

OUTREACH

A GATEWAY TO CONNECTION & SUPPORT

The following pages provide examples of potential **outreach** settings and guidelines to assist in those settings. Many of the skills shared can be utilized in multiple settings. Use critical thinking to evaluate the goal of the interaction, priorities of the individual, and your role/response. **No one size fits all - be adaptive.**

Community

Go to places where young people, who may not be receiving supports, spend time:

Guidelines

- **No paperwork**, unless the individual pursues services.
- Spend time **talking** and **connecting**.
- Build **rapport**.
- Offer assistance for **basic needs** with **no strings attached** (e.g., food, clothing, obtaining IDs, bus passes, cell phones, provide rides).
- Show them **you care**.
- **Learn** about them.
- **Only discuss services if prompted** by the individual.
- Identify **wants, needs, interests** (ask, don't assume).

Homeless Shelters



Unhoused Communities (parks, under bridges, tent cities)



Drop-In Centers



Coffee Shops



Schools & College Campuses



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Young Person Identified by Someone Else

You may be
contacted by:



Hospitals



Law Enforcement
Officers/Courts



Schools & College
Campuses



Professionals/
Other Organizations



Caregiver/
Family Member

Guidelines

- Prioritize **relationship building** and **connecting**.
- Build **trust**.
- If necessary, discuss **program parameters** and complete paperwork after you have built rapport.
- Allow for **autonomy** (ask permission and give choices).
- Create a **safe space**.
- Consider offering a choice to the **emerging adult** to **complete a questionnaire** if you are having difficulty gaining responses verbally.

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Individual Seeks Supports

Emerging adult reaches out to
learn about support options:

Guidelines

- **Congratulate** or **praise** them on taking the **first step** and reaching out.
- Get to know their **story**.
- **Normalize** and **validate** their experience.
- Explain next steps and walk them through **what to expect**.
- Say something like: "I am so glad you called, what has been going on that led to you calling today?"
- Be **warm** and **nonjudgmental**.
- Ask what they **already know** about services or what they would like to know.
- Share a **success story** of others who have sought services.

Phone
Call



Email
Inquiry



Website
Inquiry



Open Access /
Walk-in



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Disengaged

Young person who had previously been connected and/or in the process of connecting with supports:



Not answering calls, texts, etc.



Missing appointments & no explanation



Phone Disconnect



Housing Instability



Change in Address



Transportation Concerns

Guidelines

- Ask for **multiple ways** to contact them (e.g., phone, text, email). Use their **preferred method** of communication to contact them.
- Go to **where they live**, multiple times if necessary. If they are unavailable, leave them a note letting them know you would like to see them and provide your contact information.
- **Avoid traditional termination** letter/forms. If possible, text, call, or send a postcard letting them know you miss seeing them.
- Once contact is made, let them know you **hope they are doing well** and you look forward to seeing them again.
- If you get in touch with them, ask **what has been going on** that **pulled them away** from services - don't assume.
- **Listen** to them and **validate** their experience.
- Offer to assist them with **removing barriers** if you are able to (e.g., get them a cell phone).