

TANF Policy 36 – HANDLING DIFFICULT CLIENTS

Purpose - The purpose of this policy is to ensure consistency among contractors when dealing with problematic situations.

When a difficult situation presents itself most importantly remain calm and maintain a professional tone. Give the client the time and space to “vent” sometimes this is all that is needed. After they are finished try and deliver a response that shows you understand their situation. If you can provide an immediate solution to the problem then do it.

In the event you cannot provide an immediate solution, reach out to your DET contract manager to make them aware of the situation and to assist with a solution. If you are unable to reach your contract manager by telephone, send an e-mail with a detailed account of what has transpired. If the DET contract manager does not get back to the contractor within the hour, the contractor should contact the DET administrator by calling his/her work cell.

It will be the responsibility of the DET contract manager to contact DSS Policy to notify them of the problem and the resolution reached.

SAFETY FIRST

The safety of Provider employees and TANF participants are the first priority. If at any time you feel that safety is at risk, contact 911 immediately.