

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

Scenario

A woman calls and, in a frail voice, says she saw an ad about Meals on Wheels and she'd like it to come to her house. The Community Resource Specialist says she'd be glad to help and describes the way the program works. She asks if the woman feels she's not eating like she should. The woman tells her that her daughter brings food to her home every day – or at least most days; sometimes she forgets or gets too busy at work. She thinks Meals on Wheels could make things easier on her daughter.

The specialist asks if the woman lives alone and she says yes. The specialist asks if her daughter lives nearby and provides other kinds of help. The woman says her daughter lives about five miles away. She cleans for her and pays her bills for her, but she has two teenage children that keep her busy. The specialist says it must feel nice to know she has someone she can rely on, and the woman agrees. The specialist repeats that sometimes the daughter “forgets,” and asks if this happens very often. The woman says it doesn't happen more than once or twice each week.

The specialist is concerned about the woman's well-being and safety. She asks about her health, whether she has any particular illnesses. The caller says she has some arthritis that makes it difficult for her to move around like she used to, but otherwise she's pretty healthy.

The specialist thanks her for sharing the information, and says she can help connect her with the agency who arranges for Meals on Wheels. She says that they may first want to come and visit in her home, and asks if that would be alright. The caller agrees. The specialist tells the caller that this agency can sometimes help with other things like housekeeping.

The specialist asks for permission to put the woman on hold and get the agency on the phone so she can speak with them directly. She tells the woman to just hold on for a moment, and then she'll bring the other person into the call. The woman agrees, and the specialist establishes a conference call.

Questions

1. Can you identify the stages of the I&R/A process in the above scenario? Was the Community Resource 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 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 health? Are there other life domains that you would have asked about? Why?
4. Did the specialist effectively connect the caller with services to meet her needs?

Scenario drawn from AIRS I&R Training Manual, 2019 edition, pages 283-284.