

## **THE PRE:**

1. Client call Bridges, Ahuva does general screening, enters basic info.
2. Ahuva runs case by Rechy and assigns CS.
3. CS needs to reach out to new client within 24 hours, scheduling intake within 7 days. She logs everything and sends google invites to Ahuva.
4. CS does intake and logs everything on sales force within 48 hours. 3 things that need to be submitted, 1. The Intake form 2. Consent for treatment. 3. Releases signed. Intake should not take more then 60 minutes.
5. CS posts on Bridges Team Chat that she went to intake and can leave voice note for either Leah or Rechy.
6. CS creates game plan and submits it within 72 hours.
7. Rechy and Leah will review intake and comment.

## **THE POST:**

1. CS follows up with client family within 72 hours of intake with hard copy of game plan. ( Either in person or over the phone via email or on paper.)
2. CS follow up with client family and respite family at least weekly or more until we decide (Leah, Rechy and CS) to reduce follow- ups to every second week. Reminder to log all interactions (emails, phone calls, follow up meetings) in sales force.
3. Every 2 weeks CS and Bridges Team review case progress.
4. Every 6 months we do a complete a re-evaluation on each case.
5. 12. Termination takes place when family has become re-intergraded, stabilized, and no longer requires case management services. Complete case termination form and file as "inactive" in sales force.

## **THINGS TO NOTE:**

- Always reach out with any questions or concerns at any time to Rechy or Leah
- Report any Admin Alerts immediately to Rechy or Leah via WhatsApp (ex. Medical or psychiatric hospitalization, sudden changes in living arrangements, any incidents of serious danger to a family member, new involvement of DCPD)