



# Assertive Engagement Process

## UPON ENTRY INTO SERVICE

1

- Attempt to call client within 5 business days once referral is assigned and staff have capacity in their caseload.



2

- Contact main phone number provided.
- Leave a message (if consent to leave voicemail is provided).
- Contact client via email, text, or alternate number.



3

- Wait 3-5 business days.



4

- If no response received, try main contact number again.
- Leave a message (if consent to leave voicemail if provided).
- Contact client via email, text, or alternate number.



5

- Wait 3-5 business days.



6

- If no response, attempt to connect with alternate contact/ family support contact (if applicable).



7

- Attempt to contact referral source to advise.
- Allow 3-5 business days to hear back.



8

- Send 'no contact' letter to client (via mail out or email).
- Notify referral source (when applicable).



9

- Close file.



10

- If contact is made in any of the earlier steps, admit client to services or resume service.
- Ensure all documentation is completed within expected timeframes.



**THIS APPLIES TO CLIENTS IN INDIVIDUAL SERVICE ONLY.**