

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)



YOUNG PERSON ENGAGES WITH OUTREACH COORDINATOR AND REQUESTS A SPECIFIC SERVICE ONLY (E.G., RESUME HELP OR HOUSING)



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.