

## Chapter 5 : OhioKAN Service Delivery

### Follow Up Contact

Each family will receive a follow up contact as scheduled during the initial call and via their preferred method (e.g., phone call with a voicemail, text message, or email). Contacts with the family will be documented in the data system with a separate activity log for each contact. OhioKAN staff are expected to complete up to three additional contact attempts to reach a family if the originally scheduled follow-up contact is unsuccessful. These additional contact attempts should occur within five business days of the originally scheduled follow-up contact. Additional contact attempts may involve using different contact methods (phone call, text message, or email), prioritizing the family's preferred contact method. If the family does not respond to the scheduled follow-up contact and three attempts to reach them have been made, OhioKAN staff will close the service episode 30 calendar days after the initial referrals were provided.