

The BLURB

The Blurb #59: Narratives

At DTA, clear and concise communication is a key element to our overall success. In BEACON, narratives form the backbone of how we communicate regarding clients and their situations. A good narrative is not only clear and concise, but includes information relevant to the case. While the details most relevant to a case will vary based on household circumstances, good narratives include five essential components:

1. What did you learn about the case?
2. What has changed about the case?
3. What should happen next with the case?
4. Be specific (i.e. not just “employer”; what is the employer’s name?).
5. Only use acceptable abbreviations

If you need some help writing a narrative, [click here](#) to go to the *Narratives Guidelines Online Guide* page (or navigate there yourself: Home > Business Process (BP) > BP - Overview > Narrative Guidelines Overview). There you will find twenty-five examples of different types of narratives plus a list of acceptable abbreviations.

Important: When choosing to use an abbreviation in a narrative, you must use only the acceptable abbreviations found in the Online Guide. No other abbreviations should be used.