

Client Advocate Checklist Counseling with Assistance – EWYL Participant

Greet client with a warm welcome

Check in the client in ekyros. Verify spelling.

All clients must complete Request for Services Form every time they come in. Assistance clients **do not** need to complete Medical Services Consent and Release Form.

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

Remember, clients may have more than one person with them and that is okay if they are caregivers to the child. No more than 2 others besides client.

I. Contact Information

- Verify spelling of name
- Verify address
- Verify all phone numbers
- Make sure children's information is complete
- If any children have been born make sure we get their full name, birthday, weeks of outcome, and birth weight. You will need to enter this under the set outcome on the pregnancy history page.

II. Continue in EWYL Curriculum

- Determine a goal to work toward on the Blessing Boutique Form. Reaffirm the fact that all items are due to availability.
- Use the EWYL Personalized Lesson Plan form and review the curriculum and decide what choice is best for the client. Updates curriculum list is located in the counseling rooms and in the hallway.
- Retrieve materials from EWYL shelf and proceed with watching DVD and completing the worksheet.
- Discuss the homework and how to apply what was discussed in the DVD. Use this discussion as an opportunity incorporate the Word of God.
- Each visit the client decides if she wants immediate gratification. She may be working toward a car seat, but after four lessons, decides on this visit she needs diapers and wipes. Then the subsequent visits, she'll go back to earning toward the car seat. This helps her to meet the needs of her current children as well as work toward earning things for the new baby
- Use the Blessing Boutique Form. Mark what they received. If their goal is a car seat or pack and play, mark it under the goal, so that we can track those needs.

III. Evangelism

- Make sure you have read the notes on the client (preferably before you take them back). After the DVD, you may use the notes and what is learned to incorporate evangelism.
- When a person's spiritual status changes, please change the case information in the database.
- Since the client may be bringing additional people with her, you may use this as an opportunity to find out their spiritual status. Make sure this is done in love and trust and not with an attitude of pounding the Bible in their face.

IV. At the end of your session

- At the end of your session, ask the client to take a few minutes to give us some feedback. When she is finished she can meet with you in the hallway and drop the card in the exit survey box (on table in hallway).
- You may retrieve her Boutique Bucks from the front desk while you make her next appointment.
- Food and Formula is 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 (located in Counseling Room drawers).
- 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.
- 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 before she leaves the brick building. 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.
- After she is done shopping, you may want to help to her car or help her with children while she is shopping.
- 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.

To give us an idea of what the clients are working toward, we will enter in the Blessing Boutique Form the item they have set as a goal. This will actually be the needs list in disguise.

And as always, we will enter what they have received.

We will enter the courses completed under the individual education section in the database system.