

## **GOOD FAITH EFFORT**

A good faith effort consists of three (3) documented attempts to reach the participant/family.

These attempts should consist of two (2) phone calls or letters and at least one (1) attempted face to face contact.

All contacts and attempted contacts must be documented in the SHS Information System on the date of each attempt.

Participants who do not respond to multiple attempts to schedule appointments, to obtain signatures on required paperwork, or who do not comply with Program guidelines, should be discontinued from the Program and the record closed.