**Long Stayers Test of Change Form**

## IDENTIFY AN OBJECTIVE

* House client X in 60 days.

## CREATE A PLAN

### WHAT ARE YOUR INITIAL QUESTIONS AND PREDICTIONS?

* Client X has been matched to us before and refused. I predict they will be hesitant to accept our program
* I wonder if things would go differently if we tried \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ or if \_\_\_\_\_\_\_\_ were in the room during our meeting.

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### WHO, WHAT, WHERE, WHEN

Who: PSH case manager & entry site case manager

What: Initial meeting with the client

Where: PADS motel Super 8

When: November 10th at 11am

Strategies: Entry site is going to try to explain the program to client X prior to the scheduled meeting. I’ll explain the program in \_\_\_\_\_\_\_ way to help the client understand the benefits.

### WHAT METHOD WILL YOU USE TO COLLECT DATA?

How will I know if the change I’ve made is working?

* I’m going to keep track of how many positive, negative, and neutral interactions I have with client X (quantitative data). In this test, positive will mean from the perspective of the client, not case manager.
* I’m also going to take some notes on what I observe about the client’s attitude toward our program (qualitative data).
* I’m going to track the time between our interactions and see if longer stretches allow this client to feel more comfortable deciding.

## RUN THE TEST

### DESCRIBE WHAT HAPPENED. WHAT DATA DID YOU COLLECT? WHAT OBSERVATIONS DID YOU MAKE?

* Entry site talked to the client prior to our meeting and that seemed to make the client more comfortable discussing the program.
* I met with the client \_\_\_\_ amount of times. \_\_\_\_\_\_ amount of those times were positive experiences, \_\_\_\_ amount were negative experiences, and \_\_\_\_\_ amount were neutral.
* I took notes on the client’s attitude and what methods of communication seemed to work best. This is the data I collected: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.
* I waited \_\_\_\_\_ number of days before calling the client back the first time. The second time, I decided to try waiting \_\_\_\_\_ number of days. \_\_\_\_\_\_ seemed to work better for client X.
* The outcome of the test was that client X refused our program.

### IF THE CLIENT REFUSED HOUSING WHAT WERE THE TOP THREE REASONS FOR REFUSAL?

1. Client X stated they did not want to work with the program due to not believing they need any services
2. Client stated that they are waiting for a better opportunity.
3. Client stated that they want to live outside of program area restrictions.

## REFLECT ON WHAT YOU LEARNED

* I learned that client X responds better to \_\_\_\_\_\_\_\_ communication and involvement from \_\_\_\_\_\_\_ case worker helps client X feel more comfortable.
* I learned that client X does not believe they need any services.

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## MODIFICATIONS FOR NEXT TIME & NEXT STEPS

* Knowing that client X does not believe they would benefit from any services, next time I will try talking about the program in this way and emphasize these aspects of the program: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.
* Next time, I will do more communication in \_\_\_\_\_\_\_\_\_ way to help client X feel more comfortable.
* Next time, I will wait \_\_\_\_\_\_\_ amount of time before contacting Client X again because they seemed to respond better to \_\_\_\_\_\_\_\_ amount of time between calls in \_\_\_\_\_\_ method of communication.