



# Community Safety and Well-Being

## SITUATION TABLE

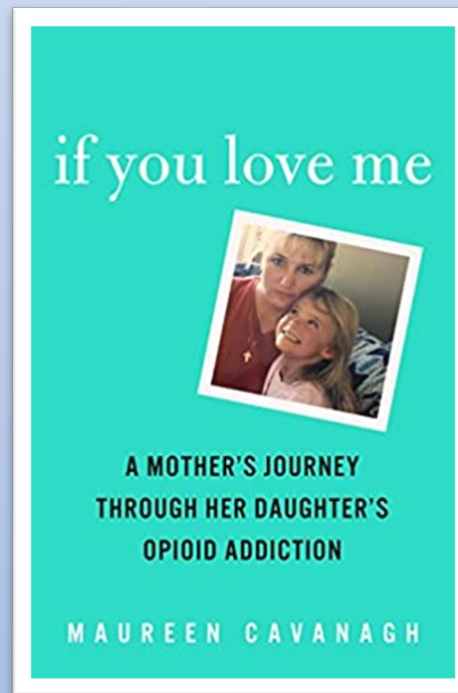
**Filter 4 –Outreach  
and Engagement**

# Importance of Connecting With Family Members and Loved Ones



[Magnolia New Beginnings, Inc.](#) is dedicated to advocating for those affected by Substance Use Disorder (SUD), as well as their families and loved ones.

Providing educational information and peer support, we empower families who have a loved one affected by this disease, as well as those with a SUD, to make their own informed choices regarding treatment.



"I don't know how I got here. There is never a day that goes by that this does not feel very surreal.

I can't save my daughter Katie, and sometimes that feels like the only certainty in my life. I can't make her stop using drugs any more than I could keep her from leaving any of the forty treatment centers she has left or safeguard her from the double-digit number of overdoses.

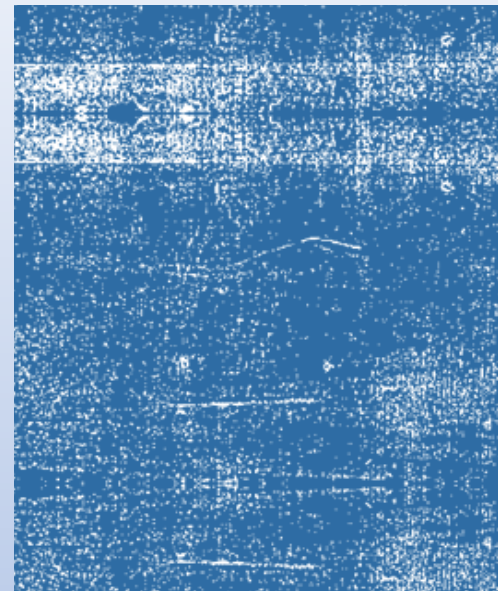
I've finally come to the realization that there is nothing I can say or do that will make a real difference....."

-excerpt from "If You Love Me",  
author Maureen Cavanagh



# Filter 4: Stages of the Outreach and Engagement

- Outreach Planning
- Outreach Deployment
- Outreach Assessment



# Outreach Planning

- Assemble the team
- Be cognizant of time
- Share information
- Determine the approach
- Prepare for the intervention
- Finalize logistics
- Prepare for *Plan B*





# Filter 4: Outreach and Engagement

1. **Assemble the Team-** The lead agency will assemble the team and facilitate a brief exchange of relevant information regarding the situation and what agencies are prepared to offer services. The dialogue should be informative but succinct, sharing only relevant information about the situation.
2. **Determine the Approach-** Following the exchange of information, the team will determine the appropriate approach for the situation and the required logistics. This would include when the team is prepared to get together and connect with the client, how the team will carry that out (Outreach Engagement, Agency Office Meeting, other), how many team members will attend if there are safety issues, and how they will get to the location, etc.
3. **Prepare for Plan B -** It is never a bad idea to have a secondary or follow-up plan when coordinating an intervention. For instance, if the client is not at home when your team arrives, when will you return, and how will you follow up? Or, if the plan was to have a client come into the school for a meeting and they don't show, do you then go to the residence for an outreach engagement?
4. **The intervention team should also be flexible** with the intervention plan and respond positively to new information. As you will learn, one of the parents may express an issue with employment, or there may have recently been a death in the family. These might not be known during the planning, but they can be insights into a positive care path.

# Who Has Done Outreach Before?



# Outreach Deployment



DEPLOY

- Proper approach and introductions
- Maintain collaboration
- Communicate intentions
- Identify concerns
- Offer services and supports
- Provide safety planning/motivational interviewing
- Verify the next steps for the person or family you will be engaging

# Engaging in Outreach Visits

- 
- Non-confrontational manner
  - At the person's home or in their community
  - Provide a window of opportunity for reducing AER
  - Caring and compassionate



# Helpful Outreach Engagement Hints

- Pre-planning with team members, including safety checks
- Be prepared for the unexpected
- How to contact outreach team members after the visit
- STIGMA-be caring, show compassion
- Plan for addressing needs of multiple persons you weren't anticipating





# Pre-planning Reminders

- Law enforcement partners may have pre-engagement inquiries that they may be required as part of individual department protocol or policy.
- Co-responder team members should discuss their outreach engagement strategy.
- What partners or experts are best equipped to be included in outreach engagement?
- Pre-planning should include safety inquiries, previous engagements with individuals and/or family members, and loved ones, as well as identifying and locating outreach team members with relationships and knowledge of vulnerable persons, families, and addresses.
- Be prepared to answer questions about the purpose of the visit or how the team learned of the underlying incident, which must be part of your team's pre-planning.
- Team members must be cognizant of staying within their area of expertise and not offer advice if they are not certified or licensed to do so.

# Outreach Assessment

## Post Outreach Consultation

Consult with outreach team

How did things go?

What could be improved?

What were the challenges?

What were the successes?

Verify connection/engagement

# Filter 4: Outreach – Additional Considerations

Emotions

Outreach is powerful & emotional for everyone

Mandates

Must adhere to organization experience, training, and mandates  
Mandated reporting  
Police duties, etc.

Uniforms

Police, Fire-EMS uniforms or not?

2-part Interventions

Adult and youth situations simultaneously and/or unexpected person in need



# Don't Forget to Complete the Wellness Plan

## Wellness Plan Example

### Home

One thing my supporters can do to help me is:

---

### Health

I can make steps toward health by doing: \_\_\_\_\_

---

### Community

I can connect with this resource each day: \_\_\_\_\_

---

### Purpose

Making steps toward recovery matters to me because:

---

I am signing this plan and agree to receive a "check-up" from the response team at least one time daily.

---

Signature \_\_\_\_\_

Date \_\_\_\_\_

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Contact info: Phone/Email

Operation 2 Save Lives and QRT National, a program of Community Services Solutions, a  
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\*Wellness Plans are optional for sites to utilize with team members completing the forms and/or using the plan as guidelines to ensure covering all focus areas during the engagement

# Follow-up Creates Accountability



- Data person repeats situation number, lead agency, agencies involved, risk factors, age range, and gender
- This is done at the start of the meeting via the “situation” number assigned (limited information is shared only once during the introduction)
- Lead agency is responsible for update (importance of follow up and follow through)
- This creates a built-in accountability piece

# Accountability – Script

## Situation Updates: Follow Up

*\* After the “Table Chair” starts this portion of the meeting, the Recorder will begin the update process by reading the following:*

1. We have X Situations to update this week. [To the Table]
2. Situation number (no identifying information) X is a: [Data Recorder]
3. Male/Female, Age Range, Risk Factors, Introducing Agency, Agencies Involved, Lead Agency [Data Recorder]
4. Is there an update? [Data Recorder to the Table]
5. After the update, questions to ask by the Table Chair...

*\*It is important not to mention names; use language like “the individual went to detox,” “the family was moved to a shelter,” etc.*

1. Any further information from other members of the Filter Four Team? [Chair to Table]
2. Was AER reduced? [Chair to Table]
3. Are we satisfied that we are out of AER? [Chair to Table]
4. Move to close (select category) [Chair to Table]

# Outcomes

There are four possible outcomes for individuals/families addressed by the Situation Table:

- Connected to services
- Informed of services
- Declined (Refused) services (“planting seeds”)
- Unable to locate

