CENTRAL SUSQUEHANNA INTERMEDIATE UNIT (CSIU) WATCH PROJECT

BY: KRISTY SONES

SERVICE AREA

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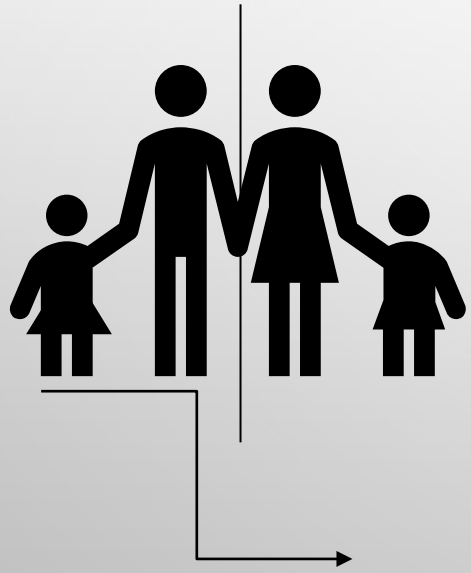
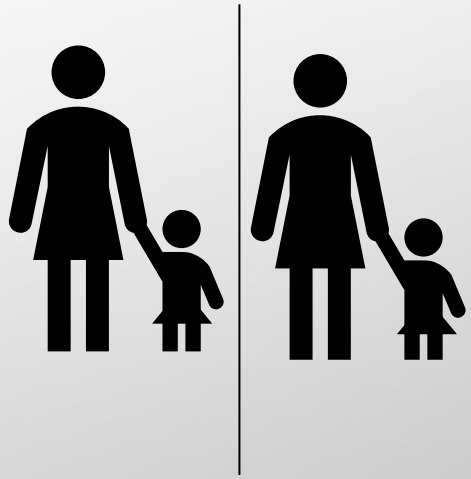
CASE SCENARIOS

SCENARIO 1 (JANE)



SCENARIO 2 (LUCY)



“IF YOU JUDGE PEOPLE, YOU HAVE NO TIME TO LOVE THEM.”

-MOTHER TERESA

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SCENARIO 1

INTAKE

- EARLY 2019
- SINGLE MOM (LATE 20'S) WITH INFANT DAUGHTER AND EX-BOYFRIEND'S DAUGHTER
- LIVING WITH MOM
- RECEIVING SPECIAL SUPPLEMENTAL NUTRITION PROGRAM FOR WOMEN, INFANTS, AND CHILDREN (WIC) BUT NO MEDICAL ASSISTANCE
- WORKING 3RD SHIFT AT AN ASSISTED LIVING FACILITY

ENROLLMENT

- APPLYING FOR:
  - MEDICAL ASSISTANCE
  - HOUSING ASSISTANCE
  - DIAPER PANTRY

OBSTACLES ENCOUNTERED

- CERTIFIED NURSING ASSISTANT (CNA) TRAINING
  - KICKED OUT OF HER MOM'S HOUSE IN THE MIDDLE OF HER TRAINING
  - UNSTABLE HOUSING
  - TREE FELL ON CAR
  - UNSAFE LIVING SITUATION

SCENARIO 1CONTINUED

HEALTHCARE TRAINING JOURNEY

- FINISHED CNA TRAINING IN APRIL 2019
  - TOOK EXAM JANUARY 2020
- TOOK ONLINE MEDICAL TERMINOLOGY COURSE PRIOR TO CLINICAL MEDICAL ASSISTANT (CMA) TRAINING
- STARTED CMA TRAINING IN APRIL 2021
- WILL BE TAKING 2 SPECIALTY CERTIFICATIONS SOON IN MENTAL HEALTH & GERIATRIC/DEMENTIA CARE

RESOURCES OR SUPPORT RECEIVED

- ASSISTANCE APPLYING FOR MULTIPLE BENEFITS
- FINANCIAL ASSISTANCE:
  - TUITION
  - CNA EXAM
  - SCRUBS FOR CNA TRAINING & EMPLOYMENT
  - SHOES
  - WRIST WATCH
  - ELECTRIC BILL

NOW

- WORKING AS A CNA MAKING $15.27/HOUR
  - ONE OF THE BEST LONG-TERM CARE FACILITIES IN THE AREA

SCENARIO 2

INTAKE

- MAY 2020 (2ND TIME APPLYING)
- SINGLE FEMALE WITH NO CHILDREN
- LIVING WITH MOM
- UNEMPLOYED
- WANTED TO PURSUE 8-HOUR ONLINE TEMPORARY NURSE AIDE (TNA) TRAINING

ENROLLMENT

- REFERRALS
  - CHILDREN AND YOUTH SERVICES (CYS)
  - LOCAL DIAPER BANK

OBSTACLES ENCOUNTERED

- DIRECT CARE WORKER (DCW) TRAINING
  - KICKED OUT OF MOM'S HOUSE
  - ATTENDANCE CONCERNS AND ISSUES WITH PARTICIPATION IN CLASS
- UNSTABLE HOUSING
- TERMINATED FROM EMPLOYMENT
- SEVERE MENTAL HEALTH DIAGNOSIS

SCENARIO 2 CONTINUED

HEALTHCARE TRAINING JOURNEY

- FINISHED 8-HOUR ONLINE TNA TRAINING IN JUNE 2020
- FINISHED DCW TRAINING IN AUGUST 2020
- GAINED EMPLOYMENT IN A NURSING HOME IN OCT. 2020
- GAINED EMPLOYMENT IN HOME HEALTH IN MAY 2021

RESOURCES OR SUPPORT RECEIVED

- MOCK INTERVIEW
- APPOINTMENT FOR COUNSELING & MEDICATION MANAGEMENT
- TAXI TO GET TO AND FROM DCW TRAINING
- LAPTOP
- REFERENCE FOR LANDLORD
- FINANCIAL ASSISTANCE
  - TUITION
  - SCRUBS

NOW

- WORKING PART-TIME FOR HOME HEALTH AGENCY MAKING $11.00/HOUR

BEST PRACTICES

- MEETING IN PERSON WHEN APPROPRIATE
- EMPATHY
- ACCOUNTABILITY
- PROMOTING INDEPENDENCE BUT BEING A SAFETY NET AT THE SAME TIME

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THANK YOU!

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