

**6/15 Case management Training Series Part 4: Difficult Conversations in Case Management
Chat Log**

14:01:36 From Ciarra Karnes Western PA CoC Staff to Everyone : hello everyone!

14:01:58 From Ciarra Karnes Western PA CoC Staff to Everyone : Please remember to track your attendance using the links below - East: <https://www.surveymonkey.com/r/WFWZYHD>

West: <https://www.surveymonkey.com/r/WPDSDFN>

14:03:31 From Jessica Sones - DMA to Everyone : If you missed any of the previous case management trainings, you can find the materials posted here: <https://pennsylvaniacoc.org/resources/resource-library?type=7>

14:09:06 From Ellie Nedimyer to Everyone : absolutely

14:09:13 From Leslie Demby to Everyone : Spot on!!

14:09:26 From Justin Kerrigan to Everyone : The struggle is real!

14:09:26 From Cheryl Craft to Everyone : NAIL IT!!!

14:09:30 From Glenna Livingston to Everyone : so true.....

14:09:33 From Nina Blair - Transitions of PA to Everyone : 100 percent

14:11:47 From Shawn Walsh to Everyone : spesce@capmercercer.org

14:12:33 From Jessica Sones - DMA to Everyone : Please share thoughts in the chat box. If you want to unmute yourself during the presentation to share your thoughts, feel free to use a reaction button to raise your hand and we can unmute you

14:13:42 From victoria spitler to Everyone : "what are the barriers that hold you back from reaching your goals?"

14:13:55 From Sarah Watson to Everyone : What would make these meetings and interactions most helpful to you?

14:13:56 From Jennifer Yaworski to Everyone : Is this your goal or the client's goal?

14:13:57 From Sassa Carpenter to Everyone : What steps have been taken so far

14:14:06 From Lisa Ratcliff to Everyone : What kinds of barriers get in the way of the ct being able to follow through?

14:14:20 From Jessica Sones - DMA to Everyone : On a scale of 1 to 10, how interested are you in getting a job/getting SSI?

14:14:29 From Lydelia Lytle to Everyone : What steps have you taken to reach your goals.

14:14:30 From Yadeliz Velez to Everyone : How would you like to move forward?

14:14:33 From Shawn Walsh to Everyone : Are you ready to make a change in your life?

14:14:34 From Justin Kerrigan to Everyone : What approach have you tried? What other approaches do you plan to use?

14:14:41 From david rea to Everyone : has the family been asked what success looks like to them?

14:14:50 From Penny Wagner to Everyone : how can I help

14:14:54 From Lisa Ratcliff to Everyone : good one

14:14:55 From Jessica Sones - DMA to Everyone : What experiences have you had with having a job in the past?

14:14:58 From Jessica Pepper to Everyone : What are your needs in order to reach your goal?

14:15:06 From Terushia Jackson to Everyone : What do you feel has been a barrier to reaching your goals

14:15:29 From James Campbell to Everyone : Are there affordable apartments in the area that you can assist them in obtaining, so that you may move them from the program (If they have SSI).

14:15:31 From Nina Blair - Transitions of PA to Everyone : What is your ultimate goal and what do you think you would need to help you get there

14:19:13 From Justin Kerrigan to Everyone : determine the eligibility for SSI and is employment a realistic goal?

14:19:17 From Penny Wagner to Everyone : taking them to meetings

14:19:47 From Amber Hodges to Everyone : My screen and audio keeps freezing.

14:19:56 From Jordonna Bowser to Everyone : what have they been working on and can it be used to help achieve ultimate goal

14:19:59 From Stephen Craker to Everyone : focus on overcoming the barriers to obtaining the income.

14:20:08 From Justin Kerrigan to Everyone : What is their motivation or what motivates them towards their goals?

14:20:13 From martha brown to Everyone : discussing a Job Coach agency that will work with them.

14:20:22 From Yadeliz Velez to Everyone : Is there a way you can help connect them ? To a professional that assists with applying for SSI?

14:21:21 From Shelly Hittle to Everyone : are they afraid?

14:22:00 From Penny Wagner to Everyone : getting them stable. Mental health assesment

14:22:12 From Kathy Chelednik to Everyone : does the client have the ability and how can we guide him to fulfill their goal

14:22:18 From Amber Hodges to Everyone : What are the individual's main motivations? Is this what they really want?

14:22:38 From Sarah Watson to Everyone : Based on this scenario, the language feels blaming and shaming to me, for me based on this, the client may be feeling this and does not feel supported by this agency

14:24:59 From Lydelia Lytle to Everyone : It is good to ask what they feel were their barriers and ask what they feel will help with those hurdles.

14:26:05 From Penny Wagner to Everyone : How can we get there

14:26:53 From Adrienne Hoeker to Everyone : Just as the case mgr is concerned about how this will reflect on the agency, I am sure that they are also concerned about what their supervisor will think of their job performance.

14:26:54 From James Campbell to Everyone : The worker's hopes would be that they could safely house the person, as well as have a good outcome for the PSH program and the individual.

14:27:22 From Amy Rosman to Everyone : address their procrastination and explore where it may come from; may be history of feeling like a failure or always being let down...

14:28:37 From Jessica Pepper to Everyone : Hopes of seeing the client see their successes and achieved goals...no matter how small.

14:30:19 From James Campbell to Everyone : From the scenario it kind of sounded as if the worker was more interested in a good outcome for the program, as they were frustrated with the individual that they were working with, so small goals of safely housed, seemed appropriate for this worker.

14:31:10 From Amber Hodges to Everyone : That sounds like an overwhelming thought.

14:31:13 From Ellie Nedimyer to Everyone : "I hear that you're feeling [emotion]; that's completely valid."

14:31:19 From Jessica Pepper to Everyone : I realize there is a lot on your plate and you are working hard on each item

14:31:30 From Jessica Sones - DMA to Everyone : It sounds like you're interested in pursuing this goal, but maybe feeling a little stuck

14:31:39 From Yadeliz Velez to Everyone : I hear you .

14:32:03 From Angelina Long to Everyone : It sounds like you are overwhelmed please know that we all go through things like this. It helps to make small steps and the small steps start to add up and builds confidence

14:32:20 From James Campbell to Everyone : Right on, I feel ya. That's rough

14:32:27 From Penny Wagner to Everyone : please tell me what I can do to help you move forward out of the rut?

14:32:28 From Yadeliz Velez to Everyone : Living in your own

14:32:29 From Ellie Nedimyer to Everyone : They've identified some clear goals to work towards.

14:33:03 From Brittany Halsall to Everyone : Seeking help is a big step in itself

14:33:16 From Penny Wagner to Everyone : You are going awesome in your life making a difference.

14:33:21 From Lydelia Lytle to Everyone : Saying- "We will get there, we will keep working on this". Including yourself so that they know they have your support. let them know you will keep them posted on leads.

14:33:51 From Alex Ross-Schnaubelt to Everyone : I'm here to help you as much or as little as you like

14:34:47 From Penny Wagner to Everyone : marriage failure

14:35:03 From Lisa Ratcliff to Everyone : low self confidence and self esteem

14:35:04 From Meghan Dunham to Everyone : Their view of the world is tainted

14:35:19 From Ellie Nedimyer to Everyone : It can cause a lack of self-worth; it can also cause a lack of trust of those in authority positions

14:35:44 From Brenda Johnson to Everyone : fear of being disappointed again

14:36:12 From Amber Urish to Everyone : dissociating from the problem because it seems too overwhelming.

14:41:39 From david rea to Everyone : just had a thought about making how to make them feel

14:42:04 From Amber Hodges to Everyone : make client feel they are working with you instead of against you

14:42:07 From david rea to Everyone : welcomed, important necessary special wins

14:42:08 From Brittany Halsall to Everyone : Closer relationship with your client which could lead to better results

14:42:24 From Jessica Sones - DMA to Everyone : I like this structure because sometimes it's easy to jump right to planning, which may not be most helpful

14:42:34 From Lisa Ratcliff to Everyone : This is very helpful! I do tend to ask some of these type of questions.

14:42:40 From Kristy Boudier to Everyone : The benefit could be to identify barriers, strengths and a path forward

14:42:41 From Kathy Chelednik to Everyone : This is a great break down.!

14:42:58 From Yadeliz Velez to Everyone : I enjoy the evoking questions because their goals are important throughout the client-worker relationship

14:43:28 From Angelina Long to Everyone : I start by saying that anyone who hires you will be lucky to have you and I have noticed things about you that would greatly benefit an employer and then name some positives about the person.

14:50:03 From Amber Hodges to Everyone : disruptive behavior

14:50:04 From Kellie Crawford to Everyone : Soon to be loss of housing

14:50:10 From Ellie Nedimyer to Everyone : loss of housing

14:50:11 From Shawn Walsh to Everyone : Saving the Landlord relationship

14:50:20 From Meghan Dunham to Everyone : loss of housing

14:50:21 From Kathy Chelednik to Everyone : Have the adult son not allowed on property

14:50:36 From Melissa Masters to Everyone : what is the owners/renters goals does he want the child there or not

14:50:50 From Jessica Pepper to Everyone : Maintaining housing for the client. I would reach out to the landlord and ask the landlord to enforce an unauthorized letter, so the burden would be on the son and dealing with landlord/police in trespassing and it would actually remove the possibility of the son placing blame on the client.

14:51:46 From Justin Kerrigan to Everyone : Maybe assist this person to find a new place to live and agree to no longer help with this person's case until they find counseling for mental health. Sounds like they need mental health case management and not housing case management. This is non-compliance.

14:54:33 From Brenda Johnson to Everyone : meet with the client to develop a exit plan

14:54:47 From Amber Hodges to Everyone : What are your goals for maintaining your housing?

14:55:08 From Justin Kerrigan to Everyone : Do you need to talk to a crisis worker?

14:55:12 From Jessica Sones - DMA to Everyone : If you imagined this being resolved in the best possible way for you, what would that look like?

14:55:28 From Kellie Crawford to Everyone : What is the benefit of keeping the son in the property at this time?

14:55:32 From Adrienne Hoeker to Everyone : Is your son aware that you are at risk of losing your housing/

14:55:46 From James Campbell to Everyone : What is your plan? What can I do to help you?

14:56:01 From Penny Wagner to Everyone : Can your son stay some where else for awhile until we can figure out how to you can fix this?

14:56:01 From Angelina Long to Everyone : How are viewing this situation and what is the motivation of allowing your son to stay?

14:58:35 From Yadeliz Velez to Everyone : That's a good point !

14:59:17 From Adrienne Hoeker to Everyone : It is very important that our actions align with our words.

14:59:54 From Amber Hodges to Everyone : What are your goals for your son's housing? Do you have resources for supporting your goals?

15:02:18 From Crystal Walter to Everyone : Find out more information about the son and what his needs may be, and give referrals.

15:04:26 From Adrienne Hoeker to Everyone : There is another son that might be willing to help

15:06:30 From Adrienne Hoeker to Everyone : listen more, speak less

15:06:32 From Shawn Walsh to Everyone : Take Mental Health Days

15:06:34 From Kellie Crawford to Everyone : Be honest and real. No sugar coating.

15:06:44 From Ellie Nedimyer to Everyone : Do your best to leave work at work.

15:06:46 From Amber Hodges to Everyone : breathe

15:06:47 From Leslie Demby to Everyone : Leave work at work

15:06:49 From Jenn Dunne to Everyone : here's wine

15:06:50 From Justin Kerrigan to Everyone : Do not exploit your strengths as weakness

15:06:51 From Lisa Ratcliff to Everyone : Engage in self care often!

15:06:53 From Alex Ross-Schnaubelt to Everyone : Try to focus on the ones that are truly grateful, not the problem clients

15:07:00 From Amber Urish to Everyone : Its not your job to FIX people

15:07:15 From Adrienne Hoeker to Everyone : understand the importance of boundaries

15:07:16 From Barbara Cooper to Everyone : Know that you can't solve every problem

15:07:23 From Kathy Chelednik to Everyone : Pray into and out of it daily. Yoga

15:07:25 From Kellie Crawford to Everyone : Be encouraging and provide empowerment.

15:07:34 From Jessica Pepper to Everyone : allow venting and listen with compassion

15:07:39 From Lydelia Lytle to Everyone : Leave work at work, try to help but remember they also need to help themselves.

15:07:45 From Justin Kerrigan to Everyone : Do not blame yourself for other's failures.

15:07:45 From Angelina Long to Everyone : Take time off, remind yourself that you can only do so much and there are only so many hours in a day.

15:07:46 From Cheryl Craft to Everyone : Keep repeating the saying...you can lead a horse to water but you can't make them drink.

15:07:59 From Sarah Watson to Everyone : Self care and be real with those you serve, laugh and have fun

15:08:19 From James Campbell to Everyone : How many Social Workers does it take to change a light bulb? Just one, but the light bulb has to really want to change.

15:08:33 From Justin Kerrigan to Everyone : Take yoga classes

15:08:49 From Adrienne Hoeker to Everyone : we can only control what we do, not what anyone else does

15:09:36 From James Campbell to Everyone : Do some gardening. I find it very calming.

15:11:19 From Jessica Pepper to Everyone : There were so many great ideas from everyone in chat.

15:11:35 From victoria spitler to Everyone : Great presentation, loved the open discussion to really brainstorm and create different/better/new ideas for case management!

15:11:42 From Jessica Sones - DMA to Everyone : Yes I can send out the chat! Good idea

15:11:54 From Dakota Griffis to Everyone : Thank you so much!

15:12:06 From Adrienne Hoeker to Everyone : I just want to say thank you Ken - it has been a great series and you are a very good trainer.

15:12:17 From Kellie Crawford to Everyone : Thank you for the information and case scenarios. This has been a great series of trainings. :)

15:12:19 From Nina Blair - Transitions of PA to Everyone : I agree. this would be good to send out to review. lots of good ideas.

15:12:21 From Kelly Snyder to Everyone : Thank You. Very Informative.

15:12:30 From Leslie Demby to Everyone : This has been a great series....so much support and information

15:12:32 From Brenda Johnson to Everyone : Thank you gained lot of new knowledge from the sessions

15:12:45 From Nina Blair - Transitions of PA to Everyone : One thing I always try to remember is that I can not save everyone. I can give them all the tools for their tool box, but it is up to them to use them.

15:12:48 From Penny Wagner to Everyone : I am a new person to this field and have learned a lot,enjoyed I am so glad O am doing it!

15:12:59 From Deanna Chero to Everyone : great discussions!

15:13:19 From Glenna Livingston to Everyone : TY! I love your trainings!

15:13:42 From Jessica Sones - DMA to Everyone : CoC grantees remember to log your attendance:
East: <https://www.surveymonkey.com/r/WFWZYHD>

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