

Introduction to Client Centered Practice



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Overview



- **Client Centered Practice**

- A set of approaches designed to assist someone in planning their life and supports
- Used most often as a life planning model to enable individuals with disabilities or otherwise requiring support to increase their personal self determination and improve their own independence

Honoring the Client's Voice and Choice



“At the very least, the strengths perspective obligates workers to understand that, no matter how downtrodden and sick, individuals have survived and (in some cases) thrived. They have taken steps, summoned up resources and coped. We need to know what they have done, how they have done it, what they have learned from doing it, what resources, inner and outer were available in their struggle to surmount their troubles.”

- Dennis Saleeby

The Strengths Perspective in Social Work Practice

Honoring the client's voice and choice; a Strengths Perspective



- **The client is the resident expert on his/ her own life**
 - Let go of assumptions
 - What are their wants and needs; what is their perspective on where they are?
- **The client has strengths and experiences that are valuable and essential to their success**
 - What has worked in the past; what hasn't worked? What do they think would work this time?

Honoring the client's voice and choice; a Strengths Perspective



- **Partnering *with* vs. Powering *over***
 - Where does the power dynamic exist in the helping relationship?
 - How do we level the playing field?
- **Clients have the right to self-determination**
 - They can and will make decisions and choices based on what they feel is best for them or what is feasible for them at any given time.
 - Choice making is therapeutic
 - It helps the person learn to trust him/ herself
 - “Without choice, you have no control. Without control, you have no dream.”

Keys to engagement



- **Honoring client voice and choice**
 - What are the client's
 - ✦ Needs
 - ✦ Wants
 - ✦ Strengths
 - ✦ Priorities
 - ✦ Tools and experiences
 - ✦ Resources and supports

Keys to engagement



- **Identifying needs and wants:**
 - Start from a place of strength
 - ✦ What do you want for yourself and your family?
 - Use your existing intakes, assessments
 - Honor what the client feels they want or need
 - Listen for themes in challenges or barriers to success that clients identify
 - ✦ Challenges with access; resources and opportunities

Keys to engagement



- **Eliciting Client Strengths**
 - What does the client enjoy doing, do they have any hobbies, interests, talents or aspirations?
 - How have they handled challenges in the past?
 - ✦ The act of seeking assistance itself can be viewed as a strength
 - What is important to them?

Keys to engagement



- **Identifying Priorities**

- ✦ List identified needs/ wants
- ✦ Have client identify what they should work on first
 - If the client has challenges with identifying priority discuss pros and cons
- ✦ Start with what is manageable for the client and realistic for the timeframe.

Keys to engagement



- **Setting up success**

- What are the tools, skills and experiences that the client has that will help make them successful in reaching their goals?
- What resources will they need to have access to in order to be successful?
- Who will they need support from to be successful?

What is a goal?



Goal:

- **The object of a person's ambition or effort.**
- **An overarching principle that guides decision making**

Objectives



- **Objectives:**
 - Specific, measurable steps that can be taken to meet the goal.
 - Can be short term or medium term

Differences between goals and objectives



Goals	Objectives
Goals are broad	Objectives are narrow
Goals are general intentions	Objectives are precise
Goals are intangible	Objectives are tangible
Goals are abstract	Objectives are concrete
Goals are difficult to measure	Objectives are measurable

Tips and Tricks to remember



- **Keep it Simple...**
 - Are the number of goals manageable for the client?
- **Break it down**
 - Do the objectives clearly outline the steps that will be taken to achieve the goal?
- **It's Alive!!**
 - Review at **every** meeting and make course corrections where necessary
 - Remember- this is the roadmap for your work; it will keep you on track to success!

Something to think about...



A mother concludes teaching her six year old about the golden rule by saying, “So you see dear, we are here to help others.” After thinking about this for a moment the child asks, “And what are the others here for?”

**RAPID REHOUSING
SERVICES FOR
FAMILIES**

**CONSUMER DRIVEN
PRACTICES**

**PRESENTED
BY**

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CONSUMER DRIVEN SERVICES

- SHARED UNDERSTANDING OF OUR HOUSING FOCUSED PROGRAM
- PERSONALIZED PLANS
- CHOICE, LISTENING, COLLABORATION
- NATUAL AND COMMUNITY SUPPORTS
- FLEXIBLE ASSISTANCE
- LONG –TERM HOUSING STABILITY

PERSONALIZED PLANS

- **SHARED GOALS:** Individualized, Housing stability, increased income and improved well-being
- **SHARED FOCUS:** Solid understanding of needs, goals and preferences of all parties
- **CONSUMER** is the expert about his/her life, their hopes, dreams, and wants. Consumers know what has worked in the past and what has not.
- **HOUSING RESOURCE SPECIALIST** is a champion who takes extraordinary interest in and commitment to the adoption, implementation and success of the consumer's plan

CONSUMER CHOICE AND CONTROL

- To understand the project's goals and intent and decide to participate or not
- To identify and choose housing that will meet their needs
- To accept the full rights and obligations of tenancy
- To define what success looks like and the time line in which it will be achieved
- To inform – what is necessary to achieve their goals
- To change their mind and explore new possibilities
- To invite others to help and support

HOUSING RESOURCE SPECIALIST ACTIONS

- CHAMPION
- FOCUS
- LEARNING
- PATIENCE
- FACILITATE
- FLEXIBLE and CREATIVE
- CREATE MUTUAL ACCOUNTABILITY
- CELEBRATE SUCCESS

CREATING PARTNERSHIPS

- FORMAL SUPPORTS
 - Landlord Tenant Relationships
 - Housing Resource Specialist and Consumer
 - Other Community Resources and Services
- Natural Supports
 - Friends
 - Family
 - Neighbors

IMPLEMENTING CONSUMER DRIVEN SERVICES



It's all about Values

Attention is not on specialized programs, training, or living programs to compensate for deficits

- All clients have the ability to improve their situation
- Clients are appreciated as the experts on their own life
- Clients know what will work for them in reaching change
- Client is the central change agent
- Service provider's role is facilitative
- New perceptions reveal achievable solutions

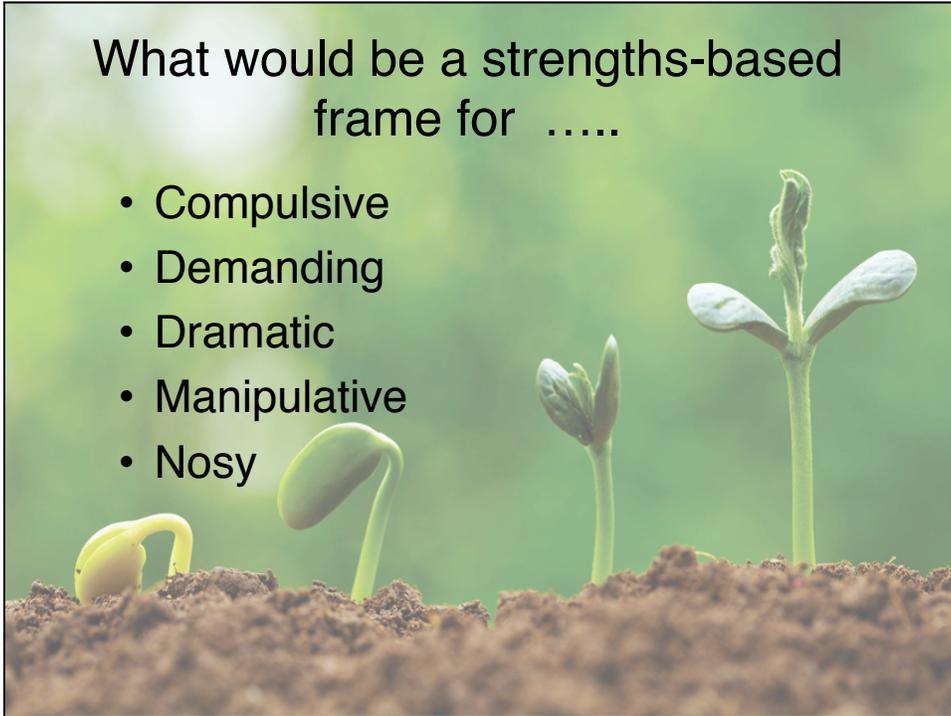
“The greatest good you can do for another is not
just to share your riches
but to reveal to him his own”

Benjamin Disraeli



What would be a strengths-based frame for

- Compulsive
- Demanding
- Dramatic
- Manipulative
- Nosy



Person-First Language

“Some peer specialists sat me down and re-educated me about the wrongness of using “the mentally ill” and the rightness of using “people first” language. **A person is not defined by a diagnosis**, they said. If you have a mental illness it doesn’t define you any more than your heart disease defines you if you’re a cardiac patient. A person is a person who happens to have depression or schizophrenia; the correct term is “people with mental illness.”

[Goldberg, 2014](#)

By www.wallcra.com | May 2008

How would you reframe....

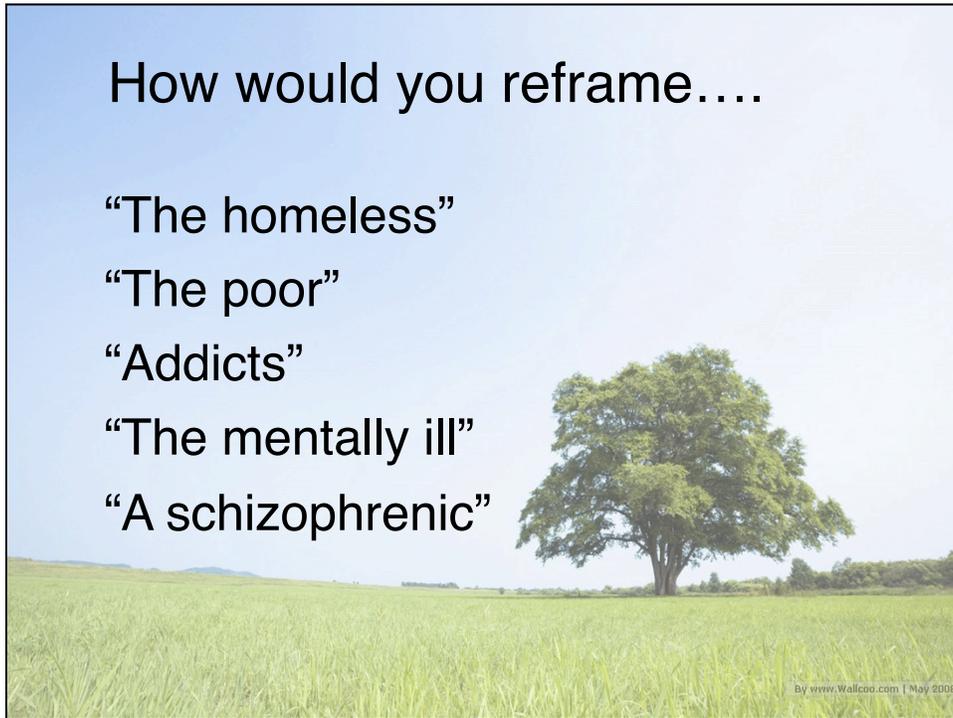
“The homeless”

“The poor”

“Addicts”

“The mentally ill”

“A schizophrenic”



Person-First Language: Activity

“I have a client who is a real staff-splitter. She goes to one person and asks for something and then goes to someone else and asks for the same thing when she has already heard 'no.' She keeps a lot of secrets about her past and she lies about where she has been or what she has been doing when she misses appointments.”

Instructions:

Rewrite this statement to be more person-centered and trauma-informed.





Funder Goals for client

- Housing
- Sobriety
- Connection to care



Client Goals

- Have enough to eat today
- Find a safe place to sleep tonight
- Get a shower
- Do laundry
- Not feel sick
- Obtain money for needs
- Be in relationship

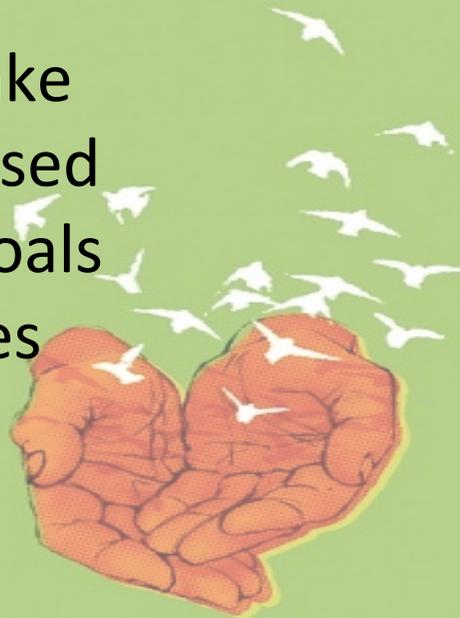
Provider Goals:

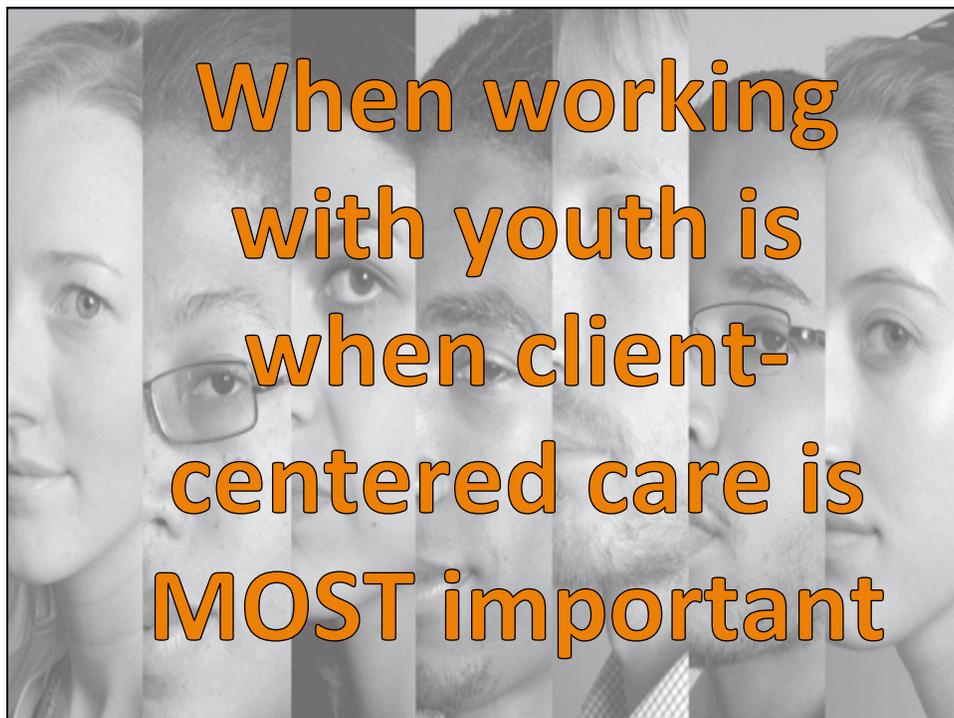
- Housing
- Connect to medical home/ health care
- No overdosing
- Go to detox – stop chaotic use
- Leave violent partner
- Begin mental health treatment

Client Goals:

- Have enough to eat today
- Find a safe place to sleep tonight
- Get a shower
- Do laundry
- Not feel sick
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- Be in relationship

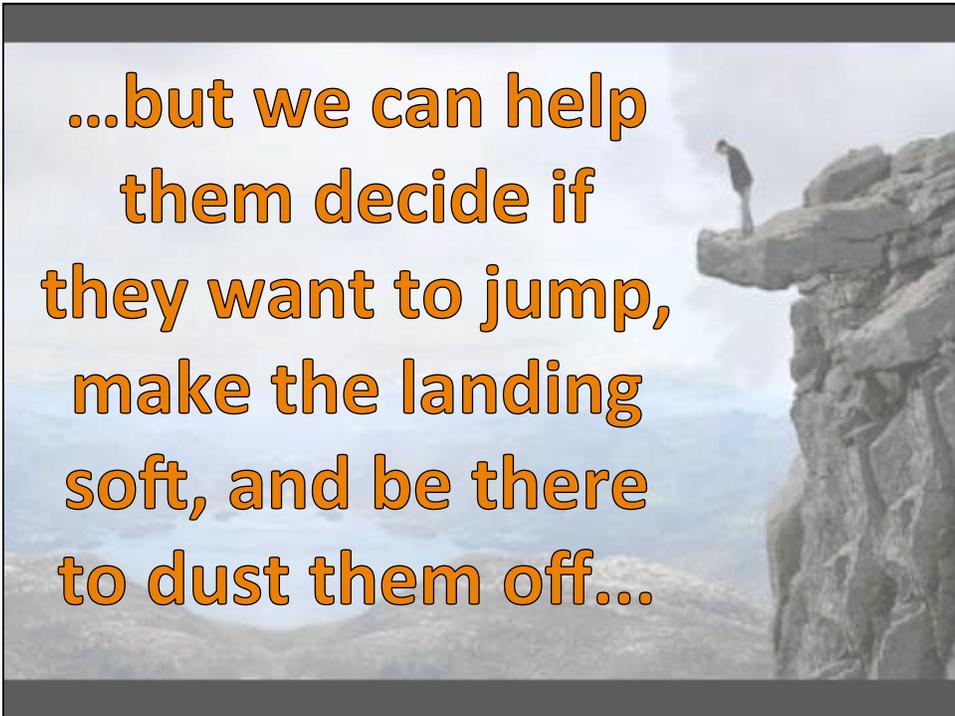
People Make
Changes Based
on THEIR Goals
and Values



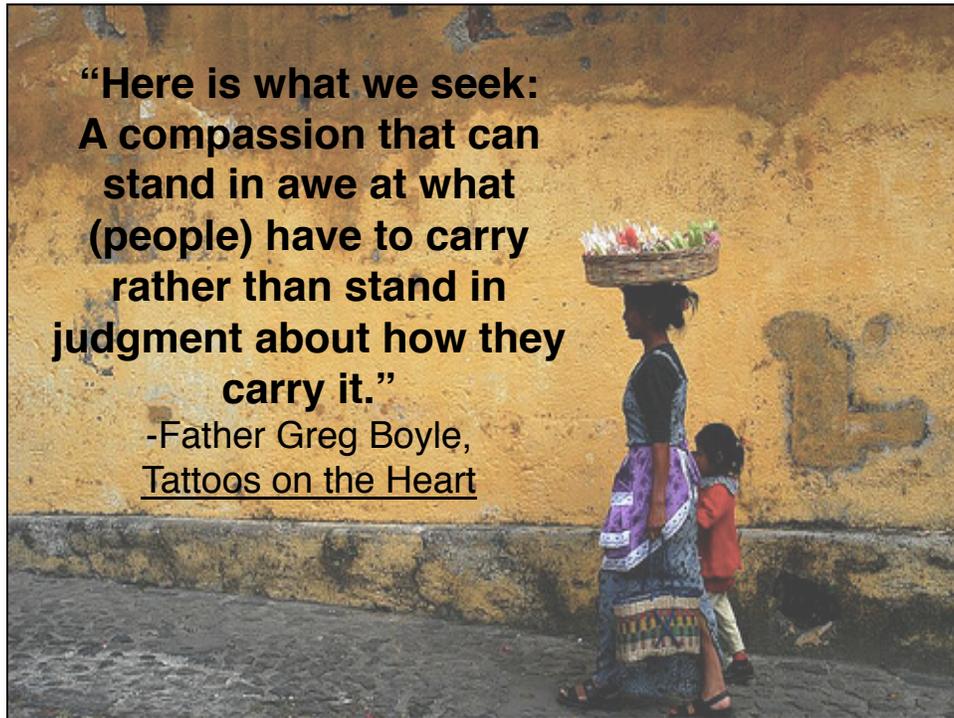




**We cannot stop
them from falling...**



**...but we can help
them decide if
they want to jump,
make the landing
soft, and be there
to dust them off...**



**“Here is what we seek:
A compassion that can
stand in awe at what
(people) have to carry
rather than stand in
judgment about how they
carry it.”**

**-Father Greg Boyle,
Tattoos on the Heart**



Thank you!

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