

## Internal Change in Iizuka

What is it and why do we record it?

It is a client led assessment of where they feel they are in relation to nine topics—Responsibility; Confidence; Hope; Self-esteem; Making decisions; Support; Resilience; Motivation; Use of time.

Before the first assessment is filled in the Current Position box on the Iizuka page will look like this (see below)

### Current Position

Area	Needs	Goals	Actions
Responsibility	?	✓	✓
Confidence	?	✓	✓
Hope	?	✓	✓
Self-esteem	?	✓	✓
Make decisions	?	✓	✓
Support	?	✓	✓
Resilience	?	✓	✓
Motivation	?	✓	✓
Use of time	?	✓	✓

After the assessment is added this will change.

## How to record an Internal Change form in Iizuka.

After you have logged in to the client the Case Details page will open.

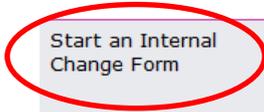
### Available Actions

Description	Owner	Type	Actions
Record a Meeting Feedback form and / or Pathway Assessment	Me	2. Pathway Assessment	Add
Pathway Action	Me	3. Completed Pathway Action	Add
Internal Change Action	Me	4. Completed Internal Change Action	Add
Risk Assessment Communications Action	Me	5. Add a Risk Assessment Communications Action	Add
Contact / Activity Log	Me	6. Add a Contact or Activity Log	Add
Start an Internal Change Form	Me	Internal Change Form - Chaplaincy (Norfolk Community Chaplaincy)	Add
Record a Meeting Form	Me	Record a Meeting Form	Add

On the right hand side of the page there is this box.

To add an Internal Change form

Click here



## Add Action

### Internal Change Form - Chaplaincy (Norfolk Community Chaplaincy)

#### Action Details

Details

Due Date

Reminder

Attachment  No file selected.

The next page that will open will have this Add Action box on it. This can be rather confusing since it does not appear to have any relation to the internal change form. Don't panic you are on the right page!

In the details box just put a few words about when and where you and the client met to fill in the form.

The due date should be the date when you did the form, this may be an earlier date than when you are filling out the report online.

Ignore the reminder bit.

Attachment—if you have scanned the filled out form it can be added at this point but it does not have to be attached.

Now click the OK button on the lower left-hand side of the page

#### Case Action Tasks

Edit details

Delete case action

Abandon

Reassign

Add security permission

#### Attachment Tasks

Add attachment

#### Assessment Tasks

Continue assessment

A new page will open and on the far left-hand side will be this menu bar.

This gives you a number of possible actions.

1. Edit Details, if you realise that you forgot something or need to amend something on the previous page then you can edit it.
2. Delete case action, this will remove all that you have added for this Internal change form.
3. Abandon allows you to leave the form, it gives a number of options for reasons to abandon the form.
4. Ignore the Reassign, Add security permission and Attachment tasks.
5. To enter the details of your Internal Change form

Click here

# Assessment

## Internal Change Form - Chaplaincy (Norfolk Community Chaplaincy)

- ▶ Confidence
- ▶ Hope
- ▶ Make Decisions
- ▶ Motivation
- ▶ Resilience
- ▶ Responsibility
- ▶ Self-esteem
- ▶ Support
- ▶ Use of time

A new page will open will open with nine drop down boxes for the nine subjects on the Internal Change form.

You are now finally at the point where you add the information from the form that you have completed with your client.

Click on each topic in turn to enter the details on the form, unfortunately the order on the form does not match the order on the website so care needs to be taken to insure that things are entered in the right section.

# Assessment

## Internal Change Form - Chaplaincy (Norfolk Community Chaplaincy)

▼ Confidence

I feel confident in myself. (Client)

I feel confident in myself. (Caseworker)

I feel confident in myself. (Level Of Need)

Comments

Each drop down box has three lists that need to be selected from.

This is the space where you enter the client's assessment of their position i.e. the number from 1—10 that they have selected.

This is your assessment, do you agree with the client's assessment or do you think it should be a different level? You need to enter a number.

▶ Hope

▼ Confidence

I feel confident in myself. (Client)

I feel confident in myself. (Caseworker)

I feel confident in myself. (Level Of Need)

Comments

▶ Hope

▶ Make Decisions

Level of Need.

This gives you four options, High; Low; Medium and N/A.

This is a measure of the level of support is needed with this topic i.e. scores of 1—4 would be High need, 5—7 would be Medium need, 8—10 would be Low need.

If you felt no support at all would be needed or would be appropriate then click N/A

## Assessment Actions

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If at any point in filling out the form you need to stop and come back to it later click on the save button on the bottom of the page.

If you have paused in filling out the form when you next come back to lizuka you will see this entry for the incomplete form.

Status	Date	Type	Summary
Acknowledged	17/03/2020 10:30	Internal Change Form - Chaplaincy (Norfolk Community Chaplaincy)	<b>Assessment Subject</b>

Click on either of these and you will return to the form so that you can continue from where you left off.

## Assessment Actions

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When you are finally finished completing the form click Complete.

DO NOT DO THIS UNTIL YOU HAVE COMPLETED THE FORM SINCE IT IS NOT POSSIBLE TO EDIT IT AFTER THIS POINT.

Now that an Internal Change form has been added the Current Position box will change to show the levels of need.

## Current Position

Area	Needs	Goals	Actions	
Responsibility				Medium need
Confidence				
Hope				
Self-esteem				High need
Make decisions				
Support				
Resilience				Low need
Motivation				
Use of time				

Note: I forgot to enter the level of need for Hope before clicking complete hence the question mark and since I cannot edit the form I cannot change it.