

Discussions Questions for Training Video – Journey to Recovery

Scene 1: Now what do I do?

- A. What would make it difficult for someone who is homeless, to listen to the advice of someone who is not?
- B. What impact does homelessness have on a person's self image?
- C. What contributes to the change of the person's self image?
- D. How can you help a person who is homeless re-establish a sense of self-worth?

Scene 2: And it's only gotten worse

- A. Why do you think the situation became worse - instead of better, for the main character?
- B. How did the outreach team physically approach the individual who was homeless (Steve)?
- C. How did the outreach team emotionally approach Steve?
- D. What services did the outreach team offer?
- E. How were the services offered?
- F. Why didn't the outreach workers address Steve's mental illness directly?
- G. How would you respond, if you were part of an outreach team and an individual became angry and insulting towards you?
- H. Does it make sense to maintain outreach efforts to an individual who is homeless over long periods of time if the person is hostile towards you?
- I. What would you do, in this situation?

Scene 3: The coffee shop

- A. Why is the manager so hostile?
- B. Is there anything positive that can be said about the manager?
- C. How would you approach the manager?
- D. How would you approach a business owner who is angered by the presence of an individual who is homeless in their store, even though the person has not done anything wrong and never before patronized the business?
- E. How would you approach an individual who is homeless and angry about the way they are being treated by members of the community?
- F. What are some reasons why the business owner (or) individual who was homeless might 'snap' at you upon approach?
- G. What would you do in the Social Worker's position, if you asked someone to extinguish their cigarette and they refused?

Scene 4: So now you've got a place to stay

- A. Is obtaining permanent shelter the solution to Steve's problem?
- B. Is the conflict with the landlord an outcome of Steve's mental illness?
- C. Why did the building manager call the Social Worker?
- D. In your opinion, is the building manager hostile towards individuals who were once homeless?

- E. What approach did the Social Worker use to address the building manager's complaints?
- F. Which approaches would not have been effective?
- G. What strategies did the Social Worker use to contain/resolve concerns about Steve's behavior?

Scene 5: Work as a means to recovery

- A. What did the main character want for his future?
- B. Is becoming employed a positive goal for an individual who has a history of homelessness and serious mental illness?
- C. Should a Social Worker/Case Manager/Outreach Worker encourage and support an individual with serious mental illness to work if the person says they want to become employed? What should be said, if the individual has no desire to work?
- D. Should a person with serious mental illness be encouraged to attend a psychosocial rehabilitative program, rather than to pursue gainful employment?
- E. Would you encourage a person to pursue employment only after the person had been symptom-free for a period of time?
- F. What is the meaning of the term "Recovery?"