OUTREACH
Call list using the form script to assess:
• RISK
• NEED
• URGENCY

Program Review/
Update vulnerable population list and assign to workers

Program Assesses urgency for HST or PSW in-person wellness check or no action

Unable to reach collaterals or confirm placement/safety of client

Collaterals/placement facilities adequately address concerns for client health/safety

Follow up calls with collaterals or placement facilities as appropriate

NO ANSWER

Follow up call later in same day

NO ANSWER (2nd time)

ANSWERED
Complete script form while on call if possible

CRITICAL CARE NEED
Health/safety at immediate risk

SOME CLIENT NEED
Need connection to resources via The Hub

NO FOLLOW UP NEEDED
Can provide resources over the phone

Open New ROA and/or call 911 or SFPD

Emergency planning with client or collaterals

DOCUMENT.
(Covid-19 Wellness Check Interview/Note)
Further case planning may or may not be required

HST or PSW in-Person Response may be required; first responder MAY OR MAY NOT be required

Blue Line = no answer/info

Green Line = Answer

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