



Austin/ Travis Co. Continuum of Care
 Outreach Policy: Best Practices
 - Updated January 2020 -

Outreach Submission Form Summary

Click Here → <https://forms.gle/oH8ug8hCQbcavgZq7>

Submit this form to request 30 days of outreach support for clients who are: out of contact, missing, disengaged from services, or refusing/ declining housing services. Results in one of two pathways:

BOLO Request	Engagement Request
<ul style="list-style-type: none"> • Purpose: Help find/ reach clients who are MIA or out of contact & reconnect them to services. • “Be On The Lookout” • Names sent to community via weekly list • 30 days no contact = Closure of housing program referral • 90 days no contact = Closure of all active referrals 	<ul style="list-style-type: none"> • Purpose: A third-party, mobile attempt to engage clients for housing services, and/or assist them in making last chance appt • Names sent to outreach & navigation providers via weekly list • Last Chance Appt: last physical appt opportunity for client to continue in services • 30 days no engagement = Closure of current housing program referral AND all active referrals

BOLO Request:

1. Attempt contact at least 3 times, using all available communication methods, over 2+ weeks, to allow for client response
2. ServicePoint:
 - *Contact & Back-up contact Info*
 - Summary tab → (scroll down) → current contact info and back up contact information
 - *Shelter Stays*
 - Service Transactions → View Shelter Stays
 - *Interaction with other programs*
 - Entry/Exit tab
 - Case Managers tab → Click the pencil for additional CM contact information
3. Jail:
 - Statewide Inmate search: <https://vinelink.com/#/home>
4. Hospital:
 - Dell Seton- 512-324-7000
 - St. David’s- 512-476-7111
5. Coroner:
 - Travis County Medical examiner’s Office: (512) 854-9599
6. Shelter Message Boards:
 - *ARCH/Front Steps*: 500 E. 7th Street
 - Located on the ground floor next to the elevator in the lobby
 - *The Salvation Army*: 501 E. 8th Street
 - Let front desk staff know; message board is located directly underneath the stairs leading to the ground floor near the lockers.

If client reconnects: Email rozanali@austinecho.org, cc: katie@roze@austinecho.org within 24 hours for BOLO removal



Engagement Request:

At any time after a referral has been assigned, a client may become disinterested, disengaged, or refuse services for a variety of reasons. Keep in mind that client disengagement and/or refusal is often due to prior negative experiences, or discouragement with systems in general, and is not personal. Outreach & navigation providers may be able to offer a mobile, third-party attempt to foster improved rapport and/or client participation. Whether a client has just been referred or is actively enrolled, requesting engagement support assures that due-diligence is done for all clients.

➤ Best Practice Steps:

1. Use outreach or navigation staff for a warm handoff, especially for initial contact
2. Learn about the client's sleep site or campsite (location, support system, etc.)
3. Offer alternate and closer meeting locations
4. Learn the client's schedule in order to offer alternate meeting times
5. Discuss the program specifics in person
6. Be creative when brainstorming and discussing housing/ income options
7. Be kind but transparent
8. Explore transferring to another CM if the issue regularly correlates with personal characteristics

• When should I ask for help with engagement?

- The client misses a pattern of appointments, or is repeatedly unable to make an in-person appointment
- The client directly states that they do not want housing services, are not interested in housing services, or are unable to accept housing services
- The client repeatedly declines to take steps towards housing goals

• Before submitting an outreach request for engagement:

- Inform client that they could miss out on a housing opportunity and may be closed from your program if you are unable to meet with them
- Set client's last chance appointment
- Provide written notice of 'last chance appointment' details and the implications of missing that appointment

• After submitting request:

- Lookout for follow-up from O&N teams, and prepare to respond promptly
- Client may be closed from program after 30 days of outreach attempts