

TRAINER TIP SHEETS

BARRIERS AND PURPOSE IN WORKING WITH COLLATERALS

- Ask the following question to discuss barriers/frustrations with collaterals:
 - What are some of the frustrations that you have experienced with collaterals? If any frustrations with collaterals were mentioned on Day 1 by supervisors, revisit these frustrations.
 - When does it work? When does it not?
- Begin discussion of purpose of working with collaterals by asking the following question:
 - What is the ultimate goal of working with collaterals?
 - Use the following SLIDE to review the primary goals or purpose of working with collaterals.

PREPARING THE CLIENT AND COLLATERALS FOR WORK TOGETHER

- Review issues to consider in connecting families to collateral resources using the following SLIDE.
- Describe ways to prepare the client and collaterals for working together using the following SLIDES. Also distribute HANDOUTS: Preparing the Client and Preparing the Resource.
- Discuss specific tips for writing referral letters using the following SLIDE. Distribute HANDOUT: Tip Sheet for Writing Referral Letters to Treatment Providers.
- **ACTIVITY:** Practice a collateral conversation to initiate services OR writing a referral letter. Give participants the choice to complete either of these activities. They can break into pairs and role play a collateral conversation to initiate services, focusing on the communication of the service plan and expectations/contribution of the collateral to this plan. OR, they can work individually to draft a referral letter to a collateral to request initiate services using the tip sheet. Supervisors should walk around during this activity time and observe/provide feedback to their workers on their chosen activities.