

FAQs + Tips and Tricks

Accessing Long-Term Care Services

Public Benefits are Key! Training Series

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How do I prepare my client for the CARE Assessment and process?

Be up-front and honest with your client about the process. Make sure they're aware that none of this process will result in forced care.

Help your client understand the purpose of the CARE Assessment. This will hopefully ease any anxiety they might have.

Explain that the assessment may feel invasive and very personal.

Explain that they are going to be asked questions about their abilities and limitations, which can be difficult for some people to discuss.

Use a Mini-Needs Assessment to prepare!



Mini-Needs Assessment

This tool will help you and your client:

- Understand how much assistance they need in order to complete certain ADLs and IADLs

- Identify their limitations in certain areas of functioning

- Identify sources of support (both formal and informal) your client can rely on

- What types/levels of services your client wants

- Note any discrepancies between what you and your client think about these areas of need

Types of Care and Assistance Needed
Preparation for COPEs Referral – Client Needs and Wants

Activities of Daily Living

ACTIVITY	ACCOMPLISHES ALONE	NEEDS <u>SOME</u> HELP	NEEDS <u>MUCH</u> HELP
Bathing			
Dressing			
Grooming			
Toileting			
Eating a nutritious diet			
Getting out of bed			
Getting out of chair			
Walking			

Notes: _____

Does client agree with this assessment? YES NO UNKNOWN

Instrumental Activities of Daily Living

ACTIVITY	ACCOMPLISHES ALONE	NEEDS <u>SOME</u> HELP	NEEDS <u>MUCH</u> HELP
Using the telephone			
Shopping for personal items			
Transportation			
Managing money			
Doing laundry			
Doing light housework			
Preparing meals			
Walking			

Notes: _____

Does client agree with this assessment? YES NO UNKNOWN

Types of Care and Assistance Needed
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Functional Status

How do the following affect the person's ability to function?

LIMITATION	NO EFFECT	SOME EFFECT	MAJOR EFFECT
Hearing			
Vision			
Perception			
Orientation			
Thinking			
Memory			
Decision-making/judgment			
Physical dexterity			
Balance			
Strength			
Energy			
Bladder/bowl control			
Arthritis			
Hypertension			
Heart disease			
Diabetes			
Physical deformity			
Depression			

Notes: _____

Does client agree with this assessment? YES NO UNKNOWN

Does client have an informal support network? If so, list names/relation and what types of care they assist client with?

Does client have any social service supports? If so, list names/role and what types of care they assist client with?

What services does client say that they want and need?

I will drop this file in the chat!

Reasons Someone Might Decline Services

Fear

Money

Substance Use

Stigma / Shame

If your client declines services that you think they need ...

You must accept their decision (these services are voluntary).

However, there are a few things you can work on with your client after they've declined.

What do I do if my client declines services?

What can you do?

Consider case consultation with your supervisor, your team, and/or the rest of client's care team (internal and external).

Depending on the severity of the situation and the reasons behind your client's refusal of services, a DCR Referral may be necessary.

If their situation isn't so severe that it is potentially life-threatening, you can begin the process of exploring your client's ambivalence:

- Work toward understanding what your client's beliefs are around their limitations and capabilities

- Use Motivational Interviewing techniques to help your client decrease their ambivalence and understand discrepancies between what you see and what they see

How would I use Motivational Interviewing for this?

Keep an eye out for trainings your agency/program already provides on topics related to Motivational Interviewing.

King County BHRD also holds trainings regularly, including trainings on M.I.

I will drop the link to their training schedule in the chat!

Feel free to reach out!

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