Why, what, how - iizuka

We record all our client information on this tool.

Why Security; Access across users; A record of what is happening; To measure progress with a client; To provide reports for funders etc. If it is not recorded how do you show it has happened?

What Initial assessment of the circumstances of the client; A baseline measurement of the feelings of the client; All meetings / contact with the client including missed meetings etc.; All contacts / work with other agencies etc. undertaken on behalf of the client; All support and progress made by and with clients towards achieving their goals.

How All new clients are usually entered onto the system by the staff and then allocated to Mentors. This will include client personal details, Criminal Justice details etc.

Mentor entries

Initially

Pathway Assessment.
Usually done on the first Mentor / Client meeting. Often in prison.

Internal Change Assessment.
Often done on the second Mentor / Client meeting. Often in prison.

Subsequently

Record all meetings or phone calls etc (including no shows) with the Client, plus all work done on behalf of the Client either by resourcing information or contacting someone. Do this with a **Contact / Activity Log.** Please remember to record the time taken.

Complete an **Internal Change Action** if you are working with a client around hope, confidence, making decisions, resilience, responsibility, self esteem, support, motivation, use of time .

Internal Change Assessment.
Every 6 to 8 weeks redo this assessment to create a record of any change.

Pathways Action- record help to make changes with housing, finance, health, substances, education, training, employment, abuse or self harm

Pathway Assessment. If any change has occurred in any of the assessment topics, record a new assessment for this field.

Change Client details if any of these change, e.g. address, phone number etc.

Change Case details if any of these change, e.g. Client returns to prison, Probation officer changes etc.