

# PUTTING IT ALL TOGETHER

## Case Study 1

The client is a single mother of a 4-year-old boy who currently lives with her mother but wants to have her own place. She attends a community college part-time and works a job to support her and her child. The client's mother helps with childcare and housework but is sometimes critical of the client's parenting skills. The father of the child is not very involved in the child's daily life, but he does provide child support and sometimes visits the child. One of the client's biggest challenges is that she doesn't have a lot of time to socialize with others. She is also wishing to find a way to better communicate with her mother and the child's father as they often fight due to the criticism they have on how the client raises the child, and it causes the client to withdraw from interactions with her family and the father for days at a time. The client is expressing anger, frustration, and feelings of stress to the coach. The client is overwhelmed trying to care for her son, study, and take care of herself.

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As a group, discuss the following questions below.

1. What are the coach's expectations for the client and vice versa?
2. Identify the possible hidden issue(s).
3. How could the coach use the Speaker Listener Technique to clarify and align expectations and next steps?
4. What support can the coach provide to help the client achieve their goals (3 Keys)?

Choose a pair from your group who will model a coaching conversation using the Speaker Listener Technique to (1) understand the client's concerns and hidden issues (2) make it safe for the client to connect (3) identify strategies to help the client achieve their goals.

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## Case Study 2

The client is a 44-year-old man with no children who recently applied for food and cash benefits. The client has past military experience as well as a college education. The client was working but recently experienced health issues which caused him to take medical leave to the point he was laid off. The client has limited family support. The client is angry with his family and the level of care and attention they have provided to him. He's beginning to think they don't care about him like they say they do because they don't call or visit him consistently. The client has recently applied for benefits from the VA office but has not heard back from them yet. The client is still looking to work as well and has applied to some jobs that he thinks he qualifies for. The client is visibly stressed, is questioning whether the coach cares, and demands the coach explore his eligibility for services.

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## Case Study 3

The clients are parents to three young children with one having developmental disabilities. Currently, the clients are on a waiting list to gain a home health aide and occupational therapy for the child. For now, the mother is having to stay home 24/7 to take care of the children. The father works a low-wage job where he feels stuck but doesn't have the energy to find a higher-wage position. The couple admits to having frequent arguments with each other with the husband storming out of the home and disappearing for days on end leaving the mother to care for the children by herself. The wife feels as if the husband does not care about her and their children. The husband feels as if the wife does not appreciate his work. Each of the clients feels as if the coach is taking the other's side, causing both to distrust the coach. The clients are now meeting with the coach to see what other benefits could assist them while they are still on the waitlist. They are hoping for assistance in helping the husband find a better job.

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## Case Study 4

The client is a 65-year-old woman with no children or family support but does have Medicaid. Recently, the client had a stroke which left her having severe right-sided weakness to the point that she is no longer able to walk and is wheelchair-bound. She states that she is wanting to go to an assisted living but is not sure what the correct steps and procedures are. The client is often very tearful and has several emotional outbursts that range from crying to becoming angry with screaming and throwing objects which made several aides stop assisting the client. The client is not sure why she is still alive because no one seems to care about her, including her coach. The coach is now meeting with the client to discuss the next steps for her housing transition plan.

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## Case Study 5

The client is an African American male who is looking for new housing so his children can attend better schools. The client speaks to a prospective landlord on the phone about leasing an apartment. On the phone, the landlord seems eager to rent to the client, but when the client meets with the landlord in person to fill out an application, the landlord's attitude is entirely different. A few days later, the client receives a letter saying that his application was denied because of a negative reference from his current landlord. The client thinks the real reason his housing application was denied was because of racial discrimination. The client is now concerned he will not be able to secure housing in time to establish residency and get his children enrolled in a better school. The client is reluctant to work with the coach and is very withdrawn during their visit. The client is feeling very defeated and feels as if he will never get the support he needs to be able to live in an area with better opportunities for his children.

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## Case Study 6

The client is a single mother who has recently immigrated from Mexico to the USA with her family. She has been struggling to obtain the necessary benefits for housing and bill assistance due to the language and cultural barriers. The client has attempted to access other resources but doesn't fully understand the steps and feels embarrassed asking for help. The client is reluctant to ask for help and have the coach in her home.

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