



CHALLENGING SITUATION CASE SCENARIOS*

▶ ABOUT THIS ACTIVITY


 **Time:** 60 minutes

 **Objectives:** By the end of this session, participants will be able to:


- Practice peer advocacy skills.
- Use appropriate steps to address challenging situations that may arise with a client.

Training Methods: Small Group
 Discussion, Case Studies, Report Back

In This Activity You Will...

-  Break the group into 4 small groups and assign them case scenarios (25 minutes).
- Facilitate the groups' reporting back and discussion (35 minutes).

Materials:

-  Flipchart and Markers
- Handouts - 4 Challenging Situation Case Scenarios

Preparation:

-  Print handouts

Instructions

1. Tell the group that in this activity we are going to discuss how to help a client who is in a challenging situation. We are going to use some of the skills we have learned in previous trainings (including the 4 concepts of peer advocacy, if you have already conducted this training).
2. Break the group into four groups. Assign each group 1 case scenario. Ask them to answer the questions at the bottom of the handout. Give the groups about 20 minutes.
3. Ask each group to read their scenario out loud to the full group and to report back on the following questions:
 - What are some pressing concerns for your client?
 - List at least three open-ended questions you might ask the client to gather information about her situation.
 - What thoughts, concerns, or feelings might come up for your clients?
 - What thoughts, concerns, or feeling might come up for you as a peer?
 - What support and/or information could you offer her?
 - What action steps might your client, you or both of you consider taking? List 3-5 action steps.
4. What are key referrals for this client?
5. After each group reports, ask the others if they have anything to add.

Summary

Wrap up by emphasizing that we don't have to be experts on all of these challenging situations. We do need to be able to recognize some "red flags," and to make referrals for our clients and to get the extra help and support needed in these particularly challenging times.

* This module is part of the online toolkit *Building Blocks to Peer Success*. For more information, visit http://www.hdwg.org/peer_center/training_toolkit. This module comes from Missouri People to People Training Manual, 2008.

CHALLENGING SITUATION CASE SCENARIOS

SESSION HANDOUT #1 of 4

SCENARIO 1

You have a long-term client who did not show up for a couple of meetings. When you went to her house at 1pm in the afternoon, she was just getting out of bed. She tells you that she lost her job and that she and her baby's father broke up about a month ago. She starts crying and confides that she is having a lot of trouble "getting through the day". She tells you she is completely exhausted, is sleeping and crying a lot, and drinking almost every day. She thought about calling you earlier to let you know what was happening, but "couldn't get it together" and then "felt like it was too late". She also tells you that she was not remembering her medication and knew that skipping was not good, so she stopped.

Discussion Questions

1. What are some pressing concerns for your client?
2. List at least three open-ended questions you might ask the client to gather information about her situation.
3. What thoughts, concerns, or feelings might come up for your clients?
4. What thoughts, concerns, or feeling might come up for you as a peer?
5. What support and/or information could you offer her?
6. What action steps might your client, you or both of you consider taking? List 3-5.

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SESSION HANDOUT #2 of 4

SCENARIO 2

You have a client who went back to work after several years out of the workforce due to HIV/AIDS-related illnesses. Your client was very excited to get the position. In your regular meeting with her she reports that she has been having increasing difficulties with her job. The position she has is in the hotel food service industry and one of the most important benefits of the job in her perspective is that she has medical and dental benefits for herself and her children. During one of the hotel's largest event of the year, a manager raised her voice at the staff because she was not satisfied with how fast they were working. Your client reports that she had to go to the hospital because she started having trouble breathing, became dizzy and her chest hurt. The doctor told her she had a panic attack. She has not disclosed her status at work and now has started having difficulty sleeping and concentrating because she thinks work might ask her questions about what happened and/or find out that she has HIV and "find a reason" to fire her.

Discussion Questions

1. What are some pressing concerns for your client?
2. List at least three open-ended questions you might ask the client to gather information about her situation.
3. What thoughts, concerns, or feelings might come up for your clients?
4. What thoughts, concerns, or feeling might come up for you as a peer?
5. What support and/or information could you offer her?
6. What action steps might your client, you or both of you consider taking? List 3-5.

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SESSION HANDOUT #3 of 4

SCENARIO 3

You have a client who has been having a difficult time for the past three months. She was in a serious car accident where one of the passengers, a niece, was killed and her sister severely injured. The first couple of weeks after the accident, she would show up to groups but not speak. A month after the accident she talked to her doctor about difficulty sleeping and feeling extremely sad. She was prescribed medication to help her sleep and anti-depressants. She stopped coming to the agency's support groups and missed a meeting with you. You called and when you spoke with her, she said that she was having difficulty coming to the agency because she couldn't get into a car without thinking about the accident and seeing it over and over in her head. She said she finished the medication the doctor gave her, but had not refilled the prescription. She had not refilled any prescription – including her HIV medications – this month. She was having trouble sleeping still as she had nightmares almost every night about the accident. She did not want to ask her family for help as her sister was having a very difficult time and she did not want to bother them.

Discussion Questions

1. What are some pressing concerns for your client?
2. List at least three open-ended questions you might ask the client to gather information about her situation.
3. What thoughts, concerns, or feelings might come up for your clients?
4. What thoughts, concerns, or feeling might come up for you as a peer?
5. What support and/or information could you offer her?
6. What action steps might your client, you or both of you consider taking?
List 3-5.

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SESSION HANDOUT #4 of 4

SCENARIO 4

You have a client who you know has a bipolar diagnosis and takes mood stabilizing medication. She has a history of alcohol and substance abuse. Your experience with her mood disorder up until now has been depression related. While you know that she was hospitalized after a couple of incidents, you only had contact with her after she had stabilized on medications. Over the past two weeks, you have noticed that she had been calling you with increasing frequency. She has seemed upbeat, but you noticed that on the last two calls she has begun speaking more and more quickly. She called and left you a message that she needs to speak with you immediately. When you return her call she asks you if you can loan her some money for a couple of days. She knows the upcoming winning lottery numbers for California and New York and she is willing to share the winnings with you if you can loan her some money to buy tickets. She is laughing but when you tell her you are not allowed to loan her money, her voice changes and she becomes loud and agitated sounding. She says she is not asking you for money – only a loan, she is silent for a few seconds, you hear her begin to cry and then she hangs up. Your phone rings 10 minutes later and when you answer the phone it is her again.

Discussion Questions

1. What are some pressing concerns for your client?
2. List at least three open-ended questions you might ask the client to gather information about her situation.
3. What thoughts, concerns, or feelings might come up for your clients?
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5. What support and/or information could you offer her?
6. What action steps might your client, you or both of you consider taking?
List 3-5.