

How to Work with 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

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



dear stress,
lets break up.

♥ me

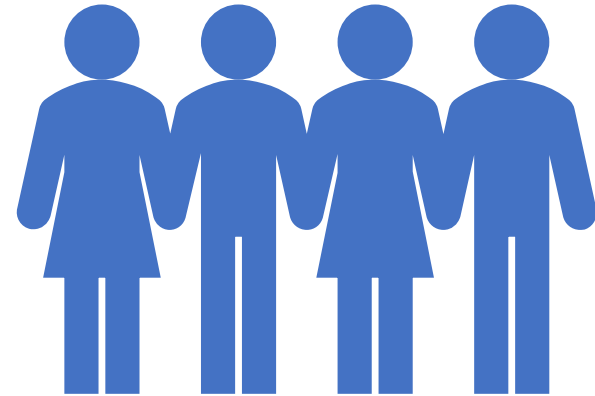
What Makes a Case Difficult?

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?

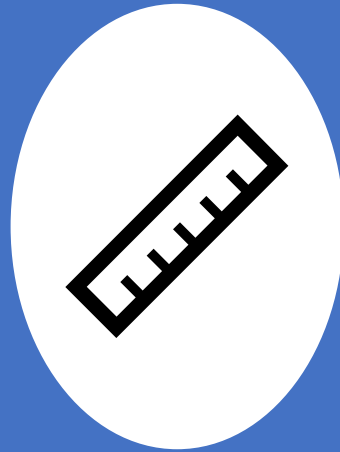
Precontemplation: Individuals do not even consider changing (Denial)

Contemplation: Individuals are ambivalent 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

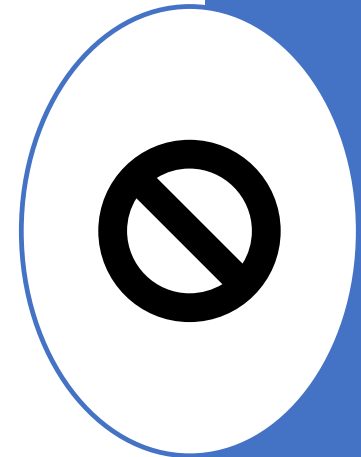
- Develop Discrepancy
- Express Empathy
- Amplify Ambivalence
- Roll with Resistance
- Support Self-efficacy



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

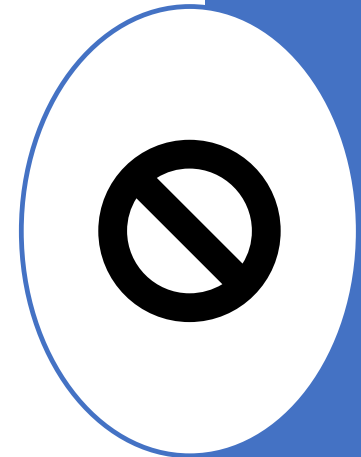
The next responses point out inadequacies and faults:

6. Judging, criticizing, directing, blaming.

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

WHO ARE YOU?

HARRY POTTER MBTI CHART

 <p>THE EXAMINER ISTJ SEVERUS Snape</p> <p>INTROVERTED SENSING THINKING JUDGING</p> <p>DRIVEN BY THEIR DUTY AND ETHICS, CARE ANYTHING AND GIVE IT MORE THAN THEIR FEELINGS. SOMETIMES A BIT RESERVE AND PREFER TO WORK ALONE. CAN MAKE GREAT TEAM MEMBERS IF MANAGED PROPERLY. UPRIGHT, UPRIGHTLY VALUE TRADITIONS AND ORDER. OFTEN PUT DUTY BEFORE PLEASURE.</p>	 <p>THE DEFENDER ISFJ NEVILLE LONGBOTTOM</p> <p>INTROVERTED SENSING FEELING JUDGING</p> <p>TRADITIONAL, Loyal, KIND AND DEPENDENT ON OTHERS. VALUE STABILITY AND CULTURAL NORMS AND ARE OFTEN CONSISTENT WITH WORK. KNOWS FOR THEIR KINDNESS AND WILLINGNESS TO GO TO ANY LENGTHS TO HELP FRIENDS IN NEED. STRIVE TO CREATE AN ORDERLY ENVIRONMENT.</p>	 <p>THE COUNSELOR INFJ KINGS LINN</p> <p>INTROVERTED INTUITIVE FEELING JUDGING</p> <p>SEEK MEANING AND CONNECTION IN IDEAS, RELATIONSHIPS, AND THE NATURAL WORLD. WANT TO UNDERSTAND WHAT MOTIVATES PEOPLE AND ARE INSPIRED BY OTHERS. CREATIVE AND BELIEVE IN IMPLEMENTING THEIR IDEAS. PRIVATE, INTUITIVE, AND COMPLEX BY NATURE.</p>	 <p>THE STRATEGIST INTJ DRACO MALFOY</p> <p>INTROVERTED INTUITIVE THINKING JUDGING</p> <p>NATURAL LEADERS THAT STRIVE FOR PERFECTION. OBJECTIVE, INDEPENDENT, CONCEPTUAL, ADAPTABLE. OFTEN SEE PATTERNS IN DECISIONS AND STRIVE TO IMPROVE THEM. PRACTICAL, SKEPTICAL, AND INDEPENDENT TO HAVE AN AURA OF DEFINITE SELF-CONFIDENCE.</p>
 <p>THE PROMOTER ESTP LUNA LOVEGOOD</p> <p>EXTRAVERTED SENSING THINKING PERCEIVING</p> <p>ADVENTUROUS, DON'T CARE ABOUT TRADITIONS, MORE INTERESTED IN THEIR OWN IDEAS. OFTEN PRODUCE THEIR ABILITY TO ORGANIZE FACTS USING LOGIC AND VALUE EFFICIENCY.</p>	 <p>THE ARTIST ISFP RUBEUS HAGRID</p> <p>INTROVERTED SENSING FEELING PERCEIVING</p> <p>SWEET, FRIENDLY, SENSITIVE AND KIND, LOYAL AND COMMITTED TO THE PEOPLE AND VALUES THAT THEY CARE ABOUT. ENJOY ENGAGEMENTS AND CONFLICTS AND DO NOT FORCE THEIR OPINIONS ON OTHERS. LIKE TO HAVE THEIR OWN SPACE AND OFTEN TAKE MATTERS TOO PERSONALLY.</p>	 <p>THE DREAMER INFP LUNA LOVEGOOD</p> <p>INTROVERTED INTUITIVE FEELING PERCEIVING</p> <p>IDEALISTIC, LOYAL TO THEIR VALUES AND TO THE PEOPLE WHO ARE IMPORTANT TO THEM. COURAGEOUS AND OFTEN SEE THE POSSIBILITIES IN LIFE. ENJOY TO BE CATALYSTS FOR IMPLEMENTING IDEAS. LIKE TO UNDERSTAND PEOPLE AND HELP THEM FULFILL THEIR POTENTIAL. ADAPTABLE, FLEXIBLE, AND ACCEPTING.</p>	 <p>THE ARTISAN INTP MOLLY WEASLEY</p> <p>INTROVERTED INTUITIVE THINKING PERCEIVING</p> <p>A NATURAL-BORN THINKER, RESERVED, ANALYTICAL AND LOGICAL, OFTEN UP WITH SYSTEMS WITH WHICH TO HELP OTHERS. ENJOY TO CONTACT OTHERS, BUT MORE IN IDEAS THAN IN SOCIAL INTERACTIONS. HAVE A STRONG ABILITY TO STAY ON TOP OF THINGS.</p>
 <p>THE PROMOTER ESTP FRED & GEORGE WEASLEY</p> <p>EXTRAVERTED SENSING THINKING PERCEIVING</p> <p>ADVENTUROUS, DON'T CARE ABOUT TRADITIONS, MORE INTERESTED IN THEIR OWN IDEAS. OFTEN PRODUCE THEIR ABILITY TO ORGANIZE FACTS USING LOGIC AND VALUE EFFICIENCY.</p>	 <p>THE WORKHORS ESFP FRED & GEORGE WEASLEY</p> <p>EXTRAVERTED SENSING FEELING PERCEIVING</p> <p>OUTGOING, FRIENDLY, AND ACCEPTING. ENJOY ANY LOVES OF LIFE, PEOPLE, AND MATERIAL COMFORTS. ENJOY WORKING WITH OTHERS TO MAKE THINGS HAPPEN AND MAKE WORK FUN. FLEXIBLE AND SPONTANEOUS, ADAPT QUICKLY TO NEW PEOPLE AND ENVIRONMENTS. HATE BEING ALONE.</p>	 <p>THE CHAMPION ENFP RON WEASLEY</p> <p>EXTRAVERTED INTUITIVE FEELING PERCEIVING</p> <p>WARM, ENTHUSIASTIC, ENERGETIC AND FULL OF AMBITION. ADAPTABLE TO MANY SITUATIONS AND OFTEN SEE THE POTENTIALS IN LIFE. ENJOY IN MANY ASPECTS OF WHAT THEY DO AND HOLD FRIENDS CLOSE TO THE HEART. FIRM BELIEVER THAT LIFE IS FOR THE LIVING.</p>	 <p>THE INVENTOR ENTP SIRIUS BLACK</p> <p>EXTRAVERTED INTUITIVE THINKING PERCEIVING</p> <p>QUICK, INQUIRING, STIMULATING, ALERT AND SPOOKY. RESOURCEFUL IN SOLVING NEW CHALLENGES. PREFER TO ACCEPT AT RISK. CONCEPTUAL, POSSIBILITIES AND THEN ACT ON THEM STRATEGICALLY. BORED BY ROUTINE. BELIEVE DO THE SAME THING THE SAME WAY.</p>
 <p>THE PROVIDER ESFJ SIRIUS BLACK</p> <p>EXTRAVERTED SENSING FEELING JUDGING</p> <p>WARM, EMPATHETIC, RESPONSIVE AND RESPONSIBLE. HIGHLY ATTUNED TO THE EMOTIONS, NEEDS AND WELFARE OF OTHERS. AND OFTEN ACT AS CATALYSTS FOR INDIVIDUAL AND GROUP GROWTH. PROVIDE INSPIRING LEADERSHIP.</p>	 <p>THE TEACHER ENFJ ALBUS DUMBLEDORE</p> <p>EXTRAVERTED INTUITIVE FEELING JUDGING</p> <p>WARM, EMPATHETIC, RESPONSIVE AND RESPONSIBLE. HIGHLY ATTUNED TO THE EMOTIONS, NEEDS AND WELFARE OF OTHERS. AND OFTEN ACT AS CATALYSTS FOR INDIVIDUAL AND GROUP GROWTH. PROVIDE INSPIRING LEADERSHIP.</p>	 <p>THE HERO ENFJ JAMES POTTER</p> <p>EXTRAVERTED INTUITIVE THINKING JUDGING</p> <p>WARM, EMPATHETIC, RESPONSIVE AND RESPONSIBLE. HIGHLY ATTUNED TO THE EMOTIONS, NEEDS AND WELFARE OF OTHERS. AND OFTEN ACT AS CATALYSTS FOR INDIVIDUAL AND GROUP GROWTH. PROVIDE INSPIRING LEADERSHIP.</p>	 <p>THE HERO ENFJ JAMES POTTER</p> <p>EXTRAVERTED INTUITIVE THINKING JUDGING</p> <p>WARM, EMPATHETIC, RESPONSIVE AND RESPONSIBLE. HIGHLY ATTUNED TO THE EMOTIONS, NEEDS AND WELFARE OF OTHERS. AND OFTEN ACT AS CATALYSTS FOR INDIVIDUAL AND GROUP GROWTH. PROVIDE INSPIRING LEADERSHIP.</p>



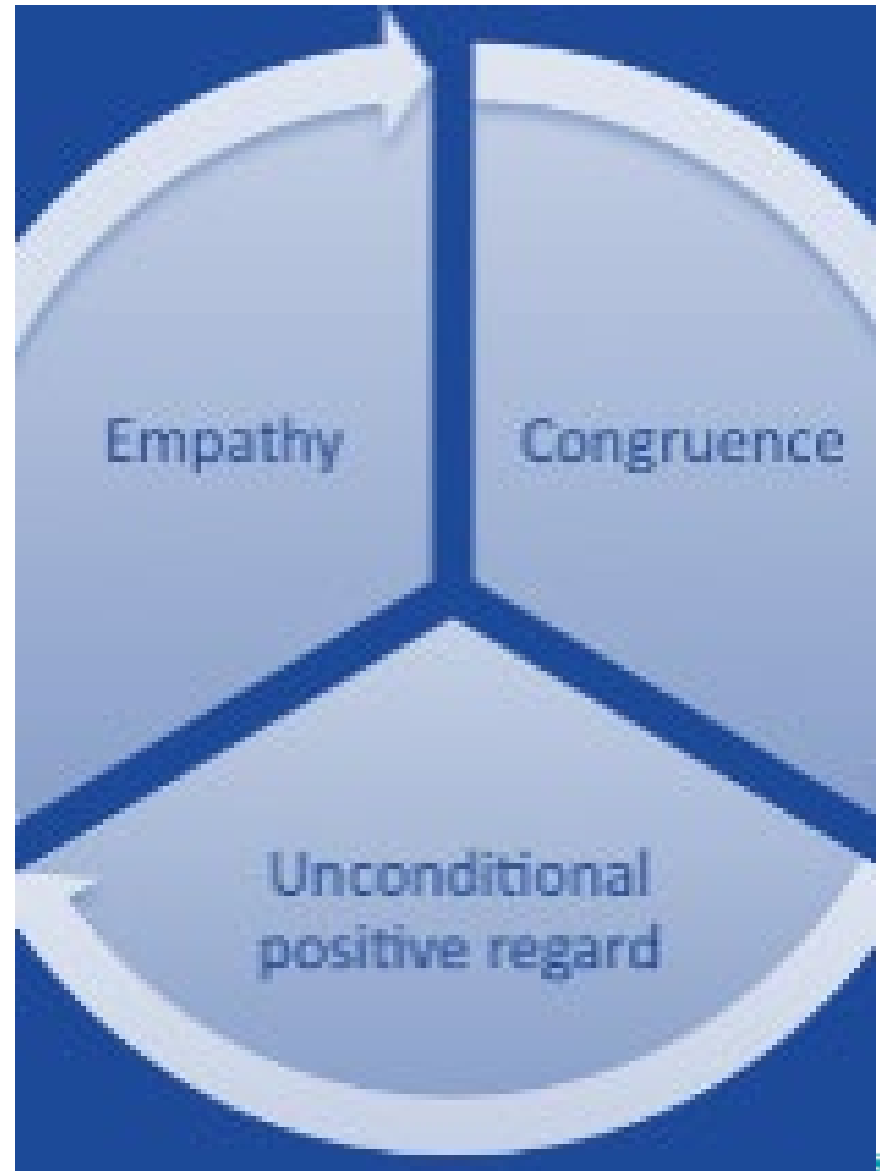
Use of Belief System

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.



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