

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

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The Minimum Standard of Contact is a monthly face-to-face meeting. The plan of contact will be described in Section “Client Contact Plan during Participation” of the Individual Service Strategy (ISS). All updates to the plan should be updated on the ISS.

This meeting must be one-on-one with participant and must include reviewing and documenting whether or not the adult/youth is satisfactorily performing and attending service(s) as outlined in the ISS as well as determining additional service needs.

Contractors may request that the contact requirements be modified 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.

Nothing in this policy on the Minimum Contact Standard will take precedence over the Contractor’s Response to the RFP or other contractual obligations.

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.