

Engagement Breakdown in 1915(i).

The breakdown that doesn't fit on the pipeline map — between assignment and assessment, where contact lands without context.

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There is a breakdown in the 1915(i) pipeline that the standard map doesn't hold in a single row. It sits between the moment a care manager is assigned and the moment an assessment is scheduled, and it is the most quietly costly failure in the entire flow — because from a distance, it looks like nothing is happening at all.

WHERE IT SITS

Between assignment and assessment. A care manager has been named to the case and reaches out, but the contact does not convert into understanding or agreement.

WHAT BREAKS

The handoff from assignment to engagement lands without shared context. The client does not recognize the care manager and does not understand how the service process works. The call gets answered — or doesn't — without either party knowing what the call is for.

WHAT IT CAUSES

The assessment is delayed or never scheduled. The case appears inactive in the system. Internally, it looks like a client who isn't engaging. In practice, what failed was the first contact — before engagement had anything to stand on. Most reporting treats this as a client-side problem. The pattern says otherwise: the breakdown is in the handoff, not the client.

The pipeline map names five breakdown points. This one is the sixth — quieter than the others, harder to see in the data, and the one that decides whether anything else in the pipeline ever gets to begin.