

Engagement Level Framework & Discharge

The Engagement Level Framework was developed to provide a trauma-informed, non-punitive way to understand how youth interact with our program. It recognizes all levels of participation as meaningful and helps us tailor outreach, improve services, and re-engage youth effectively.

Successful Discharge

Level 0 – No Contact Made

➔ Referred but no response or intake completed.

Level 1 – Initial Contact

➔ Completed intake and case plan creation, but no further engagement.

Level 2 – Brief Engagement

➔ Participated in 25% of accepted short-term support.

Level 3 – Moderate Engagement

➔ Participated in 50–75% of services.

Level 4 – Near Completion

➔ Attended most services (75%+), exited before completion.

Level 5 – Full Completion

➔ Completed full program or achieved case plan goals.