

## **Street Outreach Referral Note Template**

**REMINDER:** Add note to the Coordinated Entry program, not to the Client profile

Title: XX SO Referral

Category: No Category

Date: Date of Phone Call

Body of Note:

**Client Initials:** use XX for de-identified profiles

**Demographics:** Age, gender; household composition- children, partner, etc

**Current Status** where are they sleeping? Are they Cat 1?

**Where to Locate:** Where do they stay? Provide Zip Code if possible

**Year/Make/Model of vehicle, if applicable:** include color and any other distinguishing features like bumper stickers

**Client contact information:** client phone number; can include phone numbers of any other support like case managers- indicate if client gives permission to contact

**Medical conditions:** List any physical or mental health conditions the client reports

**Physical description:** what does the client look like? What are they wearing? Height, weight, mobility devices, etc

**Additional Referrals Provided:** Food pantries; Code Blue shelters; credit repair, etc.

**Additional Call Center Notes:** Provide any other details that would be relevant to contact the household; include any concerns during the phone call or client agitation. If calling with support, indicate who that support is. If they are hospitalized or incarcerated - when will they be released?