



Support Appointment Prep

A simple fillable worksheet to help youth, young adults, families, and partners prepare for a Nuwave ACCESS support appointment.

Important: Nuwave ACCESS provides non-crisis support navigation, resource referrals, and next-step planning. If someone is in immediate danger, call 911. For crisis support, call or text 988.

Quick Prep Checklist

- ☐ **Write down your main reason for the appointment.**
This helps your ACCESS Support Guide understand what would make the appointment useful.
- ☐ **Choose your top 1-3 priorities.**
You do not have to solve everything in one conversation.
- ☐ **Gather helpful documents, only if you already have them.**
Documents can help with referrals, coverage questions, school/work support, or service navigation.
- ☐ **List services or resources you already tried.**
This keeps the appointment from repeating steps that did not work.
- ☐ **Think about your contact preferences.**
Share whether phone, text, email, or voicemail is safest and easiest for follow-up.
- ☐ **Bring questions.**
The appointment can be used to understand options, next steps, or where to start.

You do not have to fill out every page. Use the parts that help you feel more ready.

www.nuwavemedia.org/access | access@nuwavemedia.org | (510) 473-8349

Appointment Basics

Collect the basics before the appointment. Leave anything blank if you do not know it yet.

Name / preferred name	
Appointment date/time	
ACCESS Support Guide	
Best contact method	

What Kind of Support Are You Looking For?

☐	Wellness support Stress, burnout, anxiety, depression, grief, loneliness, emotional overwhelm, wanting someone to talk to.
☐	Resource navigation Food, housing, transportation, school support, family support, legal aid, community programs, local referrals.
☐	Health coverage support Covered California, Medi-Cal, renewal notices, enrollment questions, confusing letters, account or document questions.
☐	Youth and young adult support School, work, family stress, identity support, relationships, life planning, digital life, social pressure.
☐	Digital wellness Online stress, screen-life balance, social media pressure, privacy concerns, online safety, tech-life boundaries.
☐	Family or caregiver support Helping a youth or young adult find support, understand options, prepare questions, or make a next-step plan.

What To Have Nearby

These items are optional. Bring what you already have. You should not delay support because paperwork is missing.

☐	Photo ID or school ID Useful for some referrals, enrollment, or verification steps. Not always required.
☐	Insurance card, Medi-Cal card, or Covered California account info Helpful for coverage or enrollment assistance.
☐	Recent notices or letters Medi-Cal renewal notice, Covered California notice, school letter, agency letter, or benefits notice.
☐	List of current providers or agencies Names, phone numbers, case numbers, appointment dates, or referral contacts.
☐	Medication list or health notes Only if you want to share and it is relevant. ACCESS does not need unnecessary medical details.
☐	School, work, or program documents Useful for education, employment, youth program referrals, or support letters.
☐	Questions from a trusted support person Helpful when someone is supporting you but your own priorities still need to be centered.

Comfort and Follow-Up Preferences

Language or interpretation needs	
Accessibility needs	
Best way to follow up	
Times that usually work	
People who may be involved in support	
Topics I do not want to discuss yet	

Your Priorities and Questions

Use this page to keep the appointment centered on what matters most to you.

My top 1-3 priorities for this appointment

Resources, services, or people I already tried

Questions I want to ask

Things that would make support easier or safer for me

After the Appointment

Keep track of what was decided, what comes next, and who is following up.

Next step	Who is responsible?	By when?	Notes

Important referrals, phone numbers, links, or documents

My next appointment or follow-up reminder

Helpful reminder: It is okay if the first appointment only creates a starting point. ACCESS can help organize options, identify next steps, and support follow-up.

www.nuwavemedia.org/access