

## **P-2302 Assigning Participants Receiving Reach Up Benefits (continued)**

### **P-2302B Assigning Participants to a Case Manager or Career Coach (24-06)**

Review the 614FDP Initial Family Development Plan and review if the participant selected a case manager or career coach.

#### **No 614FDP Initial Family Development Plan**

All households newly approved Reach Up should have a completed 614FDP available in OnBase. If it is discovered that a 614FDP has not been requested or completed, let the Eligibility Supervisor in the district know. It is possible the 614FDP has not be scanned into OnBase yet.

Not receiving a 614FDP does not mean we do not assign the participant. The Reach Up Supervisor will need to use the information available to them CATNs, pervious case notes, and contacting the participant.

If an actual Family Development Plan (form 614) is created with the participant before the 614FDP is received, the actual 614 can take the place of the 614FDP. The case manager or career coach does not need to have the participant complete a 614FDP.

#### **Participant selects case manager or does not complete section of the 614FDP.**

Review the 614FDP, CATNs, and/or previous case notes for additional information.

If the participant identified a goal that is not employment, education, or training related and/or they have significant obstacles assign the participant to a case manager.

If after reviewing 614FDP, CATNs, and/or previous case notes the Reach Up Supervisor identifies a career coach would be an appropriate assignment contact the participant to discuss the benefits of working with a Career Coach. Assign the participant to the appropriate person after the conversation, the participant will be able to make the final decision. If you are unable to reach the participant assign the participant to a Career Coach.

If after reviewing 614FDP, CATNs, and/or previous case notes the Reach Up Supervisor is unsure and there are no identified obstacles that would

immediately get in the way of an employment, education, or training goal, contact the participant to discuss the mission and vision of the program and their goals. Explain the difference between working with a case manager and a career coach. Assign the participant to the appropriate person after the conversation, the participant will be able to make the final decision. If you are unable to reach the participant, the Reach Up Supervisor will assign the participant based on case load size and availability.

### **Participant selects career coach on the 614FDP.**

If the participant selected career coach assign the family to a career coach.

### **Assigning Households with two participants**

Each participant in the household needs their own short- and long-term goals, therefore each participant needs to be assigned a case manager or career coach. Households should not be assigned to the same case manager or career coach, unless they both have an employment, education, and training goal and you only have one career coach in your district. If they are assigned to the same career coach, they must be offered separate appointment times. If a family requests to be assigned to the same person we will honor their request, however they must be offered separate appointment times.

### **How to assign a participant to a case manager or career coach**

To assign a participant to a case manager or career coach, send an email to the case manager with the participant's name and full SSN.

The case manager or career coach should contact assigned participants within three (3) business days of case assignment. Using the participants preferred method of communication; this includes mail, email, phone, FaceTime, virtual meetings, and text found on the 614FDP if available. Case manager and Career coach will offer the participant a meeting within ten (10) business days in their preferred location, including office, community, home and virtual.

Case manager and career coach should make two attempts to contact the participants within three (3) business days of assignment. We should use all methods known to ESD. If you are unable to reach the participant send an appointment letter offering an appointment within ten (10) business.