

## CASE MANAGEMENT SERIES: DIFFICULT CASES



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The Florida Housing Coalition, Inc., is a nonprofit, statewide membership organization whose mission is to **bring together housing advocates and resources so that all Floridians have a quality affordable home and suitable living environment.**



WE'RE PROUD TO OFFER PROFESSIONAL  
**CONSULTING SERVICES**

In the areas of affordable housing, fair housing, ending homelessness, & related issues

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## Webinar Logistics

- Participants are muted
- Enter your questions in the box in your webinar panel
- Handouts are available with this webinar
- Forgot to ask a question or want to ask privately?  
Email me at [rosado@flhousing.org](mailto:rosado@flhousing.org)
- This webinar is being recorded and will be available at [www.flhousing.org](http://www.flhousing.org)
- A survey will immediately follow the webinar; **please** complete it! Thanks!

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# CASE MANAGEMENT SERIES: ENGAGEMENT AND ASSESSMENT



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## Case Management Must Haves

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### Trauma Informed

- Recognizes that individuals experiencing homelessness have a higher prevalence of trauma histories
- "What is wrong with you?" to "What happened to you?"

### Recovery Oriented

- Recognizes the participant as the expert and their strengths are essential to their recovery
- Recovery looks different for everyone

### Housing Focused

- Stable housing is always the goal
- Housing First philosophy

### Person Centered

- Assessments are focused on strengths
- Offer choice in decisions (housing, treatment, programs)

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You Are **NOT**

- A Parent
- Family Member
- Therapist
- Friend



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You **ARE**

- Advocate
- Educator
- Care Coordinator
- Support Person



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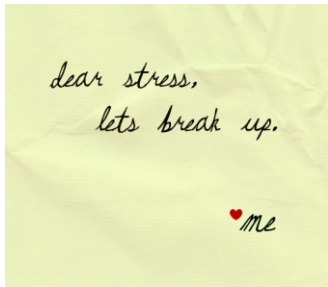
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**What Makes a Case Difficult?**

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**Quick Poll – Have you Had a Difficult Case?**

**YES**  
Or  
**NO**



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**Some Reasons (Client)**

- Fear of Failure or Success
- History of Trauma
- Current Trauma
- Could be Disability*

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**Some Reasons (Worker)**

- Insincere
- Too many cases
- Inexperienced
- Lack of good supervision

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**Something is going on. We need to recognize that and assume everyone is just doing the best they can with what they have.**

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**Working With the Client**

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### Example - John

- Residing at your shelter for 6 months
- "Frequent Flyer" for accessing services
- Hard to contact/misses appointments
- Burned bridges for housing programs
- Not following through with recommendations



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### What Are Your Ideas?



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### Questions to Consider

- What are the goals listed on John's housing plan?
- Are these still his goals? Do we need to review the plan?
- Is there conflict between the goals and his actions?
- On a scale of 1 to 10, how willing is John to accomplish his housing goal?
- Is there ambivalence?

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**Precontemplation:** Individuals do not even consider changing (Denial)

**Contemplation:** Individuals are ambulant about changing

**Preparation:** Individuals prepare to make a specific change

**Action:** Actions are taken by individuals which demonstrate they are moving from ambivalence to actual change

**Maintenance:** Individuals have incorporated the new behavior and made the change(s)



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## Using the MI "Ruler"

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## DEARS – Five Principles

- **D**evelop Discrepancy
- **E**xpress Empathy
- **A**mplify Ambivalence
- **R**oll with Resistance
- **S**upport Self-efficacy



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## Roadblocks to Listening

- The first 5 categories can take away the client's autonomy:
1. Ordering, directing or commanding.
  2. Warning or threatening.
  3. Moralizing, preaching, giving "shoulds" and "oughts".
  4. Advising, offering solutions or suggestions.
  5. Teaching, lecturing, giving logical arguments.



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## Roadblocks to Listening

- The next responses point out inadequacies and faults:
6. Judging, criticizing, directing, blaming.
  7. Name calling, stereotyping, labeling.
  8. Interpreting, Analyzing, Diagnosing.



[Thomas Gordon - Roadblocks to Listening](#)

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## Working With Ourselves

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## Being Our Authentic Self

### Use of Self

- Use of Personality
- Use of Belief System
- Use of Relational Dynamics
- Use of Anxiety
- Use of Self Disclosure




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## Use of Personality

Your mastery of skills appear to have the least impact on client satisfaction when compared to your **authenticity** and how you use personality traits




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## Use of Belief System

Belief systems are a method for understanding, organizing, and making sense of the world around us. Not always spiritual in nature.

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### Use of Relational Dynamic

Concepts from Carl Rogers:

- Congruence
- Unconditional Positive Regard
- Empathy



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### Use of Anxiety

Difficult cases will produce some anxiety within us.

Recognize it and talk about it.



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### Use of Self-Disclosure

Ask yourself:

- "Am I doing this for the client, or is this more related to my own interest?"
- What is my goal in self disclosing my experiences?
- How do I predict sharing this with the client will benefit the client?



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## Supervision

[NASW Standards](#)

The supervisory relationship is built on **trust, confidentiality, support, and empathic experiences.**

Other qualities inherent in the supervisory relationship include constructive feedback, safety, respect, and self-care.

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Case Management Series

• 4/26/2018 - [Self-Care for Human Service Workers](#)

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