

Rapid Resolution Conversation Scenario

Mike and Justin

This is a practice scenario that gives an approximation of a Rapid Resolution conversation. It is the initial conversation with the Veteran and does not include the next conversation with a potential family member, friend or other support person willing to house the Veteran. In the field, these conversations will typically be longer and more detailed.

Instructions: Choose two volunteers at your table to read the conversation script. One person will be Mike and the other will be Justin. Everyone should take a minute to read the Background Community Information and Conversation Set-Up. Then the two volunteers will read the script to the group. As they are reading, read along silently and mark the script and note when you hear something going well, not going well or notice other important points. Then work together as a group to answer the questions at the end.

Background Community Information

The SSVF Program is part of a county community action agency. The SSVF program covers a large rural region within the Balance of State CoC and has two staff members. The area only has one small five bed shelter for individuals that is operated in a church that is typically full every night. The CoC receives referrals from the tri-county United Way's 211 phone hotline. The Balance of State CoC Coordinated Entry policy for Veterans is that newly identified Veterans are first referred to SSVF for possible enrollment in SSVF. The SSVF Program has started having Rapid Resolution conversations with all Veterans referred to them. The two SSVF staff members take turns fielding calls from 211.

The Conversation

Mike has called 211 because he can no longer stay in his friend's mobile home and has stated he doesn't have anywhere else to go. The 211 staff person has determined that he is likely a Veteran so refers him to the SSVF program. Justin, the SSVF case manager, receives the call on his work cell phone.

Justin: Hi, this is Justin from Hilltown Community Action.

Mike (talking very fast without pausing): I'm Mike. I called 211 and they told me to call here. I don't know what I'm going to do. I've been staying with my buddy Joe in his trailer but I have to get out because his ex-wife has some stuff going on and dropped off his two kids to stay for awhile. This is only a one-bedroom trailer so there's no room and I smoke—cigarettes and pot and he doesn't want his kids around that. I really don't know what I'm going to do. My buddy was also giving me a ride to the VA all the way over in Greenville twice a month—I need to see them about my diabetes.

Justin: Thank you for sharing all of that—I'm glad you called. I'm here to help. We'll work together to address what you need as quickly as possible. What branch of the service were you in?

Mike: Navy during Vietnam.

Justin: I was in the Army. We can still be friends, right?

Mike (laughing): Yes.

Justin: What did you do in the Navy?

Mike: I was a cook on a ship. I was stationed in the Pacific.

Justin: You were taking care of the crew—keeping everyone fed and happy.

Mike: Yes, my peach cobbler was famous. Great way to use the canned peaches they sent us out with.

Justin: Thank you for your service Mike. Now let's see what we can figure out to address your situation. It sounds like it's just you but is there anyone else in your household? And, where is your buddy's trailer and are you there now?

Mike: It's just me. Trailer is at the trailer park in Otis and I'm there now. Joe's kids are already here—you can probably hear them playing outside in the snow. I don't know what I'm going to do tonight.

Justin: Tell me some more about your situation.

Mike: I'm not working and I don't have any money left this month so I don't have any money left for food.

Justin: What's your income?

Mike: I'm not working right now. I guess you could say I involuntarily retired. I'm 70 years old. I get \$900/month in benefits. But it's another week before I get my next check. I spent my money on groceries for me and Joe and fixing a window on his trailer . . . and cigarettes and beer.

Justin: Sounds like you were really contributing to the expenses but his situation with his family has changed so he wants you to leave. Is there any possibility you could stay there one more night until we figure out a next step?

Mike: No—I already asked him. It's just too crowded.

Justin: Ok, that's understandable. Do you have other friends or family that might help you?

Mike: I asked a former co-worker of mine at the diner if I could stay with him but he lives with roommates and he said they wouldn't go for it.

Justin: Ok, got it. Great that you reached out to him. Do you have any family in the area that might be able to help?

Mike: No one around here. My sister is two hours away near Greenville. I haven't talked to her in a long time.

Justin: Is there anyone else that might be able to help you—other friends, any Veterans' or religious groups?

Mike: I don't go to church and there aren't any Veteran groups near me that I can get to.

Justin: Do you think your sister would be open to having you stay with her for a bit if we provided you or her with some services?

Mike: I don't know. She does have an extra bedroom because my nephew is grown and out of the house. Last time I saw her over a year ago, we were arguing. About stupid stuff. So we just haven't been in touch.

Justin: If she knew that you didn't have a place to go, do you think she might want to help?

Mike: Maybe, but she hates my smoking and she was laid off when I last saw her and was having her own financial issues.

Justin: Maybe you could smoke outside? You were helping your friend with the groceries and helping him with his trailer. Could you help your sister with groceries or other bills when your check comes in and help around the house?

Mike: I can smoke outside if need be but I don't have any money now that I can contribute.

Justin: That's great that you can be flexible with your smoking. Our program has a food pantry here. We could provide you and your sister with a few bags of groceries for the next week to get you through until your next check comes. We can also continue to help you figure out your next steps for your housing and other things you might need. Are there other things that she might be concerned about that we can think about now?

Mike: I'm not working right now. She won't want me around all day.

Justin: Good that you thought of that. At her house, you'll be much closer to the VA which you're familiar with and there is a senior center in Greenville. Both places have a variety of programs and the senior center has daily community lunches and their van might be able to pick you up at her house to bring you. What do you think?

Mike: I don't know about the senior center—I've never been there before but I guess I could try it.

Justin: What do you think about giving your sister a call?

Mike: I guess. I don't know if she's going to go for this.

Justin: Would you like to make the call together?

Mike: Yes

Justin: Ok. You can give me her number and you can stay on the line while I dial her and then we'll all be on the line together. How about you let her know what's going on and I'll be here to explain our program and how we're working with you?

Mike: Ok. Her number is 555-555-5555.

Table Group Instructions

- 1. Work as a table group to identify the parts of the Rapid Resolution conversation. Label the parts of the conversation right on the scenario. Here are the parts you are looking for (the case manager may not go through each one or do them in this order):**
 - A. Introductions, Goals and Building Rapport
 - B. Basic Eligibility
 - C. Ask About Their Situation and Safety Planning
 - D. Explore Possible Family, Social or other Supports/Assets
 - E. Choose Options and Contact Support Person/Network
 - F. Offer Services to the Veteran and Host
 - G. If the Housing Crisis Can't Be Resolved, Secure Emergency Shelter and make a plan to connect Veteran to permanent housing options

- 2. Note if any parts of the conversation are missing and if so, does it matter in this case?**

- 3. What did the case manager do well?**

- 4. What would you have done differently and why?**