

## Handy Tips

- Delivering what is promised is critical—at the time and place promised. Remember to underpromise and overdeliver. Offer what you can do, provide it, and you will gain trust because you show trustworthiness.
- Focus on choice and respect.
- At the first meeting, learn about where the person spends time (eats, sleeps, stays during the day, etc). Find out if the person keeps in touch with anyone on a regular basis and ask if you can have that contact information. Obtain a release to do so.
- Clarity is important. Some examples:
  - *“Is it okay if I sit here and talk with you for a while? I’d like to talk about helping you get a place to stay and some income.”*
  - *“We are a program that works to help people who are struggling and having a tough time getting what they need.”*
  - *“I’d like to come back and see you again. Would that be all right?”*
  - *“May I bring you something to eat and drink? What would you like?”*
  - *“Okay. So I’ll come back here tomorrow at 10:00 in the morning. We’ll meet right here again, and I’ll bring you coffee with cream and sugar and an egg sandwich. Is that okay? See you tomorrow at 10:00.”*