

**Scenario #1  
Parent**

When asked how you are doing, you admit to struggling financially. Your utilities are about to be disconnected. You have a five-year old son and a two year old daughter who has severe asthma. You don't know who to turn to for help.

**Informal Assessment Exercise**

**Informal Assessment Exercise**

**Scenario #1  
Professional**

As you inquire about the parent's wellbeing, they initially respond with "fine," but their hesitant tone shows an underlying concern. The parent reveals that their utilities are on the verge of being disconnected. With a five-year-old son and a two-year-old daughter who suffers from severe asthma, the parent feels lost and unsure of where to seek help.

*Possible questions*

What do you need to keep the utilities on?

How have you handled this?

What response have you gotten?

Why is this working or not working?

Have you reached out to any community organizations or nearby service providers that can offer assistance?

**Scenario #2  
Parent**

The staff person just gave you condolences on your spouse's death. You start out positive that your spouse had been sick for a very long time. But, then admit that, while your spouse is no longer in pain, you and your children are left with significant medical debt. The bills keep coming in from different providers and clinics. You find you don't even remember seeing all of these healthcare professionals. You ran out of savings over a year ago. You are concerned about letters threatening collections and even your regular bills may not be paid soon.

**Informal Assessment Exercise**

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**Scenario #2  
Professional**

Recently, you learned that the spouse of a parent has passed away. Upon seeing the parent, you express your condolences. Despite putting on a brave face, the parent tells you that the costs associated with long-term medical care was incredibly expensive and has caused a massive financial burden to them. The parent and their children are facing considerable medical expenses. Express empathy and offer help.

*Possible questions*

What are you most important needs right now?

What have you tried so far?

Do you belong to a faith community? Have they been helpful?

Are your children enrolled in a local school? If so, are there supports at school to help your child deal with loss?

**Informal Assessment Exercise**

**Scenario #3  
Parent**

You are coming by to let the childcare setting know that you may not be able to enroll your child past the end of the month. You have just been laid off, and you can no longer afford to pay the fees.

**Informal Assessment Exercise**

**Scenario #3  
Professional**

A parent comes by to tell you that they may not be able to enroll their child in their childcare setting past the end of the month. Try to understand what that means for their life situation and offer some options.

*Possible questions*

What are your main needs right now?

Have you thought about public assistance?

When would be a good time for me to give you a call to see how it's going?

You own a store. A woman with two boys (ages 13 and 10) who are homeless came into your store. After talking to the woman the parent found out that the family did not want to stay at the shelter because it would not allow teenage boys. Her 13-year old son would have to go to the adult male shelter by himself. The woman did not want to separate the family, and they were sleeping on the streets and in abandoned cars. You want to know how to help this family.

Scenario #4  
Parent

**Informal Assessment Exercise**

**Informal Assessment Exercise**

**Scenario #4  
Professional**

A parent shares they know a family experiencing homelessness and would like to help. They know that you often support families with resources. What can the parent do to help this family?

*Possible questions*

What do you know that they've tried so far?

Do you know of any community resources that can be accessed?

Are the children enrolled in school? Has the parent asked the school for assistance?

**Scenario #5**  
**Parent**

You stopped off at Happy Hour on your way to pick up your child. You feel fine, but when you step up close to speak quietly with the staff person, the expression their face indicates that your volume is a bit loud. You wonder if they smelled the alcohol on your breath. Part of the reason you went to the bar so early is because your spouse has given you a hard time about drinking in the evenings.

**Informal Assessment Exercise**

**Informal Assessment Exercise**

**Scenario #5**  
**Professional**

When a parent comes to pick up their child, you notice that they stands a bit closer to talk than you are comfortable with. Their voice is loud for how close they are, and you can smell alcohol on their breath. You find a private space to have a discussion.

*Possible questions*

Can I help you make a plan to get home? Is there someone that can help care for your child this evening?

Have there been any recent or ongoing changes, situations, or events that may have contributed to increased alcohol use?

Are you concerned about the negative impact of your drinking on yourself, child and/or family?

Are you open to exploring ways to reduce or eliminate alcohol from your life? If so, what steps do you think you could take in that direction?

Would you be interested in learning more about alcohol abuse prevention?

You are so embarrassed! Your car broke down, and you are very late to pick up your child. You called a friend, but you know you can't do that everyday. Your friend has a job and a life. However, you have no idea if you can afford to get the car fixed. You don't know how you'll get anywhere until and if you can get your car fixed.

Parent  
Scenario #6

**Informal Assessment Exercise**

**Informal Assessment Exercise**

**Scenario #6**  
**Professional**

A parent shows up very late to pick up their child. Their car broke down, and it has obviously upset them.

*Possible actions*

- Express empathy for the strain and stress caused by the situation.
- Express understanding of the complexities involved in navigating the situation.
- Acknowledgment of parent's efforts to promptly address the issue in an effective manner.

*Possible questions*

- Do you have a plan to get home today?
- Do you have a car seat for the child?
- Are you open to discuss possible options and available resources at a more convenient time?

You have been called in to talk to the staff about your child's behavior problems. You are shocked because you think the world of your child. They are always stepping up and helping out around the house. You don't know if you could get everything done if it weren't for them. You don't understand why the staff at this agency doesn't see your child the same way. You have a subsidy to help pay for your child's enrollment and you can't leave her home alone while you are at work, so you hope that you can figure out some way to work this out.

Parent  
Scenario #7

**Informal Assessment Exercise**

**Informal Assessment Exercise**

**Scenario #7  
Professional**

You have asked this parent to come in because her child is difficult to handle. The teacher working with this child complained that they are bossy towards other children and don't listen to the staff.

*Possible questions*

- What are some of the roles and responsibilities that your child takes on at home?
- What are the expectations for child in the home? Do you have any concerns or challenges with discipline or setting limits at home?
- How do you and your family communicate about expectations and boundaries?
- How do you feel about the feedback you've received from our staff regarding your child's behavior?
- How can we work together to create consistent and effective boundaries for your child both at school and at home?
- How can we reengage your child as a leader in the classroom?

**Scenario #8**  
**Parent**

You know that your friend does something that relates to children, and you wonder if they could suggest some way to address your concerns about your child care situation. Your sister-in-law watches your two kids, but your younger child has gotten a lot more aggressive since you've been leaving them with others. You suspect that they are left in front of the TV watching cartoons most of the time. However, you pay your sister-in-law a fraction of what you would pay a center, and your husband won't hear anything against his sister.

**Informal Assessment Exercise**

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**Scenario #8**  
**Professional**

Your friend has asked for your suggestions about an informal childcare situation. This is a sensitive situation because there is also a family dynamic.

*Possible questions*

What are your priorities in choosing childcare? How do you think those priorities can be met in this situation?

Are there any concerns you have about the quality or safety of care provided by the family member?

Are you aware of childcare resources such as CAPS, Head Start/Early Head Start, and Georgia Pre-K?

How would you feel about involving your sister-in-law in the childcare process to maintain a positive family dynamic?



In cost-saving strategies that include furlough days and eliminating matching funds for retirement savings, your employer has stopped providing health insurance. While you are glad to not get laid off, you find the cost of private insurance seems out of your reach especially since you are bringing in less money.

Scenario #9  
Parent

**Informal Assessment Exercise**

**Informal Assessment Exercise**

Scenario #9  
Professional

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*Possible questions*

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Your husband was mugged after leaving the check-cashing outlet near where you live. You are terrified that this will continue to happen, but you are not familiar with using a bank and feel uncomfortable going to banks since you do not have a lot of money.

Scenario #10  
Parent

**Informal Assessment Exercise**

**Informal Assessment Exercise**

**Scenario #10  
Professional**

A parent of one of your children was mugged after leaving the check-cashing outlet after cashing their check. The other parent is deeply troubled after the dangerous encounter occurred and wondering about how they will get money in the future.

*Possible questions*

What factor(s) have contributed to your decision to use a check-cashing outlet instead of using the issuing financial institution?

Have you considered alternative financial services, such as mobile check cashing services or reputable financial institutions that provide check cashing services to customers without accounts?

Have you researched banks or credit unions that offer accounts without minimum balance requirements?

What steps can we take collectively to support you in gaining confidence when engaging with banking institutions?