

Scenarios

Glenda is a 48 year old lesbian female of African descent who requests shelter at your facility (shelter). During her intake she tells you that she has been homeless for 3 years and has a criminal protective order against her wife (issued 3 years ago) for domestic violence (DV/IPV). Their last contact was one year ago. Glenda has never sought DV services before now. Remember: the criteria for shelter is that DV be the primary issue.

Heather is a 23 year old straight female of European descent who arrives at shelter with her 4-year-old son. Upon completed intake assessments, neither is identified with any unusual circumstances. About a week later, several of the other residents of the shelter complain that Heather's son screams continuously at all hours of the night. Staff talks to Heather about the situation and she claims that he is just confused about their new surroundings. Staff suggests counseling for the child but the mother refuses. The screaming continues and the other residents cannot sleep or relax. Again, the situation is discussed with Heather and some coaching is given on parenting skills. Staff spends time with the family in shelter to try to better assess what the problem might be. The little boy's screaming seems to worsen and staff thinks that there is a possibility of autism. A therapist is contacted and, based on the explanation of the child's behavior, agrees that autism is a possibility. Staff broaches the subject with Heather who is adamant that her son is "normal." Meanwhile, the other clients are furious that they can find no peace in the shelter. Heather continues to refuse professional counseling for her son or herself, and the issue of the other clients is discussed with her. Heather leaves shelter a week later saying that the other clients are harassing her about her son's crying.

Elvita is a partnered 35 year old female of African descent who has decided to stop taking her anti-depressants as she states she is "feeling much better now" since her children were returned to her. She also informs you that she has had "a few" times lately when she was short of breath and had "a little" tightening of her chest.

Thomas is a 40 year old married white male who has recently been diagnosed with Type II diabetes due in part to his drinking, which he states helps him with his anxiety. Furthermore, he tells you that during his last medical check-up, his doctor said to him, "Thomas, you'd better start eating right and stop drinking that booze if you want to keep your limbs!"

DeShawn is a 15 year old male of mixed race and questioning sexuality who has recently come in due to a police intervention: DeShawn was found unconscious after a group of teens beat him, calling him racial and sexual slurs during the attack. DeShawn has been living on the streets for years without incident and refuses to consider a shelter or other housing, stating it would interfere with his ability to be with his friends – his only family. DeShawn also states he has problems asking for help as he feels that he should be able to take care of himself “like a man.”

Sam is a 33 year old single white female who informs you that she recently was diagnosed with bipolar disorder and put on “some medication.” She seems unclear as to the clinic doctor’s treatment recommendations & rather disinterested in how the medications work. Furthermore, she states she is “not willing to even think about changing her life for this stupid diagnosis” especially since she might lose her kids again.

Carlos is a 41 year old married straight male from Mexico who is in the US illegally. He tells you he just lost his job since his boss was worried about Carlos’ immigration status. Because of this, Carlos’ wife Cristina, who is partly disabled, is cleaning houses again to help bring in some rent money. Carlos tells you he is afraid to stand on the corner with other immigrants looking for day work because he might be more noticed there and then deported. Carlos and his wife have 5 children, all of whom were born in Portland, and he’s concerned about his family as well (he usually sends money to Mexico to help his family).

Sheila is a 32 year old single straight female of African descent who is on probation. She has just been informed that her latest drug test has shown positive for MJ. She says to you, “I can’t have a dirty test for MJ. I haven’t smoked MJ at all! It must have been when I was riding in the car with my friends. That’s the ONLY way that I could have got some THC in my system. They were smoking, not me!”

Anita is a 46 year old single straight female of European descent is currently homeless due to losing her job recently due in part to her multiple physical illnesses. She recently has lost custody of her two (2) small children to her former husband. Anita is also having a difficult time staying consistent with her medications, especially her psychiatric meds. She tells you she has been feeling isolated and misses her children “so much it hurts.”

Johnny is a 35 year old gay male of European descent, in a long-term partnership, who has recently had a serious alcohol use episode. Ed's partner, Jonathon, has called to inquire about services due to his concern for Ed's health. Jonathon states that Johnny recently has a serious car accident due to a blackout that Jonathon, a powerful SF attorney, was able to obtain reduced charges for Johnny but that treatment was "mandatory." There are some specific requirements from the court regarding Johnny's treatment. Johnny tells you that he knows he drinks too much but that Jonathon "spoils me" allowing Johnny to be a "stay at home wife. He knows I'm a diva!" Johnny also describes considerable trauma due to coming out to his father though states his mother has "always loved me."

Pat is a 45-year-old single white straight male of Irish descent who has been seeing you for counseling off and on for a number of years. He has been abstinent from alcohol and other drugs for many years. He also required a bone marrow transplant about 4 years ago. Pat tells you that recently he has become more depressed lately about "things" as he is afraid he "won't ever be able to return to work." He recently had major oral surgery, due to the cancer treatment, having all his remaining teeth extracted, then fitted with dentures. He is concerned about fitting in at work again (he's not worked for years) and how women will "find me," especially regarding having dentures at such a young age. He is also interested in trying to moderate his drinking.

Daniel is a 30-year-old gay Asian male who has recently been having blackouts when he drinks, who began using cocaine and other drugs recreationally lately. Daniel states his sister has concerns about his use and his parents have "no idea." He states he doesn't really use any more than his friends and doesn't want to stop. He came to see you only because "she (sister) pressured me."

C'Elyna is a 29 year old straight female of African descent, here to see you due to her psychiatrist's "concerns." C'Elyna states, "every time I go off my meds, I get kind of crazy. And my minister is really putting the pressure on me to quit taking them and let God take over my illness and treatment."

James is a 48 year old single straight male of African descent who has been living on the streets since 1972. He states he's never slept inside until recently and now complains of a constant cough and fears that others in the shelter are plotting to steal his few belongings.

Lydia is a 17-year-old straight female of mixed heritage. She has been in the foster care system since she was 5 years old, removed from her mother due to her mother's drug use and neglect. She has moved around a lot due to people saying she was too combative, leading her to live in 12 different group homes. Lydia has also dropped out of high school. She has told you that she is tired of group homes because "every time you have to runaway, you just get put in another one." She also has told you "this time is going to be different!" Lydia is in your office today because she has runaway again and is now living with her mom who continues to use drugs and who is in a violent relationship with a boyfriend.

Jack is an 18-year-old gay male of African descent who grew up in Florida. When he came out last year, his parents kicked him out of home, completely disowning him. Jack came to San Francisco in hopes of finding safety and community; he has been on the streets ever since. To stay awake at night to stay safe and to work, he began to use speed. He also does sex work from time to time so he can stay in a motel occasionally. The last boyfriend Jack had – Stan - was much older than he. Jack moved in with him soon after they met. But now they've broken up and Stan has kicked Jack out, leaving him to return to the streets. That was a month ago.

Juan is a 19 year old, bisexual male of Latin heritage who has been in foster care since age 6. He began living on the streets at age 16 after running away from multiple group homes. Juan recently started doing sex work and shooting up speed in order to make more money having sex. He has been in and out of homeless services for the last 3 years. Juan recently told you that when he was 18, he stayed in a shelter for 6 weeks and went to substance abuse treatment for a month. But then he used again after finding out his older brother, Jose, died (he was the only person Juan trusted. He never betrayed Juan or took advantage of him). An outreach worker convinced Juan to have an HIV test last week; he was recently told he has tested positive for HIV.

Dianne is a 75-year old lesbian woman of European descent, a retired attorney who has been an icon in the queer community with her longtime partner. She states she has been drinking "as long as I can remember." Recently, her brother and other concerned family/friends have had to hospitalize her due to a fall, leading to significant loss of blood and great injury to her liver. As a result, she is now in a SNF (skilled nursing facility) which she hates. You have been called to see her for an assessment and possible counseling.