

FAIR FUTURES PROGRAM MANUAL

SECTION 11

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SECTION 11. INTAKE AND ENROLLMENT

A. INTAKE

In the Fair Futures model, there are no mandated intake or enrollment processes - each agency can implement whatever approach they find most effective. **Below is a recommended best practice, which can be adopted and/or tweaked.**



Welcome!

Ideally, **Coach Supervisor(s)** should meet with all new young people coming into the program before assigning them a Coach.

Before meeting with the young person, the Coach Supervisor will reach out to other MAAP or Close to Home staff that work with the youth to learn more about the young person.

Questions the Supervisor should ask include:

- *What have been the challenges to vocational/educational development, if any?*
- *Are there any challenges/barriers to working with youth and/or family?*
- *What is the best form of communication for the youth?*
- *Who are the youth's permanent resource or support system?*

One of the questions the Coach Supervisor will ask is whether the MAAP or Close to Home staff have a positive/strong relationship with the young person and if he/she thinks it would be beneficial to attend the Intake meeting. If the young person has a positive relationship with them, having them there during the Intake meeting will help facilitate the introduction to coaching and make the young person feel supported. However, if there is not a positive or solid relationship in place, then having them there could deter the young person from enrolling.

After speaking with the MAAP and Close to Home staff, the Supervisor will reach out to the young person to set up the first meeting.

INTAKE/INITIAL ENGAGEMENT SESSION

The young person and Coach Supervisor will be in this initial meeting. It may be appropriate for the MAAP and Close to Home staff to attend as well, depending on his/her relationship with the young person.

The meeting will be held at whatever location the young person feels most comfortable, whether that be at the office, in their home, or in the community (*when applicable for youth*).

During that first meeting, the Supervisor gets to know the young person, provides him/her with an overview of the program (what it is, what it is not, using youth language developed – see [Fair Futures Juvenile Justice Program Manual Section 9](#)), and answers any questions. **The Coach Supervisor's primary job during this meeting is to make the young person feel comfortable and welcome, and infuse the session with cheerful, optimistic, and positive energy; it should not feel transactional or like an actual "intake" session.**

The Coach Supervisor will gauge whether the young person is interested and ready to be assigned a Coach.

If the young person expresses interest in Coaching, the Supervisor will assign the young person a Coach.

- Where possible, young people should be matched with Coaches based on gender preference and personality fit. However, sometimes a match will have to be driven by caseload/availability.

If the young person is not interested or the Supervisor is unsure, then they will enter them under a "To Engage" list.

- From there, the Outreach Coordinator (or whoever conducts outreach) will reach out to the young person. Check-ins with that young person should occur regularly for the next three months, and then once a month thereafter.

TIP!

Some programs may choose to skip all of the Intake and Initial Meeting steps and assign a Coach to a youth in need. If that young person does not respond to their Coach or engage, the Coach should practice consistent engagement and try new approaches – see [Fair Futures Juvenile Justice Program Manual Section 12](#).

B. ENROLLMENT

Once the Supervisor assigns a Coach, the young person is considered Enrolled. The Supervisor should assign them to the Coach in the Online Platform. The Coach can then fill out the “Coached Youth Enrollment Form,” which captures where that young person is when they begin coaching.



I'm your Coach!

The Coach should make contact with the young person (ideally within 1-2 business days, as a best practice) to set up a meeting. That first meeting ideally happens within a week of the initial contact between the Coach and the young person, or as soon as feasible, so that the young person feels engaged. See [Fair Futures Program Manual Section 12](#) for tips on how to engage young people!

However, before reaching out to the young person, **the Coach should set up a Technical Assistance session to ensure they feel comfortable with how to introduce themselves and their role.** The Coach needs to be able to clearly describe to young people how the program can benefit them, including both emotional benefits as well as specific services, and emphasize that the program is all about THEM. The language should be “real” and resonate with young people.