

Creating Connections Checklist

Household Name:

Date:

Identify Connections	
	Based on the conversation, identify supports to connect the household to
	If you have identified a connection, explain to the household who they are and the purpose of connecting them
Make the Connection	
	Before making the connection, ask the household if they want to lead the conversation or if they want you to
	If you are taking the lead, introduce yourself, your role, and the person, using their full name
Explain the Purpose of the Connection	
	Explain to the person you are connecting with that you're working to identify a safe and appropriate alternative to shelter and through this connection they may be able to help
	Be as clear as you can about what you are asking for
	Be sure that the household has an opportunity to share their goals for this connection/service (if they choose to)
Share the Background	
	Briefly and concisely summarize the household's situation. Be sure that both the household and diversion staff have an opportunity to add important points, concerns, and clarifications
Identify Necessary Documents & Resources	
	Write down below and on Household's Summary Checklist, any necessary documents they will need to provide to this connection:
Summarize the Connection	
	Before leaving meeting or getting off the phone with the connection, summarize what was agreed to and next steps. Ask everyone if they have any questions.
	Debrief conversation with household and affirm the individual's contributions and strengths