

100-50 OUTREACH TO DISENGAGED PARTICIPANTS

PURPOSE

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

POLICY

California Department of Public Health (CDPH)/California Home Visiting Program (CHVP) local health jurisdictions (LHJs) will make positive, persistent, and creative outreach efforts to re-engage participants that are enrolled in the home visiting program but have not maintained consistent services. LHJs will use insights gained from interactions with families to find ways to reconnect by considering individual strengths and needs.

PROCEDURES

- I. LHJs must develop a policy and procedure to address outreach efforts to disengaged participants.
- II. Outreach efforts must be initiated if 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 if first home visit has not occurred, or the participant becomes disengaged due to staff inability or unavailability to conduct or complete home visits. LHJs must document this in the data system.
- IV. Outreach efforts may include attempted contact by telephone, text (if available), mail and/or in-person visits to the participants' last known address. Outreach efforts should be personalized, express care and concern for the participant, and not disclose Protected Health Information (PHI).
- V. Attempts may be made to contact the participant through alternate contacts provided by the participant.
- VI. Attempts to contact the participant must be documented in the participant's chart and LHJ's data system.
- VII. Outreach efforts must be made for three consecutive months (90 calendar days) or until the participant re-engages in services, declines services, or the home visitor is made aware that the participant is no longer in the area.

- VIII. If a participant does not re-engage in home visiting services by the end of 90 calendar days, the participant must be dismissed from the program. The participant's dismissal date will reflect when the 90 days were reached and must be entered into the data system within seven days of the dismissal date. LHJs must adhere to all requirements of selected model with regards to outreach to enrolled participants who have missed one or more home visits.
- IX. Participant safety and privacy must be prioritized when considering and conducting any type of outreach. If it is not safe to conduct outreach to client, consult with supervisor and document it.
- X. LHJs must adhere to all model requirements and best practice standards related to participant re-engagement and creative outreach.

REFERENCES

- DEFINITIONS
 - *Enrolled participants* in a home visiting program are families or individuals who have completed the enrollment process and are actively receiving services from the program. Enrolled participants are a part of the Contracted Caseload Capacity.
 - *Contracted Caseload Capacity* is the number of participant families an LHJ is expected to serve at any given time. This number takes into consideration multiple factors, including the home visiting model being implemented, budgeted home visitor FTE, and acuity of the service population.
- CDPH/CHVP Scopes of Work
- HFA Best Practice Standards, 8th Edition, 3.3 A & B and 4.2 A-E
- NFP Learning Hub - Client Retention video
- [PAT Supervisor's Handbook, Sample Policies & Procedures, Family Engagement and Retention](#)