SHOW UP, STAND OUT PROGRAM: PROCESS STANDARDS

Standard Operating Procedures for Referral Contacts

CBOs shall follow the below guidelines for all outreach and enrollment activities (Note: A student and family is not considered enrolled in SUSO until a consent form is signed). CBOs will enter contacts to referrals information into Efforts to Outcomes (ETO) system. CBOs shall:

1) Attempt to contact students and family members within two (2) business days of the receipt of referral form.
   a) Attempts to contact the student and/or family members may occur: 1) at school; 2) by telephone call or text; 3) by email; 4) by online platform (e.g., Zoom, Teams, etc.); 5) home visit (if during the home visit the house is abandoned or it is reported the family does not reside there, notify the school office); or 6) by mailed letter to the home (if returned by the U.S. Postal Service, CBOs should deliver the letter to the main office of the school).

2) Complete student and family contact by phone or face-to-face within 10 business days of the date of referral. If contact is unsuccessful during the first 10 business days, continue to make attempts weekly using the outreach strategies listed in number 1.

3) If after 30 business days of attempted contacts the CBO has been unable to make contact, the case referral may be closed.

4) If the parent/guardian agrees to receive services from the SUSO Program, request they sign a Consent to Participate Form.
   a) Within seven (7) business days of receiving a signed consent form, CBO will make a first face-to-face visit(s) with the parent/guardian or student.

5) For all referrals who do not sign the Consent to Participate, document the reason in Efforts to Outcomes (ETO) and communicate to school staff.

6) Document all contacts with student and family in the Efforts to Outcomes (ETO) database.
   a) If contact occurs via home visit, communicate the visit to school attendance staff and appropriate school personnel within two (2) business days of completion.