

Communication with Community Resources:

Interaction between the individual/ family/ community and social service organizations, schools, and businesses in regard to services, information, and goods/ supplies.

Signs/ Symptoms:

- Unfamiliar with options/ procedures for obtaining services
 - Difficulty understanding roles/ regulations of service providers
 - Unable to communicate concerns to provider
 - Dissatisfaction with services
 - Inadequate/ unavailable resources
 - Language barrier
 - Cultural barrier
 - Educational barrier
 - Transportation barrier
 - Limited access to care/ services/ goods
 - Unable to use/ has inadequate communication devices/ equipment
 - Other
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KBS rating considerations:

Knowledge
Consider:

Behavior
Consider:

Status
Consider:

Guidelines & Notes:

	1	2	3	4	5
	None	Minimal	Basic	Adequate	Superior
Knowledge	Does not know of any resources	Has heard of a resource, but knows no details (contact info)	Knows details of some resources, but does not know how to access	Knows some details of several resources, and how to access	Knows most available resources
	Not Appropriate	Rarely Appropriate	Inconsistently Appropriate	Usually Appropriate	Consistently Appropriate
Behavior	Unwilling to use community resources	<ul style="list-style-type: none"> • Dependent on the assistance of others to access a resource • Considering accessing a resource but has not initiated the process 	<ul style="list-style-type: none"> • Uses some resources but not all they could benefit from • Has called the resource, but has not completed the paperwork or scheduled an appointment • Has made the attempt but not followed through 	<ul style="list-style-type: none"> • Uses some services appropriately • Has scheduled an appointment and submitted paperwork • Attending most appointments 	<ul style="list-style-type: none"> • Using services appropriately • Keeps all scheduled appointments • Fulfilling resource requirements
	Extreme S/S	Severe S/S	Moderate S/S	Minimal S/S	No S/S
Status	Does not use needed transportation resources	Using resources with great difficulty; refuses to ask for more information	Moderate difficulty using resources	Minimal difficulty using resources	Appropriate use of resources