Client Process

Guidelines

Only Cleared members can do home visits.
Never provide cash.
Good to find out if the client has food.
Start with open questions like: How are you doing?
Remember to pray for and with the client.

1. Client calls hot-line.

2. SVDP hot-line returns call and determines whether a home visit is needed.

   SVDP hot-line asks specific questions that help determine the following:

   Client name, address, phone number, general need, availability for a home visit.
   Address will be used to determine if they are in our boundary or parish. If not, they are directed to the conference serving that address.

   If this is the first time the client has contacted us, a new record and history record are generated.
   If this is a repeat client, a new history record is added to the existing client record.

   Depending on the availability of the client and the cleared members, assign a person of the appropriate sex for a home visit. Rotate through the members to give everyone equal opportunity for home visits.
   Note: a person who is only available one day a week may not get as many home visits as a person who is always available.

3. Assigned member recruits another home team member and schedules a home visit with the client.

4. Team visits client and determines the needs.
   If the resolution can wait for the next SVDP meeting, then the team advocates at that time.
   If the need is great and a resolution is required before the next SVDP meeting, team will send an email to the executive committee. If three or more agree, then help is provided ASAP.

5. Someone from the team gets back with the client with the resolution. Team updates the history record to reflect the help.

Note that checks are made out to landlords or utility companies, so the account number is required information for rent or utility payments.