

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 so they can make arrangements or request accommodations timely to ensure engagement in services.

Process:

Mail the 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 an in person offsite visit or emailed in place of mailing. A copy of the notice can be provided during the home visit or via email if appropriate.

- Narrate notice was sent and the date it was mailed.
- Add RE step to TRACS case plan with a planned start and end date, for the same date and time as the re-engagement appointment.
- Upload a copy of the appointment notice into EDMS.

Expectation of the Family Coach / Department:

- Allow reasonable time for the participant to respond and to provide support services as needed to ensure the participant is able to attend.
- It is **Required** 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 case plan 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 help measure the work being done to engage participants.*

Strengths based strategies:

- If a participant contacts the family coach 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 participant engaged in activities. (Date and sign 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, participant 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.
- Scan and enter the re-engagement notice (7869) into EDMS and indicate in TRACS narrative where to find the notice in EDMS. 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. EDMS file # xxxxxx.

RE step was updated on PDP