

SSP Re-engagement Reference Guide

Re-engagement Outcome

Good Cause

Intent:

The intent of the re-engagement staffing is to:

- Determine if screenings were offered,
- Identify challenges and provide necessary accommodations,
- Determine if the Family Coach made attempts to connect with the participant, and
- Ensure that engagement options were offered to the participant.

The staffing ensures the appropriate 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 have ongoing issues in any of the following areas, which would have prevented engagement?
 - Active Domestic Violence (last 6 months)
 - Ongoing Mental Health (with treatment)
 - Addictions (in treatment)
 - Learning needs / disability
 - Physical health (participants or others in HH)
- Did the department fail to provide help 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 “Good Cause”
 - Save finalize the re-engagement page
- Continue to attempt engagement in services
- Provide additional resources:
 - State Family Pre-SSI Program
 - Family Support and Connections
 - Connection to Engagement Specialist
 - Connection to Child Welfare co-case management

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 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 materials in TANF/JOBS Staff Tools

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 had good cause at this time for non-engagement in services.

Per intensive case review it is believed that Annie has physical and possible MH limitation that are preventing her from engaging in services. The Department has determined that additional services are needing to be offered. Team recommends referral to Pre-SSI with a home visit with the disability analyst.

The team will re-staff the case in 3 months to determine further recommendations at that time.

TRACS PDP and Re-engagement page were updated.