



CONTINUITY OF CARE

Participant HandOut

CURRENT STATUS - Congratulations!

We are **CREATING | UPDATING** this plan on ____ | ____ | ____

- My Benefits are stable AND contact will be less frequent
- My Income has Increased AND I am transitioning off Benefits
- My Recertifications, Reporting Deadlines, or Job Changes are Managed
- My Disruption of _____ is now Stable.

Time period this plan covers:

- Next 30 days.
- Next 60 days.
- Next 90 days.
- Next 6 months

JUST IN CASE

I should reach out if I receive any of the following (check all that apply):

- A letter about recertification or renewal
- A notice saying benefits will change, reduce, or end
- A request for pay stubs, proof, or verification
- A portal message I don't understand
- A reduction to my work hours or income (TEMPORARILY | PERMANENTLY)
- A household change (CHILDCARE | HOUSING | FAMILY SIZE | OTHER)
- Other _____

My next actions will be:

- Pause – I do not need to fix this alone
- Save the notice or message
- Reach out using the plan below

Contact My Primary Practitioner or Support Team: _____

Preferred Method of Contact: Text Call. Email. Portal

Please start your message with:

"I received _____ and need help understanding next steps."

Be ready with the following:

- Letter or screenshot.
- Pay stub
- Case Number
- Portal Message



CONTINUITY OF CARE

Practitioner Guide

This plan helps you stay steady—even when coaching sessions pause or life changes happen between check-ins.

Benefit systems don't always change on a schedule.

Notices can arrive unexpectedly.

Work hours can shift.

Deadlines can overlap with family stress or paperwork delays.

This plan gives you:

Clear signals to watch for

Simple next steps

A clear way to reconnect for support—without shame

This is not a discharge plan or a checklist. It's a shared agreement to protect your stability and your choices.

We create or update this plan when:

Benefits are stable, but contact will be less frequent

You are transitioning off benefits due to increased income

You're approaching recertifications, reporting deadlines, or job changes

You're recovering from a disruption and need a stability anchor

REASSURANCE (READ THIS WHEN THINGS FEEL URGENT)

- Reaching out during a pause is expected
- Needing help does not mean I failed
- Notices are information—not emergencies
- Support is still available
- This plan exists so I'm not carrying everything in my head

COACH LANGUAGE (OPTIONAL, READY TO USE)

“This plan is here so you're not carrying everything in your head.”

“If a notice feels urgent or confusing, that's a signal—not a failure.”

“Reaching out during a pause is expected.”

“Our goal is to protect your stability while keeping your choices open.”