

# HBCW (Home-Based Case Worker) STEPS

- Receive Referral
- Review Referral

## Contact The Client

- Contact the client explain your role, and set up your first initial appointment **WITHIN 24 HOURS OF RECEIVING THE REFERRAL.**

### (Sample Script)

#### When leaving a message:

Hello, My name is (*Your Name*) I am trying to reach (*Clients Name*). Please give me a call back at (*your phone number*)

#### If Client Answers:

Hello, My name is \_\_\_\_\_ I will be your Home Based Caseworker. The service I provide is designed to help you through the current case you are part of. You and I will work with your team to achieve your goals for this case.

**\*\*\*MEET WITH THE CLIENT WITHIN 24-48 HOURS OF RECEIVING THE REFERRAL\*\*\*\*\***

## Contact The FCM

- Send an e-mail to the FCM letting them know you made contact with the client and what day and time you are meeting. If you are unable to make contact with the client email the FCM to confirm contact information

## First Face to Face Meeting

During the first meeting make sure you retrieve all pertinent information that is needed; your goal is to understand the client's story and involvement with DCS.

## Purposeful Parenting (Intake Process)

### First Contact

(Give the client an explanation of each form prior to filling out the form)

- Leave a copy of your business card and one of the director's business cards.
- Complete the following forms:
  - Consent To Treat
  - HIPPA
  - Safety Plan
  - Bill of Rights
  - Release of Information For Agency
  - Begin Comprehensive HBCW ASSESSMENT

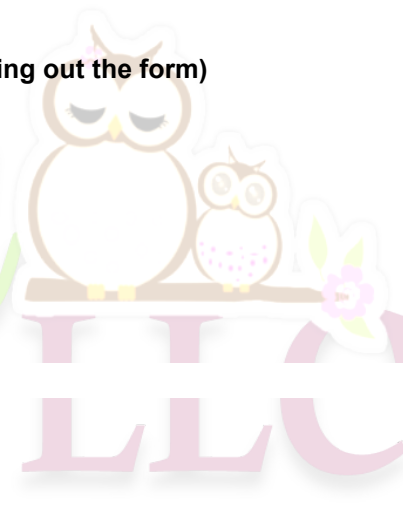
### Second Contact

HBCW complete the following:

- Family Budget form
- Home Inventory
- Work with client on coming up with their goals in order to complete treatment plan
- Begin Master Case/Treatment Plan ( Due within 30 days of initial meeting. Reassessment due at 60 days)
- Continue Comprehensive HBCW ASSESSMENT

### Third Contact

- Complete Comprehensive HBCW ASSESSMENT
- Begin your curriculum and plan with your client(s)
  - Parenting Education
  - Stress Management
  - Employment
  - Housing
  - Transportation
  - Substance Abuse Support
  - Domestic Violence Support
  - Continue Intake Assessment



Dear **[Insert FCM Name]**,

Thank you again for referring **[Insert name of client]** to the Home Base Case Manager program at Purposeful Parenting LLC. My name is **[Insert your name]** and I am the Service Provider assigned to this case. I will attempt to contact the client immediately. You can look forward to hearing from me soon.

Purposeful Parenting appreciates the opportunity to serve this client and I look forward to working with you.

Sincerely,

