

Connecting Clients to Resources

DSS Scenarios

Example scenarios are a common tool used to practice new skills and to build teamwork. Use these scenarios as a way to practice skills and knowledge. There are a number of questions and discussion topics that could come out of these scenarios.



SUBSTANCE USE DISORDER
ALLY TRAINING HUB
Virginia Department of Social Services

Some questions that you may ask yourself and your team as you review:

- What went well in this situation?
- What went poorly?
- What resources do we have available to address situations such as these?
- Have you ever encountered a similar situation and what did you do?
- What barriers exist to providing care in such situations?
- How can we provide support to those we serve after they complete an assigned therapeutic program?

DSS Scenarios

Scenario 1


A new Family Support Specialist is hired within a rural local Department of Social Services. She asks her co-workers for a list of their resources in the community. She also reaches out to each provider in the community to establish a contact person and learn more about each provider's services offered such as type of service, the admission or eligibility criteria, age ranges, target populations, types of payment accepted, and the best way to assist individuals and families into the program or service. The Family Support Specialist requests copies of all brochures and flyers to have on hand as resources. With this information, the Family Support Specialist compiles the information into one document so she can reference it when responding to CPS reports.

She is responding to her first CPS report regarding an allegation that a 35-year-old father is providing and drinking alcohol with their 16-year-old child. The report was made by a teacher whose students showed the teacher that the child posted a picture of this on social media. During the home visit, the father admits to having a problem with alcohol and admits that he does not remember the incident.

The Family Support Specialist provides the father with a list of providers who assist with his substance use problems, as well as provides resources on Multisystemic Family Therapy and Functional Family Therapy. In this area, only one of these in-home evidence-based practices is provided. The Family Support Specialist gives the family the contact information of the provider after the father agrees to in-home therapy.

Scenario 2

The local Department of Social Services received a CPS report from a neighbor of a 4-year-old child whose mother allegedly slapped the child across the child's face with an open hand in the grocery store. The neighbor reports that she was at the grocery store at the same time and witnessed this. Also, the neighbor said the mother had blood shot eyes and was unsteady on their feet. Prior to visiting the home, the Family Services Specialist checks for well-supported evidence-based programs that may assist with the age of the child, as well as a list of local providers. The Family Services Specialist arrives to the home and after discussing the report the mother confirms the incident and states "I just don't know what to do. He won't listen to me and my mama slapped me in the face to stop me from running my mouth growing up". After more discussion, the mother agrees to receiving support and education in parenting skills and states "I'll do whatever it takes".



The Family Support Specialist asks the mother to seek counseling services for her and her child. The Family Support Specialist provides contact information for the local Community Services Board Youth and Family Services, local private providers for counseling with children and families, and local providers for parenting services. The Family Support Specialist advises that the child being between the ages of 2.5 to 7 years old could mean that the child and parent are good candidates for Parent-Child Interaction Therapy (PCIT) and points out which of the providers in the area provide this service and can complete an assessment to see if they are eligible. The mother and child call the PCIT provider and complete an intake assessment that determines that they are eligible for PCIT. After attending weekly PCIT sessions for 12 weeks, the mother and child graduate from PCIT and are able to provide the Family Support Specialist a copy of their graduation certificate.