

Advocate Training Session

Overview

Our Process

Screening

Parish Neighborhood

New or Repeat client

Emergency Situation

Homeless/children at risk?

Eviction

Utility Shut- Off

Home Visit

Understand their situation

Determine how we might help

Intake for meeting

'Validate' the need

Any 'At Risk' conditions

Meeting Discussion

Summary of situation

Issue

Advocate Recommendation

Check Disbursement

Rent- Hand deliver or mail

Utility- Pledge or mail

Client follow-up

Our paperwork

Disbursement form to write the check

Client write-up for the minutes.

Advocate Resources

Most are available digitally and will be forwarded to you after the meeting.

Client handout

Intake form

Utility list w phone numbers and email requirements

“Collin County Cares” is now on the web. It is published by the Assistance Center of Collin County

Also, active SVdP advocates are just a phone call away and the meeting format promotes learning from other cases. It is a **constant learning process. Think ‘ Eternal OTJ’.**

Advocate Do's and Don'ts

Do's

Take the time to explain why we are in their homes

Take the time to understand the client situation

Engage the client to discuss his situation

Have the client take the follow-up actions as much as possible

Determine if it is a safe environment for the family members

Be supportive

Don'ts

Judge

Make the HV a verification session

Manipulate the conversation

Overcommit

Leave your personal phone number or address

Put yourself in a non-safe environment

Key Points

No absolutes

Every case is different

We are here to help per our Christian teachings.

We can't solve the clients problems. They must take the necessary steps. We can aid them.

The Holy Spirit guides us in this lay ministry, but an advocate must be self starting.