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**HUS 3321: Case Management Problem Solving**

**Module 3 Assignment: A Strengths-Based Approach to Case Management**

**(20 points)**

**Name: Date:**

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| Read the following 5 scenarios and caseworker question. Using a strengths-based approach, for each scenario, provide an appropriate response for each of the following:1. Critique what makes them bad questions. In the criticism, look for questions that assume there is only one answer, inflict values on the client, make the client defensive, make assumptions, cut off discussion, or change the subject (at least 5 sentences).
2. Provide an empathetic response the case worker could have communicated to the client.
3. Provide at least two appropriate questions or exploratory statements (such as "Please share with me what happened that night.") the case worker could have communicated to the client.
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1. A worker listened to a young unwed mother talk about how she dropped out of school and got pregnant and has no skills necessary to find a job paying higher than minimum wage. Finally, the worker interrupts to ask, “Did you have to get pregnant? Didn’t you know about any birth control?”

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1. A man calls and says he is depressed and is considering suicide. He talks about how depression runs in his family and that he has experienced it for most of his adult life. His wife has lost her patience with his uncontrolled depression. The worker asks, “Where is your wife? Are you divorced?”
2. A woman is telling an intake worker why she has come to the shelter late in the evening. Right in the middle of her gripping tale about what was going on at home only a few hours before, the worker says, “How long has this been going on”?
3. A man is telling you about the night he witnessed the murder of his brother-in-law, and although he was never very close to him, he feels that maybe he could have stopped the death in some way. The worker asks, “Why don’t you just go and ask the police?”
4. A man wants to know if his wife is alright after she has been raped. He is sitting with a worker in the waiting room while his wife is being seen in the emergency room. The worker answers his question with one of her own: “How much does your wife mean to you?”