

Purpose:

To ensure we are meeting clients where they are and connecting them to resources, even when they do not have access to a phone or email. Many people may need support but do not have reliable phone or internet access. This process centers on meeting clients where they are at. Mailing a letter ensures that every client has a chance to engage and receive the support they need.

Steps:**1. Identify the Client:**

- a. Confirm that the client does not have a phone number or email on file.
- b. Verify that a mailing address is available.

2. Prepare a Warm, Informative Letter:

- a. Use the client-friendly [letter template](#) from Olympic Connect, emphasizing:
 - i. That they or a referring provider indicated interest in support.
 - ii. An overview of Olympic Connect and the services available.
 - iii. How to reach their care coordinator (phone, email, or in-person visit if possible).
 - iv. Encouragement to reach out and reassurance that help is available.

3. Send the Letter:

- a. Mail the letter to the client's address.
- b. Ensure it is sent promptly to allow the client a reasonable time to respond.

4. Allow Time to Respond:

- a. Give the client a reasonable window (e.g., 2–3 weeks) to respond to the letter before considering next steps.
- b. Track the letter date and response period in C2C.

5. Follow-Up or Discharge:

- a. If the client responds, connect them to services and continue engagement as usual.
- b. If there is no response after the designated period, document the outreach efforts and consider discharging the client from active follow-up, while leaving the door open for re-engagement in the future.