

FAIR FUTURES PROGRAM MANUAL

SECTION 17

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The **Outreach Coordinator** is a potential position that could be created, particularly for larger organizations. Ideally, they are a former program participant or a “**Credible Messenger**” who can speak to the benefits of coaching. **They are responsible for following up with young people who have not yet engaged with the program and those who may have disengaged from the program.**

A list of these young people will pop up into the “**Alerts**” box in the Program View of the Online Platform under the heading “**To Engage.**”

The Outreach Coordinator (or Coach, if there is none) should try to engage youth regularly.

Once the Outreach Coordinator is able to connect with these young people, he/she provides an overview of the benefits of coaching, using the appropriate youth language (see [Fair Futures Program Manual Section 9](#)).

Should the young person only want help in a specific area, the Outreach Coordinator refers them to the appropriate **Specialist** (e.g., the Career Development Specialist for assistance with a job application, etc.). However, the Outreach Coordinator’s role is also to help young people who could benefit from coaching connect to a Coach.

After the initial conversation with the young person, the Outreach Coordinator will take one of the following actions:

- **If the young person decides they want coaching after this discussion**, then the Outreach Coordinator will tell a Supervisor. At this point, Supervisor will go through the Intake Process and assign a Coach. [See Fair Futures Program Manual Section 11](#)
- **If the young person still would like a specific service only**, then the Outreach Coordinator will refer them to the appropriate Specialist to provide that service. Once the service is provided, the young person will be “checked off” the “To Engage” list and the Specialist will check off what service(s) were provided. See [Fair Futures Program Manual Section 16: Providing Targeted Services](#).
- **If the Outreach Coordinator was not able to engage the young person**, the young person will remain on the “To Engage” list, and outreach will continue.