

SSP Re-engagement Reference Guide

Re-engagement Outcome

No Good Cause, but No DQ

Intent:

The intent of the re-engagement staffing is to determine:

- If screenings were offered to identify challenges and provide necessary accommodations,
- If the Family Coach made continued attempts to connect with the participant and offer engagement options to the participant.

The staffing ensures due process was afforded to the participant and procedures were followed.

Process:

The team decides the outcome based on the information available to the Department at the time of re-engagement staffing. This is a team decision based on information known to the Department and information provided by the participant at the time of re-engagement staffing.

If the team decided the participant did not have good cause they need to ask the participant if they would like to engage in the JOBS program. If the participant says yes, no disqualification would be applied.

For example:

A participant attends the re-engagement staffing. The team was not able to provide good cause. They ask the participant if they would like to engage in the JOBS program. The participant states they are interested in working with the Department¹ on family, employment, or education goals. The re-engagement outcome would be “No Good Cause, but No DQ”.

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

Expectation of the Family Coach / Department:

- Update PDP and provide a copy to participant
 - Show the RE step (same day as re-engagement)
 - Add 1-hour attendance
 - Close step (same day as re-engagement)
 - Add ongoing steps per PDP developed with participant
- Updates TRACS Re-engagement page.
 - Select “No Good Cause, but No DQ” as the outcome on the Re-engagement Page
 - Finalize the Re-engagement Page

Strengths based strategies:

Engage the participant in services they can find success in. Include activities on their PDP that they are already doing.

Best practices:

When the participants attend the re-engagement staffing and agrees to engage in the JOBS program, work with the participant to create a new or revise an existing plan. Keep in mind you may need to set up an appointment to discuss goals and then build the plan.

Supporting documents:

- Re-engagement page on TRACS
- Re-engagement resource materials found on the TANF/JOBS Staff Tools page
- Family Assessment

Narration in the Re-Engagement Page:

Example:

Annie attended re-engagement staffing on mm/dd/yy. She met with re-engagement team. The team staffed her case and could not give good cause. They asked Annie if she would like to work with them on her goals and build a plan. She agrees.

Annie indicated that she has been having housing issues. She knew she needed to connect with her Family Coach, but that she had not done so. She stated.

I explained to Annie that I was on her side and interested in hearing from her what ideas she had to work on her family goals and that a PDP could be developed around what was currently happening. I also explained that as things changed her PDP could change and affirmed Annie knows best what will work for her family. She worked with me to create a new PDP. I explained we would not be applying a disqualification because she agreed to engage.