

AGENDA

Introduction

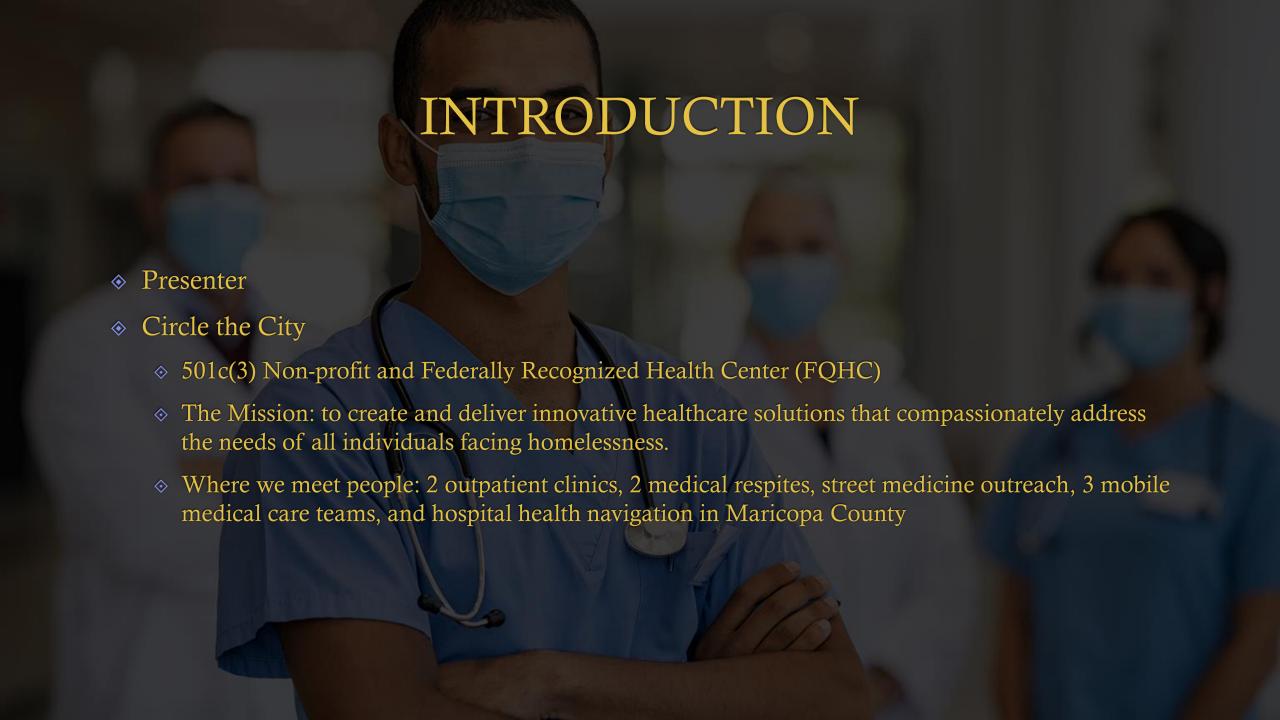
Learning Objectives

Homelessness in Arizona

Unique Challenges and Intersections

Relevant Framework and Interventions

Managing Expectations



LEARNING OBJECTIVES

1

Identify unique challenges that impact service engagement for unhoused clients with serious mental health conditions

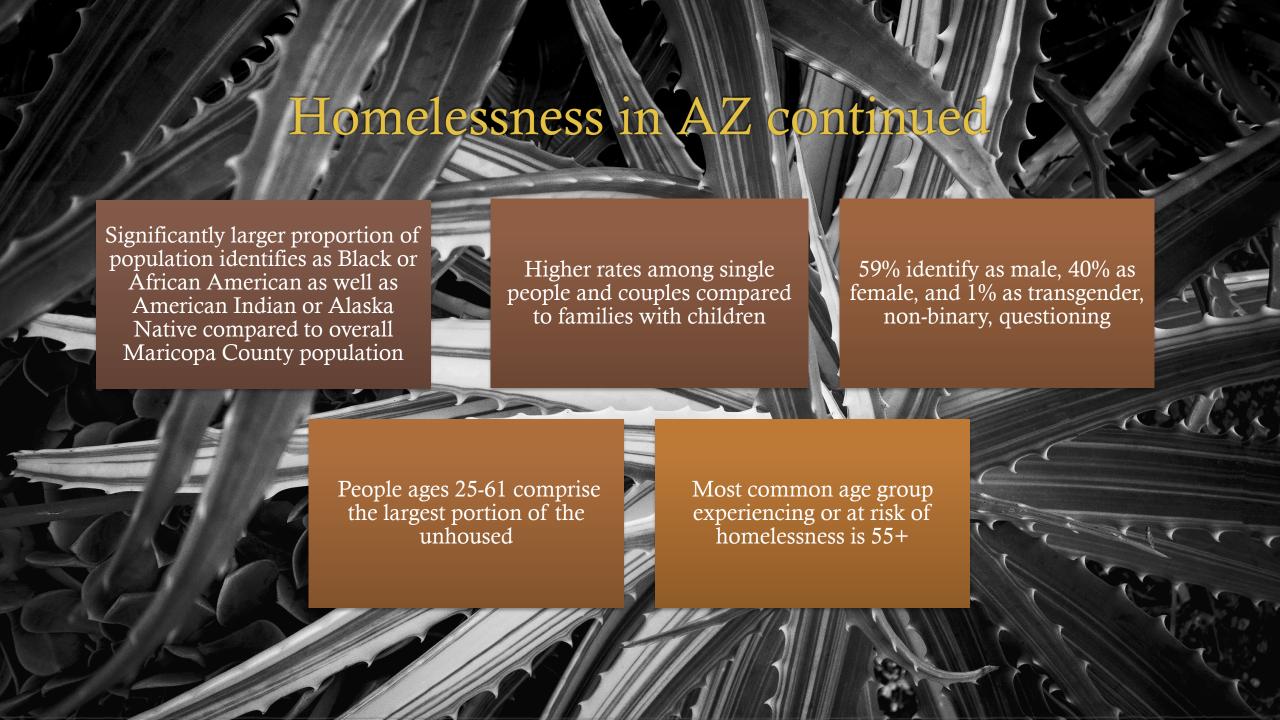
2

Describe a strategy for improving therapeutic alliance

3

Identify practices to provide individualized and sensitive care to those experiencing homelessness with serious mental health conditions







Challenges that Impact Service Engagement

Can include but not limited to:

- Competing needs/demands
- Environmental factors
- Frequency of Traumatic Brain Injury's (TBI)
- Increased sympathetic nervous system activity
- Literacy
- Patient-Provider Communication
- Previous experiences with behavioral health system and/or other institutions

Strategies to improve therapeutic alliance

- Building trust and rapport
- Remaining non-judgmental, person centered
- Pacing
- Self-regulation (clinician and client!)
- Acknowledging what it took to get to office/appt
- Incentives (water, snacks, outlets for charging phones, bus pass)
- Understanding different factors that may look like or contribute to non-adherence



Intersections

Social Determinants of Health

Conditions in environment where people are born, live, learn, work, age

Frequency of emotional, physical, and/or sexual abuse and/or neglect in child and young adulthood

Rates of poverty and/or housing insecurity in family of origin

Incidence of mental health and/or substance use in family of origin

Compound experiences of trauma while unhoused

Limited support, social isolation

Sympathetic Nervous System

Fight/Flight/Freeze/Fawn

Frequency of being in this state as related to experiencing homelessness

Chronic stress and its effects on health

Impact on executive functioningcognitive flexibility, working memory, planning, impulse control

Engaging in Mental Health Care

Increasing our understanding of what we see with some clients

High rates of no shows for appointments

Challenges adhering to a treatment plan, including medication

Difficulty with having to wait

Relevant Framework

Recovery Oriented Framework

- Principles include establishing a collaboration, recognizing an individual's uniqueness, cultivating hope, and demonstrating awareness to consumer's rights.
- Recovery-Oriented Cognitive Therapy (CT-R) is designed to "promote empowerment, recovery, and resiliency in individuals with serious mental health conditions" (Beck, 2019). It is distinctly applicable to people who may otherwise not engage in treatment due to factors such as mistrust, history of institutionalization, severity of symptoms.
- Promotes engaging in meaningful activities to help create life client wants to live
- Can be used in individual or group setting

"

I've learned that people will forget what you said, people will forget what you did, but people will never forget how you made them feel. Maya Angelou

Managing our own expectations:

Celebrating change and remembering it takes time and is incremental

Remember what we can and cannot control

Client story

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