



Outreach Centers

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Outreach Centers are a non-traditional method of applying the St Vincent de Paul process to help those in your local communities. Often these crisis centers perform multiple functions as centralized warehouses for inkind material, safe places to conduct special works job training or food pantry functions, and a way to make a very visible difference in the communities you serve.

As they often support walkup functionality such as food pantry and thrift store functions, the traditional model of intake CMS has supported so far is not the best fit. The result here is a new form of intake which takes the needs of outreach centers into account - allowing quick eligibility testing and the creation of client records immediately onsite.

The general vision of these outreach centers as they apply to CMS is as follows:

- Individual walks up seeking assistance.
- Individual renders some sort of ID (Photo ID, Mail, usually both)
- Inquiry process starts with data taken from ID.
- IF in the system - immediate eligibility testing related to question 'what can we do for you'
- IF NOT in the system - collect remaining items from ID, instantiate record, ask how SVdP can help
- Refer case to onsite caseworkers/case managers who go from there.
- In the future - we'll add in program efforts like pantry as well.

EXIT VIEW PANE

Outreach Center Triage at Downtown Outreach

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Inquiry

Outreach Center Client Profile Client Identification Open Case Review Request Details Submitted

First Name Glenda MI Last Name * Palacios Maiden Name

Gender Select Marital Status Select DOB 09/25/1986 SSN Up to last five digits

Ethnicity Select Church Select

Spanish Only Homeless Veteran Grade Select

Other Aid Child Support Food Stamps / SNAP Medicaid Medicare Section 8
Social Security SSI Disability Unemployment Veteran WIC

Home Phone Cell Work Phone Email

Address 1794 Elm

City Jefferson State Louisiana Zip 30000 County How long here?

The intake process can be somewhat abbreviated in that we do not necessarily have to enter everything - if we have enough here due to the fact that we have actual identification it will be easy to verify if the individual is in the system.

Once we've determined they're new - the intake worker is prompted to pull slightly more data off the ID they have at that point. If they had a match they could return the ID and begin the process of reviewing past assistance and making a judgment as to eligibility.

The next step is to record the assistance request. Many times outreach centers will have various paper forms to fill out for the different types of assistance efforts offered. Given that there will likely be an 'other in person' visit on site meeting with a Vincentian caseworker, that may not even be necessary as they can choose to follow a standard home visit process.

As we add Vincentian program support into the mix - the ability to fold in different workflow for things like EFSP data collection, integration with onsite pantries, and even simple job training programs and attendance tracking - we see Vincentian Program support working closely with these outreach centers going forward.