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

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
• This webinar is being recorded and will be available at www.flhousing.org
• A survey will immediately follow the webinar; please complete it! Thanks!
Case Management Must Haves

**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)
You Are NOT
• A Parent
• Family Member
• Therapist
• Friend

You ARE
• Advocate
• Educator
• Care Coordinator
• Support Person
What Makes a Case Difficult?

Quick Poll – Have you Had a Difficult Case?

YES
Or
NO

Some Reasons (Client)

Fear of Failure or Success
History of Trauma
Current Trauma
Could be Disability
Some Reasons (Worker)

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

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

Working With the Client
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

What Are Your Ideas?

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?
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)

Using the MI “Ruler”

DEARS – Five Principles

- Develop Discrepancy
- Express Empathy
- Amplify Ambivalence
- Roll with Resistance
- Support Self-efficacy
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.

Roadblocks to Listening

The next responses point out inadequacies and faults:
7. Name calling, stereotyping, labeling.
8. Interpreting, Analyzing, Diagnosing.

Thomas Gordon - Roadblocks to Listening

Working With Ourselves
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

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.

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.
Use of Relational Dynamic

Concepts from Carl Rogers:
• Congruence
• Unconditional Positive Regard
• Empathy

Use of Anxiety

Difficult cases will produce some anxiety within us. Recognize it and talk about it.

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?
Supervision

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.