

Chapter 5 : OhioKAN Service Delivery

Outreach Assignment and Timelines

Once the information is collected in the CRM database, the family information is assigned to the regional team responsible for the area where the family lives and then to a specific navigator responsible for reaching out to the family. Typically, two outreach attempts are made through two different methods such as a phone call, text or email within 72 hours of the assignment.

Documentation of contact with the family is made when contact attempts are successful or unresponsive.