

## Department of Child and Family Services

### In-Home Services Case Notes

**Supervisor:** Myra Jennings

**Social Worker:** Jennifer Cassidy

### Case Notes

T/C=telephone call

O/V=office visit

H/V=home visit

C/C=collateral contact

Date of Contact	Type of Contact	Notes
7/13/2020	Mail	Mailed letter to Ms. Morgan asking her to contact me.
7/10/2020	Supervisory Staffing	Met with supervisor. Home management services had been provided by Grandma's House. Layla is taking her seizure medication as prescribed and has had her developmental assessment. She will receive services through the school. Recently a neighbor, Katherine Colby, reported that the children seemed okay. I will write a letter to Ms. Morgan asking her to contact me. Will attempt to set up an appointment with Ms. Morgan. If no response, will re-staff the case with supervisor for closure.
7/9/2020	T/C	I contacted Healthy Horizon. Spoke to Nate Boyer and learned that all children had completed needed dental fillings on 6/3/20. The developmental services are arranged and in place for when school is scheduled to start in August. While the children were there for their fillings, the nurse followed up with Layla and her mother to confirm that she was taking her seizure medications daily and there were no longer issues with side effects.
7/8/2020	T/C	Called Ms. Morgan and left a message asking her to contact me.
7/8/2020	H/V	Attempted another home visit. No one was home. However, one of the Morgan's neighbors, Katherine Colby, who lives a few houses down, was outside. She said that there is a lot of activity at the home in the evening with people coming and going. I asked the neighbor if she had concerns about the girls, and she said the girls look okay.
7/3/2020	H/V	I attempted another home visit, and no one was home. I went by the recreation center, and the girls were not in attendance at the summer program today.
7/3/2020	T/C	Called Ms. Morgan and left a message asking her to contact me.

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7/2/2020	T/C	Called Ms. Morgan and left a message asking her to contact me.
7/2/2020	H/V	I attempted another home visit, and no one was home.
7/1/2020	H/V	I attempted to make a home visit today, and no one was home.
6/26/2020	H/V	I saw Ms. Morgan briefly at the Income Support office. Ms. Morgan had to bring in paperwork to be recertified for assistance. She reports the girls are ok and like swimming at the recreation center every day. She was also pleased that Layla has actually made a new friend. I scheduled a home visit for 7/1/20.
6/25/2020	T/C	Called Ms. Morgan and spoke with her today. Ms. Morgan stated all is ok, and she got a child support check. She bought groceries yesterday, and the girls are now in a low-income summer recreation program Monday through Friday every week. The program has both outdoor recreational activities, as well as spending time on educational activities.
6/25/2020	Supervisory Staffing	This worker, Jennifer Cassidy, met with Ms. Jennings to learn what had transpired on this case during my absence. Children are out of school. Will need to reschedule substance use assessment. Also need to check with Ms. Morgan on financial situation. Need to set up home visit.

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6/16/2020	Supervisory Staffing	This worker, Jennifer Cassidy, met with Ms. Jennings for a brief status update. Ms. Jennings approved use of flex funds. Entered payment information into the system. Payment will batch overnight and funds will be sent to Mock State Gas & Electric tomorrow.
6/16/2020	T/C	This supervisor, Myra Jennings, spoke with Ms. Morgan. She seemed preoccupied because utility bills arrived, and she didn't have money to pay for electricity. I will follow up with using flex funds to pay the electric bill. Ms. Morgan shared that child support has not mailed a check to her, and she needs to set up an appointment to see what's going on.
6/9/2020	H/V	This supervisor, Myra Jennings, visited the Morgan home today. Ms. Morgan said she forgot about the assessment appointment and asked if another one could be scheduled. I said I'd work on it and let her know. She said everything else was going okay.
6/8/2020	T/C	This supervisor, Myra Jennings, phoned Ms. Morgan to speak about her missed appointment, and there was no answer. Her voice mailbox was full and would not accept messages.
6/8/2020	T/C	This supervisor, Myra Jennings, contacted Live Again to obtain the results of Ms. Morgan's substance use assessment and learned that Ms. Morgan did not attend her appointment.
6/4/2020	T/C	This supervisor, Myra Jennings, phoned Ms. Morgan to reschedule the home visit due to an emergency in the office. Home visit rescheduled for 6/9/2020.
6/1/2020	T/C	This supervisor, Myra Jennings, phoned Ms. Morgan today to touch base and provide continuity in case coverage. I scheduled a home visit for 6/4/2020.
5/28/2020	T/C	Ms. Mace called. Left no message.

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5/28/2020	H/V	<p>Joined Ms. Bazan on her visit. Ms. Morgan is trying to keep up with routine home management. Ms. Morgan states she isn't feeling well, and her back is keeping her from doing laundry. Kerry has learned how to use the washer and has helped. This is Ms. Bazan's last visit, and home care services will end today. Ms. Morgan shared that, with Ms. Bazan's help, she has established a routine that makes home life better for her and the girls. Ms. Bazan shared that together they organized the living area, and they spoke about planning and priorities during each session. Ms. Bazan has left Ms. Morgan with some ideas for summer activities for the family, including physical activities, such as swimming, that might help improve Layla's gross motor skills.</p> <p>I let Ms. Morgan know that I would be on medical leave for the next few weeks, and my supervisor, Myra Jennings, would cover in my absence. I reminded Ms. Morgan that her substance use assessment was scheduled for tomorrow.</p>
5/26/2020	T/C	<p>Contacted Healthy Horizon. Confirmed that all three girls were seen for dental exams today. All three required fillings, and appointments have been set for follow-up. The clinic gave all three girls fluoride treatments with standard cleaning.</p>
5/20/2020	T/C	<p>Spoke to Nate Boyer, nurse at Healthy Horizon Pediatric Health Care. All three girls were seen at the center for their annual physicals, and all three are in good general health. Kerry is in the 50<sup>th</sup> percentile for height and 30<sup>th</sup> percentile for weight. Layla was found to be at the 5<sup>th</sup> percentile for height and the 3<sup>rd</sup> percentile for weight. Jessica was at the 45<sup>th</sup> percentile for height and 35<sup>th</sup> percentile for weight. Kerry suffers from seasonal allergies and can take children's Claritin to help with symptoms. Dr. Grant changed Layla's seizure management medication to Kepra and Trileptal to address the reported drowsiness from the Lamotrigine. Layla was also seen for developmental assessment. The team assessed that Layla was cognitively functioning in the average range and delayed in the following areas: communication; social and emotional</p>

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		development; and physical development, specifically gross motor skills. Dental exams are scheduled for 5/26/20.
5/20/2020	T/C	Spoke with Ms. Mace. She said that Ms. Morgan had called her and asked her for help getting the girls to the doctor for their physicals. Ms. Mace said she drove them to the appointment. Things are going well.
5/18/2020	H/V	<p>I visited with Ms. Morgan in the home. Ms. Morgan was proud of the progress with the home and appreciative of the donations. She spoke about her back pain. Ms. Morgan shared that, prior to the accident, she was doing well. She had gone back to work after Jessica's father went to prison. She had a little money in savings, and, after moving into a smaller home, she was able to make ends meet. She had gotten a job at the restaurant downtown, which has a busy lunch crowd, and she made pretty good tips. One day, she was picking up orders in the kitchen and slipped—another waitperson had dropped a plate. Ms. Morgan said she knew the fall was bad immediately. She was taken to urgent care that day, and she's been dealing with back issues since. She said she called her doctor about the acupuncture referral, and he wants to see her first. She hasn't gotten around to making the appointment. She assured me she isn't on drugs now except extra strength ibuprofen.</p> <p>While I was there, the girls came home from school. Spent time talking with each of them about school, their friends, and what they would like to do over the summer.</p>

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5/15/2020	T/C	Ms. Bazan called and let me know that she was able to accommodate Ms. Morgan today with a rescheduled appointment and home visit. Today's visit focused on meal planning. Ms. Bazan said she brought a donated crockpot to the home and ingredients for a stew. Ms. Morgan seemed excited to have food for the girls ready for dinner. She said she used to do all these things before her accident, and it felt good to have it together again.
5/14/2020	T/C	Received a call from Ms. Bazan. She said that earlier this week she met with Ms. Morgan, and they took bags of clothes to the Goodwill and went to Samaritan House to pick up some donated clothes baskets and plastic bins to help organize the bedrooms. Samaritan House donated a small desk for the girls' bedroom so Kerry has a quiet place to do homework. She was also able to pick up a few used books for each of the girls. Today, Ms. Bazan went to the family home for the regularly scheduled visit, and no one was home. I asked Ms. Bazan to keep me informed.
5/8/2020	H/V	<p>Stopped by the Morgan home. The girls were at school. Ms. Morgan said she was expecting Ms. Bazan to help her today with taking old clothes to Goodwill. I let Ms. Morgan know there hadn't been any cancellations for the substance use assessment and brought her a calendar to help note appointments. Told her that I was able to schedule appointments for the girls' physical and dental exams and showed her on the calendar. Asked Ms. Morgan if she needed help getting the girls to the appointments. She said she would ask Ms. Mace for assistance.</p> <p>Asked Ms. Morgan about her plans for the girls for the summer. She said that she hadn't given it much thought but couldn't really afford to do much.</p>

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5/7/2020	H/V	<p>Accompanied Virginia Bazan on her visit to the Morgan home. The kitchen area was noticeably cleaner, and clothes were sorted and piled. The washer was running when we arrived. The focus of Ms. Bazan's visit today was on the girls' sleeping area and organizing clothes. Ms. Bazan brought donated plastic drawers for the girls' clothing because there wasn't a chest of drawers in the bedroom. When the girls came home from school, we observed the girls eating snacks from their backpacks. The girls were excited to put clothes in the new drawers and wrote their names with marker on them.</p> <p>I told Ms. Morgan that she would need a referral from her treating physician to try acupuncture. She said she would call him.</p>
4/30/2020	T/C	<p>Spoke to Ms. Bazan. She said that she has been to the Morgan home three times. She reported that she brought the family food from the local food pantry and spent time with Ms. Morgan cleaning and organizing the kitchen. She has also worked with Ms. Morgan on meal preparation and helped her sort laundry and separate clothing the girls outgrew for donation or discard. Ms. Bazan reports that Ms. Morgan is responding positively to her visits and establishing a routine for cleaning. She said that she and Ms. Morgan briefly spoke about the girls having cleanup chores.</p>
4/24/2020	T/C	<p>Called Ms. Mace. She continues to visit with the family. She reported no concerns.</p>
4/24/2020	T/C	<p>I called Namaste Acupuncture. They would be willing to schedule an assessment to determine if Ms. Morgan would benefit from acupuncture treatment but noted that her disability insurance might not cover it, and it would be best if she got a referral from her treating physician.</p>

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4/22/2020	H/V	<p>I went to the Morgan home today to facilitate the electrical work needed in the Morgan home. While electrical work was being done, I met with Ms. Morgan in the backyard. Ms. Morgan expressed that she is excited about working with the home care assistant and believes she will learn how to take care of the house better. She asked me about the possibility of looking into acupuncture as a way of alleviating pain and getting away from medication. I told her I would look into it and get back with her.</p> <p>Electrical work was completed today, and extension cords will no longer be needed in the Morgan home. The landlord came by during my time there to collect the rent and indicated he would be responsible for fixing the holes in the walls.</p>
4/21/2020	T/C	<p>I spoke with Ms. Morgan on the phone today to let her know I arranged for a contractor to come to the house tomorrow and that her substance use assessment is scheduled for 5/29/20. If Live Again Substance Abuse Treatment Center has a cancellation, it will notify me. Ms. Morgan agreed to make herself available should there be a cancellation.</p>
4/20/2020	T/C	<p>Called the Madison Community Center. Made arrangements for one of their volunteer contractors to assist with electrical issues in the Morgan home. The electrician will be at the Morgan home on 4/22/2020 to begin necessary repairs so that the home environment is safe for the children.</p>
4/20/2020	H/V	<p>The Grandma's House home care assistant, Virginia Bazan, and I visited with Ms. Morgan in the home today. We developed a list of home management tasks that they would focus on. Ms. Bazan said she would be coming to the home three times a week. The length of the visit would vary based on what they would be working on.</p>
4/20/2020	T/C	<p>Called Live Again Substance Abuse Treatment Center. They could see Ms. Morgan on 5/29/20. Scheduled the appointment for Ms. Morgan. They will call me if they have a cancellation.</p>



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4/17/2020	T/C	Called Ms. Mace. She said that she stopped by to visit Ms. Morgan and the girls and things seemed to be going well.
4/17/2020	T/C	Called St. Martin's. The first opening they have is 6/16/20.
4/17/2020	T/C	Called Hilltop. The first opening they have for an assessment isn't until 7/24/20. They will call me if they have a cancellation.
4/17/2020	T/C	Called Pine Crest to arrange for Ms. Morgan's assessment. They are not accepting any new clients.
4/17/2020	H/V	I was at the Morgan home today for the washer/dryer delivery and installation. I took laundry detergent to the home.
4/14/2020	H/V	I visited briefly again with Ms. Morgan this morning. I let her know that I have flex funds to buy a used washer and dryer. Ms. Morgan expressed thanks and asked how soon they could be delivered. I let her know that they can be delivered and installed this Friday, 4/17/20.
4/13/2020	H/V	I visited with Ms. Morgan and Ms. Mace in the home. Ms. Mace worked with Ms. Morgan years ago at a restaurant and is very fond of the girls. Before she moved across town, Ms. Mace cared for the girls on occasion. She indicated a willingness to be a support for the girls and Ms. Morgan.

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4/10/2020	H/V	I visited with Ms. Morgan in the home. The girls were home. We developed a safety plan and a case plan. Ms. Morgan promised that she would not leave the children alone in the evenings. She identified a family friend, Mary Mace, as someone she would call if she needed assistance. Kerry stated she liked Mary, but she lives across town. Ms. Morgan gave me Mary Mace's contact information. Ms. Morgan indicated she could make sure Ms. Mace was here for the next home visit on 4/13/20, and we would meet before the children come home. We spoke generally about Ms. Morgan's goals for the intervention, including providing regular medication for Layla, improving home management and parenting skills, and assessing her own pain medication needs. I told Ms. Morgan about the referral to Grandma's House and that a parent assistant should be assigned soon.
4/9/2020	T/C	Made referral to Grandma's House, provider of home management services for IHS.
4/9/2020	T/C	Phoned Ms. Morgan. Introduced myself and explained that I would be working with her and her family over the next few months. Told her some of the things that the agency wanted to address with her and asked her to think about things that she might find helpful for her and her girls. Made an appointment to visit her in the home on 4/10/2020.