

# The Four Phases, Steps & Considerations

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**Key steps and considerations in the Preliminary Phase:**

## **Preparation for the interview**

- ② **What?**
- ② **Who?**
- ② **Where?**
- ② **Outcomes**
- ② **Safety issues**
- ② **Supports**
- ② **Forms, documents**
- ② **Obstacles**

# The Four Phases, Steps & Considerations (cont'd)

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## Key steps and considerations in the Beginning/Engagement Phase:

### Greeting and engaging the person with respect

- ⓐ Words and actions are culturally compatible

### Setting a clear purpose

- ⓐ Clear, non-jargon language
- ⓐ Consistent with desired outcomes

### Identifying the agency and family goals

- ⓐ Clear explanation of agency goals
- ⓐ Listen to the client's needs, goals and perspective

### Developing a clear "contract" for change

- ⓐ Plan is realistic and mission-critical
- ⓐ Plan includes client input
- ⓐ Resources and supports are adequate
- ⓐ Client in agreement and committed
- ⓐ Level of protective authority is adequate

# The Four Phases, Steps & Considerations (cont'd)

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**Key steps and considerations in the Middle/Work/On-going Phase:**

## Helping the family make the desired changes

- ④ Right strategies and skills
- ④ Client connection to services
- ④ Adjustment to level of protective authority
- ④ Status of protective/collaborative partnership

# The Four Phases, Steps & Considerations (cont'd)

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## Key steps and considerations in the Ending/Transition Phase:

### Closing the process and evaluating outcomes

- ④ Provides strengths-focused feedback to client
- ④ Offers client input about worker perceptions and conclusions
- ④ Measures for evaluating progress
- ④ Explains next steps

### Documenting the interview in writing

- ④ Done promptly
- ④ Done accurately, clearly, concisely, factually
- ④ Addresses safety