

# SSP Re-engagement Reference Guide

## No Contact Made After Missed Activity

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### **Intent of Step:**

The intent of contacting the participant is to determine if there was a misunderstanding, miscommunication, or if something was preventing the participant from engaging in services. Conversation with the participant aids the department in understanding their current situation while holding the participant responsible for working on achieving their goals.

### **Process:**

When a participant misses an appointment, activity or stops attending an activity without notifying their family coach or JOBS contractor in advance the family coach will attempt contact within one business day.

If the department<sup>1</sup> calls and leaves the participant a voice mail, the participant needs to be given a reasonable<sup>2</sup> amount of time to contact the family coach. If the participant has not returned the departments call within the time allowed, department staff should attempt one additional follow up contact attempt. Same concept applies to e-mail communication. Narrate each attempt in TRACS.

Once the department has attempted contact and the participant has not return phone call or email within three business days then document and invite to re-engagement appointment.

Contact can be attempted by:

- Phone
- Email
- Face to face in the community
- An in person offsite visit
  - If phone number provided by participant is not in service, consider conducting an in person offsite visit.

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<sup>1</sup> Department refers to ODHS Self-sufficiency staff associated with the participants ongoing TANF services, this includes but it not limited to the family coach, case aid, engagement specialist. operations manager, or SSP lead worker,

<sup>2</sup> Reasonable is relational to the participants situation, and history of follow-up with the department. It should be no less than one business day and not more than three business days.

- If at an in person offsite visit, it is determined that address provided by participant is invalid, send a missing information request in ONE to verify physical address of record.

### **Expectation of the Family Coach / Department:**

- Contact the participant within one business day of the missed activity or appointment.
- Document the outcome in TRACS.
- If after three business days from the second attempt, the participant has not returned the Departments contact attempts, invite participant to a re-engagement staffing.

### **Strengths based strategies:**

- Review the case for potential barriers to engagement.
  - Are there clues provided at intake or the Family Assessment that may indicate what might be preventing engagement?
  - Gather community resources based on the family's goals and needs. Mail or bring these resources during the home visit.

### **Best practices:**

- Consider a community visit if unable to make contact by phone.

### **Supporting documents:**

- Re-engagement letter (**DHS 7869**) [ODHS Forms Server](#)

### **Next steps:**

- If unable to contact, follow branch process for scheduling case for re-engagement appointment.

**Narration:**

Example:

Ms. Smith no showed for supported work orientation with contractor today. Family coach attempted to call regarding missed appointment. Phone number no longer in service unable to make contact, case added to home visit list. Family coach referred case to re-engagement.