

# The Warm Handoff

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## Identify Connections



Based on the problem solving conversation, together identify the supports (friends, family, agency...) to connect with and explain your reasoning to the person. If connecting to another agency, explain who they are and the services you're hoping to secure.

## Make the Connection

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Determine who best to make the connection. If diversion staff is making the connection then introduce (1) yourself; (2) using their full name, the person you are working with; and (3) using their full name, the support connection, if unknown to the individual.



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## Explain the Purpose



Determine who best to explain the purpose of the connection (i.e. family vs. agency). If diversion staff takes the lead connecting with an agency, explain who you are and that you are trying to identify a safe, appropriate alternative for this person to stay other than shelter. Share or have the person share the goals they have for this connection.

## Share the Background

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Identify who best to share the current situation. If the individual takes the lead, diversion staff should be prepared to support the overview and any important points as well as any concerns raised earlier. Be sure the individual has a chance to add or clarify anything at the end.



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## Identify Necessary Documents and Resources



If working with an agency to secure resources, identify any needed documentation the person will need to provide at a follow-up appointment. If connecting with family and friends be sure to explore any resources that will assist and/or incentivize them in allowing the person to stay with them.

## Summarize the Connection

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## Schedule the Follow-Up



Schedule a time to connect for a follow-up, either in person or over the phone. Include the date and time within the written summary and put a tickler in your calendar to remind you to reach out before hand and remind the individual of the appointment.

## Important

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