# FAIR FUTURES PROGRAM MANUAL

## SECTION 11

### TABLE OF CONTENTS



FairFutures

# 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.**

See Appendix C2 Recommended Recruitment, Intake, and Enrollment Pathways Flow Chart for a visual map of the recommended Recruitment, Intake, and Enrollment pathways described below.


**Coach Supervisor(s)** should meet with all new young people coming into the program before assigning them a Coach. Ideally, Supervisor(s) should meet with every 8th grader/upcoming 9th grader before the 9th grade begins (whether they attended the Orientation or not).

Before meeting with the young person, the Coach Supervisor will reach out to the Case Planner 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 Case Planner has 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 the Case Planner there will help facilitate the introduction to coaching and make the young person feel supported. However, if there is a not a positive or solid relationship in place, then having them there could deter the young person from enrolling.

*After speaking with the Case Planner*, the Supervisor will reach out to the young person to set up the first meeting (the Intake Session).

### *INTAKE/INITIAL ENGAGEMENT SESSION*

The young person and Coach Supervisor will be in this initial meeting. It may be appropriate for the case planner 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.

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 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 tell the young person about the next upcoming Orientation, and gauge whether the young person is interested and ready to be assigned a Coach.

### *AFTER THE INITIAL MEETING, THE COACH SUPERVISOR PROCEEDS AS FOLLOWS:*

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

- 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 expresses interest only in receiving a specific service,** such as getting documents, applying to a job, or enrolling in the Mentored Internship Program (for example), then the Supervisor will channel that young person to the appropriate Specialist to provide targeted services. The Specialist will record any service(s) provided in the Online Platform via the "Targeted Service Form."

**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, relentless engagement and try new approaches – see Fair Futures 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.**


The Coach should make contact with the young person (ideally within 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.