

- Receive Referral
- Review Referral

# Resource Family Support Referral Procedure

## Contact The Client

- Contact the client explain your role to the client, and set up your first initial appointment WITHIN 24 HOURS OF RECEIVING THE REFERRAL. When leaving, a message use this script.

(Sample Script)

IF Client Does Not Answer: Hello, My name is *(Your Name)* I am trying to reach *(Clients Name)* Please give me a call back at *(your phone number)*

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

(Sample Script)

Hello, My name is \_\_\_\_\_ I will be your Family Skills Specialist. I am here to support you with your needs while fostering for DCS. My role is to support you and to promote the well-being of the family.

## Contact The FCM

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

## 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 what support is needed in their placement.

(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 Services
  - HIPPA
  - Safety Plan
  - Client Rights and Responsibility
  - Release of Information for Agency
- Set your schedule with the client and help them document the appointments in their calendar.
- Take note of the client's strengths & need.
- Complete Session Sign in sheet

Complete the following:

## Second Contact

- Begin creating Service Plan( Due within 30 days of initial meeting)
- Complete Session Sign In Sheet

## Third Contact

- Begin your curriculum and implementing services with your client(s)
- Complete Session Sign In Sheet

# INITIAL E-MAIL TO FCM TEMPLATE

Dear **[Insert FCM Name]**,

Thank you again for referring [Insert name of client] to the Resource Family Support program at Purposeful Parenting LLC. My name is **[Insert your name]** and I am the service provider assigned to this family. I will attempt to contact the client immediately.

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

Sincerely,