

Case Management Case Study

Eva is a woman in her mid-50s. You met Eva in the course of your regular evening outreach as she works the streets to obtain money for accommodation and maintain her substance use. Conversations with Eva can be challenging as she is easily distracted and finds it difficult to continue on the same topic of discussion for a sustained period of time. She is also quick to disengage and become non-responsive if she feels threatened by the direction of the conversation; this includes conversations about accessing mental health services, seeing medical professionals and applying for disability payments. Eva also has some issues with her feet that, if left untreated, could lead to the need for amputation.

Use the above case study to answer the questions below. Please feel free to use the specifics of the community that you work in to support your answers.

Questions

1. What does engaging Eva where she is at, as prioritized within Assertive Engagement, look like?

2. Consideration of a person's strengths is highlighted within Assertive Engagement, Motivational Interviewing and Person-Centred Planning. Using insight from these elements what strengths does Eva display? How could these strengths support Eva in maintaining housing and moving to greater self-sufficiency?



3. What strategies might you use to initially further your engagement with Eva? Considering perspectives from both Assertive Engagement and an Absence of Coercion, how could these strategies be built upon over time?

4. Does Eva's current situation suggest that she might be interested in immediate accessing to housing? Considering perspectives from Motivational Interviewing, how might you engage her around this subject?

5. How could perspectives from Person-Centred Planning support conversations with Eva that help her to make the changes she wants to make?

6. Where might the opportunities for trust building with Eva?



7. What kind of supports might Eva be interested in? How could you introduce these to her (Consider the perspectives of all of the elements)?

8. Where might limit setting be helpful in engaging with Eva? How would you engage in this? How would you ensure that limit setting is not coercive?

9. How could you utilize regular case reviews to support your work with Eva?

