

Contacting Individuals on the SRL

Information Sheet

Refer to this information sheet for information on how to initiate contact with an individual on the Service Request List. This includes the steps to follow whether you successfully reach the individual or are unable to make contact.

Step 1: Connect with the Care Coordinator

- Reach out to the Case Coordinator currently attached to the Case ID to gather an understanding of the person, their situation and contact information.

Step 2: Initial Reach Out

- Attempt to contact the individual by phone.
- If you do not receive a response, try any other phone numbers on file.

Step 3

A: Unable To Get In Contact with the Individual

- If you are **you unable to reach** the individual after calling and leaving a voicemail, send a letter to their address on file using the Service Request List Letter Template.
- **If the letter is returned or you receive no answer**, work with your Team Lead to coordinate with the Casework Supervisor/Care Coordinator to document on ICM that the letter was sent, and set a reminder for 30 days from letter sent date to work with Care Coordinator to remove them from the Service Request List and change DSP status to “ineligible” and document reason in ICM as “whereabouts unknown”.

B: Able To Get in Contact with the Individual

- If you are able to reach the individual and **they are interested** in the Disability Support Program, work with your Team Lead to enroll the individual in CCM. Also work with your Team Lead to coordinate with the Casework

Supervisor/Care Coordinator to ensure the necessary notes in ICM are captured.

- If you can reach the individual and **they are not interested** in the Disability Support Program, **ask for their consent to be removed from the Service Request List**. Work with your Team Lead to collaborate with the Casework Supervisor/Care Coordinator to remove them from the Service Request List and change DSP status to “ineligible” and document reason in ICM as “other” and document in notes that individual was no longer interested in DSP Services.