

SSP Re-engagement Reference Guide

Scheduling Re-engagement Appointment

Intent of step:

The intent is to provide the participant with timely written notice of JOBS re-engagement appointment is so they can make arrangements or request accommodations timely to insure engagement in services.

Process:

Mail JOBS Re-engagement Notice (DHS 7869). The notice is required to be mailed no less than seven calendar days prior to the appointment. Notices cannot be hand delivered during a home visit in place of mailing. A copy of the notice can be provided during the home visit if appropriate.

- Narrate notice was sent and the date it was mailed.
- Add RE step to TRACS PDP with a planned start and end date, for the same date and time as the re-engagement appointment.

Expectation of the Case Manager / Department:

- Allow reasonable time for the participant to respond and to provide support services as needed to insure the participant is able to attend.
- It is **Mandatory** to add RE step to TRACS with a planned start and end date for the date and time of the RE appointment.
 - Description line in TRACS needs to identify the time and location of the RE appointment.
 - The updated PDP does not need to be mailed to participant, as they will receive a corresponding RE appointment letter.

**** NOTE:** *The RE step will be used to track re-engagement successes. It allows a “data point” to compare outcomes. This information will be used to measure the successful engagement of participants by the branch. Identifying the work being done by the case managers to engage participants. ***

Strengths based strategies:

- If a participant contacts the case manager prior to their re-engagement appointment and requests to engage in the program update their PDP and start their engagement at that time. There are three possible outcomes:
 - Update PDP and show RE step for the date the customer engaged in activities. (Date the signed the new PDP.) Let participant know that they do not need to attend RE appointment as they have engaged in services.
 - Update PDP and leave RE appointment and step on TRACS. Let participant know that they will still need to attend the RE appointment for additional follow-up.
 - Update PDP and show RE step, customer can still choose to attend RE appointment if they feel it would be helpful to their ongoing case and family goals.

Best practices:

- Access case aids to help with this process. Sending Re-engagement appointment notices and adding RE steps to TRACS.
- Copy and paste entire re-engagement letter (7869) into TRACS, this meets the requirement to narrate letter was sent and provides an exact copy of the letter for the case record.
- Have a branch-wide tracking system of participants invited to re-engagement. Particularly in large districts / branches were there could be 1-2 re-engagement opportunities per week.

Supporting documents:

- JOBS Re-engagement Notice (DHS 7869)

Narration:

Example:

Re-engagement letter was mailed for xx/xx/xxx at xx:xx.

RE step was updated on PDP