

United Way Regional Commission on Homelessness

Success story: Bridgette Williams

Bridgette Williams, a case manager at Leonard House, a housing program for homeless men, was having difficulties connecting with her clients, including Andre Clarke (pictured). She often found herself interacting with her clients in a parental manner, which wasn't always effective. She attended the Case Management Services Workshop where she learned various client-engagement strategies including building relationships, motivational interviewing techniques, and more.

“The case management workshops provided by the Regional Commission on Homelessness were a great help to me in learning appropriate behaviors and skills to deal with my clients,” explains Bridgette, adding, “The workshops taught me to reach out to each consumer, not as a parental figure, but instead as one adult trying to work with and help another adult.”



After attending the workshop, Bridgette was able to immediately put the skills to use with Andre. Andre arrived at Leonard House suffering from an acute substance abuse addiction. While at Leonard House, Andre was given life skills training, attended NA/AA meetings and participated in a work development program. With Bridgette's help, Andre was able to successfully remain sober and clean, and now has a NA/AA sponsor and has transitioned into the Step Up Society's program. This program employs Andre in a thrift store and provides him with an affordable apartment.

Bridgette continues to increase her case management skills and her knowledge of resources available for her clients by attending Case Management Academy Workshops and Brown Bag Lunches.