

# Activity #1: Stages of I&R/A Process

## Scenario

A woman calls her local Aging and Disability Resource Center. She says that she has been searching the internet for options to move out of her parents' house, is on waitlists for several group homes and Section 8 apartments and is tired of waiting. She expresses frustration that she is 35, and still living in her childhood home in "a room that has pink paint and frilly curtains." Her mother "is willing to help her with personal care tasks such as showering and getting dressed, but doesn't treat her like an adult."

The specialist explains that in order to figure out what service options are available, he will need to get more information. The caller says she is happy to answer any questions, as long as she can get help moving out. The specialist inquires about what organizations the woman is already working with to find housing, and how long the waits are. He also inquires about whether the woman works or goes to school outside her home, has or needs a personal care service, and what level of daily assistance she needs with personal care tasks, meal preparation and transportation.

The specialist checks the services database and realizes that the caller has done her housing homework. She has put in applications to every possible housing option and now must wait to hear back once she reaches the top of a waiting list.

Because the woman did not mention her local Center for Independent Living (CIL) as one of the organizations she is currently working with, and has never heard the term, the specialist explains that CILs may be a helpful place to start when looking for independent living resources.

He also explains that while the caller is waiting for placement outside her childhood home, and depending on her current personal income, there are a few options for receiving in-home, community based services, possibly through a Medicaid Waiver, such as Personal Care Attendant (PCA) services in which she would be able to hire someone on her own, or request that an agency select someone. He also told her about a local volunteer organization that does odd jobs around the house such as painting and building ramps for people with disabilities.

The specialist asked if the woman would like referrals for any of these services and she said it wasn't exactly what she was originally looking for, but she was glad to verify that she had done everything she could to find housing. While she waits, she would like to be more independent of her mother's help, so she would like to check into each of the possible PCA and home modification options.

The specialist provides the referrals, and suggests the woman call back if needed.

## Questions

1. Can you identify the stages of the I&R/A process in the above scenario? Was the I&R/A specialist able to get through each stage of the I&R Process (keeping in mind that it is not always possible/necessary to keep the exact same order depending on the flow of the conversation)?
2. How did the I&R/A specialist assess and clarify the situation? Are there additional assessment and/or clarification questions that you would have asked the caller?
3. Was it appropriate for the specialist to ask about the caller's employment status and personal care needs? Are there other life domains that you would have asked about? Why?
4. Did the specialist provide effective information and referral giving?