**CONFIDENTIAL CASE NOTES**

Initial Interview Date:

Case Worker Code: \_\_\_C11 \_\_\_

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| Date/Time | Notes |
| 30 Nov | Phone Call (Follow-up on Assessment): This initial phone call serves as a follow-up to a prior assessment, likely conducted earlier. The purpose is to discuss the assessment findings, answer any questions the individual might have, and confirm understanding of the results. This call may also be used to schedule the next steps in the process, such as a home visit. |
| 7 Dec | Home Visit (Action Plan and Awareness Session PSs): This home visit is a crucial step where a personalized action plan is developed and explained. This plan likely outlines specific goals, strategies, and timelines for addressing the issues identified in the assessment. The awareness session aims to educate the individual (and possibly their family) about relevant resources, services, or best practices (PSs could stand for Problem-Solving Strategies, Practical Steps, or a similar term) related to their situation. This visit builds upon the initial assessment and phone call, providing concrete steps forward. |
| 20 Dec | Home Visit and Distribution CRls: This second home visit focuses on practical application and reinforcement. 'CRls' likely refers to Critical Resource Lists, Checklists/Review Lists, or some form of tangible resources or materials (perhaps educational pamphlets, benefit applications, or contact information). Distributing these resources in person ensures the individual receives them and understands their purpose. This visit also allows for a check-in on progress made since the previous visit and addresses any emerging challenges or questions. |
| 4 Jan | Phone Call: This phone call serves as a check-in after the holiday period. It allows for a brief follow-up on the implementation of the action plan, usage of provided resources (CRls), and identification of any roadblocks encountered. It reinforces support and maintains momentum in the process. |
| 22 Jan | Phone Call and Follow-up: This more in-depth follow-up call allows for a thorough review of progress against the action plan. It's an opportunity to discuss successes, address challenges, and potentially revise the plan as needed. This call also serves to prepare for the eventual closure of the case, ensuring all necessary steps have been taken. |
| 1 March | Phone Call and Case Closure: This final phone call formally concludes the case. It provides an opportunity to summarize the overall progress, confirm the individual's satisfaction with the support received, and ensure they are aware of any ongoing resources or support networks available. Any final documentation or administrative tasks related to case closure are also likely completed during this call. |
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Reason for Case Note: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_