

## **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.