



WELFARE CHECK DESK AID

1. Has the member made any threats of harm towards themselves?
 - a. **If YES**, continue to #2
 - b. **If NO** threats have been made and member is escalated, contact Help Line to see if a Lead can speak with the member

2. Verify the address of where the member is **currently located**?

3. Send an email to LEADS & SUPERVISORS, regarding welfare check needing to be completed.
 - a. Include the COUNTY, where resident is located, in subject line
 - b. Stay on the phone with member, if possible, and keep them talking
 - c. Once the call has ended, please take time to deescalate. YOUR mental health is important too!*

*For resources to support de-escalation and your mental wellness, please see the Capital Website, Trainings/QC, & Trauma Informed Care Resources