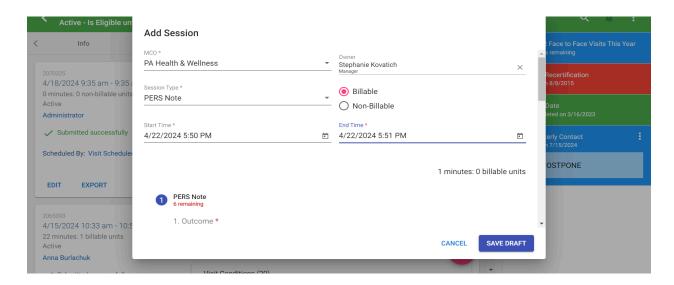
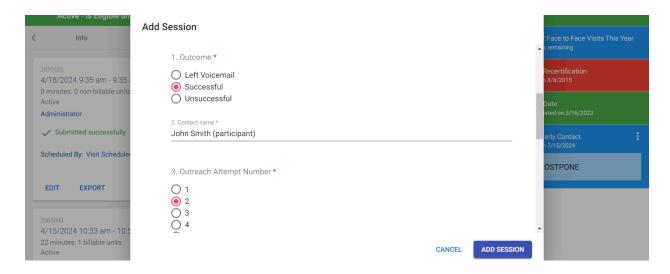
PERS Note Guide

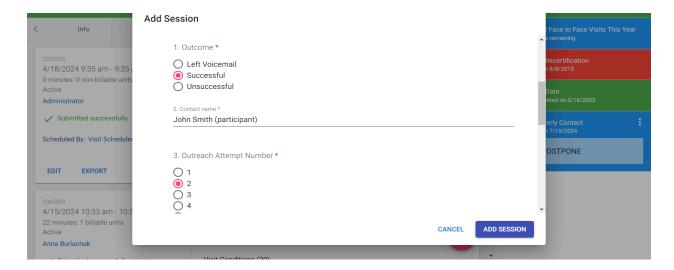
- The PERS Note is used when PHW sends a report of participants that overutilized their PERS button.
 - a. SC then contacts the participant to discuss the details each time the PERS button was used
 - b. SC documents the conversation or attempt in a PERS Note Session in Function Portal.



- 2. SC will use PERS Note Session in FP for all contacts <u>or attempts</u> to discuss the PERS button overutilization
 - a. Successful
 - b. Unsuccessful
 - c. Left message
- SC will enter the name of the person they spoke with if the call was Successful



- 4. SC will select the appropriate outreach attempt number
- 5. SC will select the result of the contact attempt



- 6. SC will select who the call recipient was
- 7. SC will provide details of the discussion of the PERS button overutilization and a plan to prevent future overutilizations
 - a. If there were multiple uses of the button with different reasons, then the SC will capture each separate use and plan to prevent them within this one session.

