

DO'S AND DONT'S: STREET OUTREACH EDITION

DO'S

- DEMONSTRATE EMPATHY. LEAD WITH COMPASSION
- BE PERSON-CENTERED
- BE TRAUMA INFORMED
- PRACTICE ACTIVE LISTENING
- MEET THE CLIENT WHERE THEY ARE AT
- PRACTICE HOUSING FOCUSED STREET OUTREACH
- BE AWARE OF YOUR BODY LANGUAGE
- LEARN, UNDERSTAND, AND EFFECTIVELY COMMUNICATE ALL AGENCY RESOURCES

DONT'S

- IGNORE A CLIENTS NEED THEY EXPRESSED
- SPEAK FOR AN AGENCY PROGRAM
- ONLY MEET WITH THE CLIENT WHERE YOU WANT TO MEET
- GUESS ABOUT AN AGENCIES SERVICES
- OVER PROMISE AND UNDER DELIVER
- WITHOLD INFORMATION ABOUT A RESOURCE FROM A CLIENT
- MAKE ASSUMPTIONS ABOUT A PERSONS BACKGROUND OR CHOICES



THE STREET OUTREACH COMMUNITY STANDARDS AND
BEST PRACTICES ARE ON [HEARTLANDHOUSED.ORG](https://heartlandhoused.org)