Generalist Intervention Model (GIM)

Engagement
Greet the client
Demonstrate effective attending skills
- Listen carefully
- Make eye contact (*aware of cultural differences)*
- Focus on client thoughts and feelings (*use open ended questions)*
- Use silence as necessary
- Take notes of information you are unlikely to remember
Discuss agency services and client expectations
Decide if the agency and worker can help
Offer agency and worker services to the client
Orient the client to the helping process
- Client needs to know the rules and conditions
- Negotiate with clients as to frequency of sessions, time and place, and total number of sessions.
Complete required paperwork

Assessment
(Acquire an understanding of a problem or issue, what causes it, and what can be changed to minimize or resolve it) Note: Common tool used: DSM

- Articulate a clear statement of the need, problem, or situation
- Recognize the strengths, assets, skills, and abilities of clients
- Formulate a clear description of the client system
- Understand the client system's interactions with other systems
- Identify any missing information that is important
- Put all the information together

Planning
- Work with the client
- Prioritize problems
- Translate problems into needs
- Evaluate levels of intervention for each need
- Establish goals
- Specify objectives
- Specify action steps
- Formalize a contract

Implementation
- Follow plan
- Monitor progress
- Revise plan *(when necessary)*
- Complete plan *(to greatest extent possible)*

Evaluation (*choose one*)
- Single subject design
- Goal attainment scaling
- Task – Achievement scaling
- Client satisfaction questionnaire
- Target-problem scaling

Termination
- Decide when to terminate
- Evaluate achievement of objective
- Maintain and continue progress
- Resolve emotional reactions of the worker and client
- Make appropriate referrals

Follow-up
- Actively represent the consumer
- Discuss problems
- Straighten out difficulties
- Prepare the consumer

Items to include for the final:
       Written contract
       Written evaluation (statement saying why it's the best evaluation to use)
       Written documentation on the client