



National Resource Center on Homelessness and Mental Illness

Outreach Services

August 2004

*Resources listed herein are a selection of materials available on this topic. Many are available from your local library or inter-library loan. Unless otherwise noted, all other materials are available from the National Resource Center on Homelessness and Mental Illness. Photocopying charges are \$.10 per page; make checks payable to **Policy Research Associates, Inc.** If you have difficulty locating any of the materials listed in this bibliography, please contact the Resource Center at the phone number or e-mail address below.*

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Order #: 1014

Authors: Alpert, A., Greer, H.

Title: **A Guide to Assessment: Working With People Who Are Homeless and Mentally Ill.**

Source: New York, NY: Project HELP, 1990. (Report: 19 pages)

Abstract: This guide is an introduction to mental health and outreach workers who have not worked with homeless individuals, or who feel they need help to make on-the-street psychosocial evaluations. It is based on Project H.E.L.P., a program in New York City that works with homeless people who have mental illnesses and assesses whether they require further evaluation at a psychiatric hospital. The first section discusses how to approach clients: opening words, the rate of the interview, and team work. The next sections deal with techniques of assessment: physical/health assessment, psychiatric/mental assessment, and social assessment (authors).

Order #: 3746

Authors: Anchorage Community Mental Health Services.

Title: **Crossover House Homeless Project: An Outreach Intervention for Homeless Adults Experiencing Severe Mental Illness and Substance Use Disorders.**

Source: Anchorage, AK: Anchorage Community Mental Health Services, 1994. (Manual: 83 pages)

Abstract: This document examines an approach to serving individuals who are homeless and experiencing dual-diagnosis conditions in the earliest phase of service delivery. A conceptual framework is provided to describe the Crossover House's outreach intervention model. Other topics discussed include: the history and setting of intervention; a literature review; client population; program structure; outreach intervention; specific case studies; and lessons learned and recommendations from the authors.

Order #: 1057

Authors: Arana, J.D., Hastings, B., Herron, E.

Title: **Continuous Care Teams in Intensive Outpatient Treatment of Chronic Mentally Ill Patients.**

Source: Hospital and Community Psychiatry 42(5): 503-507, 1991. (Journal Article: 5 pages)

Abstract: The authors describe a continuous care team providing ongoing treatment for patients with mental illnesses at a community mental health center in an inner-city area. The team, consisting of a nurse-social worker, a psychiatrist, four clinicians, and an addictions counselor, uses aggressive outreach and remains in charge of treatment while the patient is hospitalized. Preliminary outcomes for 32 of 39 patients treated during the first 15 months of the program included increased rates of treatment compliance, decreased frequency of crises, and decreased frequency and duration of hospitalization. However, substance abuse continued to be a problem and was negatively correlated with improvement (authors).

Order #: 5934

Authors: Asmussen, S.M., Romano, J., Beatty, P., Gasarch, L., Shaughnessey, S.

Title: **Old Answers for Today's Problems: Integrating Individuals Who Are Homeless with Mental Illness into Existing Community-Based Programs. A Case Study of Fountain House.**

Source: Psychosocial Rehabilitation Journal 18(1): 75-93, 1994. (Journal Article: 9 pages)

Abstract: Individuals who are homeless and mentally ill are continually underserved and neglected by state and local social service agencies. This article describes an urban vocational rehabilitation agency's implementation of an outreach project designed to provide employment and housing services to this group from June 1990 to May 1992. The 228 participants met diagnostic criteria for major mental illness, and 47% were employed during the project. Inter-agency linkages and essential components for such a model are listed. The results suggest that the needs of this population can be met if the consumers' wants take precedence over agency dictum (authors).

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Order #: 37

Authors: Axleroad, S.E., Toff, G.E.

Title: **Outreach Services For Homeless Mentally Ill People.**

Source: Washington, DC: George Washington University, 1987. (Presentation: 58 pages)

Abstract: This comprehensive report summarizes proceedings of an NIMH-sponsored meeting on outreach services for homeless people with mental illnesses. The purpose of the meeting was to explain what outreach is and what is involved in providing it. The report explores a wide range of issues including: defining the nature of mental health outreach; gaining access to health services, public benefits and other support services; involuntary transport; administering and financing outreach programs; hiring and training staff; and evaluating outreach programs. Eight innovative outreach programs are described.

Order #: 38

Authors: Barrow, S.M.

Title: **Delivery of Services to Homeless Mentally Ill Clients: Engagement, Direct Service and Intensive Case Management at Five CSS Programs.**

Source: New York, NY: New York State Psychiatric Institute, 1988. (Report: 34 pages)

Abstract: This report examines five innovative programs for homeless people with mental illnesses in New York City. Using non-traditional methods (mobile outreach, low-demand drop-in services) to recruit clients from streets and shelters, staff provide or coordinate a broad range of emergency, social, and clinical services in an effort to help clients achieve more stable life circumstances. Data on a sample of clients are presented to address four questions: How do the programs involve clients in the service process? What services do clients receive directly from the programs? What referral and case management services are provided? What do these data imply for service delivery to homeless people who have mental illnesses?

Order #: 1892

Authors: Barrow, S.M., Hellman, F., Lovell, A.M., Plapinger, J.D., Struening, E.L.

Title: **Evaluating Outreach Services: Lessons from a Study of Five Programs.**

Source: In Cohen, N. (ed.), *Psychiatric Outreach to the Mentally Ill. New Directions for Mental Health Services* 52: 29-45. Indianapolis, IN: Jossey Bass, 1991. (Book Chapter: 17 pages)

Abstract: Researchers systematically evaluated five innovative service programs for homeless people with mental illnesses in New York City. The study describes the population reached and served by different types of outreach programs, documents the services each program delivered, and compares the relative effectiveness of distinct program models. However, as the target population expanded and the resources available to homeless individuals shifted, the programs in the study responded with changes in services. These changes led the researchers to refocus their efforts on a more process-oriented understanding of how the form, content, and combination of service elements affected the outcomes of interest.

Available From: Jossey-Bass Inc., 10475 Crosspoint Boulevard, Indianapolis, IN 46256, (877) 762-2974, www.josseybass.com.

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Order #: 602

Authors: Barrow, S.M., Hellman, F., Lovell, A.M., Plapinger, J.D., Struening, E.L.

Title: **Effectiveness of Programs for the Mentally Ill Homeless.**

Source: New York, NY: New York State Psychiatric Institute, 1989. (Report: 197 pages)

Abstract: This study funded by the National Institute of Mental Health (NIMH) represents the first systematic evaluation of outreach services for the homeless mentally ill population. Samples of clients from five New York City programs were followed over a six-month period to assess residential and psychiatric treatment status over time. The report provides detailed descriptions of the research methods, programs studied, services received by clients, residential outcomes, and linkages to psychiatric treatment. Two of the programs included in the study focus exclusively on providing services to homeless women with mental illnesses.

Order #: 3036

Authors: Bassuk, E.L.

Title: **Community Care for Homeless Clients with Mental Illness, Substance Abuse, or Dual Diagnosis.**

Source: Newton, MA: The Better Homes Fund, 1994. (Video/Manual: 225 pages)

Abstract: Many homeless individuals who use shelter facilities have serious mental illnesses and/or substance use disorders. Shelter staff though, are not always equipped to serve them. The purpose of this manual and companion video is to equip shelter staff with the conceptual and practical tools they need to ensure high quality care to this population. The manual and video approach this objective by providing information about the characteristics and needs of this subgroup and the resource available to meet these needs; discussing the skills necessary to establish a helping relationship, to identify and manage crises, and to meet longer-term needs through ongoing assessment and referral; and using the knowledge and skills to design specialized services, such as outreach, and to modify existing policies and procedures in order to serve this population (author).

Order #: 1832

Authors: Bawden, E.L.

Title: **Reaching Out to the Chronically Mentally Ill Homeless.**

Source: Journal of Psychosocial Nursing and Mental Health Services 28(3): 6-13, 1990. (Journal Article: 8 pages)

Abstract: The purpose of this article is to focus on major characteristics of homeless people with mental illnesses, to identify intensive case management as a means to engage and service this population, and to show how a non-traditional approach is required for any degree of success. Case reports are provided to illustrate specific principles in working with the homeless mentally ill (author).

Order #: 941

Authors: Blankertz, L.E., Cnaan, R.A., White, K., Fox, J., Messinger, K.

Title: **Outreach Efforts with Dually Diagnosed Homeless Persons.**

Source: Families in Society: The Journal of Contemporary Human Services: 387-396, 1990. (Journal Article: 10 pages)

Abstract: This article uses the symbolic-interaction approach as a framework to explain and guide encounters of outreach workers with dually-diagnosed homeless persons. Case examples are presented and practice recommendations are discussed (authors).

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Order #: 12741

Authors: Bond, G.

Title: Assertive Community Treatment for People with Severe Mental Illness.

Source: Indianapolis, IN: Department of Psychology, Indiana University-Purdue University Indianapolis, 2002. (Report: 14 pages)

Abstract: In this paper, the author takes an in-depth look at Assertive Community Treatment (ACT). The effectiveness, negative outcomes, clinical guidelines, and target population are discussed, and implementation strategies and sample programs are examined. The author's main focus, however, is on the essential features of the ACT program, which include multidisciplinary staffing, integration of services, team approach, client-staff ratios, locus of contact in the community, medication management, everyday problems-focus, rapid success, assertive outreach, individualized services, and time-unlimited services. Descriptions and detailed summaries are given for each of these features (authors).

Available From: Gary Bond, Department of Psychology, Indiana University-Purdue University Indianapolis, 402 North Blackford Street, Indianapolis, IN 46202, (317) 274-6752, gbond@iupui.edu.

Order #: 2809

Authors: Bond, G.R., McGrew, J.H., Fekete, D.M.

Title: Assertive Outreach for Frequent Users of Psychiatric Hospitals: A Meta-Analysis.

Source: Journal of Mental Health Administration 22(1): 2-14, 1995. (Journal Article: 33 pages)

Abstract: This article analyzes nine studies of an assertive outreach model for frequent users of psychiatric hospitals. Four studies used experimental or quasi-experimental designs and five used pre-post designs. The studies included 550 assertive outreach clients and 148 controls. Findings at one-year follow-up were examined for four outcome variables: retention in community mental health services; psychiatric inpatient days; quality of life; and client level of functioning. Overall, 84% of assertive outreach clients were still receiving mental health services after one year, compared to 54% of controls. There was a moderate effect size for reduction in hospital days. The single study examining experimental differences in level of functioning obtained a nonsignificant moderate effect. Together these studies suggest a robust effect on service system variables (retention in mental health services and reduction in hospital use), but a lack of experimental evidence for the impact on quality of life and level of functioning (authors).

Order #: 11658

Authors: Bonham, G.S.

Title: Recruitment of Homeless Men with Alcohol and Drug Problems into Case Management.

Source: Alcoholism Treatment Quarterly 9(3/4): 57-76, 1992. (Journal Article: 20 pages)

Abstract: This article examines a sobering-up station and a jail liaison as the primary outreach components for recruiting men into the case management core of Project Connect in Louisville, Ky. Among 1,600 men who had contact with these outreach components, 11 percent accepted case management within a year, but none of those who visited it a single time, or only had contact with the jail liaison were recruited. The frequency of visiting the sobering-up station was the single most important factor, followed in order of importance by jail stays, age, and the interaction between race and the frequency of sobering up station visits. The model accounts for over half of the dispersion in loglinear analysis (authors).

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Order #: 3792

Authors: Borgeson, N.J., Cusik, G.M.

Title: **Outreach and Interagency Collaboration: A Deterrent to Drop-Out From Vocational Rehabilitation.**

Source: Psychosocial Rehabilitation Journal 18(2): 95-98, 1994. (Journal Article: 4 pages)

Abstract: Attrition of persons with serious psychiatric disabilities from rehabilitation programs is a major concern of service providers. This study tested an intervention involving personalized outreach and interagency collaboration at the initial stage in the rehabilitation process to reduce dropout. Findings indicate that after four months, significantly more consumers receiving this intervention had reached the point of rehabilitation service delivery than had those whose intake was performed in the traditional manner.

Order #: 1982

Authors: Breakey, W.R., Susser, E., Timms, P.

Title: **Services for the Homeless Mentally III.**

Source: In Thornicroft, G., Brewin, C.R., and Wing, J. (eds.), Measuring Mental Health Needs, London: Gaskell, 1992. (Book Chapter: 18 pages)

Abstract: This chapter provides an overview of what has been learned in the past several years in North America and in the British Isles about the characteristics of homeless persons with mental illnesses and their needs for services, and discusses some of the issues relevant to meeting those needs. The focus is on the needs of those persons with major mental illnesses, such as schizophrenia, bipolar affective disorders, major depressive illnesses, and related disorders. At the end of the chapter, the authors review some of the current approaches to providing services for homeless people with major mental illnesses.

Available From: Gaskell Publications, The Royal College of Psychiatrists, 17 Belgrave Square, London SW1X 8PG, (020) 7235-2351, www.rcpsych.ac.uk/publications/gaskell/60_9.htm.

Order #: 8680

Authors: Bryan, A.D., Hammer, J.C., Fisher, J.D.

Title: **Whose Hands Reach Out to the Homeless? Patterns of Helping Among High and Low Communitally Oriented Individuals.**

Source: Journal of Applied Social Psychology 20(5): 887-905, 2000. (Journal Article: 9 pages)

Abstract: The authors state that the communal orientation construct may be useful in determining why people choose to help the homeless. Participants for this study were presented with videotapes or transcripts of interviews with homeless people who were portrayed as having sad or neutral affect. Participants higher on communal orientation were more likely to display attitudes, empathy, and intentions supportive of helping the homeless. Portraying homeless people as being sad had a negative effect on attitudes and intentions to help them. Communal orientation interacted with sadness such that for those high in communal orientation, sadness increased positive attitudes; while for those low in communal orientation, sadness decreased positive attitudes (authors).

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Order #: 5616

Authors: Buhrich, N., Teesson, M.

Title: **Impact of a Psychiatric Outreach Service for Homeless Persons With Schizophrenia.**

Source: Psychiatric Services 47(6): 644-646, 1996. (Journal Article: 3 pages)

Abstract: Since 1988, a 24-hour psychiatric outreach service has been in operation in the inner city of Sydney, Australia, to provide services to homeless individuals. A total of 506 homeless persons with schizophrenia were referred to the outreach service between April 1988 and mid-1992. Ninety-one of these individuals failed to attend. Hospitalization data were collected for the four years before and the four years after each individual's referral to the service. After the introduction of the service, the rate and duration of psychiatric hospital admissions for residents with schizophrenia who were treated by the outreach service decreased significantly, whereas those who failed to attend showed no such decrease (authors).

Order #: 3010

Authors: Bybee, D., Mowbray, C.T., Cohen, E.

Title: **Short Versus Longer Term Effectiveness of an Outreach Program for the Homeless Mentally Ill.**

Source: American Journal of Community Psychology 22(2): 181-209, 1994. (Journal Article: 28 pages)

Abstract: This article presents four- and 12-month follow-up results from an outreach/linkage intervention with persons who are homeless and have mental illness. The program was successful in placing individuals in independent housing, but longer term data provide useful information regarding client movement patterns and increased tenure in nonhomeless living arrangements once specialized services are terminated (authors).

Order #: 3097

Authors: Bybee, D., Mowbray, C.T., Cohen, E.H.

Title: **Evaluation of a Homeless Mentally Ill Outreach Program: Differential Short-Term Effects.**

Source: Evaluation and Program Planning 18(1): 13-24, 1995. (Journal Article: 12 pages)

Abstract: Previously published research on interventions for homeless persons with mental illness has exhibited marked limitations in attrition, sample sizes, generalizability and outcome measures. This report presents results from an outreach and linkage project which concentrates on addressing these limitations. Successful outcomes in terms of the number housed were documented. However, significant changes in participant functioning levels were not. Three variables were significant predictors of residential stability at four months: recruitment source (shelter, psychiatric hospital or community mental health agency); client functioning; and hours of service from the homeless project. The latter finding suggests that project interventions contributed to positive changes in clients' residences. Implications of the results for future service and research efforts are discussed (authors).

Order #: 1485

Authors: Chafetz, L.

Title: **Why Clinicians Distance Themselves From the Homeless Mentally Ill.**

Source: In Lamb, H.R., Bachrach, L.L., Kass, F.I. (eds.), Treating the Homeless Mentally Ill. Washington, DC: American Psychiatric Association, 1992. (Book Chapter: 13 pages)

Abstract: In public psychiatric services, particularly in the walk-in and crisis units serving the homeless population, mental health problems are often complicated by the anger, resentment, and alienation engendered by extreme poverty and isolation. The responsibility for reaching out effectively to such clients clearly rests with staff who may be overwhelmed and unprepared to deal with their social and economic needs. In this chapter, the author focuses on the problem of providing sensitive psychiatric services to homeless clients - specifically, the mutual withdrawal that occurs between disaffiliated, distrustful clients and their psychiatric caregivers (author)

Available From: American Psychiatric Association, 1000 Wilson Boulevard, Suite 1825 Arlington, VA 22209, (703) 907-7322, www.appi.org. (COST: \$16.95)

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Order #: 8636

Authors: Chinman, M.J., Rosenheck, R., Lam, J.A.

Title: **The Development of Relationships Between People Who Are Homeless and Have a Mental Disability and Their Case Managers.**

Source: Psychiatric Rehabilitation Journal 23(1): 47-55, 1999. (Journal Article: 9 pages)

Abstract: Using data collected from people who are homeless and have a mental disability and who participated in the first two years of the Center for Mental Health Services' Access to Community Care and Effective Services and Supports (ACCESS) national demonstration project, the authors assessed which person-related characteristics predicted the formation and the strength (therapeutic alliance) of a relationship with a clinical case manager. The results are organized into a framework for understanding the development of a clinical case manager relationship. Implications for outreach to clients who are homeless and have a mental illness are discussed (authors).

Order #: 717

Authors: Cohen, M.B.

Title: **Social Work Practice with Homeless Mentally Ill People: Engaging the Client.**

Source: Social Work 34(6): 505-509, 1989. (Journal Article: 5 pages)

Abstract: In this article, the author reviews the literature and develops an empowerment-oriented approach to engaging homeless mentally ill individuals in services. Specific engagement strategies include making a direct offer of service and providing voluntary services that meet clients' perceived needs. The author argues that homeless mentally ill individuals can be helped most effectively if they can control the helping process. She recommends practice strategies that encourage clients to participate fully in identifying needs, determining goals, and setting the terms of the helping process.

Order #: 1488

Authors: Cohen, N.L.

Title: **Outreach Intervention Models for the Homeless Mentally Ill.**

Source: In Lamb, H.R., Bachrach, L.L. and Kass, F.I. (eds.), Treating the Homeless Mentally Ill. Washington, DC: American Psychiatric Association, 1992. (Book Chapter: 17 pages)

Abstract: One service component essential for the maintenance of a comprehensive and integrated system of community care services for the chronically mentally ill is the interdisciplinary mobile crisis intervention and outreach team. This chapter describes the goals and characteristics of outreach intervention models, in particular the Homeless Emergency Liaison Project (HELP), established in New York City in the early 1980s. Project HELP emphasizes outreach with access to hospital treatment through involuntary commitment. The work is labor-intensive and requires a commitment to establishing linkages among a continuum of service providers, especially if the larger service system is fragmented and poorly coordinated (author).

Available From: American Psychiatric Association, 1000 Wilson Boulevard, Suite 1825 Arlington, VA 22209, (703) 907-7322, www.appi.org. (COST: \$16.95)

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Order #: 330

Authors: Cohen, N.L., Marcos, L.R.

Title: **Psychiatric Care of the Homeless Mentally Ill.**

Source: Psychiatric Annals 16(2): 729-732, 1986. (Journal Article: 4 pages)

Abstract: The authors of this article discuss the growing number of homeless mentally ill persons, the legal barriers to treatment, and the revolving door of inpatient care. They review the trend toward strict criteria for involuntary treatment and the recent shift toward providing involuntary care to seriously impaired individuals. The New York City Homeless Emergency Liaison Project (Project HELP) and the Mayor's emergency cold weather announcement that broadened police powers to transport homeless people for involuntary medical and psychiatric evaluation are described and discussed.

Order #: 309

Authors: Cohen, N.L., Putman, J.F., Sullivan, A.M.

Title: **The Mentally Ill Homeless: Isolation and Adaptation.**

Source: Hospital and Community Psychiatry 35(9): 922-924, 1984. (Journal Article: 3 pages)

Abstract: The Homeless Emergency Liaison Project (Project HELP) was established in New York City in 1982 as a mobile outreach unit providing crisis medical and psychiatric services to impaired homeless persons. The authors describe the demographic characteristics of the population served, the disposition of patients accepting treatment or shelter services, and the adaptation of people who are homeless to weather extremes. They discuss the difficulties in providing services to a population whose members are distrustful of authority and are unwilling to provide information about themselves. They conclude that the more disaffiliated members of the homeless population need more extensive services than the homeless who use some kind of existing sheltered care (authors).

Order #: 1889

Authors: Cohen, N.L., Tsemberis, S.

Title: **Emergency Psychiatric Intervention on the Street.**

Source: In Cohen, N. (ed.), Psychiatric Outreach to the Mentally Ill. New Directions for Mental Health Services 50: 3-16. Indianapolis, IN: Jossey-Bass, Inc., 1991. (Book Chapter: 14 pages)

Abstract: Emergency psychiatric evaluation on the street with access to hospital-based medical or psychiatric services is described as effective in bringing many of the most disaffiliated homeless mentally ill persons back into the mental health and social service systems. The author describes the assessment process and the engagement process, and emphasizes the need for flexibility in outreach. The Homeless Emergency Liaison Project (Project HELP) in New York City is presented as a case study (authors).

Available From: Jossey-Bass Inc., 10475 Crosspoint Boulevard, Indianapolis, IN 46256, (877) 762-2974, www.josseybass.com.

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Order #: 8877

Authors: Coughy, K.

Title: **Final Report: Project H.O.M.E. Evaluation: Cooperative Agreement for CMHS/CSAT Collaborative Program to Prevent Homelessness.**

Source: Philadelphia, PA: Philadelphia Health Management Corporation, 2000. (Report: 160 pages)

Abstract: This evaluation report is an assessment of the effectiveness of Project H.O.M.E. (Housing, Opportunities, Medical Care, and Education) to prevent relapse into homelessness among chronically homeless persons with mental illness and/or substance use disorders. The components of Project H.O.M.E.'s continuum of care include: street outreach, a housing continuum of 10 facilities, case management, on-site health care, addictions counseling, recovery groups, and referrals to medical and psychiatric care. The project also provides an array of educational and employment programs designed to build self-esteem and promote independence. The findings of the outcome indicate that, controlling for other significant variables, the Project H.O.M.E. residents are significantly more likely than the comparison group to have maintained stable housing. Stability of housing for Project H.O.M.E. residents is not significantly related to the amount of time an individual has been living at one of the sites but is related to engagement in educational/enrichment classes, social interaction, and lifetime homelessness.

Order #: 7776

Authors: Coughy, K., Feighan, K., Lavelle, K., Olson, K., DeCarlo, M., Medina, M.

Title: **Project H.O.M.E.: A Comprehensive Program for Homeless Individuals with Mental Illness and Substance Use Disorders.**

Source: Alcohol Treatment Quarterly 17(1/2): 133-148, 1999. (Journal Article: 16 pages)

Abstract: Project H.O.M.E. (Housing, Opportunities, Medical Care, and Education) is an innovative, multi-faceted homelessness prevention program in Philadelphia designed to reduce individual, community/neighborhood, and societal risk factors for the recurrence of homelessness among individuals with severe mental illness and/or substance use disorders. Tailored to the needs and abilities of each individual, Project H.O.M.E. uses a combination of prevention strategies that includes street outreach, three levels of housing, extensive on-site services (education, employment, health care, addictions counseling, and social activities) and linkages to other services. Project H.O.M.E. also advocates for the homeless population through political activism (authors).

Order #: 3394

Authors: Cunnane, E., Wyman, W., Rotermund, A., Murray, R.

Title: **Innovative Programming in a Community Service Center.**

Source: Community Mental Health Journal 31(2): 153-161, 1995. (Journal Article: 9 pages)

Abstract: This article describes an innovative program in a downtown urban community center that offers comprehensive services that provide continuity and choice to homeless and poor people. Emphasis is on outreach, through a day treatment program for homeless persons with serious mental illnesses, a mobile outreach team, neighborhood services and employment opportunities. The Center is an example of how professionals, community and business leaders, and citizens can unite to assist clients.

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Order #: 5578

Authors: Curtis, J.L., Millman, E.J., D'Ercole, A.

Title: Deaths Among Former Psychiatric Inpatients in an Outreach Case Management Program.

Source: Psychiatric Services 47(4): 398-402, 1996. (Journal Article: 5 pages)

Abstract: This article describes a study that assessed the effectiveness of outreach case management in reducing the mortality rate of recently discharged psychiatric inpatients in New York City. Results show that the overall mortality rate for these patients was 7.2 percent, 2.25 times higher than among persons in the general population matched for age, sex, and race. The authors conclude that discharged psychiatric inpatients who received outreach case management did not have a lower mortality rate than similar patients who did not receive this intervention (authors).

Order #: 6078

Authors: Department of Health and Human Services, Office of Inspector General.

Title: Community Mental Health Centers and Homeless Persons.

Source: Kansas City, MO: Department of Health and Human Services, Office of Inspector General, 1996. (Report: 20 pages)

Abstract: This report examined the extent to which community mental health centers serve homeless persons. Fifty community mental health centers and 86 homeless shelters were surveyed. Findings indicate that all centers with PATH and/or ACCESS grants conduct outreach by sending staff or volunteers off-site to areas where homeless persons who have mental illness may congregate. Only half of those centers that did not receive any PATH or ACCESS funding perform outreach. The report discusses outreach, screening protocols, referral sources, relationships with shelters, health care and social service referrals, and service barriers.

Available From: Office of Inspector General, Office of Public Affairs, Department of Health and Human Services, Room 5541 Cohen Building, 330 Independence Avenue, SW, Washington, D.C. 20201, (202) 619-1343, <http://oig.hhs.gov/oei/reports/oei-07-95-00061.pdf>.

Order #: 12262

Authors: Desai, M.M., Rosenheck, R.A., Kaspro, W.J.

Title: Determinants of Receipt of Ambulatory Medical Care in a National Sample of Mentally Ill Homeless Veterans.

Source: Medical Care 41(2): 275-287, 2003. (Journal Article: 12 pages)

Abstract: This study used the Behavioral Model for Vulnerable Populations to identify determinants of receipt of outpatient medical care within 6 months of initial contact with a national homeless veterans outreach program. Data from structured interviews conducted at the time of program intake were merged with Veterans Affairs administrative data to determine subsequent medical service use. The authors conclude that a majority of homeless veterans contacted through a national outreach program failed to receive medical services within 6 months of program entry. Greater efforts are needed to ensure that people who are homeless and have mental illnesses are successfully linked with and engaged in medical treatment (authors).

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Order #: 1986

Authors: Detrick, A., Stiepoek, V.

Title: **Treating Persons with Mental Illness, Substance Abuse, and Legal Problems: The Rhode Island Experience.**

Source: In Stein, L.I. (ed.), *Innovative Community Mental Health Programs. New Directions For Mental Health Services* 56: 65-77. Indianapolis, IN: Jossey-Bass, Inc., 1992. (Book Chapter: 13 pages)

Abstract: The authors review the service delivery values and skills developed by a demonstration program in northern Rhode Island that used mobile treatment teams (MTT) based on the Training in Community Living model developed by Stein and Test. The Rhode Island MTT serves young adults whose psychiatric, substance abuse, and legal difficulties have resulted in repeated involuntary state hospital and medical detoxification admissions, frequent periods of homelessness, recurring contacts with the police, and ongoing poverty. The MTT provides outreach via telephone and home visits, crisis intervention, and intensive case management in the form of daily contacts with clients in their homes or other community settings (authors).

Available From: Jossey-Bass Inc., 10475 Crosspoint Boulevard, Indianapolis, IN 46256, (877) 762-2974, www.josseybass.com.

Order #: 1983

Authors: Dixon, L., Friedman, N., Lehman, A.

Title: **Compliance of Homeless Mentally Ill Persons With Assertive Community Treatment.**

Source: *Hospital and Community Psychiatry* 44(6): 581-583, 1993. (Journal Article: 3 pages)

Abstract: This paper reports preliminary data on the first 26 patients to complete three months of treatment in a prospective study to assess compliance patterns of a sample of homeless people with mental illnesses. Specifically, the study evaluated compliance patterns of homeless patients receiving psychiatric care and case management services from an assertive community treatment (ACT) team in Baltimore. Although these data are preliminary, they show that homeless patients with mental illnesses who were offered an assertive community outreach approach with comprehensive services, were largely able to adhere to treatment recommendations in most domains except for daily structure. Patients were least compliant in the domain of daily structure, suggesting the importance of low-demand housing and drop-in centers for these individuals.

Order #: 7530

Authors: Dixon, L., Stewart, B., Krauss, N., Robbins, J., Hackman, A., Lehman, A.

Title: **The Participation of Families of Homeless Persons with Severe Mental Illness in an Outreach Intervention.**

Source: *Community Mental Health Journal* 34(3): 251-259, 1998. (Journal Article: 9 pages)

Abstract: This article describes how an assertive community treatment (ACT) team that employs a family outreach worker interacts with homeless persons with severe mental illness and their families. The team's ratings of the frequency and the importance of clients' and treatment team's family contact are summarized and compared with independent research reports on patients' satisfaction with family relations, housing, and hospitalization outcomes. Seventy-three percent of clients had contact with their families, and ACT worked with 61% of these families. Findings showed that client days in stable housing were associated with increased ACT family contact. The authors contend that the role of the family outreach worker should be explored further (authors).

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Order #: 3214

Authors: Document Consortia.

Title: **Broken Minds.**

Source: Boston, MA: WGBH Educational Foundation, 1990. (Videotape: 60 minutes)

Abstract: This episode of "Frontline," a news documentary program aired weekly on PBS television, examines the causes and impact of schizophrenia on those afflicted with the illness, particularly those that become homeless and reside in places like Central Park in New York City. The camera follows two outreach workers from Project ReachOut as they make their rounds in Central Park, where homeless persons with serious mental illnesses live on park benches, in boathouses, stages and band shells, or wherever else they can find shelter. Many of the individuals the outreach workers encounter have schizophrenia and, at least initially, will refuse any help. This documentary also examines the impact of schizophrenia on family members, current and past treatments for the disorder and the biological causes of the illness (authors).

Order #: 7737

Authors: Erickson, S., Page, J.

Title: **To Dance with Grace: Outreach and Engagement to Persons on the Street.**

Source: In Fosburg, L.B., Dennis, D.L. (eds.), Practical Lessons: The 1998 National Symposium on Homelessness Research. Delmar, NY: National Resource Center on Homelessness and Mental Illness, 1999. (Book Chapter: 24 pages)

Abstract: This paper provides definitions, exemplary practice models, and an extensive bibliography for further inquiry into the topics of outreach and engagement for people who are homeless. Outreach is defined as the initial and most critical step in connecting or reconnecting a homeless individual to needed services, and engagement is described as the process by which a trusting relationship between worker and client is established. The authors also discuss the specific needs of homeless populations, values and principles of outreach, and characteristics of outreach workers. A number of different outreach approaches are described.

Available From: HUD USER, P.O. Box 23268, Washington, DC 20026, (800) 245-2691,
www.huduser.org/publications/homeless/practical.html.

Order #: 13004

Authors: Erie County Commission on Homelessness.

Title: **Understanding Homelessness: A Report to the Community.**

Source: Buffalo, NY: Erie County Commission on Homelessness, 2002. (Report: 68 pages)

Abstract: This report shares current data on the use of area homeless outreach services, emergency shelters, and transitional and permanent housing by homeless and near homeless individuals and families in Western New York. Drawing on the information gathered, four areas in need of improvement are identified. These include services to diverse homeless families, special assistance to difficult-to-serve clients, increased access to mental health, addiction, and domestic violence counseling, and promotion of stability through employment and supplemental resources (authors).

Available From: Erie County Commission on Homelessness, 190 Franklin Street, Buffalo, NY 14202, (716) 852-6120 ext. 270, www.wnyhomeless.org

Outreach Services

Order #: 12001

Authors: Falk, K., Albert, G.

Title: **Treating Mentally Ill Homeless Persons: A Handbook for Psychiatrists.**

Source: New York, NY: Project for Psychiatric Outreach to the Homeless, Inc., 1998. (Guide: 71 pages)

Abstract: This book discusses the thousands of people who are homeless with a mental illness in New York City, who go without treatment. The authors describe that without treatment, these individuals remain paranoid, apathetic, unable to think clearly, self-destructive, or at the mercy of terrifying delusions and hallucinations. The authors suggest that perhaps, because traditional outpatient services have proved inadequate, some psychiatrists and public policy makers believe that outpatient treatment of people who are homeless is very difficult or even impossible. According to the authors, people who are homeless with a mental illness are in a downward spiral created by the interactions of poverty, mental illness, and the scarcity of accessible and appropriate outpatient psychiatric services. The purpose of outreach is to add an ingredient to their treatment which is now missing and which is necessary for changing the course of what happens to them. This book is based on the authors' experience with people who are homeless with mental illness in New York City.

Order #: 1350

Authors: Federal Task Force on Homelessness and Severe Mental Illness.

Title: **Outcasts on Main Street: Report of the Federal Task Force on Homelessness and Severe Mental Illness.**

Source: Washington, DC: Interagency Council on the Homeless, 1992. (Report: 91 pages)

Abstract: Representatives from all major federal departments whose policies and programs directly affect the homeless population with serious mental illnesses met over an 18-month period and issued this report to the Interagency Council on the Homeless. The authors present a plan of action that they believe reflects a vital first step toward ending homelessness among people with serious mental illness. The report: outlines fundamental principles and the essential components of an integrated and comprehensive system of care for homeless people with serious mental illness; identifies immediate action steps and more long-term systemic measures that federal departments can take to facilitate state and local efforts; proposes new opportunities for states and communities to develop, test, and improve the organization, financing, and delivery of a wide range of essential services for homeless people with severe mental illnesses; and recommends steps that state and local organizations can take to respond more appropriately to the needs of homeless people with serious mental illnesses.

Available From: National Resource Center on Homelessness and Mental Illness, Policy Research Associates, Inc., 345 Delaware Avenue, Delmar, NY 12054, (800) 444-7415, www.nrchmi.samhsa.gov.

Order #: 1389

Authors: First, R.J., Rife, J.C., Kraus, S.

Title: **Case Management With People Who Are Homeless and Mentally Ill: Preliminary Findings From An NIMH Demonstration Project.**

Source: Psychosocial Rehabilitation Journal 13(4): 87-91, 1990. (Journal Article: 5 pages)

Abstract: Although case management services for homeless people with mental illnesses are receiving increased attention, little research has been completed that examines program implementation issues. Based on evaluation results from the first 27 months of the National Institute of Mental Health (NIMH) services demonstration project, this article reports preliminary findings on barriers to implementation of the intensive case management approach. Findings address two issues: linking homeless clients to services; and maintaining client contact following placement in housing (authors).

Outreach Services

Order #: 12266

Authors: Fisk, D., Frey, J.

Title: **Employing People with Psychiatric Disabilities to Engage Homeless Individuals through Supported Socialization: The Buddies Project.**

Source: Psychiatric Rehabilitation Journal 26(2): 191-196, 2002. (Journal Article: 5 pages)

Abstract: This article describes the Buddies Project, a small time-limited grant that employed two part-time formerly homeless persons on a community-based mental health outreach team to participate in social activities with "difficult to engage" homeless individuals. The authors offer clinical examples that point to the success of this small supported socialization project. The article suggests that employing people with psychiatric disabilities can be an important tool to decrease the social isolation of people who are homeless and engage them into mental health treatment and independent housing (authors).

Order #: 7740

Authors: Fisk, D., Rakfeldt, J., Heffernan, K., Rowe, M.

Title: **Outreach Workers' Experiences in a Homeless Outreach Project: Issues of Boundaries, Ethics, and Staff Safety.**

Source: Psychiatric Quarterly 70(3): 231-246, 1999. (Journal Article: 16 pages)

Abstract: Mental health professionals and researchers have emphasized the importance of conducting outreach to locate homeless persons with mental illness, and of creatively engaging these persons into a therapeutic relationship. These outreach and engagement activities raise challenging issues in the areas of client-staff boundaries, professional ethics, and staff safety. While several issues in each of these three key areas have received attention in the growing literature on homelessness, certain issues within each area remain unexplored. The authors draw from the street experiences of outreach staff in the ACCESS demonstration program, a federally funded homeless outreach project, to further explore each of these areas, and suggest that experiences of outreach workers are essential in shaping and redefining work activities in these, and other important areas (authors).

Order #: 8633

Authors: Fisk, M., Rowe, M. Brooks, R., Gildersleeve, D.

Title: **Integrating Consumer Staff Members Into a Homeless Outreach Projects: Critical Issues and Strategies.**

Source: Psychiatric Rehabilitation Journal 23(3): 244-252, 2000. (Journal Article: 9 pages)

Abstract: In this article, clinical and consumer staff members describe their experiences employing formerly homeless persons with mental disorders and/or substance abuse disorders on a federally funded homeless outreach team. The authors identify three challenging issues that emerged: disclosure of disability status; client-staff member boundaries; and workplace discrimination. The authors then propose three strategies to ease the integration of consumer staff members into their work positions in clinical projects: education and training of agency staff members; individual supervision; and distinguishing between when it is necessary to make reasonable accommodations for consumer staff members from when their work responsibilities need to be modified (authors).

Outreach Services

Order #: 6532

Authors: Fuhr, M.E.

Title: **No Place to Stay: A Handbook for Homeless Outreach.**

Source: Oakland, CA: M. Elizabeth Fuhr, 1996. (Book: 152 pages)

Abstract: This guide to outreach and engagement is based on the author's six years experience of providing outreach to elderly homeless persons in Oakland, CA. Topics covered include: an overview of case management; skill building exercises; personal stories, poetry, and art by homeless persons; specific needs of the homeless person with alcohol and drug addiction and/or mental disorders; and concerns of the older homeless person.

Available From: M. Elizabeth Fuhr, 2851 West 52nd, Denver, CO 80221, (303) 458-6270 ext 134, meafuhr@aol.com, www.eoncity.com/homeless/fuhrord.html (COST: \$10.00)

Order #: 6978

Authors: Goering, P., Wasylenki, D., Lindsay, S., Lemire, D., Rhodes, A.

Title: **Process and Outcome in a Hostel Outreach Program for Homeless Clients with Severe Mental Illness.**

Source: American Journal of Orthopsychiatry 67(4): 607-617, 1997. (Journal Article: 11 pages)

Abstract: This article reports on findings of an 18-month follow-up of 55 homeless and severely mentally ill clients of a hostel outreach program. Results indicated that despite chronic histories of transiency and shelter use, housing stability had been achieved. Initial gains in social functioning and symptom reduction also increased. The authors contend that development of a strong working alliance between clients and their case managers proved to be a key element in the results (authors).

Order #: 2838

Authors: Hampton, B., Korr, W., Bond, G., Mayes, J., Havis, P.

Title: **Integration Service System Approach to Avert Homelessness: CSP Homeless Prevention Project for Homeless Mentally Ill Adults.**

Source: Chicago, IL: Illinois Department of Mental Health and Developmental Disabilities, 1992. (Report: 245 pages)

Abstract: This report presents findings concerning the implementation and outcomes of the McKinney Demonstration Project in Chicago. The evaluation of this project had two main components: a controlled evaluation of the efficacy of two homeless outreach programs; and a study of the services provided to clients. The two programs studied in this evaluation were the Bridge West Homeless Program and the Bridge South Homeless Program (authors).

Order #: 10675

Authors: HCH Clinician's Network.

Title: **Healing Hands - Mental Illness, Chronic Homelessness: An American Disgrace.**

Source: HCH Clinician's Network 4(5), October 2000. (Newsletter: 6 pages)

Abstract: This issue of Healing Hands focuses on the problem of mental illness in the homeless population. It first describes some of the clinical challenges involved in addressing this issue. It also describes the process of building long-term relationships through outreach. Finally, it discusses how to document disabilities and how to use some therapeutic alternatives.

Available From: National Health Care for the Homeless Council, P.O. Box 60427, Nashville, TN 37206, (615) 226-2292, www.nhchc.org

Outreach Services

Order #: 10016

Authors: Healing Place.

Title: **The Healing Place: A Place of Miracles.**

Source: Louisville, KY: The Healing Place, undated. (Videotape: 20 minutes)

Abstract: The recipient of a 1998 Models That Work Award, the Jefferson County Medical Society Outreach Program provides innovative recovery and rehabilitation for homeless alcoholic and chemically dependent men and women through a "mutual help" program. From outreach and detox to job and life skills, this program provides a support system that benefits persons at every stage of recovery.

Available From: The Healing Place, 1020 West Market Street, Louisville, KY 40202, (502) 584-6606, www.thehealingplace.org.

Order #: 1285

Authors: Interagency Council on the Homeless.

Title: **Reaching Out: A Guide for Service Providers.**

Source: Washington, DC: Interagency Council on Homelessness, 1991. (Report: 40 pages)

Abstract: This is a practical, hands-on guide designed to help service providers: understand the characteristics and service needs of homeless persons who live in a wide range of public settings; plan and administer a local outreach effort; and explore innovative strategies to provide outreach and other needed services.

Available From: National Resource Center on Homelessness and Mental Illness, Policy Research Associates, Inc., 345 Delaware Avenue, Delmar, NY 12054, (800) 444-7415, www.nrchmi.samhsa.gov.

Order #: 3275

Authors: Jones, B.

Title: **The Road Home.**

Source: Charlotte, NC: Mecklenburg County Department of Mental Health, 1994. (Videotape: 15 minutes)

Abstract: This video describes the continuous care division (CCD) of the Mecklenburg County Department of Mental Health in North Carolina, which provides outreach and case management services for homeless people with serious psychiatric disabilities. At the time that this video was made, CCD had just received an ACCESS (Access to Community Care and Effective Services and Supports) program grant. ACCESS is a services demonstration program administered by the Center for Mental Health Services (CMHS). With the ACCESS funding Mecklenburg County hopes to develop an integrated service system for homeless persons with serious mental illnesses.

Order #: 1748

Authors: Katz, S.E., Nardacci, D., Sabatini, A.

Title: **Intensive Treatment of the Homeless Mentally Ill.**

Source: Washington, DC: American Psychiatric Press, 1992. (Book: 223 pages)

Abstract: In this book the authors describe the clinical strategies and research findings of an innovative program designed to serve the most disaffiliated segment of the homeless mentally ill population. They contend that the Homeless Initiative, a program based in New York City's Bellevue Hospital, which provides assertive outreach to homeless mentally ill persons and may involuntarily hospitalize these persons under specific circumstances, is both effective and humane. It should be emphasized that this highly specialized program is the only one of its kind and it is not intended to serve all seriously mentally ill individuals. However, the findings have established relevant principles that are generalizable to the universe of homeless mentally ill people (authors).

Outreach Services

Order #: 13167

Authors: Kraybill, K.

Title: **Outreach to People Experiencing Homelessness: A Curriculum for Training Health Care for the Homeless Outreach Workers.**

Source: Nashville, TN: National Health Care for the Homeless Council, 2002. (Curriculum: 330 pages)

Abstract: This curriculum is designed to be used by any person or program involved in reaching out to people experiencing homelessness. Parts of the curriculum are specifically oriented to those working in federally-funded Health Care for the Homeless (HCH) projects throughout the United States. The intent of this curriculum is to help workers gain a fuller understanding and appreciation for outreach work. There is no set formula, but it is hoped that by exploring the process and content of outreach from a variety of perspectives, workers will become more effective in their efforts to assist people toward greater stability. At one level, the curriculum attempts to outline the minimum basic training and knowledge requirements that all outreach workers must possess. At another level, its intent is to help workers develop increased self-awareness, empathy and interaction skills in order to use their knowledge effectively. The purpose of this outreach curriculum is to provide a comprehensive overview of the principles, knowledge, and issues relevant to doing outreach in the HCH context. In addition to providing information, it is intended to engage the participant by using various modalities and activities that appeal to different learning styles (author).

Available From: National Health Care for the Homeless Council, P.O. Box 60427, Nashville, TN 37206, (615) 226-2292, www.nhchc.org/Curriculum/curriculum.htm

Order #: 4000

Authors: Lamb, H.R., Shaner, R., Elliott, D.M., DeCuir, W.J., Foltz, J.T.

Title: **Outcome for Psychiatric Emergency Patients Seen by an Outreach Police-Mental Health Team.**

Source: Psychiatric Services 46(12): 1267-1271, 1995. (Journal Article: 5 pages)

Abstract: The study examined whether outreach teams of mental health professionals and police officers could assess and make appropriate dispositions for psychiatric emergency cases in the community, even in situations involving violence or potential violence. The study also assessed whether such teams could reduce criminalization of mentally ill persons.

Order #: 8005

Authors: Levy, J.S.

Title: **Homeless Outreach: A Developmental Model.**

Source: Psychiatric Rehabilitation Journal 22(2): 123-131, 1998. (Journal Article: 9 pages)

Abstract: In this article, the author introduces an outreach model based on universal principles of ecology and development in order to better serve disaffiliated, homeless adults with psychiatric disabilities. The outreach process is viewed as transactional in nature and consisting of manageable stages. This presents a transactional and phasic context for a psychosocial developmental assessment which identifies client-worker issues relevant to each phase of the management process. This model provides outreach counselors with guidance toward establishing the critical helping relationship needed for homeless persons with psychiatric disabilities to transition to a home in the community (author).

Outreach Services

Order #: 8661

Authors: Levy, J.S.

Title: **Homeless Outreach: On the Road to Pretreatment Alternatives.**

Source: Families in Society: The Journal of Contemporary Human Services 81(4): 360-368, 2000. (Journal Article: 9 pages)

Abstract: This article presents a pretreatment perspective to enhance treatment and/or housing readiness for homeless street-bound individuals with mental illnesses. This subgroup of the homeless mentally ill population is substantial in number and requires improved access to mental health care inclusive of residential services. In response, the author introduces five governing principles of pretreatment that provide the basis for a cohesive and integrated guide to practice. This pretreatment perspective promotes quality outreach services and viable placement alternatives for homeless street-bound individuals who have major mental illness (author).

Order #: 1817

Authors: Lieberman, A.A., Gowdy, E.A., Knutson, L.C.

Title: **The Mental Health Outreach Project: A Case Study in Self-Help.**

Source: Psychosocial Rehabilitation Journal 14(3): 100-105, 1991. (Journal Article: 6 pages)

Abstract: This article presents the conceptualization, design, and analysis of the Johnson County Mental Health Volunteer Outreach Project (JCVOP). Briefly, this is a program in which Community Support Program (CSP) clients who have been relatively stable in their functioning provide social support to isolated, less stable clients. The authors use qualitative techniques to provide information about the organizational structure, the processes by which people are helped, and questions that require attention in the future.

Order #: 3067

Authors: Lopez, M.

Title: **The Perils of Outreach Work: Overreaching the Limits of Persuasive Tactics.**

Source: In Dennis, D., and Monahan, J. (eds.), Coercion and Aggressive Community Treatment: A New Frontier in Mental Health Law. New York, NY: Plenum Press, 1996. (Book Chapter: 8 pages)

Abstract: This chapter discusses some of the engagement strategies used by outreach workers that could be considered coercive. According to the author, the outreach worker, whose primary mission is to canvass the streets looking for persons with mental illnesses in need of medication, treatment or homes, must invent strategies that engage the prospective client into treatment, even though that client has fled from mental health workers in the past. To identify whether the tactics of the outreach worker are coercive, one must acknowledge that the outreach worker is in a position of power when she or he relates to a client (author).

Available From: Plenum Press, 233 Spring Street, New York, NY 10013, (212) 620-8000, www.wkap.nl.

Order #: 191

Authors: Los Angeles County Department of Mental Health.

Title: **Gold Award: A Network of Services for the Homeless Chronic Mentally Ill.**

Source: Hospital and Community Psychiatry 37(11): 1148-1151, 1986. (Journal Article: 4 pages)

Abstract: This article honors the Skid Row Mental Health Service (SRMHS), a program of the Los Angeles County Department of Mental Health in Los Angeles as a recipient of the 1986 Gold Achievement Award from the American Psychiatric Association. The article describes the SRMHS' beginning as an adjunct to a county social services office and its growth to a free-standing program providing a network of services and referrals that address the multiple needs of the homeless people with mental illnesses living in the two-square-mile Skid Row area. SRMHS' philosophy, outreach activities, issues of client acceptance, and efforts to involve volunteer psychiatrists are discussed in some detail.

Outreach Services

Order #: 10021

Authors: Los Angeles Family Housing Corporation.

Title: San Fernando Valley Mobile Homeless Center.

Source: North Hollywood, CA: Los Angeles Family Housing Corporation, undated. (Videotape: 4 minutes)

Abstract: The mobile unit provides services to homeless/near-homeless persons in the San Fernando Valley, traveling to encampment sites, homeless service agencies, and church feeding programs. The video shows how mobile outreach can be an effective tool to reach people who are resistant to services.

Available From: Los Angeles Family Housing Corporation, 7843 Lankershim Boulevard, North Hollywood, CA 91605, (818) 982-4091.

Order #: 11779

Authors: Lyons, J.S., Cook, J.A., Ruth, A.R., Karver, M., Slagg, N.B.

Title: Service Delivery Using Consumer Staff in a Mobile Crisis Assessment Program.

Source: Community Mental Health Journal 32 (1): 33-40, 1996. (Journal Article: 8 pages)

Abstract: This article investigates consumer service delivery in a mobile assessment program designed to assist people who are homeless with severe psychiatric disorders. Consumer and non-consumer staff were generally comparable. Results suggest that consumer staff engaged in more street outreach and were less often likely to certify their clients for psychiatric hospitalization. In sum, consumer staff appear to provide a valuable contribution to this form of service delivery (authors).

Order #: 2295

Authors: Marcos, L.R., Cohen, N.L., Nardacci, D., Brittain, J.

Title: Psychiatry Takes to the Streets: The New York City Initiative for the Homeless Mentally Ill.

Source: American Journal of Psychiatry 147(11): 1557-1561, 1990. (Journal Article: 5 pages)

Abstract: This article reports on 298 patients hospitalized during the first year of the highly publicized policy in New York City to remove homeless individuals with serious mental illnesses from streets to public hospitals for treatment. Eighty percent were diagnosed with schizophrenia and 73% had additional medical diagnoses. Follow-up contact with the patients two years later revealed that 55% were either living in a community setting or were under institutional care. According to the authors, these findings tentatively suggest that the provision of care for homeless individuals with serious mental illnesses and other medical disorders should include aggressive outreach interventions and, if necessary, involuntary hospitalization (authors).

Order #: 647

Authors: Martin, M., Nayowith, S.

Title: Creating Community: Groupwork to Develop Social Support Networks with Homeless Mentally Ill.

Source: Social Work with Groups 11(4): 79-93, 1989. (Journal Article: 15 pages)

Abstract: The authors argue that the use of groups and social group work skills can create social support networks and community among mentally ill homeless persons. Examples of groups developed by workers on a mobile mental health outreach unit, in a drop-in center, and in a single room occupancy (SRO) hotel are presented. Individual case studies are used to demonstrate how group work can help homeless mentally ill individuals make the transition to indoor living in the community.

Outreach Services

Order #: 8433

Authors: McFall, M., Malte, C., Fontana, A., Rosenheck, R.

Title: **Effects of an Outreach Intervention on Use of Mental Health Services by Veterans with Posttraumatic Stress Disorder.**

Source: Psychiatric Services 51(3): 369-374, 2000. (Journal Article: 6 pages)

Abstract: This article examines the effectiveness of an outreach intervention designed to increase access to mental health treatment among veterans disabled by chronic posttraumatic stress disorder (PTSD) and identify patient-reported barriers to care. Participants were 594 male Vietnam veterans who were not enrolled in mental health care at a Department of Veterans Affairs (VA) center but who were receiving VA benefits for PTSD. Half the sample were placed in the intervention group and received a mailing that included materials describing treatment available and informing them about how to access care. Veterans in the intervention group were significantly more likely to schedule an intake appointment, attend the intake, and enroll in treatment. Patient-identified barriers associated with failure to seek VA mental health care included personal obligations that prevented clinic attendance, inconvenient clinic hours, and receipt of mental health services from a non-VA provider.

Order #: 12011

Authors: McGuire, J., Rosenheck, R.A., Kaspro, W.J.

Title: **Health Status, Service Use, and Costs Among Veterans Receiving Outreach Services in Jail or Community Settings.**

Source: Psychiatric Services 54(2): 201-207, 2003. (Journal Article: 7 pages)

Abstract: This article describes a study that compared client characteristics, service use, and health care costs of two groups of veterans who were contacted by outreach workers: a group of veterans who were contacted while incarcerated at the Los Angeles jail and a group of homeless veterans who were contacted in community settings. The findings show that specialized outreach services appear to be modestly effective in linking veterans who become incarcerated with VA health care services. Although it is clinically challenging to link this group with services, the fact that the rate of current substance use is lower during incarceration may provide a window of opportunity for developing linkages between inmates and community rehabilitative services (authors).

Order #: 6067

Authors: McQuiston, H.L., D'Ercole, A., Kopelson, E.

Title: **Urban Street Outreach: Using Clinical Principles to Steer the System.**

Source: New Directions for Mental Health Services (52): 17-27, 1996. (Journal Article: 11 pages)

Abstract: The authors explain that a decade ago, urban street outreach was part of a rapid response to the epidemic of homelessness, but today it is struggling to find its own niche in the system of services to homeless people who have mental illnesses. A study of the engagement and referral activity of a well-established outreach service was conducted to begin to understand the process and the outcome of urban street outreach. The authors contend that program planning needs to establish a structure in which sound clinical principles can flourish.

Outreach Services

Order #: 8107

Authors: Morse, G.

Title: **Reaching Out to Homeless People with Serious Mental Illness Under Managed Care.**

Source: Delmar, NY: National Resource Center on Homelessness and Mental Illness, 1999. (Monograph: 33 pages)

Abstract: This paper focuses on the challenges when managing care for homeless people with serious mental illnesses, and providing outreach and engagement of homeless people within managed care environments. The author stresses the need for a more complete systemic consideration of managed care for this population. Topics discussed include: challenging issues; possible strategies and approaches; and clinical protocol/utilization management guidelines.

Available From: National Resource Center on Homelessness and Mental Illness, Policy Research Associates, Inc., 345 Delaware Avenue, Delmar, NY 12054, (800) 444-7415, www.nrchmi.samhsa.gov.

Order #: 539

Authors: Morse, G.

Title: **Conceptual Overview of Mobile Outreach for Persons who are Homeless and Mentally Ill.**

Source: St. Louis, MO: Malcolm Bliss Mental Health Center, 1987. (Report: 18 pages)

Abstract: Outreach services for the homeless mentally ill is an area where program development preceded service definition. Agencies in the past few years have initiated outreach activities in response to the emerging needs of the homeless mentally ill without the benefit of well-developed literature on the topic. This report begins by identifying dimensions of outreach shared across many programs and concludes by formulating a definition of outreach and a description of outreach service principles.

Order #: 1822

Authors: Morse, G.A., Calsyn, R.J., Allen, G., Tempelhoff, B., Smith, R.

Title: **Experimental Comparison of the Effects of Three Treatment Programs for Homeless Mentally Ill People.**

Source: Hospital and Community Psychiatry 43(10): 1005-1010, 1992. (Journal Article: 6 pages)

Abstract: The authors used a longitudinal experimental design to compare the effectiveness of three community-based treatment programs serving homeless people with mental illnesses in St. Louis including: traditional outpatient treatment offered by a mental health clinic; a daytime drop-in center; and a continuous treatment team program that included assertive outreach, a high staff-to-client ratio, and intensive case management. At 12-month follow-up, clients in all three treatment programs spent fewer days per month homeless, showed fewer psychiatric symptoms, and had increased income, interpersonal adjustment, and self-esteem. Clients in the continuous treatment program had more contact with their treatment program, were more satisfied with their program, spent fewer days homeless, and used more community services and resources than clients in the other two programs (authors).

Order #: 5950

Authors: Morse, G.A., Calsyn, R.J., Miller, J., Rosenberg, P., West, L., Gilliland, J.

Title: **Outreach to Homeless Mentally Ill People: Conceptual and Clinical Considerations.**

Source: Community Mental Health Journal 32(3): 261-274, 1996. (Journal Article: 14 pages)

Abstract: This article describes a model of outreach predicated on developing a trusting, meaningful relationship between the outreach worker and the homeless person with mental illness. The authors describe five common tasks inherent in this model of outreach (establishing contact and credibility, identifying people with mental illness, engaging clients, conducting assessments and treatment planning, and providing ongoing service). Other issues discussed include: responding to dependency needs and promoting autonomy; setting limits while maintaining flexibility; and dealing with resistance to mental health treatment and follow-up service options (authors).

Outreach Services

Order #: 1784

Authors: Mowbray, C.T., Cohen, E., Harris, S., Trosch, S., Johnson, S., Duncan, B.

Title: **Serving the Homeless Mentally Ill: Mental Health Linkage.**

Source: Journal of Community Psychology 20: 215-227, 1992. (Journal Article: 13 pages)

Abstract: A Mental Health Linkage model is presented, derived from principles presented in the literature, including outreach, community integration of mental health services, and meeting clients on their terms. The model is described and data on client characteristics and service operations are presented from three demonstration sites. Research results suggest the model's success in serving the target group by providing them with linkages and housing. Barriers identified through the demonstration projects' experiences are substantial, however, and warn of the challenges that services to homeless mentally ill individuals face within mental health agencies and within their communities (authors).

Order #: 5967

Authors: Mullins, S.D.

Title: **Steps Out: A Peer-Integrated Outreach and Treatment Model for Homeless Persons with Co-Occurring Disorders.**

Source: Rockville, MD: Substance Abuse and Mental Health Services Administration, undated. (Manual: 53 pages)

Abstract: This manual describes a peer-based treatment initiative designed to assist homeless individuals who suffer from both substance abuse disorders and co-occurring mental illness. The program's central philosophy is that outreach coordinated by staff who were once homeless is an effective means of linking program participants with prevocational and vocational opportunities. Topics discussed include: a conceptual framework; history and setting of the intervention; review of the literature; description of participant population; description of the intervention; case studies; and lessons learned.

Order #: 8725

Authors: Murrell, N.L., Scherzer, T., Ryan, M., Frappier, N., Abrams, A., Roberts, C.

Title: **The AfterCare Project: An Intervention for Homeless Childbearing Families.**

Source: Family and Community Health 23(3): 17-27, 2000. (Journal Article: 11 pages)

Abstract: The AfterCare Project was designed to examine barriers to care and to expand outreach by using case management and home visiting to provide support, education, and linkages to health care services for families that were or are homeless in San Francisco. Project staff developed a survey to describe the participants and to provide program evaluation. Participants ages 15-40 years who were pregnant or parenting an infant six months old or younger completed the survey. Permanent housing, employment, and child care presented major challenges for the program participants and were critical to providing a stable life for participants and their families (authors).

Order #: 1899

Authors: Nasper, E., Curry, M., Omara-Otunnu, E.

Title: **Aggressive Outreach to Homeless Mentally Ill People.**

Source: New England Journal of Public Policy 8(1): 715-727, 1992. (Journal Article: 13 pages)

Abstract: The Greater Bridgeport Community Mental Health Center in Connecticut has addressed the need for mental health services for the homeless through the formation of the Homeless Outreach Team (HOT). This article describes the development, organization, clinical work, and future of HOT. Members of the team identify homeless mentally ill persons at local soup kitchens, homeless shelters, and through a network of community contacts. HOT functions by taking clinical services into the community and offering supportive interventions as accepted by its clients. Its success is reflected in numbers of persons housed, psychiatrically stabilized, and participating in rehabilitative services (authors).

Outreach Services

Order #: 8672

Authors: National Clearinghouse on Families and Youth.

Title: **Resources for the Street Outreach Program Grantees.**

Source: Silver Spring, MD: National Clearinghouse on Families and Youth, 1997. (Resource Guide: 42 pages)

Abstract: This resource packet provides information on a range of issues that must be addressed by grantees receiving funding through Family and Youth Services Bureau's Street Outreach Program (officially the Education and Prevention Grants To Reduce Sexual Abuse of Runaway, Homeless, and Street Youth Program) and others working with young people on the street. The packet includes lists of resource organizations that deal with issues related to working with street youth and a bibliography of resource materials on topics such as street outreach, juvenile prostitution prevention, and sexual abuse prevention and treatment.

Available From: National Clearinghouse on Families and Youth, P.O. Box 13505, Silver Spring, MD 20911-3505, (301) 608-8098, www.ncfy.com/pubs/street.pdf.

Order #: 13750

Authors: National Institute on Drug Abuse.

Title: **Progress and Issues in Case Management: Research Monograph Series 127.**

Source: Rockville, MD: National Institute on Drug Abuse, 1992. (Monograph: 409 pages)

Abstract: This monograph discusses studies on case management in the areas of street outreach, treatment, waiting list reduction, and criminal justice. The research presented in this monograph represents first-time endeavors to conduct studies on case management with substance abusers, and discusses research and service delivery issues, such as barriers to accessing resources, gaps in services, community linkages development, model development, case manager/client ratio, cost-effectiveness and cost containment, instruments and measurements, and background and education of case managers. Various models and the benefits of case management are also explained. The monograph is divided into several sections, including an overview of case management; case management and drug treatment; case management and outreach; case management and special populations, including persons with the human immunodeficiency virus (HIV), homeless people, women, and youth; case management and linkages; and case management with the criminal justice population (authors).

Available From: National Institute on Drug Abuse, 6001 Executive Boulevard, Bethesda, MD 20892, www.nida.nih.gov.

Order #: 7910

Authors: National Network for Youth.

Title: **Toolkit for Youth Workers: Street Outreach.**

Source: Washington, DC: National Network for Youth, 1998. (Resource Guide: 11 pages)

Abstract: This resource guide lists resources covering street outreach to homeless youth and other street populations.

Outreach Services

Order #: 7736

Authors: National Resource Center on Homelessness and Mental Illness.

Title: **In from the Cold: A Tool Kit for Creating Safe Havens for Homeless People on the Street.**

Source: Washington, DC: U.S. Department of Health and Human Services and U.S. Department of Housing and Urban Development, 1999. (Tool Kit: 102 pages)

Abstract: In 1992, amendments to the McKinney Act created the Safe Haven program, a form of supportive housing for hard-to-reach people who are homeless with severe mental illness who are on the street and have been unable or unwilling to participate in supportive services. This tool kit has been developed to address these issues specifically and serve as a guide to help new programs avoid unnecessary administrative headaches. The kit includes eight chapters covering the key issues surrounding the creation of Safe Haven programs. They include: the Continuum of Care; planning, designing, siting, and financing Safe Haven housing; the challenge and opportunity of NIMBY; outreach, engagement, and service delivery; crisis management; transitions from Safe Havens; program rules and expectations; and staffing issues.

Available From: National Resource Center on Homelessness and Mental Illness, Policy Research Associates, Inc., 345 Delaware Avenue, Delmar, NY 12054, (800) 444-7415, www.nrchmi.samhsa.gov.

Order #: 12261

Authors: Nuttbrock, L., Rosenblum, A., Magura, S., McQuiston, H.

Title: **Broadening Perspectives on Mobile Medical Outreach to Homeless People.**

Source: Journal of Health Care for the Poor & Underserved 14(1): 5-16, 2003. (Journal Article: 11 pages)

Abstract: This paper discusses a tension between an emergency medicine model of outreach and that of primary care. In the former model, clinicians evaluate clients on the basis of presenting complaints and refer them for treatment. The latter is a broader model of comprehensive outreach and/or treatment, where clinicians screen clients and assess them for various conditions offering ongoing evaluation and treatment on site. The authors suggest that while the model of outreach is applicable for some homeless clients, the prevalence and overlap of physical complaints, infectious diseases, substance abuse, and psychiatric symptoms among homeless people in New York City has resulted in an evolution toward broader approaches to outreach in this population. The article states that improvements in diagnostic testing and increasingly portable medical technology may make the mobile delivery of medical care to homeless persons increasingly feasible (authors).

Order #: 6077

Authors: Office of Inspector General, Department of Health and Human Services.

Title: **Access to Community Health Centers by Homeless Persons.**

Source: Washington, DC: Office of Inspector General, Department of Health and Human Services, 1996. (Report: 15 pages)

Abstract: This study examines the extent that federally-funded community health centers serve homeless people and how such services can be improved. Out of 72 urban homeless shelters surveyed, two thirds of the community health centers provided outreach services to homeless people. Outreach included sending staff to homeless shelters, and/or contacting homeless shelters to provide information on services available.

Available From: Office of Inspector General, Office of Public Affairs, Department of Health and Human Services, Room 5541 Cohen Building, 330 Independence Avenue, SW, Washington, D.C. 20201, (202) 619-1343, <http://oig.hhs.gov>.

Outreach Services

Order #: 6879

Authors: Plescia, M., Watts, R., Neibacher, S., Strelnick, H.

Title: **A Multidisciplinary Health Care Outreach Team to the Homeless: The 10-Year Experience of the Montefiore Care for the Homeless Team.**

Source: Family and Community Health 20(2): 58-69, 1997. (Journal Article: 12 pages)

Abstract: This article describes the Montefiore Care for the Homeless Team, a multidisciplinary health care outreach team that has provided health care to a diverse homeless population in the Bronx, NY, for 10 years. Yearly descriptions of patient demographics, continuity measures, diagnoses, interventions, and referral patterns are presented for a four-year period. These reveal that an increasing number and diversity of services have been provided by nurse practitioners who address social problems and preventive care in addition to providing direct clinical care for a range of acute and chronic health problems. Findings also indicate that providing services at on-site premises led to the building of relationships with shelter and soup kitchen staff, and improved patient participation and social support. The authors suggest that a multidisciplinary team approach reduces barriers to health care services for the homeless populations and contributes to improved provider retention (authors).

Order #: 1386

Authors: Pollio, D.

Title: **The Street Person: An Integrated Service Provision Model.**

Source: Psychosocial Rehabilitation Journal 14(2): 57-68, 1990. (Journal Article: 12 pages)

Abstract: This article examines service provision to street persons and describes an integrated model that allows for consumer initiated participation. The range of services is explored, and concepts for developing a treatment program are presented in the context of a philosophy of client empowerment (author).

Order #: 6610

Authors: Porter, B.

Title: **To Reach the Homeless.**

Source: New York, NY: Times Square Business Improvement District, 1997. (Report: 28 pages)

Abstract: This report describes the first year of a major effort to address homelessness in the Times Square district in New York City. The stories demonstrate the difficulty of the work and challenge the reader to continue to grapple with the complexities involved in working with homeless clients. Components of the project described include: concept; challenges; outreach; stories about specific people who are homeless; and results of the program after one year. The author concludes that outreach teams will reduce the number of homeless people in Times Square as first year results indicate that some people who are homeless do accept offers of help and come inside.

Order #: 8772

Authors: Project H.O.M.E.

Title: **Project H.O.M.E.**

Source: Philadelphia, PA: Shirley Road Productions, 1998. (Videotape: 22 minutes)

Abstract: This video looks at a program in Philadelphia, operated by Sister Mary Scullion, that helps homeless individuals move from the street into permanent housing. The program has a strong emphasis on outreach and includes the following components; Women of Change, a safe haven and drug/alcohol program for women; St. Elizabeth's, a safe haven and drug/alcohol program for men; adult learning classes: job readiness and computer classes; Our Daily Threads, a clothing exchange; an after school program for children; a youth drill team; and efforts to rehabilitate old housing to create homes for homeless individuals.

Available From: Project HOME, 1515 Fairmount Avenue, Philadelphia, PA, 19130, (215) 232-7272, www.projecthome.net.

Outreach Services

Order #: 7477

Authors: Project H.O.M.E., Philadelphia Health Management Corporation.

Title: "None of Us Are Home Until All of Us Are Home." Supporting the Homeless: The Project H.O.M.E. Approach.

Source: Philadelphia, PA: Philadelphia Health Management Corporation, 1997. (Program Description: 70 pages)

Abstract: Project H.O.M.E. (Housing, Opportunities, Medical Care, and Education), a non-profit organization in Philadelphia co-founded by Sister Mary Scullion and Joan Dawson McConnon in 1989, works in partnership with chronically homeless persons with mental illness and/or substance use disorders to reduce the risk of re-occurrence of homelessness. The components of Project H.O.M.E.'s Continuum of Care include: street outreach, a housing continuum of ten residences, case management, on-site health care, addictions counseling, recovery groups, referrals to medical and psychiatric care, education, and employment. At Project H.O.M.E., individuals who have survived homelessness, mental illness, substance abuse, and other personal traumas can recover and grow in a community where they are treated with dignity and respect (authors).

Order #: 303

Authors: Putnam, J.F., Cohen, N.L., Sullivan, A.M.

Title: Innovative Outreach Services for the Homeless Mentally Ill.

Source: International Journal of Mental Health 14(4): 112-124, 1986. (Journal Article: 13 pages)

Abstract: This article describes the Homeless Emergency Liaison Project (HELP) in New York City. HELP is a mobile psychiatric outreach team that provides crisis services to people living on the streets, including involuntary transport of mentally ill homeless persons to a hospital for psychiatric evaluation. The article describes the characteristics of HELP's clients, the risk categories used to develop treatment plans, and the need for a continuum of services for homeless mentally ill individuals.

Order #: 12255

Authors: Randolph, F., Blasinsky, M., Morrissey, J.P., Rosenheck, R.A., Cocozza, J., Goldman, H.H.

Title: Overview of the ACCESS Program.

Source: Psychiatric Services 53(8): 945-948, 2002. (Journal Article: 4 pages)

Abstract: In this article, the authors provide an overview of the ACCESS program which evaluated the integration of service systems and its impact on outcomes for homeless persons with severe mental illness. The ACCESS program provided funds and technical assistance to nine community sites to implement strategies for system change that would promote systems integration. These experimental sites, along with nine comparison sites, also received funds to support outreach and assertive community treatment for 100 clients a year for four years at each site. Data on changes in systems integration were obtained from interviews with key informants from relevant organizations in each community (authors).

Order #: 36

Authors: Rog, D.J.

Title: Engaging Homeless Persons with Mental Illness Into Treatment.

Source: Alexandria, VA: National Mental Health Association, 1988. (Report: 49 pages)

Abstract: This report describes approaches to engaging homeless persons with mental illnesses into treatment and presents a review of the literature concerning services for vulnerable and "difficult-to-serve" populations. The author examines a wide range of issues related to providing outreach to homeless persons with mental illnesses including: the service needs and low service utilization of the population, barriers to service utilization, qualities integral to successful engagement, and intervention models designed to facilitate the engagement process.

Outreach Services

Order #: 8731

Authors: Rosenheck, R.

Title: **Cost-Effectiveness of Services for Mentally Ill Homeless People: The Application of Research to Policy and Practice.**

Source: American Journal of Psychiatry 157(10): 1563-1570, 2000. (Journal Article: 8 pages)

Abstract: This review article synthesizes research finding on the cost-effectiveness of services for people who are homeless with serious mental illnesses. Service interventions for this population were grouped into three categories: outreach; case management; and housing placement and transition to mainstream services. Data were reviewed both from experimental studies with high internal validity and from observation studies, which better reflect typical community practice. In most studies, specialized interventions are associated with significantly improved outcomes, most consistently in the housing domain, but also in mental health status and quality of life. These programs are also associated with increased use of many types of health service and housing assistance, resulting in increased costs in most cases (author).

Order #: 3458

Authors: Rosenheck, R., Frisman, L., Gallup, P.

Title: **Effectiveness and Cost of Specific Treatment Elements in a Program for Homeless Mentally Ill Veterans.**

Source: Psychiatric Services 46(11): 1131-1139, 1995. (Journal Article: 9 pages)

Abstract: This study examines relationships between specific treatment elements, their costs, and 10 outcome measures using data from a longitudinal outcome study of a VA program for homeless veterans with serious mental illnesses. Baseline and outcome data over an eight-month period were analyzed for 406 homeless veterans with psychiatric and substance use disorders who were treated at the program. The authors examine the relationship between outcome measures and six treatment elements including: outreach; contact with program clinicians; referrals to other services; duration of program involvement; number of days in residential treatment; and increased public support payments. Findings indicate that each of the six treatment elements was significantly related to improvement on at least one of the 10 outcome measures. The number of clinical contacts with program staff and the number of days in resident treatment were associated with improvement in the greatest number of outcome domains (authors).

Order #: 676

Authors: Rosnow, M.

Title: **Milwaukee's Outreach to the Homeless Mentally Ill.**

Source: In Assisting the Homeless: State and Local Responses in an Era of Limited Resources. Washington, DC: Advisory Commission on Intergovernmental Relations, 1988. (Presentation: 9 pages)

Abstract: This report describes the design, operation, and results of Milwaukee's Outreach to the Homeless Mentally Ill Program. The author discusses the qualities of successful outreach and describes the characteristics of those homeless individuals served by the program during its first year of operation. Data collected during the program's first year suggest that about four out of five persons seen by the team had made at least one significant change. Findings indicate that over half had sought a regular source of income through entitlement programs or employment; one-quarter had sought permanent housing arrangements; and slightly over one-third were regularly receiving some type of treatment.

Outreach Services

Order #: 8208

Authors: Rowe, M.

Title: **Crossing the Border: Encounters Between Homeless People and Outreach Workers.**

Source: Berkeley, CA: University of California Press, 1999. (Book: 208 pages)

Abstract: The relationship between the homeless and the social service community marks a border where the disenfranchised meet the mainstream of society. This book uses ethnographic tools to examine encounters at this border. The author's personal encounters with the homeless as Director of the New Haven ACCESS outreach project, his interviews with fifty homeless persons for this study, and his numerous interviews with outreach staff, provide an invaluable personal perspective. In this study, the author draws a collective portrait of the homeless whom he interviewed and observed, discusses the outreach workers in depth, examines transactions from the perspective of each party, and finally, places these encounters within the social and institutional contexts that shape them.

Available From: California-Princeton Fulfillment Services, 1445 Lower Ferry Road, Ewing, NJ 08618, (800) UC-BOOKS, (COST: \$17.95)

Order #: 11423

Authors: Rowe, M., Fisk, D., Frey, J., Davidson, L.

Title: **Engaging Persons with Substance Use Disorders: Lessons from Homeless Outreach.**

Source: Administration and Policy in Mental Health 29(3): 263-273, 2002. (Journal Article: 10 pages)

Abstract: This article examines two questions: how can assertive mental health outreach be adapted to work effectively with persons who have only substance abuse addictions, and how can outreach teams make a successful transition from working with one categorical group to inclusion of another group without losing focus or helping one group at the expense of the other. The authors provide an overview of assertive outreach and the lessons learned over the past decades of outreach experience. Issues relating to practice issues which are primarily responsible for bringing individuals with substance use disorder into the foreground of public policy and social service debates are discussed as well. The article is concluded with a review of useful outreach and engagement strategies (authors).

Order #: 7576

Authors: Rowe, M., Hoge, M.A., Fisk, D.

Title: **Services for Mentally Ill Homeless Persons: Street-Level Integration.**

Source: American Journal of Orthopsychiatry 68(3): 490-496, 1998. (Journal Article: 7 pages)

Abstract: This article reviews the key elements of a systems integration approach to delivery of human services in terms of their application to services for mentally ill homeless persons. The example of a mental health outreach project illustrates the service- and systems-integrating influences of clinical case management with this population. The example used by the authors is the New Haven, CT, service-enhanced site of the Access to Community Care and Effective Services and Supports (ACCESS) demonstration program. The ability of a "bottom-up" street-level approach to improve coordination and service accessibility for clients in general is discussed.

Outreach Services

Order #: 5602

Authors: Rowe, M., Hoge, M.A., Fisk, D.

Title: **Critical Issues in Serving People Who Are Homeless and Mentally Ill.**

Source: Administration and Policy in Mental Health 23(6): 555-565, 1996. (Journal Article: 21 pages)

Abstract: Support is increasing for a model of services delivery for homeless people who have mental illness that combines assertive outreach, gradual engagement, respect for the client's service priorities, and a range of clinical, rehabilitative, and social services. While this model is considered by many to be the standard of care for homeless persons with serious mental illness, little has been written about the challenges involved in implementing programs using the model's guiding principles. The authors identify six critical issues for managers, including: confronting (at federal, state and local levels) the political question of whether to serve homeless people who have mental illness; identifying the target population by attempting to define "homelessness" and "mental illness;" putting the guiding principles of non-traditional treatment into operation; facilitating inter-disciplinary and inter-agency collaboration to care for people who are homeless; assessing and responding to racial-ethnic differences among staff and between clients and staff; and addressing the role of formerly homeless and/or mentally ill individuals (consumers) as staff. In addition, specific strategies for addressing the dilemmas that result from developing innovative outreach services within traditional mental health systems are recommended.

Order #: 7184

Authors: Rowe, M., Hoge, M.A., Fisk, D.

Title: **Who Cares for Mentally Ill Homeless People? Individual, Social, and Mental Health System Perspectives.**

Source: Developments in Ambulatory Mental Health Care 3(4): 257-264, 1996. (Journal Article: 8 pages)

Abstract: This article provides general information on the mentally ill homeless population. It also examines treatment from the perspective of the individual, society, and mental health system. The authors describe recent approaches to this problem, including outreach and the ACCESS demonstration program. The article recommends providing comprehensive services to people who are homeless and who have mental illness and to devote an adequate share of national resources to solving this issue.

Order #: 8872

Authors: Rowe, M., Kloos, B., Chinman, M., Davidson, L., Cross, A.B.

Title: **Homelessness, Mental Illness and Citizenship.**

Source: Social Policy and Administration 35(1): 14-31, 2001. (Journal Article: 18 pages)

Abstract: Assertive mental health outreach to persons who are homeless, which operates under the premise that mental illness must be understood and treated within the individual's social and economic environment, points towards the goals of community membership and 'citizenship'--a connection to the rights, responsibilities, roles, and resources that society offers through public and social institutions and informal 'associational life'--for homeless persons. The authors argue that the concept of citizenship is a useful framework for approaching these goals. The authors review the principles of assertive mental health outreach and relevant aspects of contemporary citizenship theory; present a case example of outreach leading to a 'citizenship project'; and discuss the potential benefits and pitfalls of a citizenship framework, including strategies and recommendations for program administrators, researchers and policy makers (authors).

Outreach Services

Order #: 13719

Authors: Sacks, S., Skinner, D., Sacks, J., Peck, A.

Title: **Manual for Engaging Homeless Mentally Ill Chemical Abusers in a Modified TC Shelter Program.**

Source: New York, NY: National Development and Research Institutes, Inc., 2002. (Manual: 65 pages)

Abstract: This manual is a guide to the development of a modified therapeutic community (TC) for the engagement and retention of homeless mentally ill chemical abusers (MICAs). The authors describe the planning, development, and implementation of A New Beginning, which uses principles and methods of a modified TC combined with special strategies that motivate and engage these men in treatment while preparing them for housing. The conceptual framework, review of literature, history and setting of intervention, description of client population, structure, process and significance are also explored (authors).

Available From: National Development and Research Institutes, Center for the Integration of Research and Practice, 71 West 23rd Street, Eighth Floor, New York, NY 10010, (212) 845-4400, www.ndri.org/ctrs/cirp/sa.pdf.

Order #: 155

Authors: Segal, S., Baumohl, J.

Title: **News and Views: The Community Living Room.**

Source: Social Casework: 111-116, 1985. (Journal Article: 6 pages)

Abstract: This article is one of the earliest articulations of the need for and functions of drop-in centers for severely mentally ill and/or homeless persons. The "community living room" provides a place to be, offers survival services, is a setting for conducting case finding and case management, and provides food and shelter either directly or by referral. The program envisioned is one that serves as an effective link between society's system of formal aid and those individuals who are in serious need of assistance but whose tolerance of protocol is severely limited.

Order #: 2767

Authors: Slagg, N.B., Lyons, J.S., Cook, J.A., Wasmer, D.J., Ruth, A.

Title: **A Profile of Clients Served by a Mobile Outreach Program for Homeless Mentally Ill Persons.**

Source: Hospital and Community Psychiatry 45(11): 1139-1141, 1994. (Journal Article: 3 pages)

Abstract: According to the authors, mobile outreach and crisis services, which have proven effective for persons with mental illnesses have also proven effective for homeless persons, with mental illnesses' but are not sufficiently available. This article describes the services offered and the population served by a mobile assessment program in its first 24 months of operation. The mobile assessment program was established in 1990 by Thresholds and serves a catchment area encompassing urban Chicago (authors).

Order #: 2759

Authors: Solomon, P.

Title: **Services to Severely Mentally Disabled Homeless Persons and to Emergency Food and Shelter Providers.**

Source: Psychosocial Rehabilitation Journal 12(2): 3-13, 1988. (Journal Article: 10 pages)

Abstract: This article describes a demonstration project in Ohio that serves both homeless persons with serious mental illnesses and emergency food and shelter providers. The project's services to homeless persons include outreach, case management, and the development of drop-in centers. Services to providers include training, support, consultation, and crisis backup. The project also employs consumers as caseworkers and has been integrated into a program for primary health care for homeless persons (author).

Outreach Services

Order #: 13027

Authors: Substance Abuse and Mental Health Services Administration, Center for Mental Health Services.

Title: **Mental Health Services for Persons Who Are Homeless and Have Mental Illnesses.**

Source: Rockville, MD: Substance Abuse and Mental Health Services Administration, Center for Mental Health Services, 2003. (Issue Brief (DRAFT): 8 pages)

Abstract: This issue brief is one in a series reviewing the promising practices that have emerged from recent research and SAMHSA sponsored evaluations. Providing services for persons who are homeless and have mental illnesses can be a challenge for community-based mental health programs. However, many studies have shown that with the right approach, these individuals can be engaged in and benefit from treatment. Key to the success of these efforts is specialization of services to meet the multiple needs of individuals. The subjects in this brief are the principles of effective engagement and treatment practices based on their application in community mental health settings (authors).

Available From: National Resource Center on Homelessness and Mental Illness, 345 Delaware Avenue, Delmar, NY 12054, (800) 444-7415, www.nrchmi.samhsa.gov.

Order #: 13030

Authors: Substance Abuse and Mental Health Services Administration, Center for Mental Health Services.

Title: **Overcoming Common Barriers to Service Access Within the Service System.**

Source: Rockville, MD: Substance Abuse and Mental Health Services Administration, Center for Mental Health Services, 2003. (Issue Brief (DRAFT): 2 pages)

Abstract: This issue brief is one in a series reviewing the promising practices that have emerged from recent research and SAMHSA sponsored evaluations. Research has uncovered ways in which the mental health treatment system itself inadvertently creates barriers to engaging individuals who are homeless. Some of the areas that need to be addressed include: attitudes, expectations, and behaviors of service providers; design of service programs and settings; and operation and configuration of the overall system of care. Some ways in which these barriers can be addressed, such as training sessions, program designs and models, and a community wide approach, should be considered (authors).

Available From: National Resource Center on Homelessness and Mental Illness, 345 Delaware Avenue, Delmar, NY 12054, (800) 444-7415, www.nrchmi.samhsa.gov.

Order #: 339

Authors: Sullivan, J.P.

Title: **Managing Homelessness in Transportation Facilities.**

Source: New England Journal of Human Services 6(2): 16-19, 1986. (Journal Article: 4 pages)

Abstract: This article summarizes the impact of homelessness on urban transportation facilities. The author provides descriptions of outreach strategies to address the needs of homeless persons seeking shelter in transportation facilities. He suggests that the most viable solution is the development of drop-in centers, which would provide an alternative place to go and staff to assess and refer individuals to needed services.

Outreach Services

Order #: 718

Authors: Susser, E., Goldfinger, S., White, A.

Title: **Some Clinical Approaches to the Homeless Mentally Ill.**

Source: Community Mental Health Journal 26(5): 463-480, 1990. (Journal Article: 18 pages)

Abstract: Treating homeless mentally ill individuals may require significant modifications of traditional clinical techniques. The authors discuss a number of therapeutic paradigms and clinical strategies that they have found to be effective in working with severely and persistently mentally ill persons who are chronically homeless. They emphasize those areas that differentiate work with this population from general clinical practice with the chronically mentally ill in clinics, hospitals and other more traditional settings. The general principles are illustrated with examples in a variety of settings.

Order #: 1487

Authors: Susser, E., Valencia, E., Goldfinger, S.M.

Title: **Clinical Care of Homeless Mentally Ill Individuals: Strategies and Adaptations.**

Source: In Lamb, H.R., Bachrach, L.L., Kass, F.I. (eds.), Treating the Homeless Mentally Ill. Washington, DC: American Psychiatric Association, 1992. (Book Chapter: 13 pages)

Abstract: Homeless individuals with serious mental illnesses are a diverse group whose symptoms and disabilities span a broad range of severity and chronicity. Nevertheless, clinicians have found that there are some useful general principles that can be applied to work with this population. Effective clinical interventions with the homeless mentally ill population frequently require substantial alteration in the initiation, scope, focus, and timing of clinical work. In this chapter, the authors focus on areas that differentiate work with this group from work with domiciled psychiatric patients. Also discussed are four basic stages: introduction of services into the community; outreach; provision of treatment and other services during the time that individuals remain homeless; and support in the transition to housing (authors).

Available From: American Psychiatric Association, 1000 Wilson Boulevard, Suite 1825 Arlington, VA 22209, (703) 907-7322, www.appi.org. (COST: \$16.95)

Order #: 8464

Authors: Tommasello, A.C., Myers, C.P., Gillis, L., Treherne, L.L., Plumhoff, M.

Title: **Effectiveness of Outreach to Homeless Substance Abusers.**

Source: Evaluation and Program Planning 22(3): 295-303, 1999. (Journal Article: 9 pages)

Abstract: This article describes a program of substance abuse treatment conducted by a medical care provider for homeless persons in Baltimore and compares characteristics of outreach recipients to those of walk-in clients. The article also examines differences in drug abuse pathology and selected treatment outcomes among homeless and non-homeless clients. Composite scores on the Addiction Severity Index for homeless individuals are significantly higher on every measure in the interview, compared to non-homeless individuals. Except for residential treatment settings, homeless persons demonstrate a shorter length-of-stay in substance abuse treatment than housed clients. Forty-two percent of outreach clients became service recipients. These findings indicate that outreach can be a successful method of targeting and engaging a segment of homeless substance abusers who are otherwise difficult to engage (authors).

Order #: 8284

Authors: Tsemberis, S., Elfenbein, C.

Title: **A Perspective on Voluntary and Involuntary Outreach Services for the Homeless Mentally Ill.**

Source: New Directions for Mental Health Service 82: 9-19, 1999. (Journal Article: 11 pages)

Abstract: Outreach teams use a range of strategies to engage people who are homeless and mentally ill and living on the streets. This article describes and evaluates the effectiveness of various voluntary and involuntary approaches and presents a model program for serving this population.

Outreach Services

Order #: 8812

Authors: Tsemberis, S., Stefanic, A.

Title: **The Role of an Espiritista in the Treatment of a Homeless, Mentally Ill Hispanic Man.**

Source: Psychiatric Services 51(12): 1572-1574, 2000. (Journal Article: 3 pages)

Abstract: This paper presents a case study from an emergency psychiatric outreach team that serves homeless and mentally ill persons in New York City. Mr. V was homeless and believed that he was possessed by evil spirits who were causing his physical and mental problems. He was hospitalized involuntarily twice for medical reasons, but he refused to cooperate in his treatment and returned to the streets after his first hospitalization. After one visit by a spiritual healer during his second hospitalization, Mr. V began to participate in his treatment. He was discharged to a nursing home, and after three years he had not returned to the streets (authors).

Order #: 1742

Authors: Tsemberis, S.J., Cohen, N.L., Jones, R.M.

Title: **Conducting Emergency Psychiatric Evaluations on the Street.**

Source: In Katz, S.E., Nardacci, D., Sabatini, A. (eds.), Intensive Treatment of the Homeless Mentally Ill. Washington, DC: American Psychiatric Press, 1992. (Book Chapter: 19 pages)

Abstract: The Homeless Emergency Liaison Project (Project HELP) teams conduct psychiatric assessments of homeless mentally ill people who live on the streets, in parks, in transportation terminals, and in other unorthodox places. Thousands of assessments are conducted every year, only 10% of which result in hospitalization. In this chapter, the authors focus on the methods used to conduct these street assessments with special emphasis on the subset of patients who are hospitalized. They discuss the environmental, social, and legal contexts that influence the evaluations; the impact of comorbidity factors such as physical illness on overall assessment; the complexity of formulating diagnosis for mentally ill substance abusers; and findings from studies that have used Project HELP street assessments as a basis of comparison for hospitalized and nonhospitalized patients. In addition, the authors present clinical case examples to illustrate the relevant issues (authors).

Order #: 1960

Authors: Ungerleider, J.T., Andrysiak, T., Siegel, N., Tidwell, D., Flynn, T.

Title: **Mental Health and Homelessness: The Clinician's View.**

Source: In Robertson, M. J., Greenblatt, M. (eds.), Homelessness: A National Perspective. New York, NY: Plenum Press, 1992. (Book Chapter: 8 pages)

Abstract: This chapter presents the clinician's view of homelessness and related mental health issues based on the experiences of a mental health outreach team. This team operates in the shelters, meal programs, and jail of a high-density homeless area in a coastal suburb of Los Angeles County. The authors present system-related, community-related and helper-related problems of outreach (authors).

Order #: 430

Authors: United States Conference of Mayors.

Title: **Local Responses to the Needs of Homeless Mentally Ill Persons.**

Source: Washington, DC: U.S. Conference of Mayors, 1987. (Report: 74 pages)

Abstract: This report describes specific programs that have been established by cities to serve persons who are homeless and have mental illnesses. It includes program descriptions of housing alternatives, drop-in centers, outreach services, police training, and coordination among agencies. Case management services are included in several of the program descriptions. The report describes 14 programs in New York City, Portland, San Francisco, Chicago, Boston, Philadelphia, Santa Monica, Los Angeles, San Juan, and Charleston.

Outreach Services

Order #: 13223

Authors: United States Department of Housing and Urban Development.

Title: **Strategies for Reducing Chronic Street Homelessness.**

Source: Washington, DC: U.S. Department of Housing and Urban Development, 2004. (Report: 348 pages)

Abstract: This report identifies successful community-wide approaches to reducing homelessness and achieving stable housing for the difficult-to-serve people who routinely live on the streets. The authors discuss shifting the goals and approaches of the homeless assistance network toward a new paradigm, which includes establishing a clear goal of reducing chronic street homelessness; committing to a community-wide level of collaboration; having leadership and an effective organizational structure; and committing significant resources from mainstream housing and social service programs that go well beyond homeless-specific funding sources. The report focuses on homeless assistance programs in Birmingham; Boston; Columbus; Los Angeles; Philadelphia; San Diego; and, Seattle. In each city, HUD found local leaders and homeless assistance providers who are fundamentally changing their traditional approaches toward serving those living on their streets. The authors conclude that these seven cities are working toward ending long-term or chronic homelessness and providing the rest of the nation with new approaches to better house and serve their most vulnerable citizens (authors).

Available From: HUD USER, P.O. Box 23268, Washington, DC 20026, (800) 245-2691, www.huduser.org/Publications/PDF/ChronicStHomeless.pdf.

Order #: 6137

Authors: Vanderburg, J.

Title: **Connections: A Dyadic Case Management, Integrated Treatment Program for Homeless Dually Diagnosed Individuals.**

Source: Thornton, CO: Connections Program, 1996. (Manual: 64 pages)

Abstract: This manual describes Arapahoe House's work with the target population, and presents the dyadic case management system in the context of the comprehensive continuum of services available to Connections clients. Actual intervention from outreach and client identification through long-term continuing care in the community is described, including the program's process, engagement, treatment, and relapse prevention activities. Lessons about strategies that other practitioners may find useful are outlined.

Available From: Arapahoe House, 8801 Lipan Street, Thornton, CO, (303) 657-3700, www.arapahoehouse.org.

Order #: 7735

Authors: Wasmer, D.

Title: **Engagement of Persons Who Are Homeless and Have Serious Mental Illness: An Overview of the Literature and Review of Practices by Eight Successful Programs.**

Source: Chicago, IL: De Paul University, 1998. (Dissertation/Thesis: 68 pages)

Abstract: This paper examines the literature on outreach to persons who are homeless and have serious mental illness and the results of a survey of eight programs that offer outreach services. Programs were found to share a highly mobile "find and serve" approach to the target population. The largest portion of new clients are engaged at homeless shelters, followed by mobile outreach to other homeless service sites. Outreach to streets and public places is maintained by most programs and special drop-in centers for the target group are operated by others. Offering help with basic needs, especially emergent health problems, was found to be a critical ingredient to linkage and committed staff make things happen despite myriad challenges. Continued investigation into the features of successful outreach, especially the amount and duration of linkage efforts and details about the timing of basic needs and supports, would help advance the principles of what is a distinct component of today's mental health service system (author).

Outreach Services

Order #: 6623

Authors: Wheeler Communications Group.

Title: **I'm Still Here: The Truth About Schizophrenia.**

Source: Honeoye, NY: Wheeler Communications Group, 1996. (Videotape: 67 minutes)

Abstract: This film documents the experiences and lives of individuals, families, professionals, and others throughout the United States who have had experience in one way or another with schizophrenia, a highly misunderstood psychiatric disorder. The film captures the democratic nature of the illness, with interwoven portraits and stories ranging from homeless persons in New York City's Central Park to musicians, computer programmers, and ordinary middle-class American families. The film's central purpose is to deconstruct the stereotypes that have been associated with this illness, not only in the 20th century but throughout history. The film opens with footage of Project Reachout, documenting their strategies for outreach to homeless persons who have mental illness.

Available From: Direct Cinema Ltd., Inc., P.O. Box 10003, Santa Monica, CA 90410, (310) 636-8200, www.directcinema.com (COST: \$34.95).

Order #: 9181

Authors: Witbeck, G., Hornfeld, S., Dalack, G.W.

Title: **Emergency Room Outreach to Chronically Addicted Individuals: A Pilot Study.**

Source: Journal of Substance Abuse Treatment 19(1): 39-43, 2000. (Journal Article: 5 pages)

Abstract: There is a dearth of literature describing the treatment needs of substance-abusing or chronically mentally ill homeless individuals who frequently utilize emergency medical services (EMSs). This study describes a pilot program, supported by local county public funds and conducted by a nonprofit social work agency, that was designed to provide intensive case management services to such a population. The broad goal of the Emergency Services Outreach Program is to help clients establish greater functional stability in order to facilitate movement to more traditional treatment settings. Outreach and case management activities resulted in linking clients to a broad range of entitlements and community services. The mean age of the 18 referrals was 45.7 yrs; all had a history of alcohol dependence and 8 had substance abuse disorders. Among those receiving outreach and case management services, EMSs (defined as ambulance response and transport followed by emergency room admission and treatment) decreased by 58% in the year following referral compared to the year before. Ss in the control group showed no decrease in EMSs use. Results suggest that such community-based outreach programs can significantly improve client outcome and provide substantial cost savings.

Outreach Services

Order #: 1582

Authors: Witheridge, T.F.

Title: **The Active Ingredients of Assertive Outreach.**

Source: In Cohen, N. (ed.), *Psychiatric Outreach to the Mentally Ill. New Directions for Mental Health Services*, 52: 47-64. Indianapolis, IN: Jossey-Bass, Inc., 1991. (Book Chapter: 18 pages)

Abstract: This chapter discusses 12 principles that have guided the development of a large, inner-city, long-term assertive outreach program that serves clients who are at high risk for hospitalization and homelessness. These principles include: targeting service delivery to those persons who need the most attention; preventing hospitalization and homelessness; maintaining a high enough staff-to-member ratio to permit the direct provision of most services; concentrating on improving the quality of people's everyday lives; taking ultimate professional responsibility for the well-being of its members; providing assertive advocacy on the members' behalf; preventing the emergence of crises and managing unavoidable crises outside of the hospital; most of the program's face-to-face interventions occur in the homes or neighborhoods of the members, not in the offices or facilities of the staff; making heavy use of staff teamwork, de-emphasizing the use of individual caseloads, involving its members in all aspects of the community support process; involving families in all aspects of the community support process; and offering its services on a time-unlimited basis.

Available From: Jossey-Bass Inc., 10475 Crosspoint Boulevard, Indianapolis, IN 46256, (877) 762-2974, www.josseybass.com.

Order #: 1549

Authors: Wobido, S.L., Frank, T., Merritt, B., Orlin, S., Prisco, L., Rosnow, M., Sonde, D.

Title: **Outreach.**

Source: In Brickner, P.W., Scharer, L.K., Conanan, B.A., Savarese, M., and Scanlan, B.C. (eds.), *Under the Safety Net: The Health and Social Welfare of the Homeless in the United States*. New York, NY: W.W. Norton & Company, 1990. (Book Chapter: 12 pages)

Abstract: This chapter describes the principles of outreach to people who are homeless and mentally ill and the qualities of an outreach worker. Examples of outreach from the Nashville, Milwaukee, Philadelphia, and San Antonio Health Care for the Homeless Projects are presented. The authors briefly discuss the challenges of evaluating outreach programs.

Available From: W.W. Norton & Company, 500 Fifth Avenue, New York, NY 10110, (212) 354-5500, www.wwnorton.com.