**CHIC Frequent Caller Case Review Meeting**

**Tuesday, May 23, 2023, 8:30-10am**

Attendees:

1. Goals of the Meeting:
   1. To share information efficiently
   2. To address issues as they arise
   3. To provide a space for peer feedback
   4. To focus on client strengths and strategies for effective engagement
2. Ground Rules for Discussion:
   1. Use “I” language, focusing on your own personal experiences with the caller, not someone else’s.
   2. Treat everyone with respect
   3. This is a safe place – we all have good and bad days, strengths, and areas for growth. Feedback should be constructive and empathic.
   4. State your views and ask genuine questions
   5. Use specific examples, avoid generalizations and absolutes
3. Review for each caller:

Presenting Concern:

Challenges to Productive Engagement:

Client’s Strengths:

Effective Strategies: