

Procedure Section: P2300 Reach Up Introduction

Subsection: N/A

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Included Programs

Reach Up

The Reach Up Introduction is a welcoming and informational process designed to help participants understand the Reach Up program within the first three months of working with a Reach Up Case Manager/Career Coach (RUCM/CC). It provides a clear overview of the program's mission, vision, structure, and available support. Participants are informed about their rights, responsibilities, and the expectations for engagement. The process helps participants make informed decisions and feel comfortable accessing services. It also offers space for questions, discussion of challenges, and identifying personal preferences.

Reach Up Introduction Process

The Reach Up Introduction includes a general overview of the program presented in a standardized Powerpoint which includes talking points for RUCM/CC's.

When to use the Reach Up Introduction Process

Reach Up Case Managers and Career Coaches will provide a standardized introduction to Reach Up for any participants that are

- New to the Reach Up Program
- Transferred with the last 6 months from another district or within current district to a new RUCM/CC
- Participants returning to the Reach Up Program after a period of closure over 6 months
- Anytime a participant requests an introduction

The Reach Up Introduction is offered at the first meeting. In some circumstances RUCM/CC's may defer this to the second or third meeting when necessary to address more urgent needs, ensuring the process remains aligned with the participants' pace and priorities.

How to present the Reach Up Introduction

RUCM/CC's will schedule the Reach Up Introduction meeting in person. Meeting participants in person helps build trust and rapport, improves communication and engagement, provides valuable context for understanding their situation, and supports more personalized and effective collaboration.

RUCM/CC's may offer to meet over the phone or virtually (TEAMS/Facetime video) when a participant is unable to attend in person due to extenuating circumstances. Extenuating circumstances that may prevent an in-person meeting include issues such as illness, lack of transportation or childcare, unsafe weather conditions, or other urgent personal or family matters.

RUCM/CC's will provide a copy of the Reach Up Introduction material via email or through mail when not meeting in person and/or at the request of the participant.

What to do if a participant declines or does not engage in Reach Up Introduction

When a participant declines the Reach Up Introduction ask if the participant prefers to address any other topic prior to completing the introduction and re-offer the introduction at the subsequent meeting. RUCM/CC will inform the participant that the introduction is a standard program expectation. If the participant declines a second time, RUCM/CC's will consult with their RU Supervisor to assess whether the participant's refusal constitutes non engagement.

Reach Up Introduction Components

The following information is reviewed during the Reach Up Program Introduction. This overview helps set the foundation for successful participation in the program.

- Mission and Vision
- Appointments
- Reach Up Case Manager/Career Coach Roles
- Coaching Practices in the Reach Up Program
- Assessments and Goal Setting
- Support Services

- Reach Up Time Limits and Participation
- Program Requirements and Accountability
- Eligibility
- Questions

Reach Up Introduction and Customization

The Reach Up Program Introduction is designed to remain consistent for all participants to ensure everyone receives the same essential information. Reach Up Case Managers/Career Coaches may elaborate verbally on topics and/or provide additional program information as needed to meet participants where they are at in their individual circumstance. Some examples may include:

- Language barriers requiring additional explanation or translation
- Participants in General Assistance Housing
- Participants on Reach Up with a 180 days temporary absence

The presenter section of the Reach Up Introduction provides guidance on areas where elaboration may be helpful, allowing the RUCM/CC to respond effectively to participants' needs and ensure understanding.

Revision History for P2300

04/01/26

New Procedure Section