HSP 341

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IDAG 1

Hope Options Everett Housing Authority

April 8. Today I observed my field supervisor Christine as we went on an intake Interview. The applicant was a 63-year-old woman whom we will call Sue, she had been recently discharged from the hospital after having had a seizure and was couch surfing between her daughter and sister's apartments. The agency might be able to find low-income-housing so she can live independently. Sue's sister was just moving into a new apartment and that is where we met.

As we approached, Sue seemed happy to meet us and Christine asked her if it was ok to talk with all the people around us, Sue's sisters and the movers left the house but Sue's demeanor changed, she began whispering and told us that she needed to get out of there. Christine asked Sue if she felt unsafe with her sisters, she cursed when talking about her sisters and got a little agitated. Christine offered Sue a ride to her daughter's house but that was not a possibility since there was no one home. Sue cried but stopped suddenly, her eyes wide open scanning the room. Christine kept calm and her voice was soothing, she tried to get Sue to focus without success. When she learned that Sue did not feel like filling out paperwork she took out a business card and gave it to Sue, asking her to call when she felt safe and ready to apply for housing. On the way to the office, Christine told me that Sue had displayed some behavioral issues and qualified for Hope Options assistance since she has been homeless for a while.

I want to keep in mind always that it is very important to remain calm, keep a straight face, try to get the client to focus, and finally recognize when an interview is going nowhere. Leaving our contact information is all we could do. It is up to her to call us when she is ready to follow through. Christine's time management was excellent and I hope to learn from that as well.