

SSP Re-engagement Reference Guide

Re-engagement Outcomes

DQ1 – JOBS Disqualification

Intent:

The intent of the staffing outcomes is to determine if: screenings were offered to identify challenges and provide necessary accommodations, the family coach made continued attempts to connect with the participant, and engagement options were offered to the participant. The staffing ensures due process was afforded to the participant and procedures were followed.

Process:

The team's decision is based on the information available to the department at the time of the re-engagement staffing. However, if information becomes available after a decision is made the team has the obligation to review the new information and adjust the decision accordingly.

Things to consider while determining good cause:

- Was the participant exempt during any time prior to or at the time of the re-engagement process? (Exemption may have not been known to the department before the staffing.)
- Was there a situation outside of the participants control that prevented them from engaging in the Personal Development Plan (PDP) activities?
- Did the participant or other individual in their household have ongoing issues in any of the following areas, which would have prevented engagement?
 - Active Domestic Violence (last 6 months)
 - Ongoing Mental Health
 - Substance Use
 - Learning needs / disability
 - Physical health
- Did the department fail to provide assistance or reasonable accommodations for any of the areas listed above?

Expectation of the Family Coach / Department:

- Update Personal PDP and provide a copy to participant
 - Show the RE step (same day as re-engagement)
 - Add 1-hour attendance
- Updates TRACS Re-engagement page
 - Select “DQ1 – JOBS Disqualification”
 - If all steps of the re-engagement process have been completed, finalize the Re-engagement Page
- Update ONE and include a Case Note documenting the action taken to apply the DQ1.
- Continue to attempt engagement in services
- Provide additional resources:
 - State Family Pre-SSI Program
 - Family Support and Connections

Strengths based strategies:

Employ enhanced case management strategies recommended for participants with multiple challenges or ongoing family stability issues.

Best practices:

Look at other community partners and or resources that the participant is currently working with:

- Do we have an MCS 3010?
- Can we co-manage the case with partners?
- How can we work together without community partners to reach this participant?

At any time, the Family Coach, department representative, contractor, community partner (with MCS 3010) or participant can request a new re-engagement staffing for the team to make a new determination.

Supporting documents:

- Re-engagement page on TRACS
- Re-engagement resource information on the TANF/JOBS Staff Tools website

Narration example: to be added to the TRACS Re-engagement Page:**Example:**

Annie no-showed to the re-engagement staffing on mm/dd/yy. The team staffed her case and determined she did not have good cause at this time for non-engagement in services.

Per intensive case review the team was unable to find anything, which would have given Annie good cause. The Department has determined that a DQ1 JOBS disqualification will be applied.

The Family Coach will continue to reach out to Annie and encourage her to work with the JOBS program.

The Re-engagement Page was updated and finalized.