MODULE 6: APPLYING EFFECTIVE INTERVIEWING AND GOAL-SETTING PRACTICES THAT SUPPORT CONSUMER CONTROL AND DIRECTION

PRESENTERS: MICHELLE CRAIN AND CHARLIE WALTERS

PRESENTER: CHARLIE WALTERS

OUR FRONT-LINE STAFF PROVIDE INFORMATION AND REFERRAL

AT ABLE SOUTH CAROLINA. WE HAVE TALKED A LOT ABOUT THAT

FOR PROSPECTIVE CONSUMERS, I&R IS THAT GATEWAY--THAT

FIRST TASTE THAT THEY'RE GETTING FROM US.

AND THESE ARE THE CONVERSATIONS LIKE -- KIMBERLY

TALKED ABOUT IT A LITTLE EARLIER AND DARREL SPOKE TO

AS WELL. THESE ARE THE CONVERSATIONS THAT SET THAT

STAGE FOR PEER-TO-PEER RELATIONSHIPS, FOR CONSUMER CONTROL,

AND FOR EMPOWERMENT SO, WHEN IT COMES TO I&R,

WE HAVE INFORMATION THAT WE'RE FEDERALLY REQUIRED TO

COLLECT. WHAT'S PERHAPS A LITTLE MORE IMPORTANT HERE

IS – LIKE A NUMBER OF FOLKS HAVE TALKED ABOUT – IS THE

WAY IN WHICH THAT INFORMATION IS COLLECTED.

A BIG THING FOR US AT OUR CENTER, A LOT OF CONVERSATIONS

THAT WE'VE HAD RECENTLY, AND KIND OF AN UNDERCURRENT

TO THE WAY THAT WE GREET PEOPLE AS THEY'RE EITHER

COMING TO OUR CENTER OR CALLING US FOR THE FIRST TIME,

IS WE'RE TALKING ABOUT US. RIGHT? WE'RE NOT TAKING

CALLS. WE'RE NOT TAKING VISITS FROM “THEM”. AND,

I LOVE THAT SOMEONE ALREADY ALLUDED TO IT EARLIER –

THAT ABLEISM THAT WE CAN SEE WITHIN OUR OWN COMMUNITY

IS RAMPANT, RIGHT? WE'VE REALLY HAD TO WORK HARD

AND TAKE A CLOSE LOOK AT MAKING SURE THAT

EVEN THOUGH WE HAVE A STAFF THAT'S A MAJORITY OF

PEOPLE WITH DISABILITIES, THERE'S STILL A TENDENCY,

A GENERAL MOMENTUM STILL GOES INTO SOME ANTIQUATED

THINKING. RIGHT? SOME REALLY OLD THINKING ABOUT—OKAY,

BUT WHAT ABOUT FOLKS WITH INTELLECTUAL DISABILITIES

THAT WE MAY NOT HAVE GREAT REPRESENTATION FOR ON OUR

STAFF? THAT ABLEISM IS POSSIBLE. RIGHT?

OR FOLKS WITH PSYCHIATRIC DISABILITIES.

SO BEING REALLY, REALLY MINDFUL OF EVERYTHING

THAT WE'RE DOING. MAKING SURE THAT THE TONE IS

THAT WE'RE TALKING ABOUT US. WE'RE TALKING ABOUT US.

CROSS DISABILITY, WE'RE TALKING ABOUT US.

WE ARE NOT TAKING CALLS FROM “THEM” OR “ANOTHER”.

SO, PEER MENTORING AND THAT SELF-IDENTIFICATION

OF THE STAFF MEMBER AS THEY'RE TAKING THOSE

FOLKS IN THE FRONT DOOR, IT'S CRUCIAL.

THAT PEER MENTORING PROCESS STARTS LONG BEFORE

WE END UP CALLING IT PEER MENTORING. WE TALK ABOUT

EMPOWERING AND DELIVERING EMPOWERING MESSAGES

LONG BEFORE WE HAVE AN INDEPENDENT LIVING PLAN (ILP)

SIGNED WITH ANYONE OR EVEN THE PROSPECT OF

HAVING SOMEONE COME ON AS A CONSUMER.

KIMBERLY MENTIONED -- ONE OF THE THINGS WE HEAR

MOST FREQUENTLY -- AND I'M SURE YOU ALL PROBABLY

HAVE SOME EXPERIENCE WITH THIS, TOO, IS THAT

AS WE'RE ASKING QUESTIONS OF FOLKS AND COLLECTING

SOME INFORMATION FOR I&R TO LOG THEM INTO CIL

SUITE AS AN I&R, WE'LL ASK QUESTIONS ABOUT

JUST REALLY SIMPLE THINGS LIKE EMPLOYMENT STATUS.

ARE YOU EMPLOYED OR ARE YOU A VETERAN?

WELL, NO, I'M NOT EMPLOYED I HAVE A DISABILITY.

OF COURSE, I’M NOT EMPLOYED.

THERE'S A TONE OF HOW CAN YOU EVEN ASK ME THAT.

I'M CALLING A CENTER FOR INDEPENDENT LIVING AS A

PERSON WITH A DISABILITY. AND THE WAY THAT WE HANDLE

THOSE COMMENTS THAT WE GET IS REALLY, REALLY IMPORTANT.

IF FOLKS ULTIMATELY GO FROM BEING AN I&R TO

COMING ON AS A CONSUMER, THAT -- THAT CULTURE

OF EMPOWERMENT HAS TO BE CONSISTENT.

THE WAY THAT WE ADDRESS THOSE COMMENTS

THAT MAY BE REALLY EASY TO LET SLIDE FOR THE SAKE

OF GETTING THROUGH A CALL, THOSE ARE THINGS WE

HAVE TO ADDRESS AND SET THAT TONE FOR

EMPOWERMENT AND PEER MENTORING.

SO LIKE KIMBERLY SAID, HOPE AND A LOT

OF OUR OTHER FRONT-LINE STAFF AS PEOPLE

WITH SIGNIFICANT DISABILITIES, WILL SAY, HEY,

I'M TALKING TO YOU FROM MY JOB AS A PERSON

WITH A DISABILITY. RIGHT? AND REALLY JUST KIND OF

BURSTING THAT BUBBLE OF IF YOU THOUGHT YOU WERE

CALLING AN AGENCY THAT WAS GOING TO GIVE YOU

SYMPATHY OR PLAY THE VIOLIN FOR THE SAD STATE

THAT YOUR LIFE'S IN, YOU'VE GOT THE WRONG AGENCY.

WE'RE PEOPLE THAT OVERCOME. RIGHT? WE'RE PEOPLE

THAT PERSIST DESPITE ENVIRONMENTAL BARRIERS.

AND SO, THIS IS REALLY, REALLY IMPORTANT.

WE TALK ABOUT EMPATHY AND NOT SYMPATHY.

THAT CONNECTION THAT WE MAKE WITH PEOPLE

FROM THE VERY START IS BASED ON EMPATHY.

THE DIFFERENCE IS REALLY, REALLY IMPORTANT

AND IT SOUNDS LIKE AN ISSUE OF SEMANTICS,

BUT IT'S NOT. WHEN WE TAKE CALLS FROM PEOPLE

ON THE FRONT LINE, SETTING THAT TONE FOR THAT

RELATIONSHIP BASED ON I'VE BEEN THERE

OR IN SIMILAR SITUATIONS; THEREFORE, I CAN

UNDERSTAND THE FEELINGS YOU'RE EXPRESSING.

RATHER THAN TAKING THE CIRCUMSTANCES THAT

SOMEONE GIVES US AND SAY OH, YOU TERRIBLE,

POOR, TERRIBLE, AWFUL PERSON. WHAT AN AWFUL

SITUATION. I JUST CAN'T BELIEVE THAT'S

HAPPENING TO YOU. THAT'S HORRIBLE.

TURNING THAT INTO MORE OF A SYMPATHETIC CONNECTION

I THINK IS A REALLY, REALLY EASY THING TO DO.

BUT WE TRY TO SET THAT STAGE FOR EMPATHY,

RATHER THAN GETTING MIRED IN KIND OF A TRAGEDY.

WE GET A LOT OF TRAGEDY THAT COMES IN, RIGHT?

BUT AS A CENTER, WE TAKE THAT STANCE THAT THIS IS

MOSTLY STUFF THAT'S AS COMMON AS RAIN.

WE DON'T WANT TO DOWNPLAY THAT. THESE ARE REAL

ISSUES THAT PEOPLE ARE FACING. I DON’T SAY ANY OF

THAT TO SAY THAT WE DOWNPLAY THE CIRCUMSTANCES THAT

THEY ARE IN. BUT WE ALSO DON'T WANT TO TAKE A NUMBER

WITH THE REST OF FOLKS IN THE COMMUNITY THAT

WOULD PROBABLY BREAK OUT THE VIOLIN

AND START PLAYING SAD MUSIC FOR THEM.

WE WANT TO BE MARKEDLY DIFFERENT THAN THAT

IN HOW WE HANDLE THE CIRCUMSTANCES FOLKS BRING US.

SO THAT TONE THAT WE SET AT THE FRONT LINE, WE

ENDEAVOR TO KEEP THROUGH THE PROCESS. I'M GOING

TO TOUCH ON THE WAY THAT WE BRING FOLKS

INTO THEIR OWN GOALS AND EMBARKING ON THAT

WORK WITH THEM AND MICHELLE IS GOING TO PICK

IT UP FROM THERE TO TAKE A BIT OF A DEEPER DIVE.

WE TALK ABOUT FROM THE VERY START

AND IT'S BEEN MENTIONED IN A NUMBER OF

DIFFERENT WAYS SO FAR. SO, I'M GUESSING IT'S IMPORTANT.

HOPEFULLY IT'S IMPORTANT TO YOU ALL TOO.

WE MAY BE – WE LIKELY ARE -- THE FIRST AGENCY

THAT SOMEONE'S EVER ENCOUNTERED THAT ENCOURAGES

THEM TO ENVISION THEIR POSSIBLE FUTURE.

THEIR POSSIBLE SELVES. THAT ENCOURAGES THEM

NOT TO FOCUS ON DEFICITS; NOT TO FOCUS ON BARRIERS,

BUT TO THINK ABOUT WHAT'S THE IDEAL HERE.

WHAT'S YOUR IDEAL ENDGAME? I USED A TERM HERE

THAT WE ENDED UP THROWING A DEFINITION IN HERE.

BUT IT’S NOT A REAL COMPLICATED TERM. IT’S BACKWARDS

PLANNING. THERE'S A DEFINITION ON THE SLIDE OF

BEGINNING WITH A LONG-TERM VISION FOR ONE'S SELF

AND SETTING GOALS THAT ONE THINKS WOULD LEAD TO

THAT VISION. SO, GOAL PLANNING WITH THE END IN MIND,

IN OTHER WORDS. IT SOUNDS LIKE A CONCEPT TO WRAP

YOUR HEAD AROUND, BUT IT'S REALLY, REALLY SIMPLE.

WE START WITH WHAT SOMEONE WANTS FOR THEMSELVES.

WHAT'S THAT BIG PICTURE? YOU CALLED ASKING US HOW

YOU COULD GET HELP WITH YOUR ELECTRIC BILL, RIGHT?

BUT WHAT'S THAT BIG PICTURE? DO YOU WANT TO BE

IN POVERTY AND WORRIED ABOUT YOUR ELECTRIC BILL

FOR THE REST OF YOUR LIFE? DO YOU WANT THAT SSI

CHECK THAT YOU'RE RECEIVING TO BE THE INCOME

THAT YOU SUBSIST ON FOR THE REST OF YOUR LIFE?

IS THAT REALLY WHAT WE'RE TALKING ABOUT?

AND FOR SOME PEOPLE THAT MAY BE THE CASE,

BUT AT ANY RATE, FROM THE VERY START, AND

AS WE MOVE INTO THE PROCESS OF FOLKS THAT COME

IN AS AN I&R AND MOVE INTO CONSUMERS WITH US,

WE'RE CONSTANTLY IN THAT STATE OF EMPOWERING

THEM TO THINK ABOUT THEIR POSSIBLE SELVES

AND THEIR POSSIBLE FUTURE. WE'RE EMPOWERING THEM

TO THINK BIGGER PICTURE ABOUT SOME OF THAT STUFF.

AND THE GOALS THAT WE WORK ON GO FROM THERE. ONE OF

THE MOST – SO, I WORK CHIEFLY WITH ALL OF OUR YOUTH

PROGRAMS AND WHEN WE SAY – JUST AS A CLARIFICATION

OF TERMS HERE – WHEN WE SAY TRANSITION OUTSIDE IL,

FOR THE VAST MAJORITY OF PROFESSIONALS IN THE

COUNTRY, THAT DOES MEAN TO TRANSITION AS IT

RELATES TO IDEA (INDIVIDUALS WITH DISABILITIES EDUCATION ACT)

AND STUDENTS WITH IEPS (INDIVIDUALIZED EDUCATION PROGRAM).

SO, WE'LL TALK ABOUT THAT A LITTLE BIT MORE LATER,

BUT I USE -- I USE TRANSITION BROADLY. IT MEANS

SOMETHING DIFFERENT FOR REPORTING IN TERMS

OF OUR WORK AT CENTERS. BUT WHEN I TALK TO TRANSITION

PROFESSIONALS THAT ARE WORKING WITH YOUTH

WITH DISABILITIES TO PREPARE THEM FOR THEIR

POSTSECONDARY LIVES, THE CHIEF COMPLAINT THAT

I HEAR FROM THOSE PROFESSIONALS IS WE JUST

NEED TO FIGURE OUT A WAY TO GET OUR STUDENTS

WITH DISABILITIES TO THINK MORE REALISTICALLY.

THAT'S THE NUMBER ONE THING I HEAR.

EVERY SINGLE DAY. IF I HAD AN OPPORTUNITY

TO TALK WITH PROFESSIONALS IN THAT FIELD –

IN THE SPECIAL EDUCATION WORLD -- I WOULD HEAR

IT EVERY DAY, IF I HAD THE OPPORTUNITY TO

BE EXPOSED TO IT. I HEAR IT CONSTANTLY.

WE NEED TO GET FOLKS TO THINK MORE REALISTICALLY.

REALISTICALLY, WHAT THE SYSTEM LOOKS LIKE FOR YOUTH

WITH DISABILITIES, ESPECIALLY YOUTH WITH IEPS

IN SOUTH CAROLINA AT LEAST AND IN MOST STATES

I'VE LOOKED AT, WE SEE A 40 TO 50 PERCENT

GRADUATION RATE FROM HIGH SCHOOL. 40 TO 50 PERCENT

ARE GRADUATING FROM HIGH SCHOOL. ONE IN TWO FOLKS

WITH DISABILITIES THAT HAVE IEPS ARE GRADUATING

FROM HIGH SCHOOL. THE BEST RESEARCH THAT WE HAVE

AT OUR FINGERTIPS SHOWS US THAT AT LEAST 90 PERCENT

OF YOUTH WITH IEPS, IF PROPERLY ACCOMMODATED,

SHOULD BE RECEIVING HIGH SCHOOL DIPLOMAS.

WE CARRY THAT MESSAGE. WE DON'T CARE ABOUT

HAVING REALISTIC CONVERSATIONS. THERE'S A TIME

AND PLACE FOR THAT. THIS MAY BE THE FIRST TIME

IN SOMEONE'S LIFE WHERE SOMEONE REACHED OUT

TO THAT PERSON AND SAID, WHAT IS IT YOU WANT TO DO?

LET'S FIGURE IT OUT. LET'S ADDRESS THE BARRIERS

AS THEY COME. IF YOU WANT A DOCTORATE. FANTASTIC.

THE FIRST STEP TO THAT IS PROBABLY TO GET A GED,

SO LET’S TALK ABOUT THAT. WHAT DOES THAT LOOK LIKE?

WE DON'T NEED TO ALIGN OURSELVES WITH THE REST OF

THE FIELD THAT’S TRYING TO THINK ABOUT OUT HOW THEY CAN

SET THE BAR LOW ENOUGH SO EVERYONE CAN REACH IT.

AS AN ORGANIZATION WE AFFILIATE OURSELVES WITH

HOW CAN WE SET THE BAR AS HIGH AS SOMEONE

WILL POSSIBLY HELP US TO SET IT WITH THEM

FOR THEIR LIVES. HOW CAN WE SET THE BAR AS

HIGH AS POSSIBLE FOR EVERYONE WHO COMES THROUGH

OUR DOOR OR CALLS US AND HOW DOES THAT TRANSLATE

INTO THEIR WORK WITH US AS A CONSUMER.

PRESENTER: MICHELLE CRAIN

A LOT OF WHAT I'M BE GOING OVER IS PRETTY MUCH

WHAT YOU'VE HEARD ALREADY. I THINK YOU HEARD

A LOT YESTERDAY AND SOME OF IT TODAY WITH THE

PRESENTATIONS. AGAIN, WHEN WE'RE TALKING ABOUT

CONSUMER INTAKE, WE'RE TALKING ABOUT THAT INITIAL

INTERVIEW. THE PRIMARY PURPOSE OF THAT INITIAL

INTERVIEW IS TO HELP DETERMINE ELIGIBILITY

FOR IL SERVICES AND TO ASSIST THE CONSUMER

IN IDENTIFYING THEIR STRENGTHS, RESOURCES

AND POTENTIAL BARRIERS THAT MAY IMPACT HIS

OR HER ABILITY TO FUNCTION INDEPENDENTLY

IN THE COMMUNITY. WE'VE TALKED A LOT ABOUT

YOUTH TRANSITION, BUT THE TERM I'M GOING TO

TAKE IS ABOUT TRANSITION FROM NURSING HOME

AND INTO THE COMMUNITY AND JUST TO USE

THIS AS AN EXAMPLE IN SETTING GOALS AND EVERYTHING

ULTIMATELY, THIS INFORMATION IS USED TO

ASSIST IN THE DEVELOPMENT OF THE CONSUMER’S ILP.

WE ALSO WANT TO EMPOWER AND ENCOURAGE THE

CONSUMER FROM THE OUTSET BY INFORMING HIM OR HER

ABOUT THE IMPORTANCE OF THE PROCESS AND THAT

IT IS CONSUMER-DRIVEN AND DIRECTED.

WHEN YOU'RE GOING INTO THE NURSING HOME,

THERE IS NOTHING MORE EMPOWERING TO AN

INDIVIDUAL THAT'S BEEN THERE FOR TWO, THREE,

FOUR YEARS AND THAT'S READY TO GET OUT, AND

YOU GO IN THERE AND YOU SAY THIS IS YOUR

OPPORTUNITY TO TRANSITION INTO THE COMMUNITY

AND YOU CAN DO THAT. WHERE DO YOU WANT

TO LIVE? YOU GET TO TELL US THAT.

WHERE DO YOU WANT TO LIVE? WE HAD A

RELOCATION SPECIALIST, WHO HAPPENED TO BE

A QUADRIPLEGIC, AND HE WAS IN A WHEELCHAIR.

IT WAS JUST AMAZING TO ME THE INSPIRATION THAT

A LOT OF OUR CONSUMERS RECEIVED FROM HIM.

JUST ACTUALLY SEEING HIM AND BEING ABLE

TO RELATE TO HIM WAS REALLY AN INSPIRATION AND

IT WAS AN EMPOWERING THING TO THE CONSUMERS.

A GOOD INTAKE ENTAILS ESTABLISHING TRUST,

ACTIVE LISTENING AND NOTE-TAKING SKILLS,

AND EFFECTIVE DOCUMENTATION.

AND WITH TRANSITION, THIS COULDN'T BE MORE IMPORTANT.

THIS COULDN’T BE MORE IMPORTANT WHEN YOU'RE TALKING

ABOUT GOOD DOCUMENTATION. ONE OF THE THINGS

WE RUN INTO WITH OUR TRANSITION PROGRAMS AND

I'M PRETTY SURE A LOT OF YOU RUN INTO WITH

THE PROGRAM, IS WHEN YOU'RE TALKING ABOUT GOOD

DOCUMENTATION, YOU WANT TO FIND OUT WHAT WERE

THE BARRIERS BEFORE THEY ENTERED INTO THE

NURSING HOME. YOU REALLY NEED TO FIND OUT WHAT

THOSE BARRIERS ARE, SO THAT YOU WILL BE ABLE TO

WORK WITH THE CONSUMER TO ADDRESS THAT.

AND A LOT OF THAT HAS TO DO WITH ACTIVE LISTENING.

IT HAS TO DO WITH UNDERSTANDING WHAT THAT

CONSUMER WAS ENDURING BEFORE THEY WENT IN.

ENCOURAGE THE CONSUMER TO SPEAK FREELY ABOUT

THE FUNCTIONAL LIMITATIONS OF THE DISABILITY

AND THE IMPACT THE DISABILITY HAS ON HIS OR HER

ABILITY TO FUNCTION INDEPENDENTLY.

A LOT OF TIMES WHEN YOU ARE RELOCATING AN

INDIVIDUAL INTO THE NURSING HOME -- YOU WANT

TO KNOW WHAT THAT IMPACT IS. BECAUSE A LOT OF THE

TIMES, THAT INDIVIDUAL MAY WANT TO LIVE ALONE.

LIKE I TOLD YOU YESTERDAY IN OUR STATE, THE STATE

IS THE ONE THAT MAKES THE DETERMINATION. WITH THE

INDIVIDUAL THAT USED THE WHEELCHAIR, OUR RELOCATION

SPECIALIST, THE STATE HAD DETERMINED THAT THIS

ONE INDIVIDUAL – WELL, THIS PERSON COULDN'T TRANSFER,

SO THEREFORE, HE CAN'T LIVE ALONE.

AND SO, YOU WANT TO KNOW WHAT THOSE LIMITATIONS

ARE, BUT AT THE SAME TIME, WE WANT TO FIND WAYS

TO GET AROUND THOSE LIMITATIONS. SO, YOU WANT TO LISTEN

TO THE CONSUMER AND FIND OUT EXACTLY HOW THAT AFFECTS

HIS ABILITY TO FUNCTION INDEPENDENTLY.

YOU WANT TO DISCUSS AND DOCUMENT HOW IL SERVICES

WILL IMPROVE THE CONSUMER'S ABILITY TO FUNCTION MORE

INDEPENDENTLY IN THE HOME, FAMILY, AND COMMUNITY.

YOU ALSO WANT TO NOTIFY THE CONSUMER IN WRITING IF HE

OR SHE IS DETERMINED TO BE INELIGIBLE, TO PROVIDE

CLIENT ASSISTANCE PROGRAM (CAP)INFORMATION

AND ASSIST WITH I&R WHERE APPROPRIATE. THERE ARE

TIMES WHERE WE WILL GO INTO A NURSING HOME

AND WE WILL FIND THAT THE INDIVIDUAL IS

INELIGIBLE AND SOMETIMES IT'S HEARTBREAKING

TO GET THEIR HOPES UP AND ALL OF A SUDDEN

THEY CAN'T GET OUT FOR WHATEVER REASON THAT MAY BE.

BUT YOU WANT TO NOTIFY THE INDIVIDUAL THAT YOU

WON'T BE ABLE TO GET OUT OR YOU'RE INELIGIBLE

FOR OUR PARTICULAR SERVICE. AND AT THE SAME TIME,

YOU WANT TO BE ABLE TO MAKE AN APPROPRIATE REFERRAL.

IT COULD BE THAT THAT INDIVIDUAL IS PRIVATE PAY

OR MEDICARE. WE DEAL WITH INDIVIDUALS WITH MEDICAID.

IN THOSE INSTANCES, WE MIGHT MAKE A REFERRALS

OVER TO THE AGING AND DISABILITY RESOURCE CENTERS.

AFTER DETERMINING ELIGIBILITY, THE NEXT MAJOR STEP

IN THE IL PROCESS IS FOLLOWING A LOGICAL SEQUENCE

TO DEVELOP AN ILP OR WAIVED PLAN. FURTHER ASSESS

THE NATURE AND EXTENT OF THE CONSUMER'S DISABILITY;

THE FUNCTIONAL ASSETS OF THE CONSUMER; AND

THE NEEDS OF THE CONSUMER TO BECOME OR REMAIN

INDEPENDENT. WHEN WE'RE TALKING ABOUT THE

FUNCTIONAL ASSETS OF THE CONSUMER, A LOT OF TIMES,

WHEN YOU ARE IN THE NURSING HOME, A LOT OF THAT ASSET

IS DETERMINATION. AN ASSET, AND SOME PEOPLE MIGHT

NOT THINK OF THIS AS AN ASSET, IS TIME. THEY HAVE

A LOT OF TIME IN THE NURSING HOME. AND SO, WHEN

YOU'RE TALKING ABOUT WHAT IT IS THEY CAN DO

TO TAKE AN ACTIVE PART IN THAT RELOCATION,

WE ARE LOOKING AT THINGS THEY CAN DO FROM THERE.

THOSE FUNCTIONAL ASSETS ARE IMPORTANT.

IT'S IMPORTANT THAT THE CONSUMER BE ABLE TO

TAKE OWNERSHIP IN THAT, RATHER THAN SITTING

BACK AND WATCHING THE RELOCATION SPECIALIST

DO EVERYTHING. ENGAGE IN A STRENGTH-BASED APPROACH,

WHEREBY THE FOCUS IS ON THE CONSUMER'S ABILITIES

AND NOT NECESSARILY HIS OR HER LIMITATIONS.

IN THE PROCESS OF SUPPORTING CONSUMERS IN

IDENTIFYING GOALS AND ACTION STEPS,

IT IS IMPORTANT TO USE A SOLUTION-FOCUSED APPROACH,

TAKING A POSITIVE PERSPECTIVE, AS OPPOSED

TO A NEGATIVE PERSPECTIVE. GOALS SHOULD BE

SPECIFIC AND FOCUS ON WHAT THE CONSUMER NEEDS TO DO.

SO, WHEN AN INDIVIDUAL IS GETTING OUT OF THE

NURSING HOME, WE MIGHT ASSIGN THEM OR WORK

WITH THEM AND HAVE THEM ACTUALLY CALL AROUND

FOR THE HOUSING THAT THEY PREFER, IN WHICH THEY

WOULD PREFER TO LIVE. THOSE ARE SOME THINGS

THAT THEY CAN TAKE CONTROL OF. ONCE GOALS FOR

INDEPENDENT LIVING ARE ESTABLISHED, ASSIST THE

CONSUMER IN DETERMINING WHAT SERVICES ARE REQUIRED

TO ACHIEVE THOSE GOALS. THE MAIN GOAL WITH THIS

WOULD BE TRANSITION FROM THE NURSING HOME INTO

THE COMMUNITY. THEN IDENTIFY THOSE SERVICES

SUCH AS HOUSING, PERSONAL ASSISTANT SERVICES AND

THINGS OF THAT NATURE. EACH SERVICE SHOULD

CLEARLY SUPPORT THE ACHIEVEMENT OF CONSUMER'S

GOALS AND OBJECTIVES; AND BE TIME-LIMITED.

EXAMINE THE ASSESSMENT INFORMATION WITH THE

CONSUMER AND DISCUSS WHETHER OPTIONS ARE

CONSISTENT WITH THE CONSUMER'S NEEDS AND ATTRIBUTES.

ENSURE THAT THE IL GOALS MEET IDENTIFIED

CONSUMER NEEDS AND EXPECTATIONS. THIS APPROACH

SUPPORTS THE CONSUMER'S ABILITY TO MAKE INFORMED

CHOICES ABOUT: SUITABLE GOALS; SERVICES NEEDED

TO ACHIEVE HIS OR HER GOALS; PREFERRED METHODS

AND SETTINGS FOR SERVICE DELIVERY; AND,

POTENTIAL PROVIDERS. SO THAT'S PRETTY MUCH IT

WITH OURS.