

## Making Family Care Calls: Steps to Success



## Presentation Goals

- Guidelines for making family care calls
- Discuss who is best to make these calls
- How Jenesse can provide assistance
- Referrals

# Connecting with Families Remotely



What are the  
primary roles of a  
case manager?

# Case Management



A case manager is the bridge!

- Maintains communication
- Establishes relationships
- Guides programming
- Provides referrals
- Assists with goal-setting
- Only makes diagnoses, if qualified

## Case Management



How many of you  
require your client to  
complete intake form(s)?

# Valuing the Intake Form(s)



## Utilizing Valuable Data

- Family structure
- Residential location
- Education (IEP?)
- Behavioral challenges
- Medical challenges  
(chronic health issues?)

## Valuing the Intake Form(s)



## Before the call



- Reset yourself
- Have clear goals in mind
- Review the intake form
- Have a pen and paper ready

- Begin with an introduction
- Clearly indicate why you are calling
- Express your sincere desire to connect/reconnect with the family
- Demonstrate empathy and compassion at all times

## The script





- Follow your script
- Remind parents of rules/expectations (if applicable)
- Listen to parents' concerns
- Thank them for their time and assistance

"

## The script





## A word of caution

- Emails/texts can be printed/forwarded/misconstrued
- Family issues are sensitive/private
- Difficulty responding to texts/emails
- Consider using Google Voice

**What do you do to  
keep families  
engaged?**



**Keeping families  
engaged**

- Schedule communication that works
- Communicate just because!
- Schedule virtual parent meetings
- Provide important community updates
- Provide incentives



**Keeping families  
engaged**

## How we can help you



**Provide intake form template**

**Assistance with the script**

**Provide supportive services**

- Mental health
- Domestic violence prevention and intervention
- Legal

**Ongoing organizational support**



# Jenesse Center, Inc.

DOMESTIC VIOLENCE INTERVENTION & PREVENTION PROGRAM



**Thank you!**

Let us know how we can further support you. Email us at:

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