

## **Client Advocate Checklist Counseling with Assistance – Initial Visit Client**

Greet client with a warm welcome. Check in the client in the database computer system. Verify spelling. See if client has been here before. If so, pull her file. If not, prepare a new file with her last name first. . All clients will be treated as Initial Visit clients as of September, 2008 as far as EWYL is concerned.

All clients must complete a Request for Services Form each time a client comes to Choices for Women. Assistance clients **do not** need to complete Medical Services Consent and Release Form.

Make sure you know which room you are taking her to.

It is important that she comes back alone. If she has someone with her, let them know that you will come for them later. You may say, “We like to give our clients individual attention, so just wait here and we’ll be right back.” If she has a friend with her, she may watch her children for her while you meet with the client. You may invite people back with her that might be participating with her in the EWYL program when you begin to present the EWYL program. You want to make sure you have already completed Evangelism. Then when the other person comes back, you may feel free to evangelize them as well. It is virtually impossible to effectively evangelize two people at the same time. Wisdom is learning from others mistakes.

When she comes into the counseling room, complete the client intake forms. Use the forms as a tool to generate conversation and share the love of Jesus with her and hear her heart. Look for an open door to sharing the Gospel. If necessary, gently guide the conversation to spiritual matters. When God opens the door, walk through it. Remember, the Holy Spirit is a Gentleman and we must also be gentle and not pushy. It may not be time for the client to make a commitment, but sharing God’s love with her will keep her coming back.

For a client who has not been to us for a pregnancy test or ultrasound, you will need to complete a new Pregnancy Test Form. Start a new case in the database for a new pregnancy.

You will present the Earn While You Learn (EWYL) Program. Today her visit will be free, but for future visits she will need to be a participant in the program. Today she can get anything that is a dollar for free including (six outfits for each child and six maternity outfits).

Present the program by placing a EWYL folder in her hands and reviewing the materials. First, show her the list of curriculum, the shopping list and read out loud together the EWYL agreement. The folder will also be a place for her to keep her worksheets, homework assignments and boutique bucks.

  
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She will check the appropriate box on the agreement and sign it. She will keep a copy and a copy will remain in the client file. This way we can ensure that the client has been presented EWYL and that she understands the terms.

She can decide to come as often as she wants. For instance, if she wants to come every two weeks and get diapers, wipes and formula, she can. If she wants to come weekly and work toward earning a car seat (or other selected item), she can. If she wants to schedule an appointment as needed, she can. However, she can only come in when we have mentors available. If she is pregnant, she can schedule 3 appointments at one time. If she is not pregnant, she can schedule one appointment at a time.

If she is working consistently toward something or commits to the program before she leaves, she will schedule her next appointment and be assigned a mentor. You may choose to be her mentor if you want and it works with her schedule.

Food and Formula are located in the brick building only, but everything else can be found in the Blessing Boutique. If a client is only getting diapers, wipes, food, or formula she will not need to go to the Boutique. Be sure to always give her some type of Word: a Bible, devotion booklet, etc.

Her initial visit is her free visit, she can receive formula, food (6 per child), 1 package of diapers and wipes per child and 6 outfits per child.

**Never stand in front of the closet getting the supplies with the client.** The client should either be in the lobby or in the counseling room, never alone.

If she is going to the boutique, they will give her the exit survey, but if she is not going to the boutique, ask her to fill out an exit survey. While she is filling out her survey, you may get her supplies.

Schedule the client's next visit if she has decided to participate in EWYL.

When you have completed your session with the client, you may escort her to the Blessing Boutique. You will present the shopping assistant with her Blessing Boutique Form. If there is no shopping assistant, you will become the shopping assistant. If there are no shopping assistants, the Boutique will be locked, so make sure you get the key from the front office. If there are shopping assistants, call before you go over to the Boutique. We don't want it to be too crowded while clients are shopping. We like that personalized service.

After she is done shopping, you may want to help to her car or help her with children while she is shopping. (We have big umbrellas in case of rain)

After her appointment, go back to the counseling room, put it in order.

Now you are ready to enter your client's file into the computer.