

P-2375 Case Management (continued)

P-2375C Correspondence (B21-08)

When planning your work with a participant, ask how they prefer to communicate (for example: phone, email, text) and document their preference in case notes.

Text or Email

Avoid abbreviations: maintain professional language.

Tone: it is okay to be quick and to the point, but never overly informal. Tone can be lost or easily misinterpreted in text and email. Try to use the same tone of voice you would use in a face-to-face meeting with a person who receives Reach Up.

Response time: While it may seem obvious, how and when you answer text messages sets precedents with people. To prevent round the clock text messages, only send and respond to messages during regular office hours.

Avoid benefit discussions: While you may want to alert a person who receives Reach Up that their paperwork is due via text message, always be sure that notification has gone out by mail. This makes it easier to maintain a paper trail.

Mail

Each district team should establish a plan with their Reach Up Supervisor and Operations Director to handle mail in the office. If someone is not going to be in the office for some time, have a plan for who is going to scan documents to them and ensure that outgoing mail is being sent.

Documentation

All correspondence must be documented in case notes. Paraphrase the main idea of what was conveyed.

Only emails and text messages that provide good cause or verification must be saved.