

# "I AM"

## Understanding Homelessness And Shame In Participant Focused Case Management

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7 Cities Housing First Conference 2015



CITY OF  
*Lethbridge*

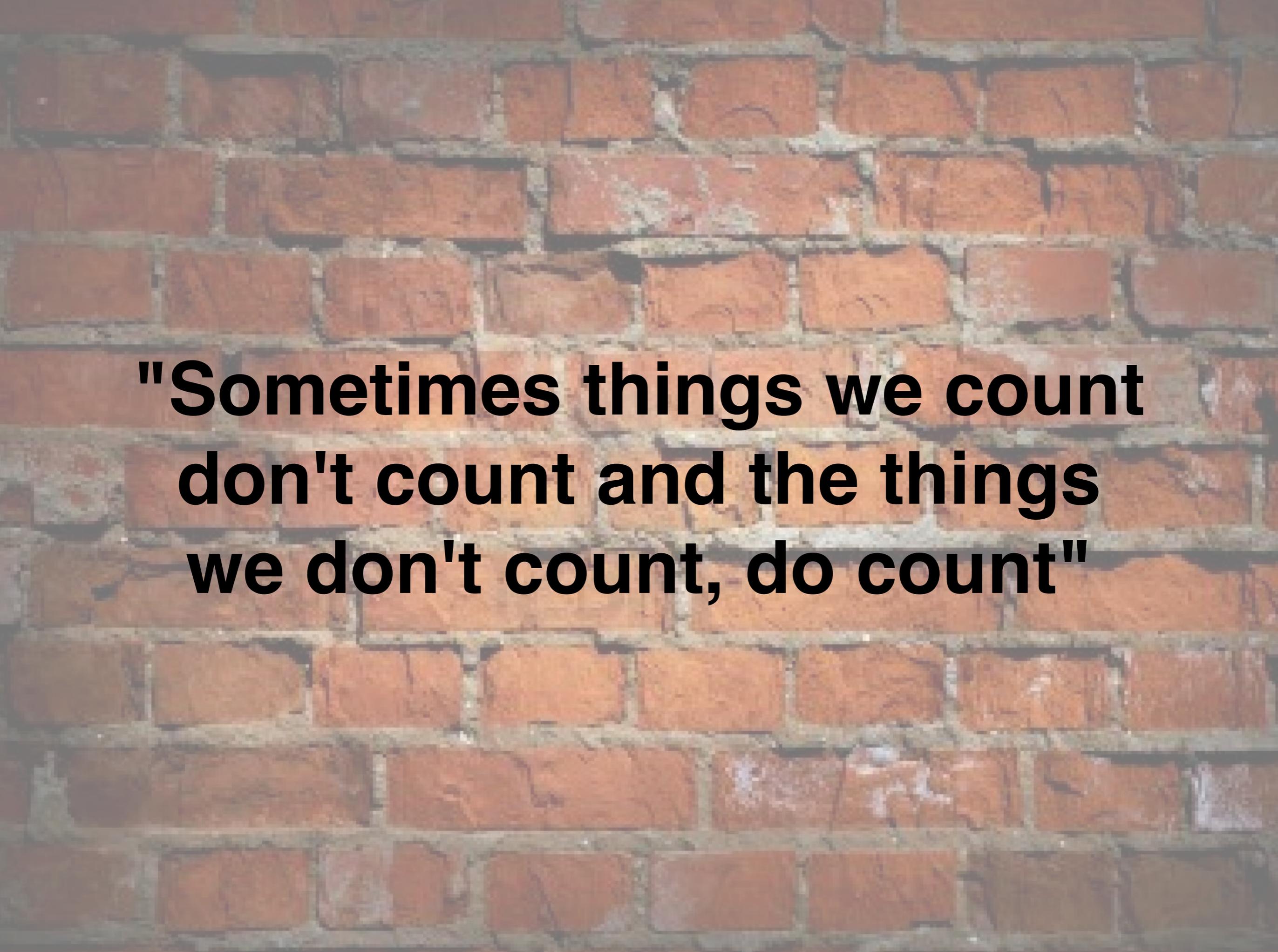


@BringLethHome

S.H.I.A.  
SOCIAL HOUSING IN ACTION



"Bringing  
Lethbridge Home"

A background of a brick wall with a quote overlaid. The bricks are reddish-brown and arranged in a standard running bond pattern. The mortar is a light grey color. The quote is centered and reads: 

**"Sometimes things we count  
don't count and the things  
we don't count, do count"**

# Problem Solving Process

1. Identify what is wrong
2. Analyze the causes
3. Decide goals to fix causes
4. Make plans that will achieve the goals
5. Implement the plan
6. Evaluate whether the plan worked/problem fixed

# Problem Focused

The emphasis on deficits – what a person is lacking – leads to a cycle of focusing on what is wrong followed by a reliance on experts. However, when people act as experts on resolving the problems of others, we deny those facing the problem the opportunity to participate, take control, and learn.



- **Restorative Care**
- **Harm Reduction**
- **Where They Are At**
- **Choice**
- **Trauma Aware/Informed**
- **Everyone Has Skills/Abilities**
- **Culturally Aware**
- **Safety**
- **Trusting Relationships**
- **Participant Driven**
- **Compassion**

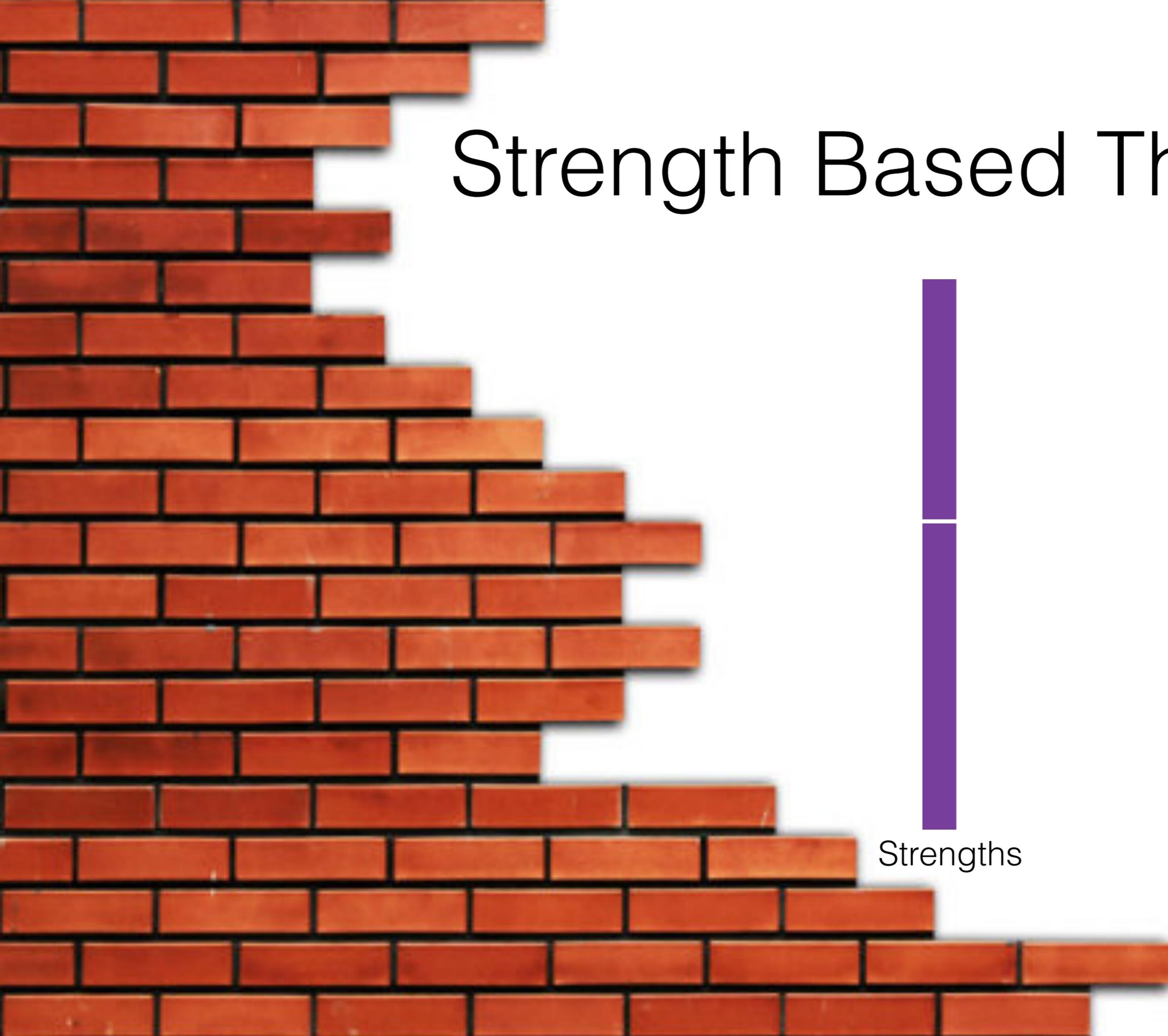


# Strength Based

- Combining assets within the participant along with those within the participants environment, increases the participants future optimism (Kidd, 2003).
- A persons perspective of reality is primary,(their story) - therefore, we need to value and start the change process with what is important to that person, not the expert (Wayne Hammond, PhD).



# Strength Based Theory

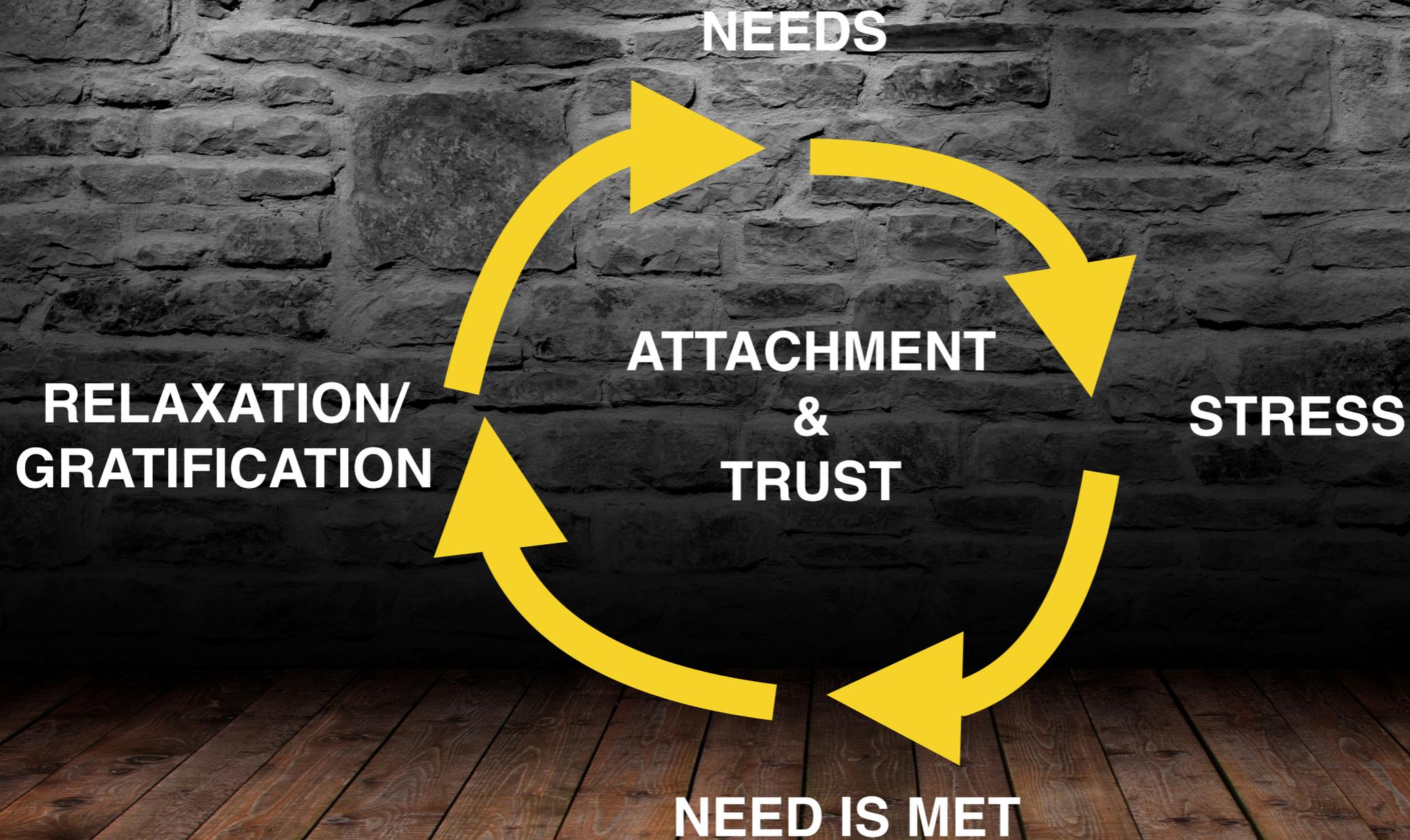


Strengths



Weaknesses

# Cycle of Attachment



# When The Cycle Is Broken

- Poor connection to others
- Lack of trust
- Behavioral Dysfunction
- Emotional Unrest
- Mental health disturbances



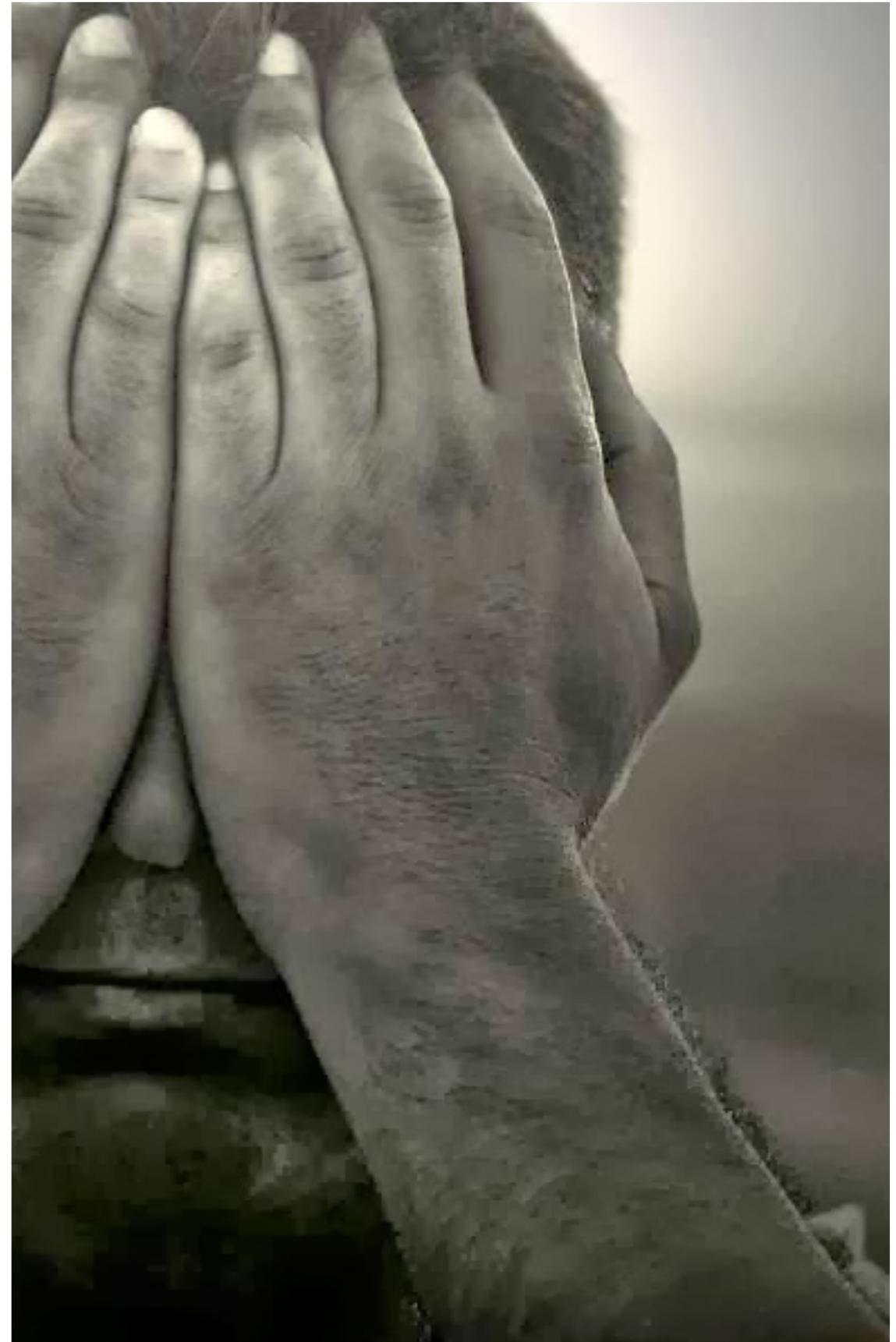


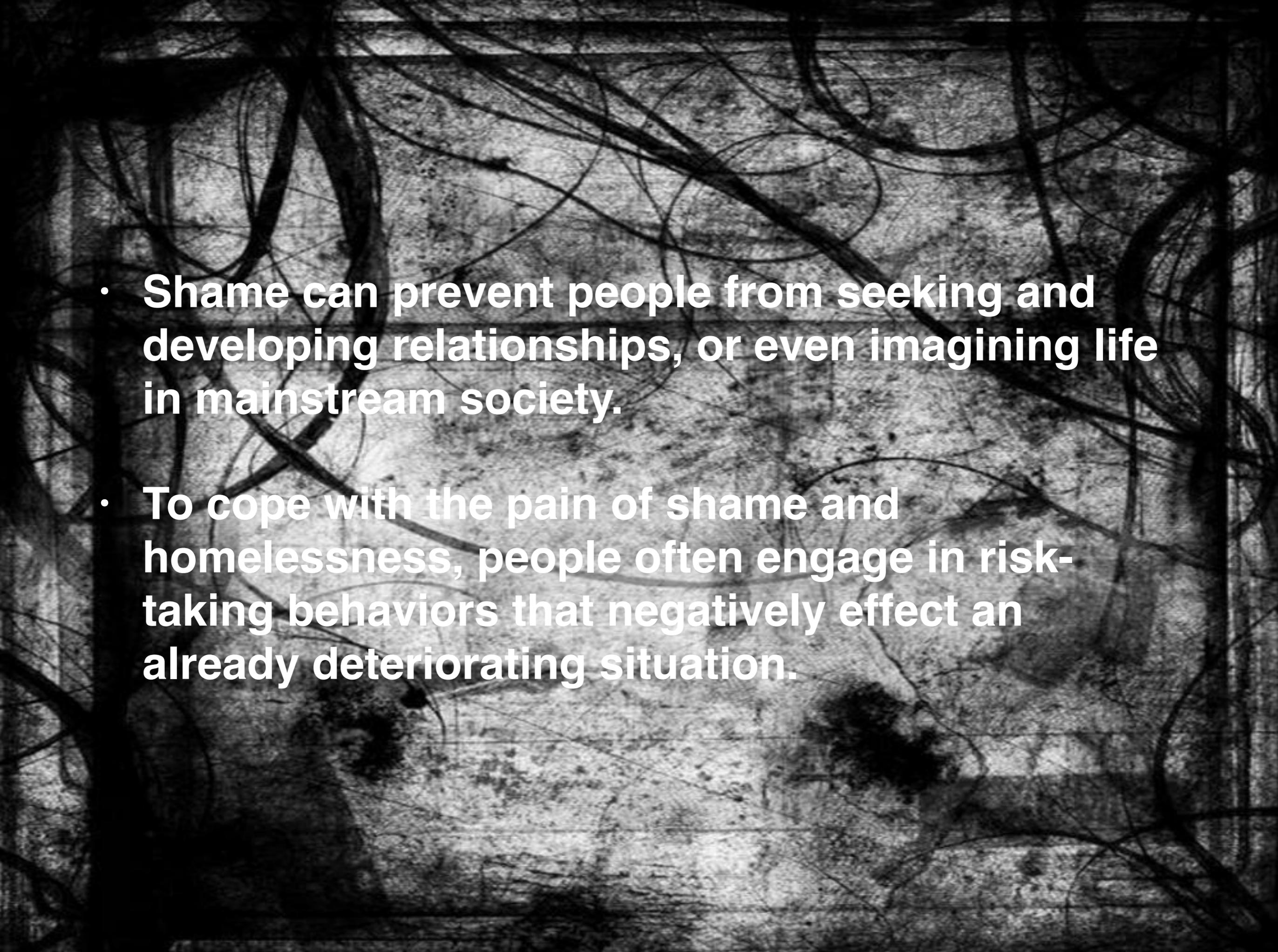
# Self-Esteem & Shame

Poor attachment leads to a lack of trust AND an unfavourable view of self.

# Shame

A painful emotional experience that arises when one recognizes that they have failed to meet an expectation or have violated an important social standard (Tangney & Dearing, 2000)



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- **Shame can prevent people from seeking and developing relationships, or even imagining life in mainstream society.**
  - **To cope with the pain of shame and homelessness, people often engage in risk-taking behaviors that negatively effect an already deteriorating situation.**

A dark, high-contrast image of a dense thicket of bare tree branches, with the text "More Shame!" overlaid in the center. The branches are intricate and tangled, creating a complex web of lines against a lighter, textured background. The overall mood is somber and bleak.

**More Shame!**

# **Prolonged Shame-Response Increases One's Vulnerability to:**

- **Depression, Anxiety, Bi-Polar**
- **Addiction**
- **Metabolic Syndrome, Diabetes, CV**
- **PTSD**
- **Hostility**
- **Eating Disorders**
- **Self-Harm**

Shame leads to acting out,  
then more shame which  
reinforces a sense of  
inadequacy!

# **Gabor Mate**

**Addicts are not addicted  
to substances or  
behaviors, they are  
"addicted to the feeling of  
not being addicted."**



# Resiliency

"A manifested competence in the context of significant challenges to adaptation or development" (Masten & Coatsworth, 1998; Obradovic et al., 2009)

**Common Link: Caring and supportive people.**

# In Your Case Management...

- Start slowly building relationships with the end goal being to restore their hope in themselves.
- Allow them to choose the subject and direction of the conversation focusing on their strengths and not pushing immediate change or long term plans.

- Acknowledge the strength, courage, skills, and determination required to survive the homeless life style (Fest, 2003).
- The focus of your interactions should centre on understanding their perspective and drawing upon their strengths (Levy, 1998).

- Accept the persons shame rather than normalizing or dismissing it.
- Use different labels in your own mind about the individuals situation and life.

Help them to feel and be  
connected.

"Even perceived social support has an effect on psychological symptoms and can buffer the impact of high stress on poor people who are housed or homeless" (Toro et al., 2008)

"As people begin to experience identifiable accomplishments, their sense of self-efficacy increases and feelings of SHAME and powerlessness are reduced" (Wilson, Friedman & Lindy, 2002).

# Valuable Skills & Strategies

- Multi-cultural competence
- Empathy
- Mentoring and Peer Support Programs
- Motivational Interviewing
- Assertive Engagement
- Stages of Change Theory
- Stages of Development

# PATIENCE

This process takes time, be ok with that!

# Remember

When baking a cake, what is important is not the cake. It is how wonderful it tasted and the joy it brings to those that partake of it...

The background of the slide is a textured stone wall with irregular, light-colored stones. At the bottom of the image, there is a wooden floor with dark, vertical planks. The text is centered on the wall.

**Thank You For  
Listening!**

**Questions?**