

Phone Script for Case Workers

Director: Hi. My name is (your name), and I'm the director of T.R.A.C.*life*, a mentoring program for at-risk teens residing in foster care. Are you familiar with the program?

Case Worker answers no.

Director: Teens who went to Teen Reach Adventure Camp (T.R.A.C.) are eligible to be mentored by one of our volunteers once camp ends. Our mission is to improve the lives of at-risk teens by continuing a trusting and stable relationship. The pair commits to meet twice a month for a year. Because the relationship began at camp, T.R.A.C.*life* has a high success rate since it's not a cold match like many other mentoring programs. We are a faith-based program, but each mentor respects the religious affinity of the youth they serve. Each visit focuses on one of five goals: character, academic, social, spiritual or physical growth. Safety is our top priority. Trained volunteers are fingerprinted for an annual background check, visits are documented, and the program is insured.

(Name of teen) expressed interest in having a mentor, so I'm calling to get permission from you as his/her case worker for (name of teen) to participate in this free program. Is it alright with you if I call (teen's) caregiver and set up a meeting to fill out the application?

Case Worker gives permission.

Director: Great. Thanks. Do you have any questions? I can also send you a brochure or other information if you'd like.

Case Worker responds.

Director: One last thing: can I confirm the contact information of (teen's) caregiver?

Case Worker confirms.

Director: Once the application is filled out, I will need the signature of (teen's) legal guardian. Is that you?

Case Worker answers no.

Director: Can I get the name and contact information for the legal guardian, or is it better for me to email you the completed application to get the required signature?

Case Worker answers.

Director: Thank you so much. I know your job is often thankless, but all our volunteers at Teen Reach really appreciate all you do for these at-risk teens. Don't hesitate to call me. My number is: (give number) Thanks again!