

*Welcome back!*



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## Challenges in Providing Case Management

Western & Eastern PA CoCs  
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Presented by  
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### Description

Case managers are seeing clients with increased complexity and severity of needs in part due to the emphasis on prioritizing the most vulnerable individuals for services. At the same time, resources in the community are scarce and there are considerable obstacles in accessing them. This session will build upon the previous sessions in helping case managers see clients through a trauma-informed lens, use an empathic, strengths-based framework, and partner with them to make positive changes in their lives, large and small. Participants will be invited to provide case examples for discussion.

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renews my hope  
and leaves me grasping for faith

exhilarating  
and exhausting

brings me face to face with many poverties  
and enriches me encounter by encounter

drives me up a wall  
and opens doors I never imagined

breaks me apart emotionally  
and breaks me open spiritually

evokes genuine empathy  
and provokes a fearsome intolerance within me

*This work...*

provides tremendous satisfaction  
and leaves me feeling profoundly helpless

puts me in touch with deep suffering  
and points me toward greater wholeness

enables me to envision a future  
but with no ability to control it

lays bare a wide range of emotions  
yet leaves me feeling numb beyond belief

leaves me wounded  
and heals me

Ken Kraybill

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## Learning Objectives

Using case examples, you will be able to provide responses related to:

- The case manager's hopes and concerns
- The client's hopes and concerns
- How a trauma-informed perspective would inform how to move forward
- How the 4 processes of MI might guide your conversation



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## Scenario

A person living in PSH has a goal to gain income through employment, SSI and other means. However, they do not comply with meeting monthly and when they do interact with the case manager, the story is always "we are working on getting....". However there has been no successful attempt on their end to complete what is necessary since they have moved in several years ago. As a program we look like we are not helping them meet their goal but, in all reality, they are not completing what they need to do on their end, therefore it looks poorly on the program itself, not the tenant. How can we address this?

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If you were exploring this situation with the case manager/care navigator using a person-centered, trauma-informed, strengths-based lens, what questions would you ask to be helpful?



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### Using a person-centered, trauma-informed, strengths-based lens

#### POSSIBLE QUESTIONS FOR EXPLORATION

Is this an emergency, a crisis, or neither?  
 What are possible areas of focus?  
 Where to begin?  
 As the care navigator, what are you feeling/experiencing?  
 What are your hopes?  
 What are the tenant's hopes?  
 What might you do to strengthen the spirit of *partnership* with this tenant?  
 What would a statement of empathy/understanding sound like?  
 What would a statement affirming the tenant's strengths sound like?  
 What would a statement honoring the person's autonomy sound like?  
 How might a trauma-informed perspective inform how to move forward?  
 What would using the 4 guiding processes of MI (engaging, focusing, evoking, planning) sound like?



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### 4 processes of MI



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### Using the 4 guiding processes of a motivational conversation

#### POSSIBLE QUESTIONS FOR EXPLORATION

**ENGAGING:**  
 "It's good to see you. I appreciate your taking the time to meet with me today."  
 "How have things been going overall?"

**FOCUSING**  
 "How can I be most helpful to you today?"  
 "Would it be alright if we revisited the goal you had made in the past about gaining more income...?"  
 "I'm wondering if this is a goal that's continues to be important to you, or perhaps there are other goals that interest you more?"

**EVOKING** [assuming this goal is still important]  
 "What would be some of the benefits of having more income?"  
 "How would you go about it to be successful?"  
 "Your 3 best reasons?"

**PLANNING**  
 "What are you able and willing to do as a very next step?"  
 "How confident are you in being able to take this step?"  
 "What might get in the way?"  
 "How can I or others support you?"

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### Scenario

CM absorbed a participant in PSH in April 2021. Participant has no income; has tried to apply for disability and been denied multiple times; and reports having an interview for current SSDI application coming up. Participant has severe physical disabilities which limit the type of work they can find; participant also has mental health disabilities, which coupled with physical disability, CM is not sure why participant has been denied for benefits.

Participant is living in a 1-bedroom apartment. Participant's adult child is staying in the unit despite having their own place to live. Participant's adult child is not on the lease and is causing major issues at the apartment building as the adult child is scrapping metal, including removing the emergency exit metal push bar of the apartment building, and is cutting metal in the parking lot, causing damage to tenants' vehicles.

The landlord reports to the CM that this has been happening for a long time. The participant is supposed to be the only one in the apartment. The CM has had multiple conversations with participant about talking with the landlord to add the adult child to the lease as participant is breaching the lease terms. The provider has spoken with the participant multiple times, in person, by letter, and by certified letter.

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### Scenario

The landlord has also discussed the issue with the participant multiple times. The landlord is angry and sent a notice to quit letter to the provider as provider holds the lease that participant must be out by July 1st. The provider issued a letter to the participant about receiving notice to quit from the landlord, reiterating that the participant signed a contract with the provider that only the participant would be residing in the unit.

In recent history, the landlord was attempting to renew the lease, but the participant was not responding to renew the lease. Participant's other adult child phoned the provider the other day looking for guidance. The participant does not want to hurt their adult child's feelings by asking them to get out of the unit. What should the provider do?

The adult child is also frequently knocking on another participant's door (3 participants live in this one apartment building), kind of terrorizing the other participant who has cognitive issues. The landlord is getting fed up. The provider is not sure there is much more they can do re: working with the landlord. The provider has advised the participant that being evicted will mean the participant will lose financial / housing support and supportive services from the program. Provider CM looking for guidance for how to get through to the participant the importance of not breaking the lease? Provider CM is not sure the participant understands the severity of the issue.

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### Using a person-centered, trauma-informed, strengths-based lens

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### 4 processes of MI



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### Using the 4 guiding processes of a motivational conversation

#### POSSIBLE QUESTIONS FOR EXPLORATION

##### ENGAGING:

"Thanks for meeting with me."  
 "What's been going well for you this past week?"

##### FOCUSING

"Something I want to make sure we focus on today is this matter related to your son and your lease. Okay if we start with that?"

##### EVOKING [assuming client agrees with focus]

"What is your understanding of the concerns that have been raised and what's at stake?"  
 "What do you like about living here?"  
 "How concerned are you about the possibility of being evicted?"  
 "What do you see as possible solutions to avoid eviction?"

##### PLANNING

"What are you able and willing to do as a very next step?"  
 "How confident are you in being able to take this step?"  
 "What might get in the way?"  
 "How can I or others support you?"

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What advice would you give to other care navigators to not only survive, but to find joy and thrive in doing this work?

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Person-centered, trauma-informed, strengths-based care navigation is about facing forward... coming alongside someone and facing the person's future together

Steven Rolnick



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### Four-Fold Franciscan Blessing

May you be blessed  
with **discomfort** at easy answers,  
half-truths, and superficial relationships,  
so that you will live  
deep in your heart.

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### Four-Fold Franciscan Blessing

May you be blessed  
with **anger** at injustice, oppression, and  
exploitation of people and the earth  
so that you will work for  
justice, equity, and peace.

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### Four-Fold Franciscan Blessing

May you be blessed  
with **tears** to shed for those who suffer  
so you will reach out your hand  
to comfort them and  
change their pain into joy.

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### Four-Fold Franciscan Blessing

And may you be blessed  
with the **foolishness** to think  
that you can make a difference in the world,  
so you will do the things  
which others say cannot be done.

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# Thank you!

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