

SSP Re-engagement Reference Guide

Re-engagement Begins

Re-engagement begins when the participant misses the first planned activity or appointment or stops participating in an ongoing planned step.

- Activity on Personal Development Plan (PDP) could include but are not limited to SW, WE, JO, PE, etc.
- Missed appointment with family coach or JOBS contractor (orientation)
- Low or no attendance for any JOBS activity or step

Intent of step

The intent of re-engagement is to provide an opportunity for the department to understand what may be preventing a participant from engaging in services and to allow the participant an opportunity to engage in a PDP that meets their goals and family needs.

Expectation of the Family Coach / Department

- Contact the participant within one business day of the missed activity or appointment.
- Document the outcome in a TRACS narrative.

Strengths based strategies:

- What are the goals of the participant? Review the results of the Family Assessment in the Family Assessment Collection Tool (FACT) application.
- What may have prevented the participant from engaging in their PDP?
- Is this the right plan and does it meet their goals and expectations?
- Are there known disabilities and/or need for accommodations?
- Relate the plan back to the participant's goals in their words.
- Adjust the plan as needed to maximize engagement.

Best practices:

- When setting up a JOBS appointment use “PE” step on PDP to allow for tracking of case progression. The “PE” step should only be used for the day and time of the JOBS appointment.
- When a participant misses an appointment use that time to review their case and make contact. Call within 10min of the missed appointment time. This is time you have already blocked off the time use it to work on the case.

Next steps:

- If contact is made within two business days, adjust the case plan with agreed updated plan.
- If no contact, schedule participant for re-engagement appointment. Re-engagement appointment notice (7869) must be mailed 7 calendar days prior to the appointment date.

Narration:

Example:

Ms. Smith missed her JOBS appointment today. Family coach No – Showed PE step and attempted contact via phone call, left message for her to contact me.