# CO_1C_BLACK_SLDCase management form

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| **Protocol for COSE Case Management*** Employment Specialists will present any customers that have displayed disengaging behaviors at weekly staff meetings for discussion with Director of Services.
* Employment Specialists will continue to attempt and outreach customers within the first 30 days.
* If customers are disengaged and inactive for 30 consecutive days Employment Specialists will inform IDDT team that they will be moving to engagement status, and update DOS at next weekly staff meeting.
* If customers are still disengaged and inactive while in the engagement stage for 30 additional days, despite multiple methods of re-engagement, customer will be discussed with IDDT team, and customer will be moved to hold with a team consensus. DOS will again be updated at the weekly staff meeting.
* Customer will be informed that they can return if they later decide to pursue employment.
	+ If a customer’s wishes to re-engage and utilize services they may do so at any time.
	+ If customer was placed on Hold they would be re-opened in engagement.
	+ If customer is in engagement and re-engages then customer would be still considered engagement the referral process would start over, however, no new referral would be needed from IDDT Team.
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| **Step 1 – Disengaged and inactive for 30 consecutive days. Move to Engagement Status** |
| Customer Name: |  |
| Date Status Changed to Engagement: |  |
| Requestor:  | Community Options | Customer |
| Reason: | Other (Explain below) | Customer Choice | Extended Stay at State Hospital | Unable to Engage | Moved | HSC case closure | Transfer to Different Program |
| Comments: (List multiple efforts using multiple methods to engage customer.) |
| Employment Specialist Signature/Date: | DOS Signature/Date: |
| **Step 2 – Disengaged and inactive for 60 consecutive days total. Move to Hold Status** |
| Date Status Changed to Hold: |  |
| Requestor:  | Community Options | Customer |
| Reason: | Other (Explain below) | Customer Choice | Extended Stay at State Hospital | Unable to Engage | Moved | HSC case closure | Transfer to Different Program |
| Comments: (List multiple efforts using multiple methods to engage customer.) |
| Employment Specialist Signature/Date: | Team Leader Signature/Date: |