

WA Plan of Safe Care Community-Based Pathway

Outreach Scripting

Scripting used when completing the 1st-2nd outreach attempts (highlighting who we are):

Hello! This message is for [client's name]. My name is [Resource Navigator's name], and I am calling from a non-profit, WithinReach: Help Me Grow Washington. We received a referral for you through [Referring Provider's name] from [hospital name]. [Referring Provider] listed that you may need [resources indicated on referral]. I'm here as your helper to provide resource navigation with those things and more. If you are interested, you can reach me at my direct phone number [RN direct number]. I am generally available Monday-Friday 8AM-4PM. Again, my phone number is [RN direct number]. Thank you so much. Take care and hope to talk to you soon!

Scripting used when we completing the 3rd outreach attempt (highlighting who we are not):

Hello! This message is for [client's name]. My name is [Resource Navigator's name], and I am calling from a non-profit, WithinReach: Help Me Grow Washington. We received a referral for you through [Referring Provider's name] from [hospital name]. Like I said in my last voicemail, I'm here to support you with resource navigation. I just want to make sure you know that I'm not a social worker and I don't work for CPS or the Department of Children Youth & Families. I support families in our community with things like baby supplies, food benefits like WIC, enrolling your baby in health insurance and more. You can reach me at my direct phone number [RN direct number]. I am generally available Monday-Friday 8AM-4PM. Again, my phone number is [RN direct number]. Thank you so much. Take care and hope to talk to you soon!

Scripting used when engaging with the client:

Hello! Is [client's name] available? My name is [Resource Navigator's name], and I am calling from a non-profit, WithinReach: Help Me Grow Washington. We received a referral for you through [Referring Provider's name] from [hospital name]. [Referring Provider] listed that you may need [resources indicated on referral]. I'm here as your helper to provide resource navigation with those things and more. Does this sound helpful at this time?

Yes --> Great! The first step is to answer some questions so we have a better idea of what you're interested in and what you may be eligible for. That usually takes around 30 minutes. Is now a good time to do that or would you like to schedule another time to talk?

No --> That's no problem. You're welcome to save my number (the one that appeared on your phone is my direct number) and reach back out at any time.