Dialogue:
- Building partnerships based on respect, genuineness, acceptance, trust, and an appreciation of cultural differences and similarities within and amongst groups
- Defining their respective roles
- Discuss child, families and caregivers experiences with challenging situations
- Defining the purpose of the work
- Activating child, families and caregivers motivation for change
- Addressing crisis needs

Discovery:
- Exploring the child, youth, family and caregivers strengths
- Exploring the resources in the child’s, youth’s, families and caregivers environment
- Collecting relevant information from all collateral sources
- Assessing capabilities of available resource systems
- Developing a service plan with specific goals and concrete objectives

Development:
- Operationalizing the service plan
- Accessing resources necessary to achieve the goals in the service plan
- Creating alliances among persons and organizations to accomplish the service plan
- Enhancing opportunities and choices by creating additional resources
- Evaluating ongoing progress and outcomes

Handout: Elements of Assessment

Information Gathering:

The element of assessment considers underlying conditions (perceptions, beliefs, values, emotions, capability, self concept, experience, development, family system, and culture) and contributing factors (mental illness, substance abuse, domestic violence, developmental disabilities, physical impairment, inadequate housing, environment which includes inadequate income and social isolation) that influence an individual’s strengths and needs.

Analysis:

The essential review of underlying conditions and contributing factors provides the general framework. These two elements influence an individual’s strengths and needs and impact upon the strategy or intervention chosen.

Decision Making:

The strategy of choice is dependent upon ascertaining what needs are being met by the present state of functioning as well as the individual’s view and feelings of her/his issue or situation.

# The Evolving Service Plan Agreement

<table>
<thead>
<tr>
<th>Phase</th>
<th>Type of Agreement</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dialogue</td>
<td>Relationship Agreement</td>
<td>Agreement to form a working relationship and define direction</td>
</tr>
<tr>
<td></td>
<td>Conducting Strengths Based Assessments</td>
<td>Agreement to explore the situation, assess strengths/needs, and resources available</td>
</tr>
<tr>
<td>Discovery</td>
<td>Agreement for Change – Develop Service Plan</td>
<td>Agreement on service plan.</td>
</tr>
<tr>
<td>Development</td>
<td>Conclude the Relationship</td>
<td>Agreement to conclude the worker-client relationship as plan has been achieved.</td>
</tr>
</tbody>
</table>