

SOCIAL SKILLS AND ROLE PLAYING IN HOMELESS SERVICES

The Columbia Center for
Homelessness Prevention Studies

Grand Rounds

April 26, 2007

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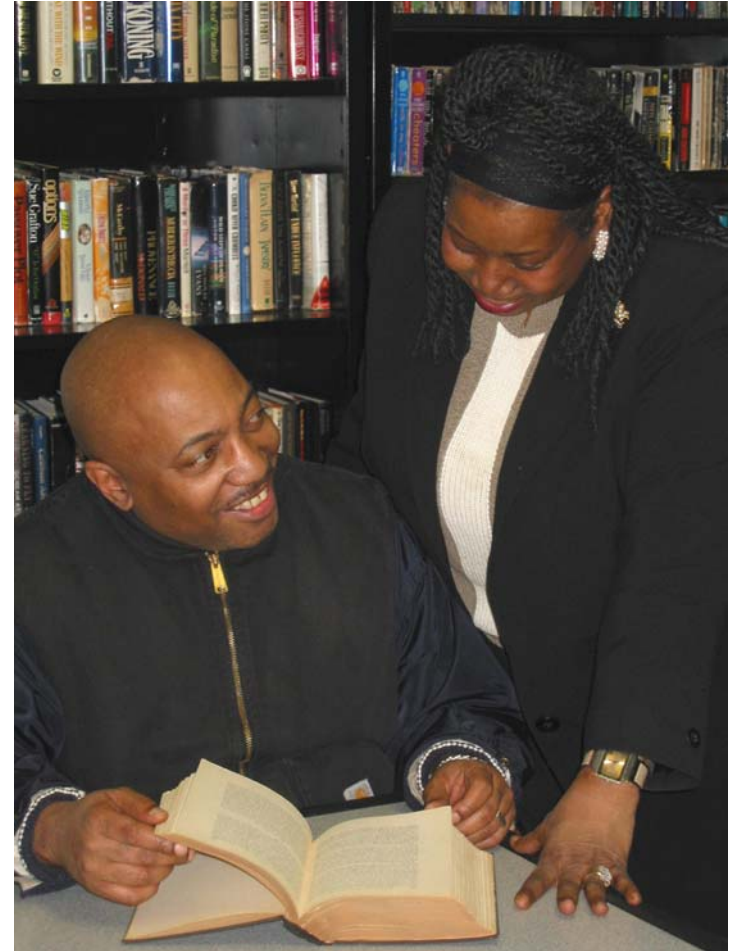
Outline

- Background
- Case Management
- Developmental Approach
- Learning Theory
- Social Skills
- Data Collection
- Role Playing & Role Modeling
- Case Studies
- Resource Grid
- Projecting Outcomes
- Questions



Background

- Healthcare
- Geriatric Services
- Human Services
- Special Populations
- Case Management
- Developmental Approach
- Adult Learning Theory
- Social Skills and Role Playing
- Data Collection
- Resources Grid



Case Management Model

- Created in 1999
- Updated every three years
- Taught to all case managers
- Utilization of proven methods
- Self monitoring component
- Offers consistency in approach and language
- Promotes safety and trust

Theories

Developmental Approach

Most behavior is learned and that it is learned from their environment.

New behaviors can be learned at any point in ones life.
People can and do change.
Change in behavior, changes your life.

Learning Theory

Skill development and personal growth can be enhanced if learning occurs under certain conditions.

For the greatest success, follow the six steps to adult learning.

Six Steps to Adult Learning

1. Understand why it is important to learn the skill or information.
2. Discussing the specific behaviors involved in successful completion of the skill.
3. Watching a demonstration of the skill.
4. Practicing the skill.
5. Receiving constructive feedback.
6. Identifying opportunities to use the skill.

Social Skills



- Basic
- Intermediate
- Complex
- Advanced

Data Collection

- Client Records
- Random Selection
- Initial Assessment
- Resource Grid
- Progress Notes
- Class Assignments
- Client Outcomes



Basic Social Skills

- Following Instructions
- Talking with Others
- Introducing Yourself
- Accepting Criticism or Consequence
- Disagreeing Appropriately



Intermediate Social Skills

- Accepting Compliments
- Accepting Consequences
- Accepting Decisions of Authority
- Greeting Others
- Anger Control Strategies
- Answering the Telephone
- Appropriate Appearance
- Appropriate Voice Tone
- Appropriate Word Choice
- Asking for Help
- Asking Questions
- Being on Time (Promptness)
- Complying with Reasonable Requests
- Contributing to Discussions (Joining in a Conversation)
- Conversation Skills – Closing
- Following Rules
- Personal Hygiene
- Positive Self-Statements
- Positive Statements about Others
- Refraining from Possessing Contraband or Drugs
- Reporting Emergencies
- Structured Problem-Solving (SODAS)

Advanced Social Skills

- Analyzing Skills Needed for Different Situations
- Analyzing Tasks to be Completed
- Compromising with Others
- Communicating Honestly
- Controlling Emotions
- Cooperating with Others
- Coping with Change
- Coping with Conflict
- Decision-Making
- Expressing Pride in Accomplishments
- Following Through on Agreements and Contracts
- Negotiating with Others
- Organizing Tasks and Activities
- Responding to Complaints
- Self-Advocacy
- Self-Talk or Instruction
- Setting Appropriate Boundaries
- Spontaneous Problem-Solving
- Time Management
- Use of Appropriate Humor
- Use of Appropriate Language
- Working Independently

Complex Social Skills

- Accepting Self
- Altering One's Environment
- Appropriate Risk-Taking
- Asking for Advice
- Assertiveness
- Assessing Own Abilities
- Being an Appropriate Role Model
- Budgeting and Money Management
- Clarifying Values and Beliefs
- Conflict Resolution
- Formulating Strategies
- Gathering Information
- Goal-Setting
- Interviewing for a Job
- Job-Finding Strategies
- Moral and Spiritual Decision-Making
- Patience
- Planning Ahead
- Seeking Professional Assistance

Role Playing & Role Modeling

- *Role Playing* – a rehearsal of behaviors that can be useful in a subsequent situation to fulfill some expectation or achieve some goal.
- *Role Modeling* - purposeful demonstration of behaviors that one wants others to emulate



Case Study #1

- Nick is a 43 year old gentleman with a history of substance abuse who resides in a program for the formerly homeless. He is meeting with his estranged wife tonight to ask for re-instatement of visitation rights with their 14 year old son. Nick has neglected his child support in the past and has disappointed his ex-wife and son on numerous previous occasions.

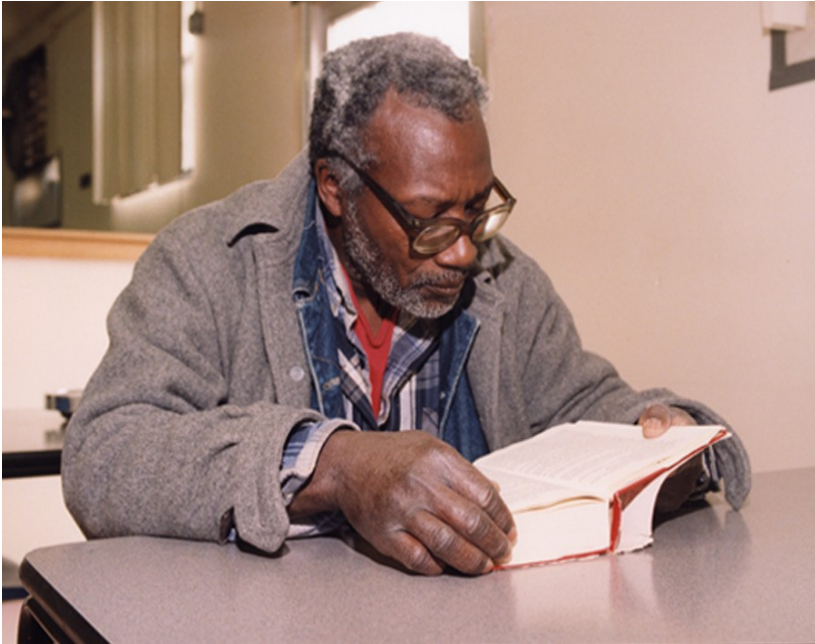
Case Study #2

- Rosie is a 29 year old woman who was formerly homeless and now resides in a temporary shelter. She has an admission interview next week for a very competitive culinary school subsidized by a private foundation. She is nervous and has little to no experience in an interview setting.

Case Study #3

- Benjamin has had four housing interviews and has been turned down every time. He has personal hygiene issues and a high fear of failure. At 26 years of age, he has resided in foster care, jail and the shelter system for most of his life. He is scheduled for another housing interview at the end of the month.

Resource Grid



- Financial
- Emotional
- Mental
- Spiritual
- Physical
- Support Systems
- Relationships/Role Models
- Knowledge of the Hidden Rules
- Coping Strategies

Projecting Outcomes

- Advancement in a program
- Discharge or transfer
- Further education
- Peer groups
- Employment programs
- Mentoring program



Questions

