

Sample Encounter Note

Today's Date Wanda Worrywort
Service: Recovery Mentoring
Location: Superior Services Agency
9:00 – 10:00 AM (2 Units)

Wanda arrived on time for her appointment. She says the baby, Bootsie, was crying all night, and she is worried that neighbors will complain and landlord will kick her out. Also worried that baby is sick.

Wanda did not bring copies of bills for budget sheet. She yawned a lot and appeared tearful when she talked about worry that baby is ill and possibly getting kicked out of new apartment.

Wanda seems tired, and may have forgotten copies of bills due to lack of sleep. Landlord sounds compassionate. Staff felt baby's forehead and baby does not feel feverish to the touch, appeared alert, but was unusually fussy.

Wanda agreed to talk with neighbors and apologize for baby's crying last night. States she is going by Auntie's on the way home and will offer mango's from the tree to neighbors as a peace offering.

Wanda called landlord from office and reports landlord did not hear complaints about the baby's crying. Landlord seemed to reassure Wanda and encouraged her to seek care for Bootsie at Urgent Care in area. Wanda believes the baby is teething and will give Bootsie teething lotion. If Bootsie does not sleep tonight again, she will take the baby to Urgent Care tomorrow.

Recovery plan – Keep safe, affordable housing.

Progress – Good.

Next step – Apply for work to earn money to catch up on back rent.

Suzie Staff

Billable: Yes