

SSP Re-engagement Reference Guide

Re-engagement Staffing / Case Review

Intent:

The intent of the case review is to ensure the participant has been provided with; any needed accommodations, opportunities to engage in a plan that was self-directed, and opportunities to discuss challenges to engage in their Personal Development Plan (PDP).

The goal of the re-engagement is to work with the participant to identify what the participant's current goals are, identify strengths that will help to achieve their goals, next steps, and needed supports. The overall intention is to engage the participant.

Process:

In some situations, all needed information will be available at the time of the re-engagement appointment with the participant. In these situations, the case review will take place at the same time as the re-engagement appointment with a team determination made.

In other situations, all needed information will not be available at the time of the re-engagement appointment with the participant. Information may be missing such as a child safety check or outcome of a in person offsite visit. In these situations, the team may find it necessary for the family coach or department¹ to follow-up with additional services or seek additional clarification. The case review by all team members must happen once all missing information is gathered and / or a follow-up performed in order to proceed with a determination by the department.

Expectation of the Family Coach / Department:

- The department will make a diligent effort to connect with the

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.

participant and build rapport while exploring the participant's goals and what challenges may be preventing them from accomplishing them.

- Team members will perform a comprehensive case review of the case that includes information provided by the participant during the Family Assessment, at initial eligibility, JOBS appointments, during conversations/interaction between the family and family coach, as well as any observations and feedback provided by JOBS contractors. Team members will review for possible challenges or limitations in the areas of:
 - DV (last 6 months)
 - Mental Health (Adult / children in HH)
 - Relationship to Drug / Alcohol (Adult / children in HH)
 - Learning needs / Learning disabilities (Adult / children in HH)
 - Physical Health (Adult / children in HH)
 - Childcare needs / Transportation

If possible, limitations or challenges exist, team members will review for accommodations and resources offered by the department and decide whether the challenge or limitation affected the participant's ability to participate.

- The team will decide the outcome of the case, up to but not limited to grant sanctions based on all known information to the department at that time.
- Narrate outcome of team determination using the TRACS Re-Engagement Page.

Team members' roles:

Re-engagement staffing team must comprise of at least three department staff or designees and include the participant if they choose to participate during the Re-engagement appointment.

- Participant – Participant's role is to attend the re-engagement appointment / staffing and provide the department with information as it relates to their engagement in the JOBS program. Develop a

PDP that meets their goals and actively engage in services.

- Family Coach – family coach’s role is to provide support to the participant, and to act as a liaison between the participant and the re-engagement team. Provide information about the process to the participant and represent the participant’s best interest to the re-engagement team. In the event the participant is not active in the re-engagement process, they represent the participant, based on information known to them and the Department. Family coaches need to be aware of potential personal bias while representing the customer and making recommendations to the staffing team.
- Operations Manager and or Lead Worker – The operations manager and / or lead worker reviews the case for both technical and process validity. They review actions taken by the department and services offered in relationship to information provided by the participant.
- Engagement Specialists –review the case for potential limitations and or challenges and determine if additional services are needed or should be offered to the participant. The engagement specialist works with the family coach to make community referrals as needed.
- Child Welfare (if attending) – A Child Welfare staff person helps determines if there is an additional child risk due to a reduction of ongoing TANF benefits.
- Contractor staff or community partners – Contractor staff or community partners currently working with a participant are not required to provide information during the re-engagement process. However, they often have valuable information that can aid in the Departments overall determination. **The Department must have an MSC 3010 ([ODHS Forms Server](#)) for some community partners prior to invite them to the re-engagement staffing.

Strengths Based Strategies:

- The re-engagement process should be positive, participant focused and foster engagement in services.
- Department's messages and staff should be encouraging and foster positive relationships with participants.
- There should be an emphasis on respect and understanding between staff and participants.

Supporting documents:

- Re-engagement page in TRACS

Next steps:

- Team recommendation of engagement strategies for family coach.
- Update participant's PDP including next steps and needed supports.
- Document outcome of the engagement staffing in TRACS using the Re-engagement Page.

Example:

Team re-engagement follow-up

Present at staffing: CPC: JD, FC: RH, Manager: XR, Engagement Specialist: JB.

...continued on next page...

Narration:

...continued from previous page...

Team reviewed all additional information from original re-engagement staffing. community visit was completed; no concerns see community visit narrative for further information. Family coach worked with Amy to identify current family needs, identified challenges, participant's strengths, and next steps. Amy is postponing job search for two weeks while focusing on finding a new childcare provider. She knows of a few providers and has already contacted 2.

Next steps: Amy will contact 4 more providers within the next two weeks from today and have scheduled interviews. Next appointment scheduled by phone 3:00 p.m. mm/dd/yy. FC will initiate phone call. No disqualification was imposed as Amy has engaged in a new plan.