

HOUSING SUPPORT TRAINING SERIES...

**USING THE SERVICE PRIORITIZATION
DECISION ASSISTANCE TOOL (SPDAT) TO
IMPROVE CASE MANAGEMENT**

RESOURCE BOOK

ORGCODE CONSULTING INC.

Version II

December 2013



“Using the Service Prioritization Decision Assistance Tool (SPDAT) To Improve Case Management” is a resource to assist housing support workers improve their delivery of case management when using the SPDAT. The focus is on excellence – respecting that excellence is a pursuit, not a destination in and of itself.

This resource book:

- Provides examples of how to use the SPDAT in promoting positive change through a Stages of Change framework;
- Provides examples of how to use the SPDAT to create objectives to discuss and act upon when undertaking home visits with clients.

DO NOT USE THIS RESOURCE IF YOU HAVE NOT BEEN TRAINED ON THE USE OF THE SPDAT BY A CERTIFIED SPDAT TRAINER.

Acknowledgements: OrgCode Consulting would like to thank consumers, service providers and other professionals that have provided access to materials, knowledge and tools contained within the document, provided commentary on our approach and helped improve each version of our training related to case management excellence.

DISCLAIMER:

OrgCode Consulting Inc. assumes no responsibility for how these resources and tools are used. OrgCode Consulting Inc. further assumes no responsibility for harm to or from clients, workers or the community stemming from the use of this resource or associated tools directly or indirectly. The use of these resources or associated tools and its consequences are independent of OrgCode Consulting Inc.

No sharing, reproduction, use or duplication of the information herein is permitted without the express written consent of OrgCode Consulting Inc.



PART ONE: THE SPDAT & STAGES OF CHANGE

One of the fundamentals of case management is to promote positive change. Using the framework of the Stages of Change (Pre-contemplation, Contemplation, Preparation, Action, Maintenance), there are a number of characteristics of behavior and action that can be aligned to each stage for each component of the SPDAT. Ideas have been collected that the case manager can use to help stimulate change.

The only SPDAT component not included is History of Homelessness, as it is a “backwards looking” component.

Note that the ideas are just that – ideas. This should not be used as a script, nor is this an exhaustive list of what may be attempted. The intent is to help stimulate your creativity and give you some initial ideas to get started with in your pursuit of supporting people in housing.



Self Care and Daily Living Skills

Stage of Change	Characteristics	Ideas
Pre-contemplation	<ul style="list-style-type: none"> - Not showering - Dirty clothing - Soiling self - Dirty dishes - Unkempt apartment 	<p>What is self-care to you? What does it mean to practice daily living skills? Introducing hygiene products Other change of clothes Do you know how to clean? Bring cleaning supplies Smell-off Orientation to where to laundry</p>
Contemplation	<ul style="list-style-type: none"> - Asking questions about care or cleanliness 	<p>Calendar Introduce the laundry card concept Introduce to places to get clothing Preparing environment</p>
Preparation	<ul style="list-style-type: none"> - Emotional awareness of issues - Looking for resources - Scheduling time to learn - More statements about cleanliness 	<p>Participating in activities with them (clean apartment with them, do dishes) Increase awareness of pests, other things that may go wrong What's the best time of day? Scheduling.</p>
Action	<ul style="list-style-type: none"> - Showering, doing laundry, washing dishes, cleaning apartment – though may need prompts and reminders 	<p>Positive reinforcement Continue schedule Restock supplies</p>
Maintenance	<ul style="list-style-type: none"> - Routine in place for taking care of self and apartment 	<p>Identify triggers (talk and document) Plan for potential obstacles</p>



Meaningful Daily Activities

Stage of Change	Characteristics	Ideas
Pre-contemplation	- Staying in all day; most often without any indoor activity or connection to outside world	History Underlying issues Bring over community guide Talk about interests
Contemplation	- Asking questions about activities	Going through the community guide Offer to go with them to observe
Preparation	- Examining schedules of events, calendars, etc. - Thinking about what equipment or resources may be necessary - Observing activities or events	Get access pass Scheduling
Action	- Trying new activities - Attending events	Swimming, Nature, Gym, Cards, Rec centre, Classes , Library, Social media, Faith based group participation
Maintenance	- Activities have become routine and there are things the person does that provides them fulfillment and personal satisfaction	



Social Relationships and Networks

Stage of Change	Characteristics	Ideas
Pre-contemplation	- No contact with friends and/or family of their choosing	Listen to story Ask them about family tree Names for emergency contacts
Contemplation	- Asking questions about social interaction	Who and how often do you interact
Preparation	- Naming people or types of people to interact with - Inquiring about specific locations or events to meet people - Role playing potential interactions	Naming people, community agencies where they can go to meet people Which people they will connect with How to go about connecting Any legal reasons why they shouldn't contact specific people
Action	- (re)connecting with family/friends from the past - going to events or locations to meet new people	Guest policy Community centre Schedules of events Tracking family down via FaceBook Us to contact family first Volunteering
Maintenance	- Has friends/family as they would like them - Relationship are stable and do not cause significant harm	Calendar Schedules Long Distance Phone Cards



Mental Health & Cognitive Functioning

Stage of Change	Characteristics	Ideas
Pre-contemplation	<ul style="list-style-type: none"> - Observed, suspected or diagnosed mental health issue with no involvement in care 	Conversation Gently try to create awareness of wellness History Reframe things See if they recognize
Contemplation	<ul style="list-style-type: none"> - Asking questions about mental health, behaviour or community resources 	Talk about local services... Medical & Peer supports
Preparation	<ul style="list-style-type: none"> - Wanting to know about specific programs or psychiatrists - Scheduling a time to go for an assessment - Proactively thinking about affairs to be attended to if in care 	Make appointments Observe some services/groups Scheduling
Action	<ul style="list-style-type: none"> - Tries a group - Mental health assessment - Has appointment with mental health professional 	Join group Attend appointments Crisis Plan
Maintenance	<ul style="list-style-type: none"> - Engaged in wellness plan and connection to appropriate resources - Working on recovery 	Reinforcing Recovery services



Physical Health

Stage of Change	Characteristics	Ideas
Pre-contemplation	- Physical health issues present or suspected to be present with no involvement in care	Denial busting stage Putting the mirror up in front of them Addressing how they may feel physically How they feel about disease & how they feel about wellness Do they remember feeling better? What was that like? How would they get there again?
Contemplation	- Asking questions about physical health, care options, treatments and/or accessing doctor	Seeding ideas & Introduce information Peer supports
Preparation	- Scheduling appointment with doctor - Talking about measures to be taken in apartment or lifestyle to improve care	List of doctors Calendar Alarm for reminders Resources for money Diet Grocery list Activity guides for walking Physiotherapy
Action	- Attends appointment with doctor - Actively engages in treatment protocol	Attend appointments with them Participate in wellness activities with them 8 hours sleep Harm Reduction Hygiene Eating Three Meals a Day
Maintenance	- Healing or effective management of conditions - Preventative medicine part of routine	Phone numbers Crisis plans Emergency numbers Home care Aids to Daily Living



Substance Use

Stage of Change	Characteristics	Ideas
Pre-contemplation	<ul style="list-style-type: none"> - Actively using to the point where it is impacting life, but without awareness 	<ul style="list-style-type: none"> How it is affecting their housing How it is affecting their relationships How much do they spend on drugs
Contemplation	<ul style="list-style-type: none"> - Asking questions about behaviour, substance being used, amount being used or alternatives 	<ul style="list-style-type: none"> Harm reduction Incentive to stop (e.g., see kids) Aware that there is a problem Why they use
Preparation	<ul style="list-style-type: none"> - Discussing a treatment or reduction or quit date - Talking about changes to apartment or lifestyle to support changes in use - Emotionally agitated 	<ul style="list-style-type: none"> Discussing resources Discussing how to change lifestyle Guest management Triggers for use (e.g., payday, death, birthday) Environment Observing (e.g., AA, Eyeopener)
Action	<ul style="list-style-type: none"> - Switches to palatable alcohol - Reduces or abstains from consumption - Manages apartment and/or relations with friends and others differently 	<ul style="list-style-type: none"> Attending meetings Outpatient treatment program Detox Residential treatment Peer and social supports Health care team Treating withdrawal symptoms Harm Reduction Wellbriety
Maintenance	<ul style="list-style-type: none"> - Continues to reduce harm - Abstains 	<ul style="list-style-type: none"> Self-driven maintaining appointments Maintaining sobriety Lessening use Natural supports



Medication

Stage of Change	Characteristics	Ideas
Pre-contemplation	- Prescribed medications but not taking them	Conversation History Symptoms
Contemplation	- Asking questions about how to what meds might be for, how to take them or how to store them	Getting them to talk about what they are for Diagnosis How they feel about taking meds
Preparation	- Exploring schedules, pillboxes, blister packs or other approaches to med mgmt - Reading materials on better storage and use of meds	Accompany to doctor or pharmacist Increase understanding of what they are taking, how to take them
Action	- Takes meds as prescribed - Stores meds properly	Having meds delivered daily Dispenser Community Treatment Order if necessary Have info on their meds – written out together Follow up appointments with doctor Connection with supports Diary of how feeling with taking meds
Maintenance	- Manages meds consistently including taking as prescribed, on time, with proper storage and takes care of refills appropriately	Regular doctor appt to tweak dosage Update crisis plan Knowledge of consequences to self, body of not taking properly



Personal Administration and Money Management

Stage of Change	Characteristics	Ideas
Pre-contemplation	<ul style="list-style-type: none"> - No income - No budgeting - No involvement in financial affairs 	Talking Any money at all, how much, sources Expenses taking care of Bank account? Cheque cashing
Contemplation	<ul style="list-style-type: none"> - Asking questions about money or other financial matters 	Where money being spent Consequences of not having money Outstanding bills owing
Preparation	<ul style="list-style-type: none"> - Exploring ways of cashing cheques and storing money - Talking about ways in which money is spent - Talking about strategies to overcome literacy or numeracy barriers 	Doing a budget Create options of how to save money Ways to increase income Calendar to schedule when bills are paid Third party payment
Action	<ul style="list-style-type: none"> - Creates a monthly budget and attempts to follow it - Takes care of bank account - Completes paperwork required 	Use the budget Adjust budget Go grocery shopping with them Different “vendors” (cheaper drugs) Trusteeship/Guardianship
Maintenance	<ul style="list-style-type: none"> - Budgets appropriately relative to income on a consistent basis with an understanding of where and how \$ is spent 	Negotiation skills Revisiting budget Refining spending Saving up



Risk of Harm to Self or Others

Stage of Change	Characteristics	Ideas
Pre-contemplation	- Actively engaged in physical altercations or ongoing threats without realizing it is an issue	Discussions around minimizations of risk Challenging thinking Self-reflection – mirror Ask client to define risk Hospital/psyche assessments History with emergency services History with homelessness Past self harm and/or suicidal ideation
Contemplation	- Asking questions about how not to harm self/others or how to change environment where harm occurs	How to deal with feelings/thoughts without harm Coping skills Triggers Ever a time when not harming?
Preparation	- Reading materials about programs to reduce harm - Scheduling appointment to speak to counsellor	Providing research and materials on harm reduction Addressing fears Awareness of what he/she is doing Crisis planning Intro to counseling, family doctor, therapist Information on supportive programs/groups
Action	- Engaged in programs (e.g., anger management, conflict resolution, dealing with suicide ideation, etc.)	AA/NA/CA Grief and loss group Avoidance of triggers Budget Harm reduction re clean needles, pipes
Maintenance	- Not harming self or others or making threats related thereto - Engaged in supports for sustainability	Crisis plans Supports Emergency Plan Long-term planning Yearly check-ups



Legal

Stage of Change	Characteristics	Ideas
Pre-contemplation	- Legal issues in life that if unresolved will result in loss of tenancy, but without action to participate in resolving issues	Asking if they have any charges, parole Consequences of breaking the law Previous incarceration
Contemplation	- Asking questions about defence	Aware of court appts Aware of parole environments Discussion of environment
Preparation	- Proactively planning around court dates - Assembling court/legal docs - Exploring legal representation	Gather info on jail Turning self in Discussions with police
Action	- Attends meeting with attorney - Attends court - Follows court prescribed actions, if any	Going to court and appt Legal Aide Attending probation officer meetings Diversion Transitional correctional initiatives
Maintenance	- Meets conditions of parole, if applicable - Avoids conflict with the law	Decreasing legal issues Abstain from crime



Involvement in High-risk and/or Exploitive Situations

Stage of Change	Characteristics	Ideas
Pre-contemplation	- Active participation voluntarily or involuntarily in high risk or exploitive activities without awareness that it is an issue	Capacity to make choice to be in a situation or no Interventions at prevention stage can be necessary if people unable to make healthy choices History Conversations – how is this okay? Gauge if they want to get out
Contemplation	- Asking questions about reducing harm or impacts of harm	Talking Listening Create awareness of how things may be unsafe
Preparation	- Talking about other sources of income - Discussing impacts on relationships - Desire to safety plan	Discuss strategies of where and how to reduce harm
Action		Implementing some of the strategies Anger mgmt Implementing guest policy Using an escort service instead of streets Safety plan Crisis plan
Maintenance		Revisiting strategies Improving upon strategies



Experience of Abuse and/or Trauma

Stage of Change	Characteristics	Ideas
Pre-contemplation	- Has a history of abuse and/or trauma, which is still impacting day to day living, but assistance has not been sought	Identifying the types of abuse Exploring different types of trauma Increasing awareness that what they have gone through is not the norm Talking about what led to them using substances because of trauma/abuse
Contemplation	- Asking questions about recovery or treatment or counselling	Do they want to access service Is past affecting the future and if so in what way What are the consequences of not addressing the past
Preparation	- Reviewing potential treatment or counselling options - Emotionally agitated - Trouble sleeping, eating, etc.	Providing them with info on services, crisis services, women's outreach, women's shelter Information on programs MDAs Groups One on one counselling options Harm reduction
Action		Going to hospital or other groups or meetings Staying with clients to help them get good treatment Examine the people in their lives for triggers Creating a positive environment Journalling Crisis plan
Maintenance		Journalling Sending yourself a positive letter once in a while Reviewing whether professional help is helpful Reviewing feelings Find trusting people to trust feelings with



Interactions with Emergency Services

Stage of Change	Characteristics	Ideas
Pre-contemplation	- Frequent involvement with police, fire, ambulance, emergency rooms, hospitalization and/or crisis teams without thinking it is an issue	Conversation around number of times engaged with emergency services What did that look like What was the situation History of hospitalization
Contemplation	- Asking questions about family physician or reducing crises	Consequences of these involvements What was the follow-up Last time involved How do you see the future Want to reduce interaction
Preparation	- Proactively planning or scheduling doctor visit - Desire to update crisis plan	Safety planning Crisis planning Maintaining medication Guest management Medi-alerts
Action		Write out safety plan and practice it Role playing PACT
Maintenance		Re-evaluate safety plans, etc Make adjustments



Managing Tenancy

Stage of Change	Characteristics	Ideas
Pre-contemplation	<ul style="list-style-type: none"> - Damage to unit - Unpaid rent - Issues with landlord or neighbours 	<p>Discussions about housing damages, payment of rent, being a good neighbour</p> <p>Define managing tenancy</p> <p>Have the responsible tenant discussion</p> <p>History – why and how they may have lost housing in the past</p>
Contemplation	<ul style="list-style-type: none"> - Asking questions about better relations or addressing damage 	<p>Try to increase awareness of why they are not managing tenancy well</p>
Preparation	<ul style="list-style-type: none"> - Listing materials to make repairs by self or how to repay for repairing damages - Role playing communication 	<p>Putting plans in place for managing the tenancy</p> <p>Schedule for maintenance</p> <p>Relationship building with landlord</p> <p>Rights and responsibilities</p> <p>Review reasons why managing housing is important</p>
Action	<ul style="list-style-type: none"> - Paying rent consistently - Taking pride in unit 	<p>3rd party payment</p> <p>Guest policy</p> <p>Repairing</p> <p>Cleaning</p> <p>Being a good neighbour</p> <p>Intro to neighbours</p> <p>Safety planning</p> <p>Home Building</p> <p>Connect to professionals</p> <p>Go through lease agreement with them</p>
Maintenance		<p>Good landlord relations</p> <p>Revising policies if need be</p> <p>Natural supports in community</p>



PART TWO: Forming Objectives for Interactions Aligned with the SPDAT

Intentional objectives are important to promote positive change. In the early stages of engagement with a newly housed client, it can be helpful to have some “go to” objectives to help get the conversation started on goal setting. This section provides ideas on objectives that may be attempted in client engagements based upon various common characteristics/behaviors demonstrated with each component of the SPDAT.

Like Part One, this is not a script. Use this to help stimulate your own creativity and approach to creating objectives for your engagement with your clients.



Self Care and Daily Living Skills

Primary Areas of Concern	Possible Objectives
<ul style="list-style-type: none"> - Hygiene - Laundry - Dishes - Unclean apartment - Hoarding - Collecting - Almost always or always needs prompts 	<ul style="list-style-type: none"> - Raising awareness - Apartment walk-through - Teaching/modeling - Access to resources (soap, clothes, etc.)

Meaningful Daily Activities

Primary Areas of Concern	Possible Objectives
<ul style="list-style-type: none"> - Isolation - Disinterested in suggestions - Despondent - No enjoyment - Not many days of the week - Early engagement - Areas of interest not available in the community - Participation requires resources 	<ul style="list-style-type: none"> - Accompany to new activities - Introduce new opportunities - Debrief pros and cons of recent experiences - Readiness ruler on new activities



Social Relationships and Networks

Primary Areas of Concern	Possible Objectives
<ul style="list-style-type: none"> - Victimized or dependent relationships - Only “friends” are still homeless - and like the friend apartment - Friends/family compromising wellness/tenancy - Lack trust - Poor interaction with professionals 	<ul style="list-style-type: none"> - Interpersonal mapping & connections - Personal guest policy - Role playing - Appointment strategies

Mental Health and Wellness & Cognitive Functioning

Primary Areas of Concern	Possible Objectives
<ul style="list-style-type: none"> - Difficulty communicating, performing daily living skills, engaging socially AND suspected mental illness - Disclosed mental illness and not connected to support and/or not taking medication - Recent hospitalization for mental illness 	<ul style="list-style-type: none"> - Recovery education - WRAP - Crisis Plan review - Feelings journal - Trigger identification - Mental Health Assessment - Recovery Star - Connecting to MH professional(s) - Connecting to peer supports



Physical Health and Wellness

Primary Areas of Concern	Possible Objectives
<ul style="list-style-type: none"> - Unwell - Chronic condition unmanaged - Not connected to professionals - Not following treatment protocols - Palliative - Not interested in addressing (potential) health issues 	<ul style="list-style-type: none"> - Doctor appointment - Treatment protocol implementation strategy - Raising awareness of health impacts

Substance Use

Primary Areas of Concern	Possible Objectives
<ul style="list-style-type: none"> - Using again after a period of sobriety - Use resulting in behavior that is impacting tenancy - Health issues emerging directly related to substance - Not meeting daily living requirements - Debts - Passing out outdoors - Non-palatable alcohol 	<ul style="list-style-type: none"> - Strategies to reduce harm - Budgeting for substance use - Support network identification - Meaningful daily activities during times of use



Medication

Primary Areas of Concern	Possible Objectives
<ul style="list-style-type: none"> - Not taking meds properly - Not storing meds properly - Selling meds - Not filling prescription - Taking too many meds - Doesn't understand meds - Mixing meds with other substances not prescribed - Prompts to take meds 	<ul style="list-style-type: none"> - Pharmacist consult - Blister packing - Med management schedule - Med storage strategy

Personal Administration and Money Management

Primary Areas of Concern	Possible Objectives
<ul style="list-style-type: none"> - Street debts - Not budgeting for substance use - Non-payment of rent - Unable to buy food - Not understanding bills - Insufficient funds to pay bills - Literacy and numeracy 	<ul style="list-style-type: none"> - Tracking where \$ goes - Monthly budget - formal and informal income - Trusteeship - 3rd party payment



Experience of Abuse and/or Trauma

Primary Areas of Concern	Possible Objectives
<ul style="list-style-type: none"> - Homelessness caused by abusive situation - Becoming homeless traumatized the person - Not connected to resources to address experience of abuse/trauma - Compromised daily functioning 	<ul style="list-style-type: none"> - Small wins strategy - Opportunity to meet peers - Awareness of full range of trauma and abuse resources

Risk of Personal Harm or Harm to Others

Primary Areas of Concern	Possible Objectives
<ul style="list-style-type: none"> - Frequent fights - Provoking behavior with others - Severe depression - Fixated on harming a specific person...expressed feelings of being wronged 	<ul style="list-style-type: none"> - WRAP - Decision-scale on conflict behavior - Conflict resolution - Mental health assessment - Avoidance strategy



Interactions with Emergency Services

Primary Areas of Concern	Possible Objectives
<ul style="list-style-type: none"> - Numerous ambulance calls - Frequent interaction with police - Frequent falls - Public intoxication - Fire starting - Reliance on emergency room for primary health care needs 	<ul style="list-style-type: none"> - Positive reinforcement through community policing - Health access plan - GP appointment - Safe places to engage with fire - Safe drinking/using strategies in or near apartment

Involvement in High Risk and/or Exploitive Situations

Primary Areas of Concern	Possible Objectives
<ul style="list-style-type: none"> - Sex work - Unprotected sex - Drug running - Drug dealing - Taken advantage of for work (especially development delayed individuals) - Used/dirty rigs 	<ul style="list-style-type: none"> - Access to harm reduction supplies - Harm reduction - Safety strategies



Legal

Primary Areas of Concern	Possible Objectives
- Unpaid fines	- Legal aid
- Upcoming court date(s)	- Checking on warrants
- Held on remand	- Pardons for previous offences
- Outstanding warrants	- Budgeting to repay fines
- Tenancy at risk	

Managing Tenancy

Primary Areas of Concern	Possible Objectives
- Damaging unit	- Meeting neighbours
- Conflict with neighbours	- Informing landlord of damages
- Non-payment of rent	- Mediating conflict
- Conflict with landlord	- Responsible tenant discussion

