

LET'S THRIVE!

A HOME VISITING
WORKFORCE SYMPOSIUM



TELEPHONE CALL SCRIPT BETWEEN A COMMUNITY HEALTH WORKER (CHW) AND A FAMILY SUPPORT SPECIALIST (FSS)

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[Ring, Ring...]

Family Support Specialist:

Hello, this is [Family Support Specialist's Name] with the [Home Visiting Program Name]. May I speak with [CHW's Name], please?

Community Health Worker:

Hi [Family Support Specialist's Name], this is [CHW's Name]. How are you today?

Family Support Specialist:

I'm doing well, thank you! I'm reaching out because I have a family on my caseload who could use some support with accessing community resources, and I thought you might be able to assist. Do you have a few minutes to discuss it?

Community Health Worker:

Absolutely, I'd be happy to help. Could you tell me a bit more about the family and what specific resources they need assistance with?

Family Support Specialist:

Sure! The family I'm working with has a single mother, Amanda, and two children, ages 4 and 6. Amanda has been struggling with managing her health care appointments due to lack of reliable transportation, and she's also experiencing some financial stress. She's looking for support with health services, as well as help with local programs for food and housing assistance. Could you provide some guidance on how we can best support her with these resources?

Community Health Worker:

It sounds like Amanda could benefit from a few different resources. Let me walk you through the referral process and the support I can provide. First, I'll help her with transportation options. There are local programs that offer rides to medical appointments and other essential services. I'll refer her to [Name of Transportation Service], which offers free rides for medical appointments, and they're great about scheduling in advance.

Family Support Specialist:

That sounds perfect. She'll definitely appreciate that, especially for her health appointments.



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Community Health Worker:

Next, for food assistance, I can connect her with the [Local Food Pantry Name] and the [Food Bank Program Name]. I'll refer her there, and they can provide food and help with navigating other community food programs. I'll send her information about hours and required documentation, but I can also follow up directly to make sure she gets the help she needs.

Family Support Specialist:

Great. She's mentioned needing help with groceries a few times, so that will be really useful.

Community Health Worker:

Lastly, regarding housing assistance, I can refer her to [Housing Resource Name], which provides emergency housing assistance and rental support programs. They also offer case management, which could be helpful for her ongoing needs. I can help her with the application process and ensure that she has all the right documents ready. I'll guide her through the paperwork, especially if she needs support with understanding eligibility requirements.

Family Support Specialist:

That would be very helpful. She's in a precarious housing situation, so getting connected with them as soon as possible will make a big difference.

Community Health Worker:

Absolutely, I'll get that referral started. To make sure we're on the right track, here's how I propose we handle it:

1. **Transportation Referral:** I'll contact the transportation service and get Amanda added to their system, ensuring they know her medical appointments are a priority.
2. **Food Assistance Referral:** I'll reach out to the food pantry and ensure they're ready to assist. I'll also let them know that she has children and may need additional help with accessing food programs.
3. **Housing Assistance Referral:** I'll send her referral to the housing program, providing details about her current situation, and I'll make sure she has a scheduled appointment with a case manager to get assistance with her housing needs.

In each case, I'll follow up with you to ensure that everything is moving forward. I'll also give her a call to walk her through the process, answer any questions she may have, and offer ongoing support throughout each referral. Does that sound good to you?

Family Support Specialist:

That sounds great! I think Amanda will feel more comfortable knowing that the steps are laid out for her, and that you'll be there to support her along the way.

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Community Health Worker:

Exactly. It's all about making the process as simple and clear as possible for her. I'll also check in with her after she's had her consultations to make sure everything is going smoothly. If she encounters any barriers or needs further assistance, I'll step in to help address those as well.

Family Support Specialist:

Thank you, I really appreciate your thorough approach. I'm confident this will make a big difference for her. I'll remind Amanda about the upcoming call and make sure she's prepared with any documentation she might need for these referrals.

Community Health Worker:

Perfect! Once I speak with her, I'll also keep you updated on the progress. If there's anything else you think of, don't hesitate to reach out. I'm here to help every step of the way.

Family Support Specialist:

Thank you again for your support. I'll talk to you soon and will send over any additional information about Amanda that might be helpful.

Community Health Worker:

You're very welcome! Looking forward to our continued collaboration. Talk soon!

End Call

Reflection Questions

Reflection Questions for the Family Support Specialist:

1. **Understanding Needs:**
 - Did you clearly communicate the family's needs to the CHW?
2. **Referral Process:**
 - Was the referral process explained clearly to you? Are you confident in explaining it to the family?
3. **Collaboration:**
 - Did you feel you and the CHW worked well together to find solutions?
4. **Next Steps:**
 - Are you clear on the next steps for the family and how to support them moving forward?



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Reflection Questions for the Community Health Worker (CHW):

1. **Listening to Needs:**
 - Did you fully understand the family's needs based on the Family Support Specialist's information?
 2. **Providing Solutions:**
 - Were the resources and referrals you provided appropriate for the family?
 3. **Referral Process:**
 - Did you explain the referral process clearly to the Family Support Specialist and offer enough follow-up support?
 4. **Follow-Up:**
 - Are you confident in your ability to follow through with the referrals and check-ins?
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Reflection Questions for Both:

1. **Communication:**
 - Was there any confusion or miscommunication during the call? How can it be improved next time?
2. **Collaboration:**
 - Did you both feel engaged and aligned in the conversation?
3. **Confidence in the Plan:**
 - Are you confident that the family will receive the support they need from the referrals?