

Parent Education Client Referral Procedure

- Receive Email from Referrals@PurposefulParentingLLC.com**
- Review Referral in Case Management Pro**

Contact The FCM

Send an e-mail to the FCM using the email template on page 2 of this document.

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 parent education facilitator. I am not DCS. I work for a separate agency. My role is to provide parent education service. The program we will be covering is called Nurturing Parenting. The program teaches you to parent your child in a positive, nurturing way. Studies have shown that parents raise their children based on their experiences as a child. Some do it the same way, and some try to do the exact opposite. This program will teach you ways to parent your children and reach the goals for them in an effective way.

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

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.

(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.
- The following forms should be completed during this visit:
 - Consent to Treat
 - Hippa
 - Agency Release of Information
 - Safety Plan
 - Bill of Rights
 - Parenting Assessment AAPI Form A
 - Tele Health Informed Consent
- Obtain a copy of the clients state ID
- Set your next session with the client and help them document the appointments in their calendar.
- Take note of the client's strengths and reason for referral.
- Complete Progress Note in CMP
- Complete the Session Sign In Sheet

Second Contact

- Review AAPI results with client.
- Identify & Explain the curriculum that will be used with the client.
- Work with the client to determine their case goals and select the lesson you will cover during face to face time. The lessons will be selected based on the assessment scores and the client's situation.
- Complete service plan
- Set your weekly schedule with the client and help them document the appointments on their calendar
- Complete Progress Note in CMP

Third Contact

- Administer prescribed NSCS (if appropriate)
- Complete the Parent Education Session Sign In Sheet.
- Complete Progress Note in CMP

INITIAL E-MAIL TO FCM TEMPLATE

Dear [Insert FCM Name],

Thank you again for referring **[Insert name of client]** to the Parent Education program at Purposeful Parenting LLC. My name is **[Insert your name]** and I am the Family Skills Specialist 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,