

Engagement Protocol

1. Engage victims by encouraging engagement in supports and services and practice self-care following victimization and harm.
 - a. Engagement in supports and services:
 - i. When making a referral or setting up an appointment, provide information on what type of provider (or the person, if known) they will be meeting, what to bring to the appointment, and what to expect during the first meeting.
 - ii. Ask the family if you can follow up with phone calls to them and the service providers to make sure the family's needs are met.
 - iii. Obtain consent for services and/or releases of information to communicate with referral providers.
 - iv. Offer to call or send reminder texts or emails for their initial meetings and information about the provider organizations. Reminders can include address, time of appointment, person they are meeting, what to bring, and what to expect in the meeting.
 - b. Engagement in self-care:
 - i. State, "until you start services, sometimes it is good to use other supports and practice good self-care."
 - ii. Identify natural support people they can rely on until services start.
 - iii. Identify self-care strategies they have used in difficult situations in the past or share information on ideas.
 - iv. Give relevant emergency hotline information including: the Lifeline, CARES hotline, DV hotline, etc.
 - v. Share self-care resources from the IL HEALS website, if helpful:
<https://ilheals.com/resources/>
 - vi. Give youth and families - in writing, thru text, or over email - your name and information on how to reach you. Encourage them to contact you if they have any questions or if you can be of further help.