Solution Focused Case Management with Victims of Crime

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Moving forward on the solution-focused journey
What would make this day amazing for you?

MAKE TODAY RIDICULOUSLY AMAZING.
3 minute interviews: Your last client/intake session
Introduce your partner to us: What did she do with her last client that impressed you?

What questions did she ask of you that you found particularly helpful?
Strength-spotting
WHICH QUESTIONS IN YOUR INTAKE DO THE BEST JOB OF ELICITING STRENGTHS?
Our goals for today

• Introduction to key skills
• Practice, Practice, Practice
Historical expertise of victim assistance

- Grassroots advocacy
- Criminal justice preparation
- Therapeutic
The solution-focused “expertise”:

NOT KNOWING
SFVA Assumptions

- Clients have strengths and resources to get their needs met
- There are always exceptions to problems
- Focus on what works
- Goals of client are key- but must be made concrete and specific
- Small solutions toward building safety can have a ripple effect
- Better to ask good questions rather than give good advice
SOLUTION-FOCUSED ASSUMPTIONS

1. Change is constant
SOLUTION-FOCUSED ASSUMPTIONS

2. Human beings are designed to be self-healing, self-regulating and goal-oriented
SOLUTION-FOCUSED ASSUMPTIONS

3. There are always exceptions to problems
SOLUTION-FOCUSED ASSUMPTIONS

4. Focus is on the productive: What works
5. Goals are key, but must be concrete, specific and incremental
SOLUTION-FOCUSED ASSUMPTIONS

6. Change may be constant, but it is not monumental
SOLUTION-FOCUSED ASSUMPTIONS

7. Small adjustments can have a ripple effect
SOLUTION-FOCUSED ASSUMPTIONS

8. Better to ask good questions than give good advice
Skills for the beginning:

1. Best Hopes
2. Compliments
3. Successes
4. Postponing referrals until the time is right
Practice Exercise

• Scenario A versus Scenario B
Practice: The miracle question
Establish the present context with scaling

- 0 is usually the worst, 10 is the best
- Where are they now?
- What will it take to move ahead one small step?
Moving forward: discovering hidden resources with EARS
E=Elicit Exceptions
A=Amplification
R=Reflection and Reinforcement
S=Start Over
Moving Forward: Setting goals

• Questions focus on preferred future
• What difference will it make to get there?
• Establish goals at varying levels:
  – The miracle best hope
  – Making good progress
  – Can deal with it
  – Slipping backward
Finally: Ending with presentation of some options
(Now comes the referrals!)

• Reiterate their strengths and resources
• Paraphrase back their goals using mirror language techniques
• Ask their opinion (I have this idea of something that may be helpful to…… What do you think about…..)
Pulling it All Together

• Engage: Be curious, spot strengths, listen, ask good questions
• Envision: Miracles, Best hopes
• Understand and Plan: Scaling, EARS, Goal setting
• Check in: Was this helpful?
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