



Linking Individuals with Support Services



Learning Objectives

- › Create an awareness of where to find resources in your community
- › Learn how to engage a client using motivational interviewing to determine their needs
- › Name the most common needs facing SUD clients upon their arrival in treatment



How to Establish Rapport with Clients

- › Arm Yourself with Background Information
- › No Judgement
- › Get to Know them as a Person
- › Active Listening
- › Walk the Walk
- › Express Empathy
- › Communicate Often and Well
- › Offer Hope



Common Client Needs Upon Admission

- ✓ Housing
- ✓ Transportation
- ✓ Clothing
- ✓ Food
- ✓ Medical, specifically mental health, PCP & dental
- ✓ No ID's/Social Security Documentation
- ✓ No sober support
- ✓ Employment
- ✓ Debt
- ✓ Lack of knowledge of resources

Using Motivational Interviewing to Seek Client Information

- **How**
 - How can I help you?
 - How would you like things to be different?
- **What**
 - What have you done so far with securing housing?
 - What is your end goal?
- **When**
 - When would you like to start working on this?
 - When is a good time to talk again?



Identifying Community Resources

- Identifying Case Management
 - Does the facility have case management?
 - Are they involved with the criminal justice system? (Free Through Recovery)
 - Are they in need of community resources, but not involved in the criminal justice system? (Community Connect)
 - Peer Support Specialists/Recovery Coaches



Community Resources Continued . . .

- Who do you know?
- Utilize your Human Service Zone
- Be knowledgeable about insurance coverage
- Internet search skills
- Social media sites
- Professional networks
- Utilize your City/County Public Health Departments
- 2-1-1
- Local treatment centers



Resources are Identified . . . Now What?

- Always think . . . Teach life skills
- Meet with the client to determine next steps
- Make a list & set a timeline
- Offer encouragement, support & hope
- Goal is to create independence and stability

Scenario Discussions

- ❑ A 23 year old homeless male arrives alone to check into your treatment facility. He is disheveled, his clothes are tattered and dirty and he is impaired. What is your first step?
- ❑ You are working with a female in an abusive relationship who refuses to leave her significant other. How can you offer her support?
- ❑ You have exhausted all transportation options at your fingertips, yet your client is constantly at your office door stating they need to get to an appointment. What do you do?



QUESTIONS





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