

3-2.B PRE ENROLLMENT OUTREACH

REQUIREMENT

3-2.B Staff use positive methods to build family trust when engaging them to enroll in services.

How is this rated?

- **Exceeds Standard (3)** - Site staff use positive methods to build family trust when enrolling families in services.
- **Meets Standard (2)** - Past instances may have occurred when positive methods were not used; however, **recent practice** (past 3 months) indicates the site now uses positive methods to build family trust when enrolling families in services.
- **Does not Yet Meet Standard (1)** - The site **does not yet** use positive methods to build family trust when enrolling families in services.

DOCUMENTATION REVIEW

- Sites submit a narrative detailing positive methods used to engage families prior to enrollment



TIPS FOR COMPLETING

- Pre-enrollment outreach covers the period before families have enrolled or received their first visit
- Sites are encouraged to consider tailored strategies to build the initial relationship with families
 - Examples: Sending a text with a picture of the professional's face and a brief introduction of who they are

