# Recommended / Best-Practice Process for When a Young Person Does Not Engage With Their Coach

## First 90 Days of Engagement - Best Practices

### Prepare for Introduction

- Coach completes TA Session with Juvenile Justice Relationship Manager to develop language that resonates with young people.

- Coach prepares to introduce themselves and the benefits of the Fair Futures program to young person. Include both emotional supports “here for you” and specific/technical supports “help with getting a job” during introduction.

### Initial Contact After Young Person is Assigned a Coach

- Coach reaches out to young person within 24 hours.

- Young Person does not respond to initial contact.

- Don’t give up! Remember the 3C’s

  - Be Consistent: Create a schedule; be consistent with engagement.

  - Get Creative: Write a letter, stop by in person, make a video, engage on social media, or try to connect through a parent or any adult or peer support.

  - Celebrate: Drop expectations! Any interaction is a win!

## If the Young Person Does Not Engage After 90 Days

Before proceeding to the next step, Coaches should ask themselves: “Was I persistent/consistent in trying to engage this young person? Did I get creative and try multiple approaches?” If “YES” - proceed to next step. If “NO” - read above and keep trying!

- Move young person to an “Outreach List”.

- Select another young person in need of coaching to fill spot.

- Designate someone on your team to manage “Outreach List” of youth who are disengaged or have not engaged.

- Ideally, a credible messenger or former foster youth!

### Best Practice: Hire an Outreach Coordinator*

- The Outreach Coordinator checks in with young people and shares upcoming events or opportunities; participates in peer groups, etc.

## Outreach Coordinator Continues to Reach Out to Young People (at least 1x month)

- Young person engages with Outreach Coordinator and requests a coach.

- Supervisor is alerted and assigns a Coach (if there is space).

- Coordinator connects young person to the appropriate Specialist.

- Young person does not respond.

- Young person remains on “Outreach List”.

* An Outreach Coordinator will not be needed for Juvenile Justice until we have reached scale/funding to serve most youth.