



# Outreach Readiness Assessment

Clarity Outreach provides exciting new tools to facilitate outreach, engagement, and other location-related activities, but introducing them to your community without a comprehensive plan can lead to inconsistent usage, frustrated staff, and poor data quality. Use this assessment to explore your readiness for Clarity Outreach.



## PROJECT GOALS

Describe what you'd specifically like to accomplish by using Outreach in your community or agency.

Who are the stakeholders you need to involve? Do they understand and share your goals?

What problems will Outreach help solve for your community? What impacts do you hope to observe?



## PROJECT PLANNING

What is the specific timeline for this project? How flexible is it?

Describe your staffing resources for managing this project including who will lead and who will provide support?

How many staff hours do you have to dedicate weekly? Who will manage the project after completion?

Describe your plan for updating your P&Ps to include Outreach (e.g., privacy and sharing, data collection and deletion, impacts on MOUs, etc.).



## COMMUNITY PLANNING

Describe the current level of coordination among outreach providers. What communication channels are in use?

How is encampment location data currently collected, stored, and shared amongst providers? Describe the information most commonly collected.

Describe any public resources available for encampments such as handwashing stations and portal toilets. How do providers coordinate resources?

Describe your plan for updating your community-level P&Ps to operationalize practices related to Outreach.





## HMIS UTILIZATION

Who will have access to the Outreach module? What providers will be responsible for contributing location data?

Describe any data sharing considerations. What sharing setting and access role revisions should be made?

Describe your current HMIS utilization by Outreach providers. What is your plan to improve utilization and data quality?

What are the most common workflows utilized? Are providers compliant with the Current Living Situation Assessment?

Are Outreach providers currently using technology in the field to conduct real-time entry? Do providers need access to additional technology?

Describe any provider resistance anticipated or currently experienced. What is your plan for generating buy-in?



## TRAINING

Who will be responsible for developing training content? What is your plan for training all impacted staff?

Describe your plan for providing ongoing training including refresher training and onboarding of new staff.

Describe resources and capacity for supporting end-users when they need help using Outreach.



## REPORTING

What reporting insights do you hope to gain from Outreach? What metrics are most important for stakeholders?

Describe your plan for developing any custom reports or dashboards. Who will be responsible and what is the timeline?

Describe your plan for on-going monitoring of usage and outcomes. Who will be responsible and at what interval?

