ODH HYP CoP 03/16/2023
Outreach and Building Rapport
Group 1

Who has been trained on outreach, building rapport, gaining consent to data collection, and sensitive interviewing? What did that training consist of?

Marina - is narrative medicine facilitator and trainer who helps train people in these areas

Carley - Does each of this through intake. Training consisted of shadowing others and online trainings

Shana - Chemical dependency counselor and worked with emancipated youth. Learning from youth with lived experience. Training on MI and active listening

Pit count gave a lot of training on how to approach homeless youth - Ali / Cherrelle - HH

Supervision and on-the-job training has been very beneficial as well. - Ali / Cherrelle

We have youth navigators who are trained to work with youth and to build rapport with them.
Who has been trained on outreach, building rapport, gaining consent to data collection, and sensitive interviewing? What did that training consist of?

- Trauma informed training
- Positive youth development training
- De-escalation training and implicit bias training
- Mental health first aid training
- Youth navigators on staff to build rapport with youth
- Community Health Workers who meet with the clients, some of which have gone through our program themselves
- Hired case managers with experience
- A patchwork of training, based on what becomes available (that we're aware of) throughout the year. Continuous professional development
Group 3

Who has been trained on outreach, building rapport, gaining consent to data collection, and sensitive interviewing? What did that training consist of?

- De-escalation training, implicit bias training, motivational interviewing helps in working with client rather than talking at client.
- Use youth to build rapport with other youth.
- PIT count training goes over approaching and interviewing in a sensitive way.
- Data Collection consent is part of HMIS & PIT training.
- Mentor those youth on building rapport and confidentiality.
- PIT Count Training does a great job of giving an overview on how to approach homeless youth.
- The CoC does a great job of informing us of trainings that are offered in the community. From MH Trainings to LGBTQ and racial equity trainings.

Word cloud collection

Providing opportunity to be anonymous, truly. They know how tech works.
HMIS data collection at the end of interview or intake to ease into the need of the information.
Group 4

Who has been trained on outreach, building rapport, gaining consent to data collection, and sensitive interviewing? What did that training consist of?

Not trained specifically in outreach, but having other trainings like motivational interviewing and strategic storytelling

Having specific outreach groups within the organization to screen youth for services.
Group 1

Do you feel comfortable interviewing clients on sensitive topics?

- Yes
- No

Confident

Yes

Yes (brave/confident)

Yes

Yes

Training Needs

I'd be interested in empathetic deescalation training

I could use training in Motivational Interviewing. Being able to generate progressive ideas/solutions from clients when it comes to their service plans, etc. - All
Group 2

Do you feel comfortable interviewing clients on sensitive topics?

- Yes
- No

Confident

Yes!

Youth navigators with lived experience

Experienced staff serve as models

Training Needs

Could use training on all of these issues for our group, a day directed at what we do

Need for continuous training in making clients comfortable, dealing with sensitive issues

Training to understand generational differences in experience
Group 3

Do you feel comfortable interviewing clients on sensitive topics?

No

Yes

Confident

Training Needs

Client activities during interviews like play doh to avoid awkwardness and fill silence.

Asking questions that could be triggering that doesn’t appear triggering (asking emergency contact)

Trigger warnings, soft/sensitive interviewing

How do you bring them back from shutting down?
Group 4

Do you feel comfortable interviewing clients on sensitive topics?

- Yes
- No

Yes - In my own way of approaching them but can't say the same for other systems or organizations that we refer youth to.

Training Needs

- Would like to see more training on Empathy
- We could partner with child services to see if they can provide us with trainings that would help.