



Tried and Tested Strategies to make initial contact with a referred family

- Are you contacting the referred family within 48 hours upon receiving the referral?
- Are you attempting to contact the family by phone at various times of the day and week (morning, afternoon, evening, weekend)?
- Are you going to the home to try to contact the family if unable to make contact by phone?
- Are you going to places the family will likely be? (I.e. court, school, etc.)
- Are you leaving a letter or flyer on the door if no one is at home?
- Are you tag teaming with someone else who is involved with the family (i.e. Social worker, Child Protective Worker, JPO)?
- Have you contacted the referral source for additional ideas and possible leverage?
- If the cohort start date passes, have you transferred the referral to the next clinician to try to engage the family?
- If you have tried all the options above, have you returned the referral back to the referral source?

Tried and Tested Strategies to complete the Intake and engage the family

- Did you offer a flexible schedule to conduct the intake (daytime/evenings/weekend)?
- Did you conduct the Motivational Intake with the JPO/Case Manager/Social Worker present?
- Did you go to the home to conduct the intake?
- Did you meet with the youth to get the youth on board? The youth’s willingness to participate often will help to get the parents on board.
- Did you tell the families that frequent updates will be provided back to the referral source?
- Are you sending out periodic “Thinking of You” cards to the family to encourage them in their progress?