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Targeted Assertive Outreach:
A Community How-To Guide

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Background

As part of the broader federal strategy to effectively end homelessness in the United States (USICH, 2015), the Youth Homelessness Demonstration Program (YHDP) is designed to support the development of coordinated community responses to effectively end youth homelessness by 2020—that is, to measurably demonstrate that youth homelessness in their community is "rare, brief, and non-recurring" (USICH, 2015, p. 10). Selected communities are responsible for introducing innovative housing programs, addressing systemic causes of youth homelessness, and providing wraparound support services to prevent future homelessness.

To date, 44 communities have been chosen to receive YHDP funding. The first round of YHDP communities were selected in 2017, and one of the original ten demonstration sites was Austin, TX. Each year, more than 600 unaccompanied youth in Austin spend at least one night sleeping in an emergency shelter, a transitional living facility, or a place not meant for habitation (ECHO, 2017).

Since being selected as a YHDP community, key stakeholders in Austin—including youth with lived experience of homelessness, homelessness service providers, mental health providers, and representatives from juvenile justice, child welfare, and local school districts, among others—worked together to develop housing solutions grounded in best practices and informed by consumer feedback. As community partners worked together to transition youth from homelessness to housing, they continuously relied on the local data to guide program development, refine services, and inform decision-making at the systems level.

To make youth homelessness rare, brief, and non-recurring, a community must have a solid understanding of the number of youth in need of housing and homelessness services. To do this, a community needs a way to track who is experiencing homelessness, and this is typically done using a Homeless Management Information System (HMIS), or a local database used to collect information about the individuals experiencing homelessness in one's community and the services they receive.

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Did You Know?

The HEARTH Act (passed in 2009) mandated that all communities that receive Continuum of Care (CoC) Program or Emergency Solutions Grant (ESG) funding have an HMIS to determine the unduplicated number of individuals experiencing homelessness.

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But simply having a place to track youth who are identified as experiencing homelessness is not enough, largely because the number of youth in the HMIS is often inaccurate. Part of the problem is that not all youth who are experiencing homelessness have been identified and entered into the HMIS (see Figure 1). But another problem is that some youth who were previously identified as experiencing homelessness may no longer need services. Youth are not required to alert the Continuum of Care (or whatever entity manages the local HMIS) once they have exited homelessness, and, as a result, the number of youth presumed to need services may be overinflated. Specifically, youth who have self-

Figure 1. The Pathway to Housing

If the youth chooses to avoid services, they may not be identified as experiencing homelessness.

If the youth does not complete Coordinated Entry, they will not be prioritized for housing.

The youth may choose to access services (e.g., emergency shelter, outreach services)

The youth may choose to engage in the Coordinated Entry process
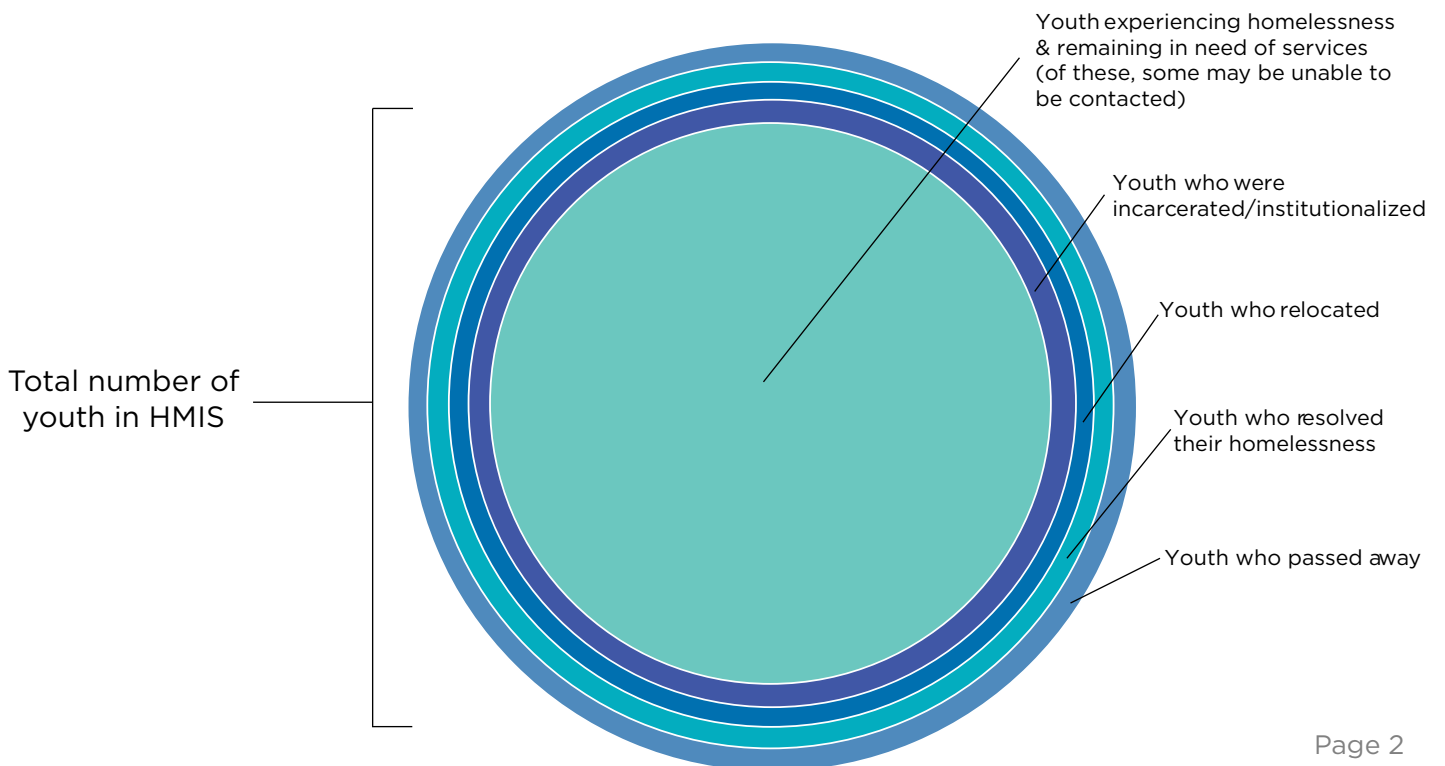
Youth is experiencing homelessness

Youth's enrollment and participation in services are logged in HMIS

Youth who complete Coordinated Entry are placed on the By-Name List, which is used to prioritize youth for housing services (the most vulnerable are prioritized more highly). This information is stored in HMIS.

Youth is selected to receive housing

Some youth may complete Coordinated Entry without participating in other services.

If the youth self-resolves, relocates, or is incarcerated or institutionalized, the youth will remain on the By-Name List, unless the Coordinated Entry team learns the youth is no longer in need of services.

resolved (i.e., exited homelessness independently, without a formal housing program or intervention), relocated, passed away, or been incarcerated or institutionalized for an extended period are no longer eligible for services, but they often remain in the HMIS as being in need of housing services because their information has not been updated (see Figure 2). Not only does this pose a problem for those who are trying to track the number of youth experiencing homelessness in their community, but it makes it difficult to accurately project the staffing and resources needed to scale effective solutions.

The solution? Targeted Assertive Outreach.

Figure 2. The Population of Youth in HMIS, Without Targeted Assertive Outreach

Youth experiencing homelessness & remaining in need of services (of these, some may be unable to be contacted)

Youth who were incarcerated/institutionalized

Youth who relocated

Youth who resolved their homelessness

Youth who passed away

Total number of youth in HMIS

What is Targeted Assertive Outreach?

Targeted Assertive Outreach is an innovative, systematic approach to outreach that allows staff (or volunteers) to determine the proportion of youth who self-resolved their homelessness (or who otherwise were no longer eligible for services) and connect those who remained homeless to diversion services and other resources. If you reach out to a youth who does not have a Coordinated Entry record, this is also an excellent way to connect the youth to your community's Coordinated Entry team to ensure they are assessed, added to your community's By-Name List, and prioritized for housing. When coupled with cost analyses and broader systems-level data (e.g., inflow rates), the results of Targeted Assertive Outreach can be used to project the number of youth expected to need services and the associated cost. In turn, these projections can inform staffing needs and guide philanthropic efforts.

This form of outreach is a combination of three other, perhaps more commonly known, types of outreach: Street Outreach, Assertive Outreach, and Targeted Outreach. A brief description of each of these approaches is provided below.

- Street Outreach is a process through which outreach workers locate individuals experiencing homelessness in their everyday environment with the goal of connecting them to services (Ferguson, 2007; Tsai et al., 2014).

- Assertive Outreach is a model for engaging and providing services to individuals from high-risk populations (Ozechowski & Waldron, 2010). However, through Assertive Outreach, workers focus on very specific subpopulations (e.g., individuals experiencing homelessness who have substance use disorders, serious mental health issues, etc.). Instead of asking individuals to visit hospitals or other sites to receive services, workers visit the community to bring services to these individuals (Ozechowski & Waldron, 2010).

- Targeted Outreach refers to outreach efforts that are focused on specific subpopulations (cf. Pederson et al., 2018; USICH, 2015) or tailored to individuals' specific needs (Sandefur, 2015).

Street Outreach, Assertive Outreach, and Targeted Outreach have been recognized as effective ways to engage individuals, increase individuals access to services, and lower the barriers that individuals face when trying to access these services (Fisk et al., 2006; Hwang et al., 2005; Jost et al., 2010; Morse et al., 1996; Pederson et al., 2018; Ploeg et al., 2008; Shepard, 2007; Susser et al., 1997; Tommasello et al., 1999).

Targeted Assertive Outreach borrows elements from each of these outreach tactics—it not only connects individuals to services (as with street outreach), but it also involves contacting a specific set of individuals (as with assertive outreach and targeted outreach). As with these other forms of outreach, Targeted Assertive Outreach is a flexible technique that can be utilized with a wide variety of individuals. Although this methodology was originally applied to youth, the same approach can be used with any subpopulation.

What We've Learned...

During our first round of Targeted Assertive Outreach, we found that, among unaccompanied youth age 18 or older:

- *42% of youth were unable to be contacted and were placed on our community's "Be On the Look-Out" (BOLO) list (see "Policies & Procedures: Austin, TX"). Many of these youth's Coordinated Entry records were ultimately inactivated.*
- *24% remained in need of and eligible for services (i.e., met the definition for homelessness categories 1, 2, or 4)*
- *17% of youth had self-resolved their homelessness episode (locally)*
- *10% relocated or left the service area*
- *4% were incarcerated or otherwise institutionalized*

The remaining 3% refused services, were enrolled in a transitional living program and wanted to remain on the By-Name List, or passed away.

Here's How To Do It

First, you need a good understanding of your community's existing HMIS policies. Start by answering the following questions:

- How do youth's Coordinated Entry records become inactivated, if at all?
- Under what circumstances should a youth's record be inactivated?
- What happens if staff are unable to locate a youth who has been selected to receive housing?
- When should a youth's record be reactivated?

Because these policies have likely been approved by a governing body and because local providers have probably had some degree of exposure to them, it is better to tailor your Targeted Assertive Outreach protocol to fit your existing policies. As an example, Austin's policies and procedures can be found on the following page (see "Policies and Procedures: Austin, TX").

Below, you will find a list of additional questions that you will want to answer before starting Targeted Assertive Outreach. In the sections that follow, we describe Austin's approach, as an illustrative example.

- Who should receive Targeted Assertive Outreach?
- What contact methods should be used (e.g., email, phone, physical outreach)?
- How many attempts should be made for each type of contact method?
- What do you do if you are able to successfully contact a youth experiencing homelessness?
- What do you do if you are unable to contact the youth?
- What information are you interested in gathering from the youth?
- How do you plan to track your outreach efforts?

Policies and Procedures: Austin, TX

Inactivating Records

Coordinated Entry records are eligible for inactivation under limited circumstances—specifically, if an individual resolved their homelessness, relocated, passed away, is subject to long-term incarceration or institutionalization, or is unable to be contacted (see below).

- **Resolution of Homelessness:** Someone is considered to have resolved their homelessness if they have been housed in the same location for 7+ days (or if their housing situation is expected to last 7+ days)

- **Relocation:** Someone is considered to have relocated (or permanently left the area) if their departure is expected to last for 30+ days

- **Incarceration/Institutionalization:** A "long-term" incarceration or institutionalization is one expected to last for 90+ days, or one that has lasted for 30+ days with no projected end date

Generally speaking, it is not advisable to condition inactivation on a lack of service utilization—in other words, you don't want to inactivate someone's Coordinated Entry record just because they haven't received services for a certain amount of time. Just because a youth has not accessed services or interacted with the homelessness system in a while doesn't mean that the youth is no longer experiencing homelessness. It is better to confirm whether or not the youth remains in need of assistance before inactivating their record.

Inability to Contact

Individuals who are unable to be contacted following a reasonable number of documented outreach efforts (see "Outreach Methodology") are eligible for targeted community-wide outreach. Targeted community-wide outreach is different than Targeted Assertive Outreach; specifically, the former involves the individual being placed on a community-wide "Be On the Look-Out" (BOLO) list. The BOLO list is circulated to all HMIS-involved service providers on a weekly basis, and providers are expected to alert the Coordinated Entry team if they have located anyone on the BOLO list. Anyone who is located within 30 days of being placed on the BOLO list shall resume the housing process where it left off (with Targeted Assertive Outreach, this simply means the individual does not lose their place on the By-Name List). If the individual cannot be found within 90 days of being placed on the BOLO list, the individual's record may be inactivated.

Reactivating Records

Individuals whose records have been inactivated due to resolution of homelessness, relocation, or incarceration/institutionalization should be informed of their right to contact the Continuum of Care and restart the housing process if they reenter homelessness in the service area. Youth whose records were inactivated because they were unable to be contacted after 90 days of targeted community-wide outreach (i.e., remaining on the BOLO list for 90 days) may have their record reactivated if they reappear and remain in need of housing services. It is recommended that a reassessment be completed for anyone who was last assessed six or more months prior.

- Who is responsible for completing Targeted Assertive Outreach?
- What type of training is necessary to assist with Targeted Assertive Outreach?
- When is Targeted Assertive Outreach "complete"?

Who to "Target"

Communities have a lot of flexibility when deciding who should receive Targeted Assertive Outreach. Targeted Assertive Outreach can be completed for everyone with an HMIS record, for a specific program or agency, for a specific subpopulation, or for some other subset of individuals (e.g., youth enrolled in Coordinated Entry more than three years ago). Ultimately, your target population will likely be defined by your overarching intentions, available manpower, time constraints, or some combination of these factors.

In Austin, our initial Targeted Assertive Outreach effort involved reaching out to every unaccompanied youth under the age of 25 who had a record (and a release of information form) in HMIS. Later iterations of Targeted Assertive Outreach in Austin involved focusing on youth who were about to be selected for housing (to preemptively engage these youth and update their contact information) and those who were selected to receive housing (to reduce the burden on existing street outreach teams and aid in housing navigation efforts).

Outreach Methodology

It is important to specify the different outreach methods one should use (e.g., phone, email), as well as the number of contact attempts that are expected for each contact method. It is possible that your community has clearly defined what it considers a "reasonable" number of outreach efforts (e.g., as part of their broader inactivation protocols for HMIS); if so, your Targeted Assertive Outreach efforts should, at minimum, meet these specifications.

Based on our experiences in Austin, we recommend using the following guidelines:

- **Phone number(s) for the youth experiencing homelessness –** Make three phone calls to each phone number listed for the youth (for sample phone and voicemail scripts, see Appendix A). Each phone call to a given number should take place on a different day. Even if the youth's phone number is disconnected or not in service the first time you make a call, it is possible that this will change by the next day. Thus, it is important to attempt calling the number all three times.

- **Email address for the youth experiencing homelessness –** Send one email to every email address listed for the youth (for a sample email template, see Appendix C). If the email goes unanswered, it is not necessary to send any additional emails.

- **Social media –** Social media should only be used if the youth lists a specific platform as a preferred contact method. Communities should make every effort to document the youth's username as part of Coordinated Entry to facilitate this type of outreach. Any communication via social media should be private (e.g., through a direct message)—do not post a public message on a person's profile. The information you include in the private message should

be comparable to what you include when conducting outreach via email (for a sample template, see Appendix C).

- **Backup contact(s) –** For each contact method listed for the backup contact, engage in the same number of outreach attempts specified above (e.g., three phone calls per phone number). Do this for each backup contact (and associated contact methods) provided. It is possible that a youth may list a service provider as their backup contact. In these cases, follow the recommendations we have outlined here for backup contacts instead of following the recommendations that we have outlined under "Service provider(s)" below.

- **Mailing address –** Send a letter to the youth's mailing address (for a sample letter, see Appendix D). It is also recommended that a physical outreach attempt be made to the listed mailing address, provided it is regionally appropriate (e.g., within the Continuum of Care's service area). If the youth listed a social service agency as their mailing address, it is not necessary to send a letter (see "Service provider(s)," immediately below).

- **Service provider(s) –** If the youth lists a service agency as a day location, reach out to the appropriate point of contact at that agency to determine if they are in contact with the youth or are aware of their whereabouts. Do this for each agency listed. These contact attempts can be made via phone, email, or in person—just make sure that you are in communication with the appropriate staff member at the specified agency. Similarly, if the youth has received services from a specific agency within the last three months, contact each relevant agency to find out if they are still in contact with the youth or are aware of their whereabouts. Communities should feel free to reach out to agencies a youth accessed more than three months ago, if they have the bandwidth or desire to do so. In addition, contacting service providers the youth engaged with more than three months ago can be useful if other methods to get in touch with the youth have been unsuccessful.

- **Day location(s) –** Complete one physical outreach attempt to each listed day location, if regionally appropriate.

The information listed above can be found in the youth's HMIS record. While there will be youth that have information listed for all the potential contact methods, there will likely be some youth who provide hardly any contact information (e.g., just an email). If this is the case, we recommend making more contact attempts through those limited methods than you normally would. For instance, as mentioned above, we typically only send one email to a youth if they provided an email address. However, if email is their only form of contact, we would recommend sending them three emails instead. To give another example, if the youth only listed a phone number for their backup contact, you may want to call that backup more than three times. The goal is to make a concentrated effort to reach the youth, and that still applies to youth who have provided minimal contact information.

Frequently asked questions about the outreach methodology:

- Are there certain contact methods I should try first? Although there is no right or wrong way to "order" your contact attempts, it is important that you prioritize using whatever contact method the youth specifies as preferred, if

applicable. For instance, if there is a note in the youth's HMIS record saying that the youth would prefer to be contacted by phone, then try reaching out by phone first. Otherwise, we recommend proceeding as follows: (1) email, (2) social media, (3) phone calls, (4) outreach to service providers, (5) letter to mailing address, and (6) physical outreach to listed day location(s). Our rationale is as follows:

- o We recommend starting by sending emails to the youth and their backup contact (if applicable), as email attempts require minimal staff time (see Appendix C for a copy of our email template). This is a more "acceptable" and common form of contact.

- o Next, we recommend contacting the youth through social media, as social media attempts are (along with email) one of the least time-consuming methods (see Appendix C for a copy of our social media message template).

- o We recommend conducting phone attempts to the youth and backup early in the outreach process, as this form of contact tends to require multiple attempts spaced out over several days (see Appendix A and Appendix B for copies of our phone and voicemail scripts). Because all outreach attempts need to be completed within a set amount of time (refer to your community standards to determine this timeframe), we suggest starting the phone call process early to ensure that you can place all phone calls within the allotted time If there is a phone number listed for the youth, we will typically start with that number and then move on to any phone numbers that are listed for the youth's backup contacts.

- o After phone attempts, we suggest contacting any service providers that are listed for the youth. We conduct email and phone call attempts to youth and backup contacts before service providers because, if you can get in contact with the youth or backup contact, they are more likely to have updated information on the youth's housing status than the service provider. However, this form of outreach comes before mailing and physical attempts because service provider outreach often requires less utilization of resources (i.e., staff time and monetary costs). In our experience, emailing service providers seems to be the most successful form of contact, but you can contact these providers via phone or in person depending on your relationship with the service provider (see Appendix C for a copy of our email template that we use when contacting service providers).

- o If your outreach still has not been successful, the next recommended step is to send a letter to the youth at their mailing address (see Appendix D for a copy of our letter template). We conduct this form of outreach later in the process in order to be mindful of cost (due to postage). It is also likely that you will get in contact with the youth through the above methods (i.e., email, phone, service provider). Thus, we wait to send the letter until almost all other options have been exhausted.

- o Our last contact attempt is typically physical outreach, and we recommend saving this attempt for last for two reasons. First, it is the most time-consuming outreach method. Second, it is likely that only

certain members of your outreach team will have the necessary training to perform physical outreach (for more information, see "Recruitment and Training"). Thus, it is helpful to save this method for last in order to refrain from overwhelming the members of your team who can conduct physical outreach – this way, they will only have to conduct physical outreach for the youth who have been unreachable through other methods.

- **What if the youth or their backup contact doesn't speak English?** During Targeted Assertive Outreach, you may contact a youth or backup contact who does not speak English. Preferred language information for the youth is often noted in HMIS, so be sure to make a note on the Outreach Attempt Log if the youth's HMIS profile mentions that they prefer a language other than English. If you learn that a youth and/or their backup contact doesn't speak English during your outreach attempts, make a note of their preferred language on the Outreach Attempt Log under "Additional notes" and update this information in HMIS (provided the youth has signed an ROI). Try to plan ahead for these cases and have a set of procedures in place. For example, there might be staff members at your organization who are fluent in languages other than English. You may consider having these staff members "on call" and ready to assist with your project if you encounter a youth who prefers a different language. Alternatively, many agencies have existing contracts with translators that could potentially be leveraged or expanded to support your outreach efforts.

- **What do I do if I reach someone's voicemail?** In the case of voicemail, we suggest leaving a very general message in order to protect the youth's confidentiality. If you are leaving a voicemail for a youth, you can let them know that you are trying to get some updated information from them and ask them to call you back. If you are attempting to reach a backup contact, you can state in your message that you are trying to reach them because they were listed as a backup contact for the youth. Leave your number and ask them to call you back (for more detailed voicemail scripts, see Appendix A and Appendix B).

- **What if someone asks me to call back later?** If the youth or a backup contact picks up your call but requests that you call back later to speak with them in more detail, then call them back at the requested time. If you are unable to call the youth or backup contact back at the time that they have specified, be sure to coordinate with your team to confirm that someone is able to call the youth or backup contact back at the requested time.

- **How should I handle "phone tag" situations?** Keep calling as long as the youth or backup contact is returning your calls! If the youth or backup contact stops returning calls (and if you have not successfully made contact yet), resume your 'three' outreach efforts. Specifically, if phone tag occurred on Call #1, then make two more calls, unless you are able to successfully make contact (see "Successful and Unsuccessful Outreach Attempts" for more information on what is considered a successful attempt). If phone tag occurred on Call #2, another call is still expected. If phone tag occurred on Call #3, then you are finished with phone calls.

- **What should I say in the email?** When sending emails to youth, backup contacts, or service providers, the main goals are to update the youth and/or backup contact's contact information and to learn about the youth's current

housing status. Although the exact wording and content of emails addressed to youth, backup contacts, and service providers varies (see Appendix C for detailed email templates), you ultimately should attempt to answer the following questions:

- o 1) Is the youth still residing within the boundaries of your Continuum of Care (or designated service area)? If not, ask where they are currently living, how long have they been living there, and if they have any plans to return (and if so, when they are expected to return).
- o 2) What are the youth's current living arrangements?
- o 3) How long has the youth been in their current living situation?
- o 4) How long is the youth expected to maintain their current living situation?

In addition, if you are emailing the youth or the backup contact, you may also want to provide information on local resources (e.g., name and address of a service provider in your community that the youth can access to meet their basic needs).

- **What do I do if the email I sent bounces back?** Make a note if the email bounces back. We have a spot for this on our Outreach Attempt Log (see Appendix E). We also recommend that you note this in HMIS as well.

- **What do I do if several profiles appear – all with the same name – when I search for the youth on social media?** If you are trying to connect with a youth that has a common name, it is likely that multiple profiles will appear when you search for them on social media. Do not reach out to everyone on the social media platform with the same name. Instead, try to narrow down which profile belongs to the youth that you are trying to contact. First, try only searching for individuals who live in your area (e.g., we often limit our search to those living in Austin, TX). Second, do you (or another staff member at your agency) know what the youth looks like? If neither of these methods narrow down the number of profiles, it is best to forgo this method of contact. Even though we want to make every effort possible to contact the youth, it is riskier to potentially give sensitive information to the wrong individual.

- **What if the youth listed a service provider as their backup contact?** If the youth listed a specific person at an agency as a backup contact, then follow the methodology for backup contacts described above (e.g., three phone calls per phone number, one email per email address, etc.).

- **What if the youth's mailing address corresponds to the address of a service site?** In this case, we recommend not sending a letter to the service provider address. Instead, contact the service provider via phone or email to see if they have recently seen the youth and, if so, ask if they could relay a message to the youth. It is also possible that the youth may frequent the area surrounding the service provider's location, but the youth may not actually have contact with the service provider. For this reason, it can be beneficial to make a physical outreach attempt to the location surrounding the service provider if you have been unsuccessful in contacting the youth.

- **What if the youth listed a service site as their "day location"?** If the day

location listed corresponds to a service provider's address, physical outreach may not be necessary. In this case, it can save you time to call and/or email the service provider first to see if they have recently been in contact with the youth. If they have not seen the youth recently, you may still want to conduct physical outreach to see if the youth is in the area surrounding the service provider's address.

- **What if the youth listed your own service organization as their primary day location?** If the youth lists your own agency as their primary day location (or if they previously received services at your organization), try to track down any staff members that have worked with the youth in the past. If you are able to find staff members who have worked directly with the client, ask them if they have the youth's updated contact information and/or know the youth's current housing status.

- **If a service site is listed as the youth's "day location" or mailing address, how do I identify the appropriate staff member to answer my outreach questions about the youth?** In order to identify the appropriate staff member, it may be easiest to begin by emailing a staff member at the service site. To start, you can email anyone you know in the organization (if you don't have this information, ask your colleagues or refer to the organization's website). When you email the organization, explain who you are and why you are contacting them (i.e., to obtain housing status information about a youth). Then ask if the person you are contacting might be able to help you with this task, and, if not, ask if they could connect you to someone else who can help.

- **When is a listed "day location" considered too vague to conduct physical outreach?** Sometimes the day location listed in the youth's HMIS profile is too vague for us to conduct physical outreach. For instance, day locations that list a large, general area (e.g., "downtown Austin") or a street name (e.g., "Lamar Boulevard") are too broad for us to know where to search. Said differently, in order to conduct physical outreach, the day location must be specific enough that we have a reasonable chance of finding the youth. Day locations that list a specific location (e.g., "the public library in downtown Austin") or ones that provide cross-streets (e.g., "Lamar Boulevard & Guadalupe Street") are better fits for physical outreach attempts.

- **What if the youth listed a "day location" outside of town?** We recommend only conducting physical outreach to locations that are within the boundaries of your Continuum of Care (within a Balance of State, you might want to limit your outreach efforts to a particular county or specific region).

- **How do I know what a youth looks like if I've never met them?** If the youth's picture is in HMIS, we recommend printing a copy and attaching it to the Physical Outreach Form (see Appendix F). If the youth does not have a picture in HMIS, jot down some identifiable characteristics on the outreach form (e.g., age, gender, race, ethnicity).

- **When are you allowed to share identifiable information to strangers (e.g., at a store)?** Check with your local Continuum of Care and local street outreach teams. It is possible that, if a youth has signed an ROI that permits you to share the youth's personal information for the purposes of coordinating care, you are authorized to ask individuals at the listed day location if they are familiar with

the youth or if they have seen someone matching their description. Regardless, you want to avoid sharing specific details about the youth's housing situation, the reason why you are looking for them, or the specific agencies where they have received services. For instance, you might say something like, "Hi, I'm looking for *[YOUTH NAME]*. Do you happen to know this person or know where I might be able to find them?" If pressed for information about why you are looking for them, you can explain that they're not in trouble, that they said this is a place where they can sometimes be found, and that you're just looking to get some updated information from them.

Successful and Unsuccessful Outreach Attempts

Successful outreach attempts occur when you are able to speak with either the youth, the backup contact, and/or the service provider and receive updated information about the youth's living arrangements as a result of this attempt.

An outreach attempt may be unsuccessful for a variety of reasons, including:

- The phone number you called is disconnected
- The phone number you called no longer belongs to the youth or backup contact
- No one replies to your email (or the email bounces back)
- You reached the voicemail for the youth or a backup contact
- You are able to speak to the backup contact, but they do not have any information about the youth's living situation
- You are able to speak to the youth or the backup contact, but they ask you to call back at another time (before you can receive any information about the youth's living situation)
- You are unable to locate the youth during physical outreach

Please note that, just because an outreach attempt is "unsuccessful," you should still log the attempt and count it toward your targeted number of attempts (e.g., three calls per phone number). More information on how to log your attempts is provided in the "Documenting Outreach Attempts" section below.

If you are unable to contact the youth through all of the available contact methods (see "Outreach Methodology," found above, for a list of what we recommend in terms of the types of contact methods and the number of contact attempts that should be expected for each contact method), our next step here in Austin is to place the youth on a community-wide "Be On the Look-Out" (BOLO) list. For more information on the BOLO list, see "Policies and Procedures: Austin, TX." As a reminder, these policies and procedures may vary in your community.

If you are able to speak directly to the youth, their backup contact, or a service provider, your conversation should unfold as follows:

1. If you have reached the person by phone, verify that you are speaking to the correct person before you state who you are and why you are calling (in order to protect confidentiality).

2. Confirm the contact information that you have for the youth (and, if you are speaking to a backup contact or service provider, then confirm their contact information as well). You want to make sure that you have the most up-to-date contact information to support future outreach efforts (e.g., in the event the youth is pulled for a housing program). You can also use this as an opportunity to capture any additional contact information for the youth and/or backup contact (e.g., if the youth does not have a listed phone number, you can ask the backup contact to provide this information, if available).

3. Then, determine if the youth is still residing within the boundaries of your Continuum of Care (or designated service area). If the youth is no longer in the area, ask where they are currently living, how long they have been outside of the area, and if they have any plans to return (and if so, when).

4. Finally, you want to determine the youth's housing status. Specifically, you want to answer the following questions: 1) What are the youth's current living arrangements?, 2) How long has the youth been in their current living situation?, and 3) How long is the youth expected to maintain their current living situation?

For more specific recommendations and sample phone scripts, see Appendix A and Appendix B. Any information that you gather should be recorded in the Outreach Attempt Log (see the "Documenting Outreach Attempts" section below, as well as Appendix E).

Keep in mind that, if you successfully contact a youth experiencing homelessness or if you receive all of the necessary information from the youth's backup and/or service provider, you do not need to complete the remaining outreach attempts.

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Helpful Hints...

If you receive updated contact information for a youth or their backup contact through the outreach process, your first instinct might be to update the youth's record in HMIS with this new information. However, your community may have guidelines regarding the circumstances under which you can update contact information in HMIS. For instance, in Austin, TX, information provided by a backup contact can only be updated in HMIS if the youth has signed a Release of Information (ROI) and the backup contact is listed on the ROI. Because these policies and procedures may vary, be sure to check with your HMIS system administrator.

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Once you reach this point, you might explore connecting the youth to services depending on what you have learned about the youth's housing status. Whenever you are speaking to a youth who is currently experiencing homelessness, it is important to provide information about resources in the area (e.g., the name and address of a service provider that provides daily meals, etc.). It is also possible that you may try to connect the youth with a program that could be beneficial to them. For example, if you learn that a youth is still experiencing homelessness and/or is

couch-surfing, you might offer to connect them to a local diversion program or comparable services, provided they are available in your community. These types of less intensive services are helpful to explore as an alternative to more intensive housing programs, and eligibility may not be conditioned on the youth's level of vulnerability (meaning they may be easier to access and/or there may be a shorter waitlist). In other words, it is possible that diversion services may be able to help resolve homelessness without the assistance of a more formal housing program. This type of resolution is usually quicker, and it utilizes fewer resources. Be sure to ask the youth if they are interested in the program before you refer them, and you should only move forward with the referral if the youth confirms their interest. If the youth is interested, make sure that the handoff from you to the service provider as easy and natural as possible. To do so, let the youth know that you will be passing their contact information on to a staff member from the appropriate program and ask the youth to be on the lookout for a call/email/text from this staff member. When making this referral to the program staff, indicate the best contact method for the youth and any other relevant details (e.g., preferred contact method, best day/time to call, etc.).

Documenting Outreach Attempts

Documenting your contact attempts is crucial. Consistent documentation is especially important when you have multiple people working on your Targeted Assertive Outreach project, as it can be very difficult to keep track of what contact methods have been attempted, who made the outreach attempt, who the outreach was for, when the outreach attempt was conducted, etc. However, having a detailed documentation process in place can help keep your team organized and ensure that information is accessible to all team members. We have found it most helpful to keep track of all of the outreach attempts (including phone calls, emails, etc.) made for one youth on a single document (i.e., each individual youth has their own separate document, and all of the outreach attempts for that youth are kept on that central document; see Appendix E). We refer to this document as the Outreach Attempt Log.

Prior to starting your outreach efforts for a youth, you should add the youth's name and HMIS ID to the top of the Outreach Attempt Log. Add the contact information for the youth that is available in HMIS to the appropriate places on the form— there is a space to write down the youth's email address, social media username, mailing address, phone number(s), and day location(s), as well as service provider information for the youth, and contact information for the backup contact(s). We recommend writing down all available forms of contact before you begin your outreach efforts. This will not only keep your team more organized, but it will also allow you to streamline your outreach efforts. If you already have all the relevant contact information written down, it will be easier to quickly identify which youth need a particular form of outreach and can therefore make all of the attempts more manageable.

After you have written down all the applicable information on your form, you are ready to begin outreach! Below, we describe the key pieces of information that should be tracked on the Outreach Attempt Log for the different types of contact methods:

Helpful Hints...

- *If more than one person is helping complete Targeted Assertive Outreach, each person should write their initials or their name next to each outreach attempt. That way, this person can be consulted if another team member has a follow-up question about that outreach effort.*

- *When conducting outreach through social media, you should not use your personal social media account; instead, use an account that is tied to your organization. If possible, all phone calls should be made from a work phone, and all emails should be sent from a work email address (instead of from a personal phone or email address). We suggest this for two reasons. First, it is important to maintain professional boundaries during outreach. Second, if you, for example, are utilizing your personal email address to send emails to youth, it will be more difficult for your team members to resume outreach efforts where you left off. In fact, the best option may be to create an email address and phone number that are solely for outreach purposes.*

- *We recommend sending all of the email attempts that you need to make in a given day to youth and their backup contacts during the same sitting. For instance, if you have a stack of individuals that you are trying to find, look through the documentation that you just filled out for them and identify all the youth and backup contacts who have an email listed. As you send emails to these individuals, be sure to write down the information outlined above on the Outreach Attempt Log.*

- *There are also opportunities to consolidate your outreach attempts when contacting service providers. For instance, if multiple youth report receiving services from the same service provider, it will save you (and the service provider) time and energy if you contact the service provider about all of these youth during the same attempt (instead of emailing them multiple times over a short timeframe).*

- *If it has been over a week since you have sent an email to a service provider and you have not received a reply, note this in the Outreach Attempt Log (and write down the date). At this point, we recommend moving forward with your outreach attempts (i.e., to mailing and physical attempts, etc.).*

- *Prior to embarking on physical outreach, conduct an inmate search to see if the youth is currently incarcerated (and note this information on the physical outreach form).*

- *When conducting physical outreach, try to time your efforts so that a team member can go look for several youth at once, as opposed to conducting physical outreach for one youth at a time.*

- *There are also instances where multiple youth report the same day location, which means you can search for multiple youth at the same location during the same outing. Even if youth are not reporting the same day location(s), you can also try to group the day locations regionally, so that the outreach worker can visit all areas in one part of town before driving to another part of town.*

- **Social media.** Once you reach out to a youth on social media, write down the date you made the attempt. If you were unable to find the youth on social media, note this in the "Additional notes" section on the Outreach Attempt Log. You can also make a note of any other important information (e.g., if a youth responds to you via social media, the "Additional notes" section is a great place to record this information).

- **Email.** After sending an email to a youth or backup contact, make a note of whether the email bounced back and the date you sent the email. Once again, you can make a note of any other important information related to your email attempts in the "Additional notes" section.

- **Phone calls.** When making phone calls, we suggest that you record (1) the date of the phone call, (2) whether the phone call was successful (and if it was not successful, why the call was unsuccessful—e.g., phone was disconnected, you left a voicemail, the phone kept ringing, etc.), and (3) any additional notes.

- **Service provider outreach.** Regardless of whether you are reaching out by email or phone, when you attempt to contact a service provider, you should make a note of the date you made the outreach attempt. If you are able to get in touch with the service provider, you can add this information to the "Additional notes" section.

- **Letters to mailing addresses.** After you send the letter to the youth's mailing address, make a note of the date you sent the letter.

- **Physical outreach to day locations.** We have a separate form that team members take with them when they go into the community to conduct physical outreach (the "Physical Outreach Form;" see Appendix F). Prior to visiting the day location(s) listed by the youth, write in the youth's name and HMIS ID on the top of the form. You can also attach a photo or physical description of the youth if one is available in HMIS. Adding this information may help you locate the youth when out in the community. Lastly, you fill in the physical location that is listed for the youth under "Outreach Location." A separate Physical Outreach Form should be used for each day location listed by the youth. The rest of this form should be completed during the physical outreach attempt. After the team member returns from physical outreach, you can update the Outreach Attempt Log with the appropriate information (i.e., date physical outreach was made, who attempted the physical outreach, if the youth was located, and any additional notes).

If you are able to gather any information about the youth's housing status (e.g., whether the youth is still residing within the boundaries of your designated service area) through these outreach attempts, write down these details on pages 4 and 5 of the Outreach Attempt Log.

As you are making these various outreach attempts, it is very important to share this information with all of your team members. Remember to be diligent about writing down all the above information so that a fellow team member can pick up a file wherever you left off. In addition, it is helpful to have a filing system in place to keep track of the outreach attempts that are still needed for a given youth. At LifeWorks,

we use a filing system that contain folders labeled "email outreach needed," "phone outreach needed," "service provider outreach needed," "waiting on service provider response," and "waiting on youth response," among others. These folders give us a way to keep track of where each youth is in the Targeted Assertive Outreach process, and it allows multiple team members to work on this project at once. Once all outreach attempts have concluded for a given youth, we scan the Outreach Attempt Log and any accompanying Physical Outreach Form(s), save the file(s) digitally, and shred the physical document(s). We also create a spreadsheet of all the youth we have contacted during that specific iteration of Targeted Assertive Outreach. This file can be helpful if you are wanting to track certain data elements related to your outreach efforts, and it can also serve as a quick and easy way to look up the outreach outcome for a youth. Lastly, we also update youth's information in HMIS (if appropriate).

Recruitment & Training

Individuals other than homelessness service providers may be able to assist with the Targeted Assertive Outreach process. However, decisions surrounding who can/should participate may largely depend on the intention behind your Targeted Assertive Outreach initiative and the size of your project. For instance, if you are attempting to conduct outreach for youth who have an open enrollment in a given program but who have not interacted with the homelessness response system in over a year, you may end up with a smaller team that is comprised mostly of staff members who are involved with the specified program. In this case, if you end up creating an outreach team consisting of individuals who are not familiar with the relevant program(s), make sure that these folks receive the training necessary for them to understand the program and to be able to talk about the program when conducting outreach. However, if you have a larger project that is not specific to a certain program (e.g., reaching out to every unaccompanied youth who has a record in HMIS), your team will likely be bigger in size and be comprised of a range of individuals who are able and willing to help. With the proper training, it is possible to include a variety of people with different roles on your Targeted Assertive Outreach team. For example, your team may end up being comprised of staff members, volunteers, current/past clients, interns, and even board members.

The trainings that each team member will be required to complete will likely depend on the type of outreach that they will be conducting (e.g., if a specific team member will be conducting physical outreach, it will be necessary for them to complete some degree of street outreach training). In addition, you may want to include a training that is specific to the population you are trying to reach through your efforts. For example, a training on youth and street culture can be helpful when conducting outreach with vulnerable, transition-aged youth.

Regardless of the scale of your project, your overarching goals for conducting outreach, and the population you are serving, all members of your team should receive training on how to conduct Targeted Assertive Outreach and that explains why this process is important. Luckily, this handbook will be able to assist you in training your team members! But, before new team members start conducting outreach, they should become very familiar with all the relevant protocols, scripts, and forms. Our team has found it particularly helpful to run through practice

scenarios with new team members, during which they can practice the phone and/or voicemail script. We also encourage you to speak with your team about tricky cases that you have seen come up throughout your efforts, so your team members can be prepared if they come across similar situations.

Helpful Hints...

Weekly meetings with your team can be a great place to discuss the tricky cases you encounter while conducting Targeted Assertive Outreach. For example, you may come across youth who will be hospitalized for an unknown length of time, who are staying with other youth housed through one of your programs (but who are not on the lease), who are difficult to reach, or who are in the process of transitioning between housing programs. In these cases, it can be incredibly helpful to brainstorm with your team members and share ideas for how to best proceed in each unique circumstance.

Lastly, if any team members are new to your organization (e.g., community volunteers), it may be helpful to provide a training on the core values and mission of your organization. When conducting outreach attempts, the youth who you are contacting may ask questions about the organization more broadly, and everyone on your team should be able to provide at least some information.

Finishing Targeted Assertive Outreach

So, how do you know when your Targeted Assertive Outreach project is "complete"? This largely depends on your goals for completing Targeted Assertive Outreach in the first place. For instance, if the goal of your initiative is to reach out to a certain subset of individuals (e.g., folks who haven't received services in 6 months, folks enrolled in specific types of programs, etc.), your outreach would be considered complete after you finish conducting outreach for all of these individuals. If your goal was to reach out to all youth with active records in HMIS, you would not be finished with Targeted Assertive Outreach until you have completed this process for every single youth. You should articulate this goal before you start your Targeted Assertive Outreach project so that your team is unified in its purpose and in knowing when the project will be considered complete.

However, you might decide to structure your Targeted Assertive Outreach initiative as an ongoing effort. For instance, we decided to engage in continual Targeted Assertive Outreach in Austin as part of our efforts to effectively end youth homelessness. This allowed us to maintain cleaner data in our HMIS (providing a more accurate sense of the scale of youth homelessness in our community). It also allowed us to maintain contact with youth and connect them with services as needed/desired while they waited for housing.

Ultimately, there is no "right" or "wrong" way to conclude your Targeted Assertive Outreach initiative. We simply recommend having a clear objective upfront—based

on your system-level or organizational goals, as well as your available bandwidth—to guide your planning and implementation efforts.

Conclusion

In this handbook, we offered an overview of Targeted Assertive Outreach and provided information on how and when to use this outreach technique. Although we focus on how to conduct Targeted Assertive Outreach with homeless youth in this handbook, these tools can be applied to any subpopulation of interest. Regardless of your population or your underlying initiative, we hope that this handbook will assist you in better understanding your local data. When combined with broader systems-level data (e.g, inflow rates), the results from your Targeted Assertive Outreach initiative can be used to project the number of individuals in need of services so that you can better anticipate the associated costs, staffing needs, and philanthropic targets required to achieve your objectives.

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Conducting Targeted Assertive Outreach During the COVID-19 Pandemic

In the early months of 2020, we began our second round of Targeted Assertive Outreach, which focused on contacting youth who were about to be selected for housing (to preemptively engage these youth and update their contact information) and those who were selected to receive housing (to reduce the burden on existing street outreach teams and aid in housing navigation efforts). This effort was in full swing when the coronavirus disease (COVID-19) reached the United States. As the disease grew worse and elevated to pandemic status, communities throughout the country began implementing social distancing and stay-at home orders to slow its spread. These stay-at-home orders went into effect in Austin, TX, in the middle of March, and, as a result, our team working on this project had to modify our typical, highly collaborative outreach process to comply with these new guidelines. Even though we had to make some adjustments in order to keep progressing while working from home, our Targeted Assertive Outreach efforts continued during the pandemic. Below, we outline the main changes we made to our typical outreach process that remained in effect throughout the duration of the stay-at-home orders, and we discuss key insights gleaned during this time.

Modifications:

1. **Moved entirely to an electronic tracking system.** As mentioned in our handbook, we typically print out an Outreach Attempt Log for every youth that we plan to contact. The team works off of these physical copies as we make outreach attempts, filling in all of the relevant information as outreach progresses. Once we have finished outreach for a particular youth, we put all of this information in the computer. However, since we had to start conducting outreach from home, we began logging the information we collected as part of the Outreach Attempt Log electronically, which made it easier to share information across team members.
2. **Centralized outreach efforts.** In addition to moving to an electronic tracking system, we also centralized our outreach efforts by giving many of the outreach responsibilities to one individual team member. Although our process is typically highly collaborative, the streamlined approach that we adopted during this time was ultimately the easiest way to keep us organized as we continued our Targeted Assertive Outreach efforts.
3. **Held virtual team meetings.** Despite the pandemic, LifeWorks remained committed to its goal of ending youth homelessness by the end of 2020. Because of the key role that Targeted Assertive Outreach played in this broader initiative, it was imperative that we held weekly meetings with the housing team at LifeWorks and with housing stakeholders throughout our community. These virtual meetings made it possible for us to move forward with our outreach efforts, while practicing social distancing.
4. **Incorporated social distancing into physical outreach.** Because homelessness services were considered "essential business" during the pandemic, we were able to continue physical outreach efforts throughout this time while following the social distancing recommendations. More specifically, team members who were conducting physical outreach were instructed to keep at least a 6-foot distance between themselves and others and to wear gloves and a mask when in public.

Key Insights:

1. **COVID-19 may have opened housing opportunities for youth.** Some youth we spoke to during COVID-19 expressed that they were able to find a place to find to stay—at least for the short-term—as a result of the virus. Because individuals were urged by the city to stay at home to reduce the spread of the disease, it is possible that homeless youths' support networks were more likely to let youth stay with them for the duration of the virus.

2. **Be mindful of youths' access to technology and internet.** Many service providers in our area had to modify their normal approach to service delivery in order to accommodate the stay-at-home orders. This not only impacted youths' ability to access basic needs and other services, but it also had implications for technology and internet access. We discovered that many youth relied on public WiFi to be able to place a call, send an email, or reply to social media messages. In addition, there were a number of youth who had their phones shut off due to the financial hardship caused by COVID-19. To combat these issues, we encouraged youth to visit our Youth Resource Center, which remained open during the pandemic because it was considered an essential service. At the Youth Resource Center, youth were able to access our WiFi, computer, and/or phone, which greatly aided our outreach efforts.

APPENDIX A

Script & Protocol for Conducting Outreach to Youth Over the Phone

<u>**Voicemail Script:**</u>

"Hey there, I'm looking for [YOUTH NAME]. I'm hoping to get some updated information from you. Please give me a call back at [YOUR PHONE NUMBER]. Thanks!"

> *Remember to keep your voicemail message as vague as possible to protect the youth's confidentiality.*

<u>**Phone Call Script:**</u>

1. **IF SOMEONE ANSWERS THE PHONE:**
   "Hi, my name is [CALLER NAME], and I'm looking for [YOUTH NAME]. Is this [YOUTH NAME]?"

   NO – NOT SPEAKING TO YOUTH:
   "Do you happen to know [YOUTH NAME] or how I can reach them?" *Collect updated information for the person.* *"Thank you!"* *End call.*

   YES – SPEAKING TO YOUTH:
   "I'm with [YOUR ORGANIZATION] and I'm calling to get some updated information from you. Do you have a few minutes?"

   > **YES** – *Proceed to Step 2.*
   > **NO** – *Confirm best contact information and best day/time to contact. Record this information on the Outreach Attempt Log. This could be a phone number or email address for the youth. Specify whose contact information was collected (in this case, the youth's). Thank the respondent, and end the call.*

2. *"Is this still the best way to get in touch with you?"*

   CONTACT INFO HAS CHANGED – *Record updated contact information on the Outreach Attempt Log. Be sure to update this information in your community's HMIS later, provided the youth has signed an ROI. Proceed to Step 3.*

   CONTACT INFO REMAINED THE SAME – *Make a note on the Outreach Attempt Log that the contact information is still accurate. Proceed to Step 3.*

3. *"Are you still living in [YOUR DESIGNATED SERVICE AREA]?"*

   YES – *Record this information on the Outreach Attempt Log. Proceed to Step 4.*

   NO – *Ask the following questions and record this information on the Outreach Attempt Log.*

a. *"Where are you currently living?"* *Record this information on the Outreach Attempt Log.*
b. *"How long have you lived there?"* *Record this information on the Outreach Attempt Log.*
c. *"Are you planning to return to [YOUR DESIGNATED SERVICE AREA]? If so, when?"* *Record this information on the Outreach Attempt Log.*

IF THE YOUTH HAS BEEN OR PLANS TO BE GONE FOR 30+ DAYS: "*Thank you for letting me know. Because you are no longer in [YOUR DESIGNATED SERVICE AREA], we will be inactivating your record in our local Homeless Management Information System. If you ever find yourself back in [YOUR DESIGNATED SERVICE AREA] and in need of housing, we would be happy to add you back to our system – just be sure to contact [NAME OF YOUR CONTINUUM OF CARE] or another service provider. Thank you again for your time."* *End the call. The youth's record can inactivated.*

IF THE YOUTH HAS BEEN OR PLANS TO BE GONE FOR FEWER THAN 30 DAYS: "*Thank you for that information. If it's okay with you, we would like to reach out to you again once you are back in town to see if you would like any supportive services. Thank you again for your time."* *End the call. Resume outreach efforts once the youth is presumed to be back in town.*

IF THE YOUTH IS UNSURE HOW LONG THEY WILL BE OUT OF TOWN: "*Thank you for that information. If it's okay with you, we would like to reach out to you again in the not-too-distant future to see if you are back in town. If you return to [YOUR DESIGNATED SERVICE AREA] before we contact you, and you would like to receive supportive services, feel free to come by [NAME OF LOCAL RESOURCE CENTER WHERE YOUTH CAN ACCESS BASIC NEEEDS]. Do you know where that is?"* Provide information if necessary. *"Thank you again for your time."* *End the call. Resume outreach efforts once the youth's total time out of town would equal 30 days [Number of Days Out of Town to Date + Number of Days to Before Resuming Outreach = 30].*

4. *"Can you tell me a little bit about where are you currently staying?"*

IF YOUTH IS STAYING OUTSIDE, ON THE STREETS, IN A CAR, IN A PLACE NOT MEANT FOR HABITATION, ETC.: *Note on the Outreach Attempt Log where the youth is staying. Provide as much detail as possible! CONFIRM ALL CONTACT INFORMATION! Proceed to Step 5.*

IF YOUTH IS CURRENTLY STAYING AT A SHELTER OR IN A HOTEL PAID FOR BY A SOCIAL SERVICES PROGRAM: *Note on the Outreach Attempt Log where the youth is staying. Provide as much detail as possible! CONFIRM ALL CONTACT INFORMATION! Proceed to Step 5.*

IF YOUTH IS COUCH-SURFING OR STAYING WITH A FRIEND/FAMILY:

    a.   *"How long have you been staying there?"* *Record this information on the Outreach Attempt Log.*

    b.   *"How long will you be able to stay there?"* *Record this information on the Outreach Attempt Log.*

IF SUM OF A & B IS GREATER THAN OR EQUAL TO 7 DAYS: *"Thank you for letting me know. Because you're in a relatively stable housing situation, we will be inactivating your record in our local Homeless Management Information System. If you ever find yourself in need of housing, we would be happy to add you back to our system – just be sure to contact [NAME OF YOUR CONTINUUM OF CARE] or another service provider. Thank you again for your time."*
End the call. The youth's record can inactivated.

IF SUM OF A & B IS FEWER THAN 7 DAYS:
Note on the Outreach Attempt Log where the youth is staying. Provide as much detail as possible! CONFIRM ALL CONTACT INFORMATION! Proceed to Step 5.

> *If the youth indicates that they are unlikely to maintain their current living situation for a total of at least 7 days, consider sharing information about local diversion services (or comparable programming) with the youth.*

IF THE YOUTH DOES <u>NOT</u> PROVIDE AN EXACT TIMEFRAME: *"Do you think you can stay there for at least [# of days to bring the total to 7]?"* *For instance, if the youth has been staying at this location for 3 days, ask if they can stay for at least 4 more days.*

IF YES – *"Thank you for letting me know. Because you're in a relatively stable housing situation, we will be inactivating your record in our local Homeless Management Information System. If you ever find yourself in need of housing, we would be happy to add you back to our system – just be sure to contact [NAME OF YOUR CONTINUUM OF CARE]or another service provider. Thank you again for your time."* *End the call. Record this information on the Outreach Attempt Log. The youth's record can inactivated.*
IF NO – *Record this information on the Outreach Attempt Log. Proceed to Step 5.*

IF YOUTH IS HOUSED (not couch-surfing or staying with friends/family):

    a.   *"Did you receive your housing through a social service agency?"*
        IF YES – *Determine whether their housing is time-limited. Are they enrolled in a rapid rehousing, permanent supportive housing, or transitional living program? Record as much detail as you can on the Outreach Attempt Log about the type of housing. Go on to the next question (b).*
        IF NO – *Go on to the next question (b).*

    b.   *"How long have you been staying there?"* *Record this information on the Outreach Attempt Log.*

    c.   *"How long will you be able to stay there?"* *Record this information on the Outreach Attempt Log.*

IF SUM OF B & C IS GREATER THAN OR EQUAL TO 7 DAYS: "*Thank you. I'm glad to hear that you're currently housed! Because you're in a relatively stable housing situation, we will be inactivating your record in our local Homeless Management Information System. If you ever find yourself in need of housing, we would be happy to add you back to our system – just be sure to contact [NAME OF YOUR CONTINUUM OF CARE] or another service provider. Thank you again for your time.*" *End the call. The youth's record can inactivated.*

IF SUM OF B & C IS FEWER THAN 7 DAYS: *Note where the youth is staying on the Outreach Attempt Log. Provide as much detail as possible! CONFIRM ALL CONTACT INFORMATION! Proceed to Step 5.*

IF THE YOUTH DOES __NOT__ PROVIDE AN EXACT TIMEFRAME: "*Do you think you can stay there for at least [# of days to bring the total to 7]?*" *For instance, if the youth has been staying at this location for 3 days, ask if they can stay for at least 4 more days.*

> **IF YES –** "*Thank you for letting me know. Because you're in a relatively stable housing situation, we will be inactivating your record in our local Homeless Management Information System. If you ever find yourself in need of housing, we would be happy to add you back to our system – just be sure to contact [NAME OF YOUR CONTINUUM OF CARE] or another service provider. Thank you again for your time.*" *End the call. Record this information on the Outreach Attempt Log. The youth's record can inactivated.*
> **IF NO –** *Record this information on the Outreach Attempt Log. Proceed to Step 5.*

IF YOUTH IS INCARCERATED, IN TREATMENT, OR HOSPITALIZED:
   a. "*Where are you currently staying?*" *Record this information on the Outreach Attempt Log.*
   b. "*How long have you been in this setting?*" *Record this information on the Outreach Attempt Log.*
   c. "*How much longer are you expected to stay in this setting?*" *Record this information on the Outreach Attempt Log.*

IF TOTAL SUM OF B & C IS FEWER THAN 90 DAYS – "*Thank you for that information. If it's okay with you, we would like to reach out again once you are expected to be released. Thank you again for your time.*" *End the call. Resume targeted assertive outreach efforts once youth is expected to be released.*

IF TOTAL SUM OF B & C IS GREATER THAN OR EQUAL TO 90 DAYS – "*Thank you. Because you are going to be in an institutional setting for an extended period of time, we plan to inactivate your record in our local Homeless Management Information System. If you are in need of housing services upon release, you are welcome to contact [NAME OF YOUR CONTINUUM OF CARE]or another service provider to get back on the list.*" *End the call.*

IF RESPONDENT IS UNSURE ABOUT THE LENGTH OF TIME – *"Thank you for that information. If it's okay with you, we would like to reach out again in about a month to see if your situation has changed. Thank you again for your time."* *End the call. Resume targeted assertive outreach efforts after 30 days.*

5. *"Thank you so much. Do you know about [NAME OF LOCAL RESOURCE CENTER WHERE YOUTH CAN ACCESS BASIC NEEEDS]?"* Explain the local resource center, tell them that this is a place where they can connect to resources, services, etc. *"Do you need information about how to get in touch with them?"* If so, provide information about getting in contact with the local resource center. *Thank you again!*

APPENDIX B

Script & Protocol for Conducting Outreach to
Backup Contacts & Service Providers Over the Phone

Voicemail Script:

If you reach a backup contact's voicemail:
"*Hey there, I'm looking for [BACKUP NAME]. You were listed as a backup contact for [YOUTH NAME]. Please give me a call back at [YOUR PHONE NUMBER]. Thanks!*"

> *Remember to keep any voicemail messages that you leave for backup contacts as vague as possible to protect the youth's confidentiality.*

If you reach a service provider's voicemail:
"*Hey there, I'm looking for [SERVICE PROVIDER NAME]. I'm affiliated with [ORGANIZATION CONDUCTING TARGETED ASSERTIVE OUTREACH], and I'm trying to get some updated information about a youth who received services at your organization. Please give me a call back at [YOUR PHONE NUMBER]. Thanks!*"

Phone Call Script:

1. **IF SOMEONE ANSWERS THE PHONE:**
   "*Hi, my name is [CALLER NAME], and I'm looking for [BACKUP CONTACT NAME / SERVICE PROVIDER NAME]. Is this [BACKUP CONTACT NAME / SERVICE PROVIDER NAME]?*"

   NO – NOT SPEAKING TO BACKUP CONTACT/SERVICE PROVIDER:
   "*Do you happen to know [YOUTH NAME] or how I can reach them?*" *Collect updated information for the person.* "*Thank you!*" *End call.*

   YES – SPEAKING TO BACKUP CONTACT:
   "*I'm with [YOUR ORGANIZATION] and [YOUTH NAME] listed you as a backup contact. Do you have a few minutes?*"

   > **YES** – *Proceed to Step 2.*
   > **NO** – *Confirm best contact information and best day/time to contact. Record this information on the Outreach Attempt Log. This could be a phone number or email address for the youth's back-up contact. Specify whose contact information was collected (in this case, the backup contact's). Thank the respondent, and end the call.*

   YES – SPEAKING TO SERVICE PROVIDER:
   "*I'm with [YOUR ORGANIZATION] and I'm looking for [YOUTH NAME], who has previously received services at your organization. Do you have a few minutes?*"

   > **YES** – *Proceed to Step 2.*
   > **NO** – *Confirm best contact information and best day/time to contact. Record this information on the Outreach Attempt Log. This could be a phone number or email address for the service provider. Specify whose contact information was collected (in this case, the service provider's). Thank the respondent, and end the call.*

2. *"Is this still the best way to get in touch with you? Do you have any contact information for [YOUTH NAME]?"*

> **CONTACT INFO HAS CHANGED** – *Record updated contact information on the Outreach Attempt Log. Be sure to update this information in your community's HMIS later, provided the youth has listed the backup contact/service provider on an ROI. Proceed to Step 3.*

> **CONTACT INFO REMAINED THE SAME** – *Make a note on the Outreach Attempt Log that the contact information is still accurate. Proceed to Step 3.*

3. *"Do you know if [YOUTH] is still living in [YOUR DESIGNATED SERVICE AREA]?"*

> **YES** – *Record this information on the Outreach Attempt Log. Proceed to Step 4.*

> **NO** – *Ask the following questions and record this information on the Outreach Attempt Log.*

>> a. *"Do you know where [YOUTH NAME] is currently living?"* *Record this information on the Outreach Attempt Log.*
>> b. *"Do you know how long [YOUTH NAME] has lived there?"* *Record this information on the Outreach Attempt Log.*
>> c. *"Do you know if [YOUTH NAME] is planning to return to [YOUR DESIGNATED SERVICE AREA]? If so, when?"* *Record this information on the Outreach Attempt Log.*

>> **IF THE YOUTH HAS BEEN OR PLANS TO BE GONE FOR 30+ DAYS: "***Thank you for letting me know. Because [YOUTH NAME] is no longer in [YOUR DESIGNATED SERVICE AREA], we will be inactivating [YOUTH NAME's] record in our local Homeless Management Information System. If [YOUTH NAME] ever finds themselves back in [YOUR DESIGNATED SERVICE AREA] and in need of housing, we would be happy to add them back to our system – just be sure that they contact [NAME OF YOUR CONTINUUM OF CARE] or another service provider. Thank you again for your time."* *End the call. The youth's record can inactivated.*

>> **IF THE YOUTH HAS BEEN OR PLANS TO BE GONE FOR FEWER THAN 30 DAYS: "***Thank you for that information. If it's okay with you, we would like to reach out to you again once [YOUTH NAME] is back in town to see if [YOUTH NAME] would like any supportive services. Thank you again for your time."* *End the call. Resume outreach efforts once the youth is presumed to be back in town.*

>> **IF THE BACKUP IS UNSURE HOW LONG THE YOUTH WILL BE OUT OF TOWN: "***Thank you for that information. If it's okay with you, we would like*

to reach out to you again in the not-too-distant future to see if [YOUTH NAME] is back in town. If [YOUTH NAME] returns to [YOUR DESIGNATED SERVICE AREA] before we contact you, and [YOUTH NAME] would like to receive supportive services, feel free to tell [YOUTH NAME] to come by [NAME OF LOCAL RESOURCE CENTER WHERE YOUTH CAN ACCESS BASIC NEEEDS]. Do you know where that is?" Provide information if necessary. *"Thank you again for your time."* End the call. Resume outreach efforts once the youth's total time out of town would equal 30 days [Number of Days Out of Town to Date + Number of Days to Before Resuming Outreach = 30].

4. *"Can you tell me a little bit about where [YOUTH NAME] is currently staying?"*

IF YOUTH IS STAYING OUTSIDE, ON THE STREETS, IN A CAR, IN A PLACE NOT MEANT FOR HABITATION, ETC.: *Note on the Outreach Attempt Log where the youth is staying. Provide as much detail as possible! CONFIRM ALL CONTACT INFORMATION! Proceed to Step 5.*

IF YOUTH IS CURRENTLY STAYING AT A SHELTER OR IN A HOTEL PAID FOR BY A SOCIAL SERVICES PROGRAM: *Note on the Outreach Attempt Log where the youth is staying. Provide as much detail as possible! CONFIRM ALL CONTACT INFORMATION! Proceed to Step 5.*

IF YOUTH IS COUCH-SURFING OR STAYING WITH A FRIEND/FAMILY:
   a. *"Do you know how long [YOUTH NAME] has been staying there?"* Record this information on the Outreach Attempt Log.
   b. *"Do you know how long [YOUTH NAME] will be able to stay there?"* Record this information on the Outreach Attempt Log.

IF SUM OF A & B IS GREATER THAN OR EQUAL TO 7 DAYS: *"Thank you for letting me know. Because [YOUTH NAME] is in a relatively stable housing situation, we will be inactivating [YOUTH NAME's] record in our local Homeless Management Information System. If [YOUTH NAME] ever finds themselves in need of housing, we would be happy to add them back to our system – just be sure that they contact [NAME OF YOUR CONTINUUM OF CARE] or another service provider. Thank you again for your time."* End the call. The youth's record can inactivated.

IF SUM OF A & B IS FEWER THAN 7 DAYS: *Note on the Outreach Attempt Log where the youth is staying. Provide as much detail as possible! CONFIRM ALL CONTACT INFORMATION! Proceed to Step 5.*

> *If the backup contact/service provider indicates that the youth is unlikely to maintain their current living situation for a total of at least 7 days, consider providing the backup contact/service provider with information about local diversion services (or comparable programming) to share with the youth.*

IF THE BACKUP CONTACT/SERVICE PROVIDER DOES <u>NOT</u> PROVIDE AN EXACT TIMEFRAME: *"Do you think [YOUTH NAME] can stay there for at least [# of days to bring the total to 7]?"* *For instance, if the youth has been staying at this location for 3 days, ask if they think the youth can stay for at least 4 more days.*

> **IF YES** – *"Thank you for letting me know. Because [YOUTH NAME] is in a relatively stable housing situation, we will be inactivating [YOUTH NAME's] record in our local Homeless Management Information System. If [YOUTH NAME] ever finds themselves in need of housing, we would be happy to add them back to our system – just be sure that they contact [NAME OF YOUR CONTINUUM OF CARE] or another service provider. Thank you again for your time."* *End the call. The youth's record can inactivated.*
> **IF NO** – *Record this information on the Outreach Attempt Log. Proceed to Step 5.*
> **IF UNSURE** – *Record this information on the Outreach Attempt Log (Note: after you finish the call, resume outreach efforts to the youth or other contacts to gather more information about the youth's housing status). Proceed to Step 5.*

IF YOUTH IS HOUSED (not couch-surfing or staying with friends/family):

    a. *"Did [YOUTH NAME] receive their housing through a social service agency?"*

> **IF YES** – *Determine whether the youth's housing is time-limited. Is the youth enrolled in a rapid rehousing, permanent supportive housing, or transitional living program? Record as much detail as you can on the Outreach Attempt Log about the type of housing. Go on to the next question (b).*
> **IF NO** – *Go on to the next question (b).*

    b. *"How long has [YOUTH NAME] been staying there?"* *Record this information on the Outreach Attempt Log.*

    c. *"How long will [YOUTH NAME] be able to stay there?"* *Record this information on the Outreach Attempt Log.*

IF SUM OF B & C IS GREATER THAN OR EQUAL TO 7 DAYS: *"Thank you. I'm glad to hear that you're currently housed! Because you're in a relatively stable housing situation, we will be inactivating your record in our local Homeless Management Information System. If you ever find yourself in need of housing, we would be happy to add you back to our system – just be sure to contact [NAME OF YOUR CONTINUUM OF CARE] or another service provider. Thank you again for your time."* *End the call. The youth's record can inactivated.*

IF SUM OF B & C IS FEWER THAN 7 DAYS: *Note where the youth is staying on the Outreach Attempt Log. Provide as much detail as possible! CONFIRM ALL CONTACT INFORMATION! Proceed to Step 5.*

IF THE BACKUP CONTACT/SERVICE PROVIDER DOES <u>NOT</u> PROVIDE AN EXACT TIMEFRAME: *"Do you think [YOUTH NAME] can stay there for at least [# of days to bring the total to 7]?"* *For instance, if the youth has been staying at this location for 3 days, ask if they think the youth can stay for at least 4 more days.*

IF YES – "*Thank you for letting me know. Because [YOUTH NAME] is in a relatively stable housing situation, we will be inactivating [YOUTH NAME's] record in our local Homeless Management Information System. If [YOUTH NAME] ever finds themselves in need of housing, we would be happy to add them back to our system – just be sure that they contact [NAME OF YOUR CONTINUUM OF CARE] or another service provider. Thank you again for your time.*" *End the call. The youth's record can inactivated.*
IF NO – *Record this information on the Outreach Attempt Log. Proceed to Step 5.*
IF UNSURE – *Record this information on the Outreach Attempt Log (Note: after you finish the call, resume outreach efforts to the youth or other contacts to gather more information about the youth's housing status). Proceed to Step 5.*

IF YOUTH IS INCARCERATED, IN TREATMENT, OR HOSPITALIZED:
   a. "*Where is [YOUTH NAME] currently staying?*" *Record this information on the Outreach Attempt Log.*
   b. "*How long has [YOUTH NAME] been in this setting?*" *Record this information on the Outreach Attempt Log.*
   c. "*How much longer is [YOUTH NAME] expected to stay in this setting?*" *Record this information on the Outreach Attempt Log.*

IF TOTAL SUM OF B & C IS FEWER THAN 90 DAYS – "*Thank you for that information. If it's okay with you, we would like to reach out again once the youth is expected to be released. Thank you again for your time.*" *End the call. Resume targeted assertive outreach efforts once youth is expected to be released.*

IF TOTAL SUM OF B & C IS GREATER THAN OR EQUAL TO 90 DAYS – "*Thank you. Because the youth is going to be an institutional setting for an extended period of time, we plan to inactivate their record in our local Homeless Management Information System. If they are in need of housing services upon release, they are welcome to contact [NAME OF YOUR CONTINUUM OF CARE] or another service provider to get back on the list.*" *End the call.*

IF RESPONDENT IS UNSURE ABOUT THE LENGTH OF TIME – "*Thank you for that information. If it's okay with you, we would like to reach out again in about a month to see if the youth's situation has changed. Thank you again for your time.*" *End the call. Resume targeted assertive outreach efforts after 30 days.*

5. "*Thank you so much. Do you know about [NAME OF LOCAL RESOURCE CENTER WHERE YOUTH CAN ACCESS BASIC NEEEDS]?*" Explain the local resource center, tell them that this is a place where they can connect to resources, services, etc. "*Do you need information about how to get in touch with them?*" If so, provide information about getting in contact with the local resource center. *Thank you again!*

APPENDIX C

Email and Social Media Templates

Email and social media template for youth:

Hi there,

My name is [*YOUR NAME*] with [*YOUR ORGANIZATION*]. I am reaching out because you completed the Coordinated Assessment process (which places you on a list managed by *[NAME OF YOUR CONTINUUM OF CARE]* in order to be prioritized for housing) and I wanted to make sure we have up-to-date contact information for you. Specifically, we would like to know:

- If you are no longer in *[YOUR DESIGNATED SERVICE AREA]*
- Where you are currently staying (and how long you've stayed there)
- The best phone and email to reach you at, and
- If there is anywhere you hang out that we could find you on outreach

> *You might also want to include a sentence mentioning that the youth has not been selected to receive housing, to minimize confusion.*

If you completed the assessment more than 6 months ago, you are eligible to take it again. Let me know if that's something you're interested in doing.

If you are still here and experiencing homelessness, I would recommend going to *[NAME OF LOCAL RESOURCE CENTER WHERE YOUTH CAN ACCESS BASIC NEEEDS]* at [*ADDRESS OF LOCAL RESOURCE CENTER*]. The [*NAME OF LOCAL RESOURCE CENTER*] is open [*OPERATING DAYS/TIMES*] and is a place to [*EXPLAIN WHAT YOUTH CAN ACCESS AT THIS CENTER*]. You can also check out our [*WEBSITE/SOCIAL MEDIA PAGE*].

Please let me know if you have any questions.

Thanks,
[*YOUR NAME*]
[*YOUR PHONE NUMBER*]

Email template for backup contact:

Hi there,

My name is [*YOUR NAME*] with [*YOUR ORGANIZATION*]. You were listed as a backup contact for [*YOUTH NAME*]. I'm hoping to get some updated information from you regarding [*YOUTH NAME*]. We would like to know:

- If [*YOUTH NAME*] is no longer in *[YOUR DESIGNATED SERVICE AREA]*
- Where [*YOUTH NAME*] is currently staying (and how long they've stayed there)
- The best phone and email to reach you at, and
- The best phone and email to reach [*YOUTH NAME*] at.

Please let me know if you have any questions.

Thanks,
[*YOUR NAME*]
[*YOUR PHONE NUMBER*]

Email template for service provider:

> *If possible, encrypt any messages you send to service providers in order to protect the sensitive information contained in these emails.*

Hi there,

My name is [*YOUR NAME*] and I am with [*NAME OF YOUR ORGANIZATION*]. We are trying to get in contact with some clients that have reported being in contact with [*NAME OF SERVICE PROVIDER'S ORGANIZATION*]. We'd like to know if you have seen any of these clients recently or know if they are still in need of housing assistance. We are wondering if you can provide the current housing status for each of the following youth:

> *You might also want to include a sentence mentioning that the youth has not been selected to receive housing, to minimize confusion.*

[*YOUTH NAME*] / [*YOUTH HMIS ID #*]
 [*YOUTH NAME*] / [*YOUTH HMIS ID #*]
 [*YOUTH NAME*] / [*YOUTH HMIS ID #*]

If you have any updated contact information for these clients that you could provide, that would also be very helpful!

> *To minimize the number of emails you send to a given service provider, include the names and HMIS ID numbers for multiple youth accessing programming through the service provider.*

Thank you for your time!

Best,
[*YOUR NAME*]

Email template for identifying the appropriate staff member at a particular service organization:

Hi there,

My name is [*YOUR NAME*] and I am with [*NAME OF YOUR ORGANIZATION*]. We are trying to get in contact with some clients that have reported being in contact with [*NAME OF SERVICE PROVIDER'S ORGANIZATION*], and we were curious who might be a good contact for us to coordinate with at [*NAME OF SERVICE PROVIDER'S ORGANIZATION*], if we are wanting to obtain updated contact information for an individual or otherwise learn about their current housing situation. If you could point us in the right direction, we would appreciate it!

Thank you for your time!

Best,
[*YOUR NAME*]

APPENDIX D

Letter Template

Hello,

You are receiving this letter because you completed the Coordinated Assessment (which places you on a list managed by *[NAME OF YOUR CONTINUUM OF CARE]* in order to be prioritized for housing). **Unfortunately, you are not being pulled for housing at this time.** We have attempted to reach you with your listed contact information, but have so far been unsuccessful. Due to the lack of contact, you will soon be inactivated in our system.

If you are still in *[NAME OF YOUR COMMUNITY]* and experiencing homelessness, please contact [NAME OF YOUR CONTINUUM OF CARE], and you will be placed back on the prioritization list for housing. We also recommend going to *[NAME OF LOCAL RESOURCE CENTER WHERE YOUTH CAN ACCESS BASIC NEEEDS]* at [*ADDRESS OF LOCAL RESOURCE CENTER]*. The [*NAME OF LOCAL RESOURCE CENTER*] is open [*OPERATING DAYS/TIMES*] and is a place to [*EXPLAIN WHAT YOUTH CAN ACCESS AT THIS CENTER*]. You can also check out our [*WEBSITE/SOCIAL MEDIA PAGE*].

Please reach out if you have any questions or concerns.

[YOUR NAME AND/OR PROGRAM NAME]
[NAME OF YOUR ORGANIZATION]
[PHONE NUMBER FOR YOUR ORGANIZATION]
[ADDRESS FOR YOUR ORGANIZATION]

APPENDIX E

Outreach Attempt Log

Youth Name: _____   HMIS ID: _____

Complete ONLY after all outreach efforts have been attempted:

Outreach complete (date, initials): _____

Outreach complete (date, initials): _____

Outcome (e.g., BOLO, Inactivation, etc.): _____

The box to the left should only be filled out after you have completed your outreach to the youth and reached a decision about what should happen to the youth's file (e.g., refer the youth to diversion programming, inactivate the youth's file in HMIS, keep the youth's file open in HMIS).

Is there any social media contact information listed for the YOUTH:

☐ No   ☐ Yes (provide platform, username, etc.): _____

Date of outreach attempt: _____   Attempted by: _____

Additional notes: _____

Is an email address provided for the YOUTH:

☐ No   ☐ Yes: _____

Date 1st email sent: _____   Did the email bounce back?   ☐ No   ☐ Yes

2nd attempt? ☐ No ☐ Yes   Date sent: _____   Bounce back? ☐ No ☐Yes   Sent by:_____

3rd attempt? ☐ No ☐ Yes   Date sent: _____   Bounce back? ☐ No ☐Yes   Sent by:_____

Additional notes: _____

Is an email address provided for the BACKUP CONTACT:

☐ No   ☐ Yes: _____

Date 1st email sent: _____   Did the email bounce back?   ☐ No   ☐ Yes

2nd attempt? ☐ No ☐ Yes   Date sent: _____   Bounce back? ☐ No ☐Yes   Sent by:_____

3rd attempt? ☐ No ☐ Yes   Date sent: _____   Bounce back? ☐ No ☐Yes   Sent by:_____

Additional notes: _____

Is there any SERVICE PROVIDER information listed for the youth:

☐ No   ☐ Yes: _____

Date of outreach attempt: _____   Attempted by: _____

Additional notes: _____

Because the youth may have engaged with multiple service providers, you may want to print a sheet with additional space to log these contacts. You will want to reach out to every service provider that has served the youth within a designated amount of time.

Is there a MAILING ADDRESS listed for the youth:

☐ No   ☐ Yes: _____

Date letter sent: _____   Sent by: _____

Additional notes: _____

Is a PHYSICAL LOCATION listed for the youth:

☐ No   ☐ Yes (if yes, see Physical Outreach Form): _____

Date physical outreach was made: _____   Attempted by: _____

Was the youth at the location? ☐ No   ☐ Yes

Additional notes: _____

Is a phone number provided for the YOUTH:

☐ No   ☐ Yes (phone # attempted): _____

Attempt 1	**Attempt 2**	**Attempt 3**
Date:	Date:	Date:
Attempted By:	Attempted By:	Attempted By:
Successful Contact? ☐ Yes ☐ No	Successful Contact? ☐ Yes ☐ No	Successful Contact? ☐ Yes ☐ No
If Contact was **NOT** Successful: ☐ Phone disconnected ☐ Left voicemail ☐ Voicemail full ☐ Other: _____ _____ Additional Details: _____ _____ _____	If Contact was **NOT** Successful: ☐ Phone disconnected ☐ Left voicemail ☐ Voicemail full ☐ Other: _____ _____ Additional Details: _____ _____ _____	If Contact was **NOT** Successful: ☐ Phone disconnected ☐ Left voicemail ☐ Voicemail full ☐ Other: _____ _____ Additional Details: _____ _____ _____

Is a phone number provided for a BACKUP CONTACT: ☐ No   ☐ Yes (phone # attempted):_____

Name: _____

Relationship to youth: ☐ Family member: _____   ☐ Friend   ☐ Significant other
                        ☐ Service provider: _____   ☐ Other: _____

Attempt 1	Attempt 2	Attempt 3
Date:	Date:	Date:
Attempted By:	Attempted By:	Attempted By:
Successful Contact? ☐ Yes ☐ No	Successful Contact? ☐ Yes ☐ No	Successful Contact? ☐ Yes ☐ No
If Contact was **NOT** Successful: ☐ Phone disconnected ☐ Left voicemail ☐ Voicemail full ☐ Other: _____ _____ Additional Details: _____ _____ _____	If Contact was **NOT** Successful: ☐ Phone disconnected ☐ Left voicemail ☐ Voicemail full ☐ Other: _____ _____ Additional Details: _____ _____ _____	If Contact was **NOT** Successful: ☐ Phone disconnected ☐ Left voicemail ☐ Voicemail full ☐ Other: _____ _____ Additional Details: _____ _____ _____

Is a SECOND phone number provided for the YOUTH or a BACK-UP CONTACT:

☐ No   ☐ Yes (phone # attempted):_____   Is this number for the youth: ☐ Yes   ☐ No

Name: _____

Relationship to youth: ☐ Family member: _____   ☐ Friend   ☐ Significant other
                        ☐ Service provider: _____   ☐ Other: _____

Attempt 1	Attempt 2	Attempt 3
Date:	Date:	Date:
Attempted By:	Attempted By:	Attempted By:
Successful Contact? ☐ Yes ☐ No	Successful Contact? ☐ Yes ☐ No	Successful Contact? ☐ Yes ☐ No
If Contact was **NOT** Successful: ☐ Phone disconnected ☐ Left voicemail ☐ Voicemail full ☐ Other: _____ _____ Additional Details: _____ _____ _____	If Contact was **NOT** Successful: ☐ Phone disconnected ☐ Left voicemail ☐ Voicemail full ☐ Other: _____ _____ Additional Details: _____ _____ _____	If Contact was **NOT** Successful: ☐ Phone disconnected ☐ Left voicemail ☐ Voicemail full ☐ Other: _____ _____ Additional Details: _____ _____ _____

IF CONTACT WAS SUCCESSFUL:

Did the youth's/backup contact's contact information change? ☐ Yes ☐ No

       If yes, provide updated contact information: _____

       This contact method is for: ☐ The youth ☐ Youth's back-up contact ☐ Service provider

       If backup contact, provide name and relationship to the youth: _____

       If youth/back-up contact was not able to talk, best day/time to call: _____

Is the youth still in your designated service area? ☐ Yes ☐ No

       If no, where is the youth currently living? _____

       # of days youth has lived there: _____

       # of days youth plans to continue living there: _____

       Sum these two values = Total # of days youth has been/plans to be out of town: _____

If the youth has been or plans to be gone for 30+ days, the youth's record is eligible for inactivation. If the youth has been or plans to be gone for fewer than 30 days, resume outreach efforts once the youth is presumed to be back in your service area.

Information About the Youth's Housing Status

Is the youth currently unsheltered, staying at an emergency shelter, or staying at a hotel paid for by a social service agency? ☐ Yes ☐ No

Is the youth currently couch surfing, staying with friends, or staying with family? ☐ Yes ☐ No

       Describe the youth's current living situation: _____

       # of days youth has stayed at their current housing situation: _____

       # of days youth expects to be able to continue staying there: _____

       Sum these two values = Total # of days youth has been/plans to be housed: _____

       If the sum of these two values is greater than or equal to 7, the youth is not considered literally homeless. Their Coordinated Assessment record in HMIS can be inactivated.

> *For youth who are currently couch surfing, staying with friends/family, or are otherwise housed (either independently or through a social service organization):*
>
> *If the sum of these two values is greater than 7 but fewer than 14 days, consider referring the youth to local diversion services (or comparable programming). You may also want to make this referral if the sum is greater than 14 days and the youth expressed uncertainty about their housing stability.*

Is the youth currently housed (rapid rehousing, permanent supportive housing, transitional living program, rental/own)? ☐ Yes ☐ No

       Describe the youth's current living situation: _____

       # of days youth has stayed at their current housing situation: _____

       # of days youth expects to be able to continue staying there: _____

       Sum these two values = Total # of days youth has been/plans to be housed: _____

Is the youth currently in jail, prison, a juvenile detention center, a substance use treatment facility, or some other institutional setting?   ☐ Yes   ☐ No

Describe the youth's current living situation: _____

# of days youth has been in this setting: _____

# of days youth is expected to remain in this setting: _____

Sum these two values = Total # of days youth has been/is expected to be in this setting: _____

If the sum of these two values is greater than or equal to 90, their Coordinated Assessment record in HMIS can be inactivated. If the sum of these two values is fewer than 90, resume assertive outreach efforts once the youth is scheduled to be released. If it is unclear how long the youth is expected to remain in this setting, resume assertive outreach efforts after 30 days.

Additional Details: _____

APPENDIX F

Physical Outreach Form

Youth Name: _____HMIS ID: _____

COMPLETE PRIOR TO PHYSICAL OUTREACH

Is the youth incarcerated? ☐ Yes   ☐ No

Date the youth become incarcerated: _____

Expected release date: _____

Checked by: _____   Date checked: _____

Unless specific details are provided about the youth's location, outreach efforts should include canvassing the outside/external environment and asking people in the area if they are familiar with the youth (as appropriate).

Outreach Location: _____

Completed by: _____Date: _____

Were you able to locate the youth? ☐ Yes   ☐ No

Additional Notes:

Attach photo and/or description here:
Age: _____
Gender: _____
Race: _____
Ethnicity: _____

If you were able to find the youth or someone who knows where the youth is, collect as much of the following information as you can:
Updated contact information for the youth: _____

Is the youth still in [*YOUR DESIGNATED SERVICE AREA]*? ☐ Yes   ☐ No

    If not, how long has the youth been out of town? _____
    How long is the youth expected to remain out of town? _____

Is the youth housed (including couch surfing)? ☐ Yes   ☐ No

    If yes, how long has the youth been living in their current residence? _____
    How long can the youth remain at their current residence? _____

Is the youth incarcerated, hospitalized, or otherwise institutionalized? ☐ Yes   ☐ No

    If yes, when did this start? _____
    How long is the youth expected to be in this setting? _____

Once your outreach attempt has been made, please put the completed form in [APPROPRIATE STORING LOCATION]!