

# Tips to Initially Engage the Family/Youth

P R  M I S E

These tips are intended for you to achieve high engagement rates. Good engagement requires patience, persistence and persuasion.

## 10. Make calls as soon as you get the referral – within 72 hours.

Do not let time elapse between when you get a referral and when you attempt the first contact. (This will ensure that you are placing a call soon after the consent form was signed.)

## 9. Vary when you call.

Call different times of the day and days of the week to maximize the chance of reaching the youth or his/her family. Sunday nights are usually great times to reach people at home. Track your contacts.

## 8. Determine when to call.

Use phrases such as “When can I call back to speak with [name]?”

## 7. Be persistent.

Call often until you reach the person you want. Send letters and brochures within the first week after you receive a case if you have not had a successful telephone contact. Don't assume that no call back means lack of interest.

## 6. Take charge of when the next call is made.

Don't leave messages that inhibit your ability to call back. Keep messages short. In the message, say you will call back if you do not hear from them.

## 5. Track your progress!

Keep track of all contact attempts in eVolv. This will help you and others plan the next call. It also will let your Area Supervisor know how hard you are working at engagement.

## 4. Don't let them slip away.

Set firm appointments to call back by identifying a specific date and time to call. Call ahead of time to remind the youth/family of a set appointment. Follow-up on missed appointments.

## 3. Listen actively and, as appropriate, describe your program.

Try to understand the family's objections and do what you can to overcome them. Describe the services of PROMISE and its potential benefits; explain accommodations that can be made to allow participation.

## 2. Network with others on successful strategies.

Troubleshoot with your colleagues. Call your Area Supervisors or TA Consultant if you continue to struggle with a challenging case. Oftentimes a new perspective leads to new ideas. If you have bad contact information follow up with Administrative staff to track down better different contact data.

## 1. Be creative.

Do not take rejection personally. This is hard work. Pat yourself on the back every day!