



CARES Plus Program Policy
Non-Responsive *MyTeachingPartner* (MTP™) and CLASS™ Participants

MTP Participants

1. *MTP* coaches will attempt to contact their assigned *MTP* participants at least four times (if necessary) using multiple methods of contact, and at different times of day.
2. The coach will keep a record of the day, time, and method of contact used during each attempt.
3. After at least four unsuccessful attempts, the coach will contact the Child Development Training Consortium (CDTC) CARES Plus Program Manager and provide the following information:
 - a. Name of participant
 - b. Time, date, and method of contact used
4. The CDTC CARES Plus Program Manager will send a copy of this information to the participant's Lead Agency.
5. CDTC also will inform the Lead Agency that one final attempt can be made by the Lead Agency to contact the participant **within five working days**.
6. If successful contact with the *MTP* participant is not made by the Lead Agency within five working days, the participant will be dropped from *MTP*.
7. After five working days, if there has been no successful communication, CDTC will notify the Lead Agency and First 5 California at CARESPlus@ccfc.ca.gov that the participant has been dropped from *MTP*.
8. The Lead Agency will update the PROOF data system by **removing the participant from Component D**.

CLASS Participants

1. *CLASS* coaches will attempt to contact *CLASS* observation participants at least four times (if necessary) using multiple methods of contact, and at different times of day.
2. The coach will keep a record of the day, time, and method of contact used during each attempt.
3. After at least four unsuccessful attempts, the coach will contact the CDTC CARES Plus Program Manager and provide the following information:
 - a. Name of participant
 - b. Time, date, and method of contact used
4. The CDTC CARES Plus Program Manager will send a copy of this information to the participant's Lead Agency.
5. CDTC also will inform the Lead Agency that one final attempt can be made by the Lead Agency to contact the participant **within five working days**.
6. If successful contact with the *CLASS* observation participant is not made by the Lead Agency within five working days, the participant will be dropped from the CARES Plus Program.
7. After five working days, if there has been no successful communication, CDTC will notify the Lead Agency and First 5 California at CARESPlus@ccfc.ca.gov that the participant has been dropped from the CARES Plus Program.
8. The Lead Agency will update the CARES Plus data system and **officially drop the participant from the program as they are no longer eligible to participate in CARES Plus**.