

Parallel Phases of the Interactional Helping Model

LIFE OF THE CASE

Referral status determination and assignment	Field investigation; Risk Assessment & Safety Plan; Accept for service	Permanency Plan; Ongoing safety; Work the plan; Reduce risk	Evaluation; Safety, permanence & well-being achieved
Preliminary/Preparation	Beginning/Engagement	Middle/On-going/Work	Ending/Transition
Review available information; Plan interview	Greet & engage the client; Clarify purpose & goals; Develop contract to work	Work the plan; Assess progress; Maintain engagement and collaboration	Summarize; Note strengths/concerns; Plan next steps; Document

THE INTERVIEW