

Service Plan

Area of concern:	Safe discipline		
Objective:	Susan manages Jon's behavior without hurting him when she disciplines him.		
Who	Will Do What Task	By When	How This Task is Measured
Susan	Find out about her church's parenting program	6/4/04	Report to Carol
Susan	Attend one meeting of this program	6/18/04	Report to Carol by group leader
Susan	Attend one meeting of parent classes at the hospital	6/18/04	Report to Carol by leader
Susan	Decide which program suits her needs better	6/25/04	Discuss with Carol
Susan	Enroll in chosen program	7/1/04	Report to Carol by leader
Susan	Attend classes; actively participate; achieve a certificate of completion	12/31/04	Certificate of completion Attendance records and reports from leader
Susan	Use what she learns in class to parent Jon without abuse	7/1/04 to 11/24/04	Reports to Carol by Susan Discussions with Jon No abuse reports or injuries to Jon

Service Plan (continued)

Area of concern:	Anger Management		
Objective:	Susan controls and expresses her anger in ways that do not hurt Jon or Wendy physically or emotionally.		
Who	Will Do What Task	By When	How This Task is Measured
Susan	Learn about the Mental Health Center's anger management program	6/4/04	Calling Carol to report
Susan	Complete the intake process for anger management program	6/30/04	Report from counselor
Susan	Agree to participate or locate suitable alternative	7/10/04	Calling Carol to tell her decision
Susan	Attend and actively participate in anger management program	12/31/04	Counselor reports to Carol
Susan	Use what she learns to express anger without hurting Jon or Wendy	7/15/04-11/24/04	Reports of using strategies learned in program; no injury/abuse reports on Jon
Susan	Discuss with Carol what she has learned and what she is doing differently	7/15/04-11/24/04	Discussion with Carol
Susan	Mark on the calendar each time she uses a strategy learned in the program	7/15/04-11/24/04	Review of the calendar by Carol

Service Plan (continued)

Area of concern:	Assessment of Jon		
Objective:	Susan (and Carol) know(s) what causes Jon's behavior and what his needs are.		
Who	Will Do What Task	By When	How This Task is Measured
Carol	Find out if Jon is eligible for evaluation at the Mental Health Center	6/30/04	Carol reporting to Susan; Eligibility determination letter or rejection letter in file
Susan	Make an appointment for Jon once eligible	7/11/04	Carol will verify appointment with Center
Susan & Jon	Take Jon to the appointment on the bus	11/24/04	Report from Center
Susan & Jon	Honestly answer questions and complete tasks of assessment as requested	11/24/04	Report from Center
Mental Health Center counselor	Analyze data from assessment; Write report and send to Carol & Susan	11/24/04	Report from Center
Susan & Carol	Discuss Report findings & revise plan as needed	11/24/04	Contact note in file written by Carol; Plan revision

Service Plan (continued)

Area of concern:	Stress Management		
Objective:	Susan is supported by others in her role as a single mother.		
Who	Will Do What Task	By When	How This Task is Measured
Susan	Call her sister Mary at least twice a week to discuss happenings in her life; make notes on calendar of calls	Start on 7/1/04	Reports from Mary & Susan; review notes on calendar
Mary	Call Carol if she hasn't heard from her in three days	7/4/04	Reports from Susan and Mary
Susan	Find out about her church's parents support/social group	8/1/04	Report to Carol
Susan	Attend at least one session of group and discuss with Carol	8/30/04	Report to Carol; call from leader to Carol
Susan	Assess level of feelings of support monthly using a scale from 1 to 10	11/24/04	Discussion with Carol; tracking self-assessment reports in record.