

## City of Miami Call Center Scripting & Conversation Guide

Protocol	Script/Conversation
<p><b>Opening</b></p> <ul style="list-style-type: none"> <li>• Friendly</li> <li>• Interested</li> </ul>	<p><b><i>“Thank you for calling the City of Miami Mobile Outreach team.”</i></b></p> <p><b><i>“This is _____, how may I help you?”</i></b></p> <p><i>Pause to let caller answer, don’t interrupt. Write their response in the call notes.</i></p> <p><i>When they finish describing their hardship say something empathic like:</i>  <b><i>“I am really sorry you are experiencing this hardship; I am going to do my best to explain the resources and help you.”</i></b></p> <p><i>Then ask: “May I ask you a few questions to see if you are already open in our system?”</i></p> <p><i>When they say yes, ask: “What is your first name?” If needed ask for spelling.</i>  <i>Then ask: “Do you have a middle initial?”</i>  <i>Then ask: “What is your last name?” If needed ask for spelling.</i></p> <p><i>Then search for the client. If more than one person with that name appears, say:</i>  <b><i>“We have more than one person with your name in our system, would you provide me with your date of birth?”</i></b></p> <p><i>Do not ask for the Social Security Number (SSN) unless the client is not in the system and you are adding them for the first time. If more than one person has the same name and DOB with a unique SSN, then you can say:</i>  <b><i>“Please verify the last four digits of your Social Security Number?”</i></b></p> <p><b>Open HMIS on computer</b></p> <ul style="list-style-type: none"> <li>➔ Record call in Wellsky HMIS – CallPoint module</li> <li>➔ Look up caller in ClientPoint to see if a profile already exists (for reference) <ul style="list-style-type: none"> <li>○ If caller is in HMIS and active with any program, including another Street Outreach team, Emergency Shelter, Rapid Re-Housing, and/or Permanent Housing, triage questions may be skipped. These calls should be recorded as a ‘check-in’ call. Re-direct the caller to their case manager in their active program (e.g., phone number of their case worker)</li> </ul> </li> </ul>

## **Triage Questions**

- These questions determine whether or not a person is eligible for Your Way Home
- If determined not eligible, other resources via the 2-1-1 database can be given to the caller, depending on their circumstance
- Reflect and acknowledge what caller is saying

\*NOTE: Any individual or family who (i) is fleeing, or is attempting to flee, domestic violence; (ii) has no other residence; and (iii) lacks the resources or support networks to obtain other permanent housing is considered HUD Category 4 homeless and therefore eligible for Rapid Re-Housing programs.

NOTE: HUD Category 1 definition of homelessness includes:

- Living on the street or another place not intended for human habitation
- In an emergency shelter
- In a hotel/motel paid for by a charitable or government organization
- Exiting from an institution after 90 days or less and residing in an emergency shelter or place not meant for human habitation immediately before entering the institution

*"I would be happy to help you. Before proceeding, I am going to ask a few questions to see how I can best help you."*

- 1. *May I have the best way to contact you if we get disconnected or are unable to finish our conversation right now?***
- 2. *What part of Miami-Dade County do you live in?***
- 3. *May I have the zip code where you are calling from?***

**Caller should be calling from a Miami-Dade County zip code.  
If not, end triage & direct caller to resources within their current county.**

- 4. *If we cannot get ahold of you, do you have an emergency contact I can add to your profile?***
- 5. *Do you have written notice from the landlord, property owner, bank, law enforcement or building official saying you are behind on your rent or have to move?***
- 6. *Have you moved because of economic reasons 2 or more times during the 60 days?***
- 7. *Are you living with another family because you cannot afford rent on your own?***
- 8. *Are you paying for hotel or motel on your own?***
- 9. *Are you living in an overcrowded apartment with more than 2 persons per room?***
- 10. *Are you finishing residential treatment or long-term care, are being asked to leave and have no place to go?***

**If Yes to any question 5-10 → End triage & transfer call to Camillus' Homeless Prevention team 1(877)994-4357, option 1. Make warm handoff/transfer if possible, but also offer telephone number in the event they are disconnected during the transfer.**

**If No → Proceed to Question 11.**

- 11. *Are you currently living with, trying to leave or fleeing from an intimate partner who you are afraid of or threatens you?***

**If Yes → *Would you like to be referred to the Domestic Violence hotline?***

**If Yes → End triage and make a referral to Coordinated Victims Assistance Center 305-285-5900. Make warm**

HUD Category 2 definition of imminent risk of homelessness includes:

- The individual or family will lose their primary nighttime residence in 14 days or less (30 days or less for veterans);
- No subsequent residence has been identified; and
- The individual or family lacks the resources or support networks needed to obtain other permanent housing

**handoff/transfer if possible, but also offer telephone number in the event they are disconnected during the transfer.**

If No → **Proceed to Question 12.**

**12. Have you served in the military, naval, or air service? Use their response to answer Yes or No veteran question at the top of the assessment.**

If Yes → *Would you like to be referred to the VA?*

If Yes → **End triage and make a referral to Health Care for Homeless Veterans 305-541-5864. Make warm handoff/transfer if possible, but also offer telephone number in the event they are disconnected during the transfer.**

If No → **Proceed to Question 13.**

**13. Where did you sleep last night?**

**You may have to ask clarifying questions to determine whether the person is literally homeless.**

**If the person's answer meets the HUD Category 1 definition of literal homelessness, they qualify for services.**

- **If staying on Miami Beach end triage and refer to City of Miami Beach 305-604-4663. Make warm handoff/transfer if possible, but also offer telephone number in the event they are disconnected during the transfer.**
- **If staying in a place not meant for habitation anywhere else in Miami-Dade County, and**

→ **a shelter bed is available:** refer to Street Outreach team to complete homeless verification and full HMIS assessment and transport the client.

**Here you might say:** *Thank you for answering these questions. Where can I send one of our outreach workers to meet you?*

*Make sure you write their response in the notes.*

*Let the client know the outreach worker will get some more information from them that the shelter requires and*

	<p><i>ask them to sign a consent.</i></p> <p>→ <b>a shelter bed is not available, and the person is 64 or younger:</b> use the &lt;Add Referral&gt; feature at top left or bottom left of this assessment to refer to Camillus Challenge Grant</p> <p>→ <b>a shelter bed is not available, and the person is 65 or older and unaccompanied:</b> use the &lt;Add Referral&gt; feature at top left or bottom left of this assessment to refer to Mia Casa. Also email <a href="mailto:admin@miacasanm.com">admin@miacasanm.com</a> with the client name, HMIS number and phone number.</p> <p>Someone who wants to follow up with someone in person can visit Miami-Dade Public Library. For information on hours and locations, they can call 786-988-6816.</p> <p><b>End triage and finalize the note.</b></p>
<b>Referrals</b>	<p><b><i>Whenever a referral is made, copy the CallPoint note onto the ClientPoint client profile, the steps are outlined below.</i></b></p> <p><i>Select Client Point from the menu on the left.</i></p> <p><i>Search for client using name/DOB, SSN or HMIS #.</i></p> <p><i>Open client profile.</i></p> <p><i>Click on the Client Profile tab on the top menu.</i></p> <p><i>Scroll to Client Notes</i></p> <p><i>Click Add New Client Note.</i></p> <p><i>Paste Call Point note in the text box.</i></p>
<b>Closing</b>	<p><b><i>If caller does not get referred to outreach for shelter placement, you might say:</i></b> <i>At this time, I am ending the assessment but I would like to give you information about additional resources.</i></p> <p><b>Here are some things you can suggest:</b></p>

Food Assistance

Hot meals are provided to homeless and at-risk households throughout Miami-Dade County thanks in large part to community-based organizations and faith-based groups. Longtime hot meal sites serving primarily unsheltered individuals include:

Camillus House Day Center

Monday - Friday at 8:30 a.m.

Tuesday and Thursday at 12:30 p.m.

Miami Rescue Mission

Monday - Friday from 4 p.m. to 6 p.m.

The Missionaries of Charity of Mother Teresa

Every day, except Thursday from 10 a.m. to 11 a.m.

\*Note: Feeding dates and times are subject to change.

Showers

Shower services are available at the following locations:

Camillus House - Monday - Friday beginning at 6:30 a.m.

Miami Rescue Mission - Monday, Wednesday and Friday from 2 p.m. to 5 p.m.

Mail Services

Persons who are experiencing unsheltered homelessness can send and receive mail at Camillus House Monday - Friday from 11 a.m. to noon.