

Caller Scenarios

Scenario #1: Seeking to Help a Family with In Home Assistance and Transportation

An 82 year old mother calls your center for help. She and her husband who is 84 years old care for their adult daughter, their only child, who has a developmental disability and is now 62 years old. They have all lived in the same home for over 55 years and “managed well” until last year when she (the mother) had a stroke which resulted in paralysis on the left side of her body. She now uses a wheelchair and although some modifications have been made in the home by “moving things around where they can be reached”, accessibility is still an issue. Her husband still drives and has “picked up” cooking some, but she is concerned about his driving to the grocery store since they live pretty far out of town and his “eye sight is failing”. Her main concern, however, is that she is finding it more difficult to be there for her daughter as she has always been there for her “instead of working somewhere”. Her daughter “never worked outside the home either” and up until the time of her stroke the family’s main activity was attending church.

They have never applied for any help before because they knew they could always make it on the husband’s salary and his pension after he retired. They do have two nieces who live in the next town but they have never been close and again, they have always been able to be “independent”. She wants to know what kind of help is there and is there a cost? Who could help them in their home? One of her main concerns is how will they be able to get around if her husband can no longer drive? She is hesitant to seek help and is not sure her husband will agree for any assistance.

Scenario #2: Seeking to Help an Adult Son Find Employment

Excerpt from the AIRS I&R Training Manual

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A 63-year old mother contacts a local call center. She tells the I&R specialist that she is trying to help her son, a 28 year-old with autism and intellectual disability, find a job. He has been trying to find jobs at local grocery stores and restaurants for months, but he has not been successful when he applies or gives an interview. She is frustrated on his behalf that nothing seems to pan out and is at a loss for what else she can be doing to help her son. She also notes that because her son is at home instead of working, she cannot get her work and errands done.

Questions for Discussion

What are some of the needs, challenges and possible issues that are faced in this scenario?

<i>Scenario #1</i>	<i>Scenario #2</i>

What referral sources would you provide?

<i>Scenario #1</i>	<i>Scenario #12</i>

What do you see as important steps to take in coordinating possible resources and services?

<i>Scenario #1</i>	<i>Scenario #2</i>