

## **CLIENT SERVICE PLAN INFORMATION**

Creating a client treatment or service plan is an important component of providing good client service.

It is important to work collaboratively with the client when creating a written service plan and take the client's level of motivation, desires and needs into consideration.

Working collaboratively with a client fosters a sense of responsibility to the outcome of treatment and allows the client to be in control of his/her future.

It is important to keep in mind that:

- Every client will have different levels of motivation for treatment.
- Every client experiences varying degrees of motivation for change; some will want to start changing right away and some will start small – that is OK.
- When clients present with multiple problems treatment may need to focus on the issues that are most important to the client.

Information gathered about the client during the assessment should be used to guide the development of the service plan:

- Identify client's strengths and weaknesses.
- In cases where applicable, identify triggers and ways to avoid/cope with these triggers.
- Identify client's support system.
- Identify coping strategies that the client can implement when needed.

A service plan may include, but is not limited to some of the following things:

- Description of the client's problem(s) and/or the reason(s) they sought

CCP services.

- Specific needs of the client.
- The desired change(s) or outcome(s) of service the client wishes to see (this should include both long and short term goals).
- The ways the goals will be achieved (including in the therapeutic setting and/or in the client's personal life).
- The direction and type of treatment and therapeutic approach that will be utilized, including desired frequency.
- Note any referrals to other programs/services (e.g. addictions treatment, psychologists, psychiatrist, medical doctor, etc.).

Additionally, it may be important to consider other factors such as medical problems, psychiatric disorders, involvement with child and family services, et cetera. Which may have an impact on the priority of the client's goals, direction of services, and/or level of motivation.

Client service plans may also be given to the client so that they can revisit their goals in-between visits and have a reminder of what their goals are and how to obtain them.