

October 13, 2016

To Whom It May Concern:

While working for eight years at Senior and Disability Services as a Transition Coordinator, I learned the importance of meeting clients face-to-face for an interview to develop an in-depth assessment of their care needs and preferences.

Helping people to create a care plan at home or to find a suitable community placement can be very tricky, particularly when they and their families are in crisis, which was most often the case with my clientele. I needed to know as much as possible about my client; and I usually needed to do it as quickly and efficiently as possible. To that end, I found it essential to conduct face-to-face interviews and gather as much collateral information as I could from family, Drs., caregivers, neighbors and friends. This person-centered planning approach enhanced the likelihood of a successful care plan by focusing holistically on the client's wants as well as their needs and by identifying their available community supports and resources.

The only exceptions I made to in-person interviews before advising on placement was when the client was not physically available, such as when their family wanted to move them here from another state. In these cases, I would gather as much information as I could by phone, and I would carefully monitor them after they arrived in their new care setting to problem solve if needed to ensure their successful transition.

Of all the many factors involved with a successful care plan, the most important, in my opinion, is the face-to-face meeting.

Sincerely,



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