

100-50 OUTREACH TO DISENGAGED PARTICIPANTS

Disclaimer: This Policy and Procedure is a DRAFT for feedback and is not active at this time.

PURPOSE

To re-engage enrolled participants who have missed one or more home visits to ensure that participants receive the full benefits of the home visiting program.

POLICY

CHVP local health jurisdictions (LHJs) and/or subcontracting agencies must make positive, persistent, and creative outreach efforts to re-engage participants who are enrolled in the home visiting program but have not maintained consistent services.

PROCEDURES

- I. LHJs must develop a policy and procedure to address outreach efforts to dis-engaged participants.
- II. Outreach efforts must be initiated the participant has not responded to attempts to schedule a home visit for a period of 30 days from the last scheduled home visit.
- III. Outreach efforts should not be initiated when home visits have not occurred due to staff inability or unavailability to conduct home visits.
- IV. Outreach efforts may include attempted contact by telephone, text (if participant can accept), mail and in-person visits to the participants' homes. Attempted contact via social media is highly encouraged if available to the LHJ. Outreach efforts should be personalized and express care and concern for the participant. It can also be helpful to focus attempted communications on the participant's interests.
- V. Attempts may be made to contact the participant through any alternate contacts provided by the participant.
- VI. Attempts to contact the participant must be documented in the participant's chart and in the LHJ's data system.
- VII. Outreach efforts must be continuously made for three consecutive months (90 days) unless the participant re-engages in services, declines services or moves out of the area. A best practice for outreach frequency for re-engagement efforts includes at least the following:
 - Every week for the first month;
 - Twice in the second month; and
 - Once in the third month
- VIII. If a participant does not re-engage with home visiting services by the end of 120 calendar days (30 days from the last scheduled home visit plus 90 days of outreach = 120 days from the last completed home visit), the participant must be dismissed from the program. The participant's dismissal date should reflect the date the 120 days was reached and must be entered into the data system within seven days of the dismissal date.

- IX. LHJs must adhere to all requirements of selected model with regards to outreach to enrolled participants who have missed one or more home visits.

REFERENCES

- ▶ CHVP Scopes of Work
- ▶ Healthy Families America (HFA) Best Practice Standards, Governance and Administration (GA): 3-3. A & B and 4-2. A-E
- ▶ Nurse Family Partnership (NFP) Team Meeting Education Handbook – Participant Retention
- ▶ Parents As Teachers (PAT) Supervisor’s Handbook – Sample Policies and Procedures – Family Engagement and Retention