

P2302 Assigning Participants Receiving Reach Up Benefits (continued)

P-2302D Transferring Participants Between Districts (24-06)

Transfer because the participant has moved to a different district.

Reach Up services will be assigned to the new district. Efforts should be made to identify the participant's preferred method of contact, current goal and preference between a case manager or career coach before making the transfer, this should be indicated in case notes.

The Reach Up Supervisor will refer to available information in the Reach Up electronic file, case notes, FDPs, goal sheets, etc. to assign the participant.

If the participant is currently conciliated or sanctioned when the transfer occurs

Try to resolve before the transfer is made.

If the original case manager or career coach is not able to resolve the conciliation or sanction the current plan should be documented in case notes. The new case manager or career coach will review the plan during their first meeting with the participant. The participant and new case manager/career coach can develop a new plan if the current plan is no longer appropriate.

Transfers between districts when General Assistance (GA) Housing is involved.

Participant is in GA housing and is relocated out of district, due to hotel availability.

The original district will maintain the case file and the current case manager or career coach will continue to work with the participant until the participant becomes stable in the new district. The participant must be able and willing to maintain phone or virtual contact with the original case manager or career coach.

If the participant's goal is to return to the original district, the original district will maintain the case file and the current case manager or career coach will continue to work with the participant until they return to the original district, unless it becomes unlikely the participant will return to the original district. The participant must be able and willing to maintain phone or virtual contact with the original case manager or career coach.

If the participant is unable to connect with case manager or career coach by phone or virtually, they would prefer to meet in person, or they express that they want to work with a case manager or career coach in the district where they will be housed for GA, this will be accommodated. The Reach Up Supervisor in the district where they will be housed for GA will assign the participant to a case manager or career coach in the new district.

Efforts should be made by the case manager or career coach in the original district to identify the participant's preferred method of contact, current goal and preference between a case manager or career coach before making the transfer, this should be indicated in case notes.

If a participant is in GA housing and chooses to move out of district because they are hoping to relocate in the new district's area

Reach Up services will be assigned to the new district. Efforts should be made to identify the participant's preferred method of contact, current goal and preference between a case manager or career coach before making the transfer, this should be indicated in case notes.

The Reach Up Supervisor will refer to available information in the Reach Up electronic file, case notes, FDPs, goal sheets, etc. to assign the participant.