



# Outreach Configuration Guide

FEATURE/ ITEM	DESCRIPTION	OPTIONS	RECOMMENDATIONS	DECISIONS
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## Location & Outreach Settings

<a href="#">Limit Geographic Area Address Suggestions</a>	Limits suggestion locations by state or radius when adding an address to the location tab or map.	<ul style="list-style-type: none"> <li>• On</li> <li>• Off</li> </ul>	Enable this feature to assist with location search.	
<a href="#">Area Limited By</a>	Limit by state or within 500 miles of user's home agency address	<ul style="list-style-type: none"> <li>• State</li> <li>• Radius in Miles</li> </ul>	None	
<a href="#">Automated Notification When Housed</a>	Automated notification of housed and deceased labels on the client's Outreach profile based on Clarity data	<ul style="list-style-type: none"> <li>• On</li> <li>• Off</li> </ul>	On	
<a href="#">Encampment Screen</a>	Encampment Screens collect information for all encampments created within the CoC. Only one encampment screen can be in use, but multiple screens can be configured. Encampment screens are enabled with display constraints and calculation logic.	Custom	Create a robust encampment screen that captures adequate information to support reporting goals and assess encampments needs and conditions.	

## Location Filters

<a href="#">Encampment Filters</a>	Encampment filters control which client locations are displayed within encampments in Outreach. These filters determine which location-tab based filters, geolocation filters, and service taxonomy filters are visible on the map. A specific time threshold can be set for each criterion.	<ul style="list-style-type: none"> <li>• Location Tab Based Criteria</li> <li>• Geolocation Tab Based Criteria</li> <li>• Service Taxonomy Based Criteria</li> <li>• Time Threshold: 12 months</li> </ul>	Establish an operational definition for encampments and create custom Location tab-based filters and address types to support data collection. For example, if tunnel encampments are common, apply the tunnel filter in the Location tab-based criterion. Align time thresholds with coordinated entry thresholds for inactivity.	
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<a href="#">Individual Filters</a>	Individual filters control which types of client locations will populate outside of an encampment in Outreach. These filters determine which Location-tab based filters, geolocation filters, and service taxonomy filters are visible as individuals on the map. A specific time threshold can be set for each criterion.	<ul style="list-style-type: none"> <li>● Location Tab Based Criteria</li> <li>● Geolocation Tab Based Criteria</li> <li>● Service Taxonomy Based Criteria</li> <li>● Time Threshold: 12 months</li> </ul>	Create a geolocation field for the collection of unsheltered data only. This field can be added to a custom Current Living Situation or other commonly used assessment to help support location data collection. Align time thresholds with coordinated entry thresholds for inactivity.	

## Map Layers

<a href="#">Map Layers</a>	Map Layers allow users to view map layer overlays within <a href="#">Outreach</a> , <a href="#">the Location tab</a> , and when <a href="#">adding a client location</a> . Map layers can be configured by drawing boundaries, GeoJSON file uploads, or integrated through ERSI's ArcGIS platform.	Custom	Consider stakeholder needs when determining map layers. May layers could be created for congressional or local jurisdictions, county and city boundaries, or law enforcement and emergency service zones.	
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## Encampment Updates

<ul style="list-style-type: none"> <li>● <a href="#">Encampment Border Changes</a></li> <li>● Encampment Was Removed</li> <li>● Clients Added to the Encampment</li> <li>● Encampment Alert Added</li> <li>● Encampment Note Added</li> <li>● Encampment Status Update Added</li> <li>● Encampment Status Set to Inactive</li> <li>● Notification When Client Becomes Housed</li> </ul>	Encampment Updates allow users to receive notifications when there are changes to client and encampment information within Outreach. The configuration settings control the level of notifications subscribed users receive when encampment changes occur. Configuration options are standardized for all users.	<ul style="list-style-type: none"> <li>● On</li> <li>● Off</li> </ul>	Always enable Encampment Alert Added to ensure users are alerted to any critical information about an encampment.	
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<b>Sharing Settings</b>				
<a href="#">Sharing Settings</a>	The display of location data within Outreach is subject to the <a href="#">sharing settings</a> of the agency the user entering the location data belongs to (or is <a href="#">switched into</a> ). The Location sharing settings control the level of information visible on the map to a user.	Clarity Controlled		
<a href="#">Access Roles</a>	Access roles define the permission rights available to users and roles are assigned to individual user accounts. Outreach has 16 specific access roles.	Custom		
<a href="#">Encampment Teams</a>	Encampment teams allow for the creation of teams within a single agency or across multiple agencies. Encampment teams can be assigned to individual encampments and the map and be filtered and searched by encampment team.	Custom		
<b>Outreach Functionality</b>				
<a href="#">Status Updates</a>	Encampment status updates allow users to save updates to the encampment profile screen as new status updates. This feature allows communities to track changes to encampments over time. All status updates are visible in the status history.	None	Save updates to the encampment screen as a new status update. Complete status updates at least once every 90 days to ensure encampment changes are well documented and reportable. Create a policy to document this expectation.	

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<a href="#">Encampment Alerts</a>	Encampment alerts allow users to attach alert to the encampment profile that includes an expiration date. Alerts can be viewed in the encampment profile or at log in to Outreach in the Area Alert & Notes notification pane. Images and documents can also be attached for review.	None	Use alerts to indicate emergency conditions such as threats to personal safety, health, and environmental impact. Create a policy to specify use of alert, time thresholds, and procedures for reviewing, resolving, and responding to alerts.	
<a href="#">Encampment Notes</a>	Encampment notes allow users to attach a note to an encampment profile. Notes can be viewed in the encampment screen or in the Area Alert & Notes notification pane. Images and documents can also be attached for review.	None	Use notes to indicate non-emergent conditions such as service needs, temporary encampment updates, or other general updates.	