cross-departmental data and analysis.¹ This refined estimate reflects the City's ongoing efforts under the *Reducing Unsheltered Homelessness Focus Area* to improve forecasting, strengthen reporting accuracy, and monitor inflow and outflow trends more effectively. These continued improvements in data integration and analysis are essential to understanding local homelessness dynamics and informing resource allocation citywide.

To help address the needs of those experiencing unsheltered homelessness, the City remains committed to prioritizing funding to improve quality of life for unsheltered residents and create healthy, safe neighborhoods for all. This strategy aligns with the region's five-year Santa Clara County Community Plan to End Homelessness, which calls for expanding outreach efforts in encampments and increasing access to supportive housing services.²

¹ Source: *FY 2025–2026 Budget Priority Study Session - Scale of the Problem: Calculating Unsheltered Homelessness* (City of San José, February 2025). Available at <https://sanjose.legistar.com/View.ashx?M=F&ID=13754884&GUID=58199039-4280-43EE-AAEF-AE0E4FBE9BF1>. Estimate derived from cross-departmental data sources, including the Homelessness Management Information System (HMIS), Parks, Recreation and Neighborhood Services Department, Transportation Department, and Waterways Surge Data (Phases 1 and 2). The same 5,477 unsheltered individuals estimate was later incorporated into the *Reducing Unsheltered Homelessness Focus Area Performance Dashboard* (City of San José, May 2025). Available at <https://sanjose.legistar.com/View.ashx?M=F&ID=14826176&GUID=419796CE-3439-4B9A-A068-52E9CB2BBAEA>.

² County of Santa Clara Office of Supportive Housing, *Community Plan to End Homelessness*, accessed June 5, 2025. Available at: <https://osh.santaclaracounty.gov/solutions-homelessness/community-plan-end-homelessness>.

Targeted Outreach Engagement Program (TOEP)

In alignment with these goals, the TOEP was launched on April 1, 2024, as part of the City's cross-departmental strategy to address homelessness at identified encampments through coordinated action, embracing the City's *One Team* approach.

Implemented in Fiscal Year 2023-2024, TOEP focuses outreach resources on strategically selected target areas. While program operations began in Fiscal Year 2023-2024, full data collection under the City Council-directed framework did not begin until Fiscal Year 2024-2025. If a TOEP site is designated along a waterway, that site becomes the responsibility of the internal City Outreach team to manage. These areas are identified through a collaborative process involving multiple departments, including the City Manager's Office, City Manager's Office of Economic Development and Cultural Affairs, Environmental Services Department, Fire Department, Housing Department, Library Department, Parks, Recreation, and Neighborhood Services Department, Planning, Building, and Code Enforcement Department, Police Department, Public Works Department, and Transportation Department.

Once a site is designated, City-funded outreach teams are deployed to engage with unsheltered residents, conduct needs assessments, and deliver individualized participant support. Outreach services include assistance with food, water, hygiene, medical and behavioral health referrals, substance use support, obtaining copies of vital documents needed for housing, employment services, transportation, and public benefits such as Social Security and disability income. When available, residents are referred to interim housing sites, motels, safe parking programs, or permanent housing.

The ultimate goal of the TOEP is to transition all unsheltered residents in the target area into stable housing. Throughout this process, outreach staff track progress in the County-administered Homeless Management Information System (HMIS), including service delivery, housing referrals, and outcomes. Once outreach efforts are complete, the Parks, Recreation, and Neighborhood Services Department's Beautify SJ division leads site cleanup and restoration, often implementing abatement deterrents to prevent future re-encampment. Depending on the site and ownership, other departments or interjurisdictional partners may also support abatement, rehabilitation, and infrastructure improvements to deter re-encampment.

Background and Program Transition

The City Council's March 26, 2024, [direction](#)³ to track specific performance metrics coincided with a broader reorganization of the Housing Department's homelessness response. At that time, the City formally transitioned from the former Services,

³Item 8.4, <https://sanjose.legistar.com/View.ashx?M=M&ID=1188780&GUID=03BF47FB-AEAE-4164-BCD1-1C4ADCDED687>.

Outreach, Assistance and Resources (SOAR) program to the TOEP which was launched on April 1, 2024.

City Council's direction reflected both heightened community interest in reducing unsheltered homelessness and the need for more clarity around outreach activities and outcomes. As a result, the TOEP was designed not only to concentrate outreach resources in high-need areas but also to strengthen the City's capacity to capture and report data more consistently.

To comply with state and federal reporting requirements, the City is generally required to use the HMIS. However, the HMIS has inherent limitations: while effective at recording services provided, it is not designed to capture refusals to engage, nuanced outreach encounters, or the perspectives of residents in vehicles or recreational vehicles who may not identify as homeless. These limitations required the City not only to configure new metrics, but also to crosswalk City Council's requested measures with those already tracked under the former SOAR program. In practice, this meant repurposing certain SOAR metrics while integrating new ones, creating a blended framework that carried forward useful elements of the old program alongside the new City Council-directed metrics.

In addition to configuring HMIS, the City also had to work with contracted service providers to ensure alignment. This required reviewing and, where necessary, amending contract agreements so that performance measures reflected the new Council-directed metrics. Housing Department staff provided training and technical assistance to grantee organizations to ensure their staff understood the revised data requirements and were prepared to track them accurately. This coordination was essential to ensure that, beginning July 1, 2024, providers were ready to collect and report the required data in a consistent manner across all TOEP sites.

Because of this transition, no data is available for Quarter 4 of Fiscal Year 2023–2024. Data collection under the City Council-directed framework began on July 1, 2024. The Housing Department provides data for the full Fiscal Year 2024–2025 in Table 2 below. Data for Quarter 1 of Fiscal Year 2025–2026 is not yet available, as providers submit their reports in mid-October and the Housing Department's data team must complete quality assurance and formal reporting processes before results are released.

Looking forward, the Housing Department is pursuing improvements in Fiscal Year 2025–2026. These include potential adoption of an HMIS outreach module through the County or development of internal tools that reduce duplicate data entry across systems such as HMIS, Salesforce (for SJ311), and the Encampment Response Coordination System. These efforts will ensure more accurate reporting and will aim to lessen administrative burdens on outreach workers, where possible.

City Council-Directed Metrics and Data Reporting

Table 1 below provides a crosswalk between the performance metrics directed by City Council and the measures that Housing aligned with the TOEP and was able to track within HMIS. In several cases, City Council's requested metrics were directly trackable; in others, Housing adjusted definitions to align with HMIS capabilities or determined that the requested data could not be reliably captured. A third column, "Status," indicates whether each measure was fully tracked, modified, or not trackable. In all cases, staff prioritized collecting the most meaningful and relevant data possible to reflect outreach outcomes:

Table 1 – Comparison between City Council- Directed Metrics and Actual Tracked Metrics

#	City Council-Directed Metric	Housing Department-Tracked Metric	Status
a.	The number of unduplicated individuals contacted	Number of participants enrolled in HMIS	• Tracked in HMIS
b.	Number of times outreach workers can offer a direct referral to shelter, interim housing, safe parking, permanent housing, foster care, or long-term care	Number of times enrolled participants were offered placement in institutional, temporary, or permanent opportunities	• Modified/ Partial
b.i.	Number of direct referrals that result in successful placements	Number of times enrolled participants were successfully placed in shelter/housing	• Tracked in HMIS
c.	Number of unduplicated individuals rejecting available housing, shelter, or services (including subcategories)	Number of times participants offered placement in institutional/ temporary/ permanent opportunity	• Modified/ Partial
c.i.	Declines for behavioral health services or referrals	Number of times participants requested behavioral health services/referrals	• Modified/ Partial
c.i.i	Unwillingness to engage when persons in vehicles/RVs don't consider themselves homeless or fear losing RV	Not trackable in HMIS	• Alternative tracking is being explored
d.	Number of individuals successfully connected to other services (Homeward Bound, medical care, behavioral health, benefits, etc.)	Number of times participants self-reported connecting to services	• Tracked in HMIS

Table 2 presents the data collected under these metrics. Because the TOEP data collection began on July 1, 2024, no data is available for Quarter 4 of Fiscal Year 2023-2024. Full-year data is provided for Fiscal Year 2024-2025. For consistency, the rows

align with the City Council-directed metrics shown in the crosswalk above, allowing a direct comparison between what was requested, what was tracked, and the results.

First, the number of participants enrolled in HMIS is tracked within each program. Counts are unduplicated within each program and contracted service provider; however, some individuals may appear in more than one program if they received multiple services. When combining the data across all programs, a total of 1,786 unduplicated individuals were contacted during the reporting period through the HomeFirst and PATH TOEP programs.

The metric reflecting the number of times participants were offered placement in institutional, temporary, or permanent opportunities represents service occurrences, not unduplicated individuals. In many cases, a single participant may have received multiple offers of housing or services. For this reason, totals represent the number of times such opportunities were extended rather than the number of unique clients. The Housing Department will continue to report these totals as occurrences unless unduplicated counts are specifically requested in the future.

Some data elements requested by City Council cannot currently be captured within HMIS. For example, the City is unable to track the number of individuals living in recreational vehicles who are unwilling to engage because they do not identify as homeless or fear losing their vehicles. This currently cannot be tracked because HMIS is configured to record outreach services provided for enrolled participants only. While this specific metric is not yet trackable, the City continues to collaborate with the County of Santa Clara to explore alternative tracking options, including the potential adoption of an HMIS outreach module to better document refusals and non-engagement in the future.

Table 2 – Summary of Tracked Metrics Data

#	Housing Department Tracked Metric	FY 2023-24 Q4	FY 2024-25 (Q1-Q4)	FY 2025-26 Q1
a.	Number of participants enrolled in HMIS	Not available; Program ramp-up period	1,786	Not yet available
b.	Number of times enrolled participants were offered placement in institutional, temporary, or permanent opportunities		2,035	
b.i.	Number of times enrolled participants were successfully placed in shelter/housing		332	
c.	Number of times participants offered placement in institutional/temporary/permanent opportunity		2,035	

#	Housing Department Tracked Metric	FY 2023-24 Q4	FY 2024-25 (Q1-Q4)	FY 2025-26 Q1
c.i.	Number of times participants requested behavioral health services/referrals		292	
c.i.i	Unwillingness to engage when persons in vehicles/RVs don't consider themselves homeless or fear losing RV		Alternative tracking is being explored	
d.	Number of times participants self-reported connecting to services		133	

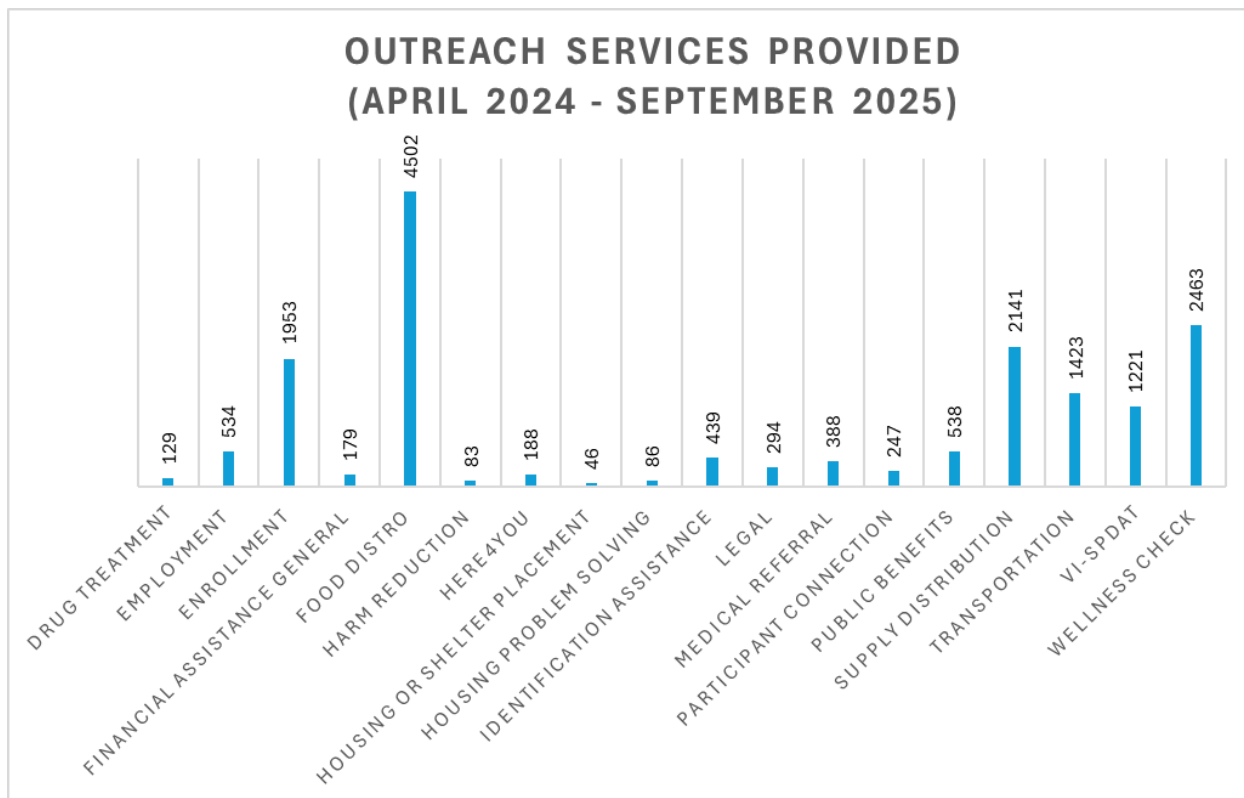
Additional Program Outcomes

In addition to the metrics captured at the direction of the City Council, the TOEP teams served a total of 2,225 individuals between April 1, 2024 and September 30, 2025. Of these, 1,368 were identified as chronically homeless. The U.S. Department of Housing and Urban Development defines chronically homeless people as those who have a qualifying disability and have experienced homelessness for at least 12 consecutive months, or on at least four separate occasions over the past three years, totaling at least 12 months. Each period of homelessness must include at least seven consecutive nights of living in a place not meant for human habitation, a safe haven, or an emergency shelter. This population often faces the greatest barriers to stability, underscoring the importance of sustained outreach support and interventions provided through the TOEP framework.

Due to the program's targeted and proactive approach, the 2,225 program participants received consistent support from the City's contracted outreach partners. Collectively, these teams completed 28,117 outreach sessions, averaging 12.6 sessions per program participant. Outreach activities are designed to provide participants with comprehensive, person-centered support, including linkages and referrals to health care, behavioral health services, employment opportunities, benefits enrollment (e.g., Social Security, Veterans Affairs benefits), housing problem-solving assistance, document preparation, and transportation to shelter or other resources. These individualized interventions are aimed at increasing participants' self-sufficiency and improving their housing stability.

Chart 1 below is a visual representation of the outreach services provided by service category.

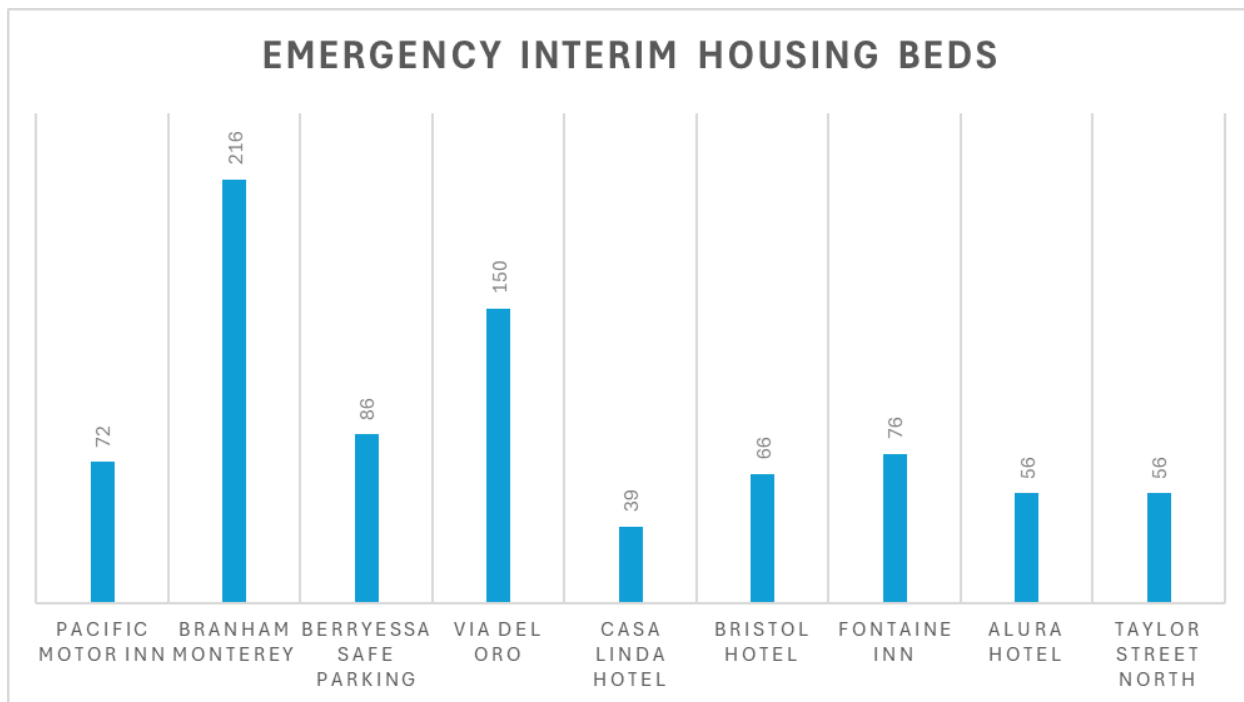
Chart 1 – Outreach Services Provided



Through the proactive work of the TOEP, 866 of the 2,225 participants successfully exited street outreach to more stable living arrangements. Of these, 687 individuals transitioned into emergency shelter, 57 secured housing through rental placements, and 12 reunited with family or friends in an apartment or housing setting. These outcomes highlight the TOEP's continued success in reducing unsheltered homelessness and improving connections to care and housing pathways across San José.

The City currently maintains 1,577 EIH beds across 20 EIH sites. During the time of these contracts, the TOEP teams were critical in filling the nine EIHs listed in Chart 2. Successfully filling and maintaining the upcoming EIH sites will require close coordination with the TOEP teams, who will continue to provide outreach sessions and move-in support to ensure efficient placements and sustained engagement with residents. This collaboration remains vital to maintaining high occupancy rates and ensuring that every available bed contributes to reducing unsheltered homelessness across San José.

Chart 2 – Number of Housing Beds by Emergency Interim Housing Site



ANALYSIS

Since its launch on April 1, 2024, TOEP has proven to be an effective, coordinated, and proactive approach to addressing unsheltered homelessness in San José. The program has successfully supported the City's housing throughput strategy, resulting in the placement of more than 800 individuals into shelter and connecting many more to critical services. The TOEP's targeted outreach model continues to strengthen interdepartmental coordination, maximize limited resources, and ensure that outreach efforts are data-informed and strategically focused where they have the greatest impact.

As the City transitions into the next phase of implementation, the current TOEP contracts will focus on referring unsheltered residents to the upcoming four EIH sites: Rue Ferrari Expansion, Cherry, Cerone, and Motel 6. Together, these four sites will add 574 new beds to the City's shelter system. Once these sites are fully operational, San José's EIH system will total 2,151 beds. Over the next 10 months, the City anticipates that outreach partners will provide an additional 18,745 outreach services to 1,450 enrolled program participants. Attachment A provides a list of performance metrics that staff will track during outreach. Services help ensure that program participants are connected, engaged, and ready to accept upcoming shelter or housing placements.

The TOEP teams will continue to play a critical role in sustaining the City's goal of 96% occupancy rates across all sites and backfilling beds as program participants experience throughput from shelter to permanent housing. Their ongoing work ensures that shelter capacity remains at a minimum of 96% utilization and that individuals exiting homelessness continue to receive participant support, navigation, and other support as necessary for long-term housing stability.

In addition to supporting shelter placements, the TOEP teams will be instrumental in providing responsive outreach for major events scheduled in 2026. Events include the Super Bowl, NVIDIA Conference, Final Four, the FIFA World Cup, and other large-scale downtown activities. The teams' presence will help ensure that unsheltered residents in event-impacted areas are engaged early and connected to services in a compassionate and coordinated manner.

The Housing Department is also working to standardize all City staff engagements with unsheltered individuals to ensure consistency, accountability, and data integrity across outreach efforts. This work includes developing protocols and data systems that align internal and contracted outreach teams. Building internal outreach capacity remains a key departmental goal, allowing for greater continuity with City initiatives, improved data collection and analysis, and long-term sustainability.

Finally, the Housing Department continues to recognize and value the essential role of nonprofit partners such as HomeFirst and PATH. Their trusted relationships within the unhoused community, combined with their expertise in service navigation and housing placement, remain vital to the City's success. The TOEP framework continues to demonstrate that coordinated outreach is foundational to San José's strategy for reducing unsheltered homelessness and fostering equitable, housing-focused outcomes citywide.

EVALUATION AND FOLLOW-UP

City staff will monitor program performance on a quarterly basis to ensure that contracted goals and outcomes are being met. As part of this oversight, nonprofit partners will be required to submit quarterly reports detailing progress toward outreach, engagement, and housing placement benchmarks. These reports will inform ongoing contract monitoring and allow the City to evaluate the effectiveness of TOEP, make data-informed adjustments as needed, and ensure accountability for both internal and external outreach efforts.

COST SUMMARY/IMPLICATIONS

The actions recommended in this memorandum allow for the execution of an agreement with HomeFirst in the amount of \$1.4 million and with PATH in the amount of \$1.6 million to continue providing proactive, coordinated outreach services to unsheltered individuals and households in targeted areas across San José through June 30, 2026. These agreements will be funded with budget in the Homeless Housing, Assistance, and Prevention Fund (Fund 454) of \$1,850,526, Housing Trust Fund (Fund 440) of \$590,000, and General Fund (Fund 001) of \$565,292.

BUDGET REFERENCE

Fund #	Appn. #	Appropriation Name	Total Appropriation	Amount for Contract	2025-2026 Proposed Operating Budget Page*	Last Budget Action (Date, Ord. No.)
454	212Z	Street Outreach and Support Services	\$1,050,626*	\$1,850,526	899	6/17/2025 31230
440	2453	Housing and Homeless Projects	\$570,000*	\$590,000	900	6/17/2025 31230
001	221D	Emergency Housing - Downtown Homeless Health Response and Support	\$0*	\$300,000	N/A	N/A
001	2062	Homeless Rapid Rehousing	\$0*	\$265,292	N/A	N/A

* The appropriation amount reflects the Modified Budget as of October 10, 2025, and does not include budget actions included in the 2024-2025 Annual Report expected to be presented to City Council on October 21, 2025. If approved, the Street Outreach and Support Services appropriation amount will increase to \$1,850,626, the Housing and Homeless Projects appropriation will increase to \$1,281,860, the Emergency Housing - Downtown Homeless Health Response and Support will be re-established in the amount of \$300,000, and the Homeless Rapid Rehousing appropriation will be re-established in the amount of \$2,586,721.

* The 2025-2026 Adopted Operating Budget was approved on June 10, 2025, and adopted on June 17, 2025, by City Council.

HONORABLE MAYOR AND CITY COUNCIL

October 14, 2025

**Subject: Actions Related to Grant Agreements for Targeted Outreach and Engagement Programs
Serving Unsheltered Individuals in San José**

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COORDINATION

This memorandum has been coordinated with the City Attorney's Office and the City Manager's Budget Office.

PUBLIC OUTREACH

This memorandum will be posted on the City's Council Agenda website for the November 4, 2025 City Council meeting.

COMMISSION RECOMMENDATION AND INPUT

No commission recommendation or input is associated with this action.

CEQA

Not a Project, File No. PP17-003, Agreements/Contracts (New or Amended) resulting in no physical changes to the environment.

PUBLIC SUBSIDY REPORTING

This item does not include a public subsidy as defined in section 53083 or 53083.1 of the California Government Code or the City's Open Government Resolution.

/s/

Erik L. Soliván
Director, Housing Department

For questions, please contact Cupid Alexander, Deputy Director, Housing Department, at Cupid.Alexander@sanjoseca.gov or (669) 243-5831.

ATTACHMENT

Preliminary Outreach Service Metrics and Data Collection Framework

Attachment: Preliminary Outreach Service Metrics and Data Collection Framework¹

Service Category/ Metric Area	Performance Measure Description
Participant Connection	Number of times participants self-reported connecting to services after being referred by a case manager.
Drug Treatment	Connection or referral to detox, residential, or outpatient substance use treatment programs, including support with intake scheduling and transportation.
Employment	Assistance with job searches, resume development, and referrals to employment or vocational programs.
Enrollment	The process of formally entering a participant into an outreach or homelessness response program in HMIS, establishing eligibility and service tracking.
Financial Assistance (General)	Provision of financial help to remove barriers to housing or employment (e.g., work boots, ID fees, bus passes).
Food Distribution	Distribution of meals, snacks, or food resources to unsheltered residents in the field.
Harm Reduction	Distribution of supplies and education to reduce risks associated with substance use, including naloxone (Narcan) and safe-use materials.
Here4You	Referral to the County-administered Here4You coordinated entry system for shelter or housing opportunities.
Housing or Shelter Placement	Direct placement of a participant into a housing opportunity (interim, motel, or permanent), including coordination of logistics and transportation.
Housing Problem Solving	Short-term, indirect intervention aimed at resolving a participant's immediate housing crisis without requiring long-term participant support or housing placement.
Identification Assistance	Support in obtaining or replacing government identification (e.g., birth certificates, IDs, or Social Security cards), which are typically required for housing and benefits access.
Legal	Connection to legal services addressing issues such as eviction, immigration, outstanding warrants, or benefits appeals.
Medical Referral	Linkage to primary or urgent care, mobile medical units, or health clinics for evaluation, treatment, or follow-up appointments.
Public Benefits	Assistance with applications or recertifications for government benefits such as CalFresh, Medi-Cal, SSI, SSDI, or veterans' benefits.

¹ Targets for these metrics will be defined in collaboration with providers during contract development to ensure alignment with outreach conditions and community needs. These categories and definitions represent the framework for performance tracking and reporting.

Supply Distribution	Distribution of essential and hygiene supplies such as clothing, water, hand warmers, or other items as requested.
Transportation	Transportation or coordination of rides to critical appointments, shelter placements, or service agencies, often through outreach vehicles.
VI-SPDAT	Administration of the Vulnerability Index – Service Prioritization Decision Assistance Tool to assess housing and service needs.
Wellness Check	Proactive outreach visits to check on the safety and well-being of enrolled participants.