



Second Chance Society, Inc.

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Case Manager Guidelines

How to Refer Your Clients for Assistance

We of Second Chance Society, Inc. (SCS) deeply appreciate the assistance your agency is giving to people needing a second chance. Our partnership will play a critical role and developing a complete, unique and whole individual to become self-sufficient.

The case manager is the most important link. We depend upon your professional insight. Here are some guidelines that should help clarify how we can best serve together the people that come to us for help.

1. Candidates for assistance are referred by the case manager by filing the Client Survey form using the following criteria:
 - a. Client has reached a skills level or above and allowed to do a job search.
 - b. Client has exhibited the focus and drive necessary to regain self-sufficiency.
 - i. Your comments on the survey should include at least two areas where this is so.
 - c. Client has secured a promise of employment and has encountered a demonstrated obstacle such as, business attire, a uniform, a license, or tools essential for employment.
 - d. Client has expressed a willingness to give back to his community. Most of our clients are asked to volunteer at one of our community outreach events, such as Habitat for Humanity.
2. Send SCS the completed 3 page Client Survey form. Fax or email to the numbers above.
3. The completed Client Survey will be reviewed by our staff and assigned a case number.
4. The SCS program manager will contact you for an appointment with your client.
 - a. Intake will be done mostly on your premises.
 - b. Appointments can be made in the evenings.
 - c. SCS will make every effort to be prompt.
5. The SCS criteria committee will review notes from the client interview and recommend action.
6. Case manager will be completely briefed on the outcome.
7. Upon approval, we will contact the case manager to arrange a time to give the assistance.
 - a. In most cases SCS will arrange to pick up the client and shop for the specific item requested.
 - b. Only essential items will be presented to the client.
8. Ask your client to write a brief testimonial note on how this item helped and send it to this office.

Thank you so much for your compassion and professional assistance. Together we can make a difference in these broken lives and send them on their way, whole and self-sufficient.