

## Vee Case Study

### Case Study

It's time for supervision with Vee, and she is late. She enters the room apologizing and averting her eyes, and you just let it go. Vee has a large caseload and generally attends well to her work, and there are a few clients where her skills seem to break down. One is when she works with Miss H. (Or "tries" to work with Miss H is a better way to put it.) Miss H. is difficult to interact with – she is bossy and blaming. Vee has called out sick on two days she was scheduled to escort Miss H. to her medical appointments and has done sparse documentation of the case in the records.

This is very frustrating for you. You have worked with Vee for several weeks on this case and Vee just can't seem to do as you suggest even after explaining it 2-3 times. Miss H. has started to call the agency and complain and is now taking more of your time. In a former supervision session, Vee mentioned something about Miss H. is "just like my mother" who was abusive, and you try to be sensitive to that. But, Vee has got to get the job done with Miss H. and a few other clients whose work is backed up. You can't keep going over the same thing over and over again. Vee starts crying and says, "You just don't get it."

**\*Locate the name of your group (A, B, C, or D) on the top bar of your Zoom screen.**

### Discuss with your group:

- How might you infuse your principle (see the chart below) into supervision in a way that supports Vee AND moves the work in the direction it needs to go?
- What could you say and do?
- What might you be curious about?

### Trauma Informed Care Principles

<b>GROUP A:</b> Trustworthiness and Transparency	Build/maintain trust by communicating with honesty and transparency.
<b>GROUP B:</b> Collaboration and Mutuality	Allow for the leveling of power differences between supervisor and supervisee so that decision-making is shared, and professional growth is supported through authentic relationships.
<b>GROUP C:</b> Empowerment, Voice, and Choice	Recognize and build on supervisees' strengths and experiences to foster resiliency, support shared decision-making, and cultivate self-efficacy.
<b>GROUP D:</b> Cultural, Historical, and Gender Issues	Approach work with supervisees from a culturally humble perspective. Recognize individuals' unique needs, perspectives, and strengths based on their identities and cultures.

## Introducing TI Supervision

Imagine you have been supervising a supervisee for a year. You are now trying to integrate a trauma informed approach into supervision.

### How might you explicitly introduce the concept of Trauma Informed Supervision?

*Each group member practices being the supervisor and supervisee.*

- **Supervisor** – have an initial conversation with your supervisee to “set up” the TI supervisory relationship.
- **Supervisee** – respond to what the supervisor is saying as if you were supervisee.

### Reminder: Key Elements of Setting Up the Supervisory Relationship

- Introduce the concept of TI supervision.
- Explain the benefits of TI supervision.
- Explain how you will work together.
- Clarify expectations of TI supervision.

## Roleplaying Dell Case Study

### Case Study – Dell

You are meeting with Dell for supervision and ask them about the follow-up for Client A's metal health assessment. Dell tells you they have been trying to call the clinic for weeks and no one returns the call.

You, exasperated, say, "Dell, I have been asking you to go to the clinic in person to make the appointment for three weeks now."

"No, you never said that" Dell replies.

"Yes, I told you three times."

Dell becomes visibly angry and says, "Are you telling me there's something wrong with me? Like my mind doesn't work right? If you told me to go there I would have. Man, I thought you were different, I thought I could trust you."

*Choose one group member to be the supervisor and the other to be Dell. Roleplay with one another:*

- What is happening?
- What might you say/do?

## Roleplaying Jace Case Study

### Case Study – Jace

Jace calls you and you can hear right away there is something off in his voice.

He says, “I don’t think I can do this job anymore.”

You ask what happened and he replies, “Every time I turn around the clients are needing something from me. It’s never enough. I am working more now with Covid because they need so much, and still they need this and want that. You just gave me 3 new clients. I give more time to them then to my own family.”

You hear another break in Jace’s voice and ask how long he has felt this way. “Oh, months now after you make me come back in the office. I’ve been real good at hiding it, right? That’s me – one big faker.”

**Switch roles:** *The partner that played Dell previously now plays the supervisor. The partner who played the supervisor previously now plays Jace. Roleplay with one another:*

- What is happening?
- What might you say/do?