

General DET Contract Policy 7 - Minimum Standard of Contact with Participants (Youth and Adult)

Pre Exit

The plan of contact will be described in the Individual Service Strategy (ISS). The minimum standard of contact is a monthly face-to-face meeting separate from any training/services being provided in a classroom (e.g. OST) or off-site (WEX) setting. This meeting must be one-on-one with participant and must include reviewing and documenting whether the adult/youth is satisfactorily performing and attending service(s) as outlined in the ISS as well as determining additional service needs. This must be documented with a program note.

Post Exit

The plan of contact will be described in the ISS and at a minimum will be quarterly.

General Rules

1. Contractors may request that the contact requirements be modified for an individual when such contact is not reasonable (e.g. illness, institutionalized). These requests must be made via email to the assigned Contract Specialist and may be allowed at the sole discretion of DET.
2. Attempts to contact participants can stop when the client has not been responding to outreach efforts for more than consecutive three months. Outreach efforts must be documented in program notes and must include at least bi-weekly attempts to contact the client using at least two methods of contact (e.g. email and phone). This applies to pre and post exit. If this occurs, contractors must end any open service in the Service and Training Plan in Delaware JobLink with the last day of service. 90 days from the last end date entered, the client will exit the system. Nothing prohibits reengagement of the participant to provide post exit follow up services.

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