

**Getting the S.T.O.R.Y.**

Specifics	Names, Ages, Relationships Complete address including specific directions Disabilities that would affect the worker visit Environmental issues that would affect the worker visit Safety issues
Tale	Allegations, reason for report How long has it been going on, previous efforts at resolution, why report now? Who, what, where, when, why? Victim's ability to protect him/herself ADLs/IADLs Witnesses Drugs, guns, law enforcement involvement Environmental concerns
Others	Family, friends, support system Medical/mental health providers Recent hospitalizations Medications Service providers Attorneys and bankers Health/housing inspectors Income and source(s)
Reporting Party	Allegations, reason for report How long has it been going on, previous efforts at resolution, why report now? Who, what, where, when, why? Victim's ability to protect him/herself ADLs/IADLs Witnesses Drugs, guns, law enforcement involvement Environmental concerns
Yes or No (Ending the intake call)	Discuss expectations Explain responsibilities and limitations of program Clarify what will happen and when Discuss confidentiality issues If case screened out, explain why and provide I and R, options, etc Leave door open for future contact

*Adapted from NAPSA Core Competency Training, Initial Investigation*