

Case Example 1:

Jim is a 26 year old African American male who has been employed at SAFE Recovery House. SAFE House is a step down program for recovery addicts. He has worked as a case manager for the past 2 years and is currently managing 6 clients. The program can house 18 clients who are in various stages of recovery. Jim is one of 3 full time case managers and would say he receives little supervision at this time. He feels his supervisor is too busy to help him with cases. Most of the clients have been in and out of detoxes, recovery programs, and/ or prison. Two weeks ago, Jim learned that one of his clients was asked to leave the program due to drug use and died from a heroin overdose. Jim was informed by his supervisor and took the rest of the day off. He has not met with his supervisor, administrative staff or other case managers since. Therefore, no other processing has occurred.

Jim witnessed his father's failed attempts in addressing his drinking. He would often see his father drunk after work followed by intense arguments between his parents. His mother finally asked his father to leave when Jim was 12 years old, and he did. Jim has had little contact with his father since. His mother is supportive and has worked two jobs to get Jim through school. Jim married 3 years ago and his wife is pregnant with their first baby. Jim's wife is concerned that he is not home enough and when he is, he watches too much TV or plays video games.

Jim describes liking the work he does at SAFE house saying, "I want to help people." However, recently he has noticed he is tired, frustrated and overwhelmed. Some of his clients are relapsing. Jim describes one particular client (45 yr. male) as too demanding, unable to problem solve and set goals, which leaves Jim feeling frustrated and discouraged. "I do all this work for this client and he doesn't do anything to help himself."

Jim is also frustrated with the administrative staff at SAFE House; he feels they are not doing anything to help support their clients and staff. There have been numerous OD's lately with little follow up. He does not feel comfortable approaching his supervisor about his feelings and wonders if he should look for another job. Jim is very discouraged. Jim feels most the clients will only come in and out of the "system" and feels hopeless in helping them.