



AFC Case Manager Training: Working with Older Adults Living with HIV/AIDS (OALWHA)

Session 6: Social Support and
Mental Health

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Session Goals



Participants will be able to independently use their learning to...

1. Understand the range and models of social supports
2. Assess client social support needs and link them to resources as appropriate
3. Develop an understanding of the guidelines and practices among the various social service mechanisms

What You Should Be Able to Do or Know



- How to assess a client's social support needs
- How to identify best support systems for their clients
- How to be a (temporary) support system for their client
- Work with multiple health professionals to ensure optimal client services
- Work across HIV and Aging sectors to identify best client resources
- Geographic and online resources best suited for clients
- Available resources and services in the service area

Areas We'll Cover Today AIDS
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- Social Support
- Special Considerations: Generational Perspective
- Triple Stigma
- Emotional Health
- Resilience

Aging and the Need for Social Support AIDS
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- LGBT older adults and older adults aging with HIV share a unique historic location as witnesses to dramatic, rapid, and ongoing social changes in the construction of minority sexual and gender identity.
- LGBT older adults have a distinct experience of aging stemming from shared experiences in relation to LGBT community, the lifelong process of coming out, the experience of sexual and gender minority stress, marginalization inside and outside LGBT community, and LGBT pride and resilience.

Social Support AIDS
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- **Social support** is one of the important functions of social relationships. Social support is always intended by the sender to be helpful, thus distinguishing it from intentional negative interactions (such as angry criticism, hassling, undermining).
- The perception and reality that one is cared for by and has assistance available from others; that one is part of a supportive network
- Social support is commonly categorized into four types of behaviors.
 - Appraisal
 - Emotional
 - Informational
 - Instrumental

Types of Social Support AIDS
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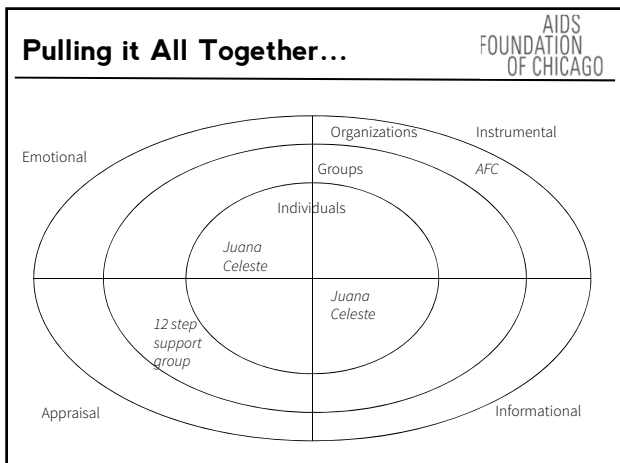
- Emotional: *Expressions of empathy, love, trust and caring*
- Instrumental: *Tangible aid and service*
- Informational: *Advice, suggestions, and information*
- Appraisal: *Information that is useful for self-evaluation*

Person-Centered Approaches: Benefits of Support AIDS
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- Sense of belonging: *A place where I can be myself*
- Mutual Support: *A place where I can give and get support*
- Greater influence: *I hold a high-level of self-efficacy and worth*
- Exploration: *A place where I can explore new ideas and activities*

Sources of Support AIDS
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- *Individual Coping and Resilience: personal resilience; the capacity to maintain a positive outlook and quality of life amidst stressful life situations*
- *Groups: formal and informal groups that provide a range of supports during both times of ease and stress, such as peers, friends, formal support groups, colleagues and social clubs*
- *Organizations: institutions that offer support for example through services and information provided; opportunities to participate in meaningful activities such as volunteering or work*
- *What are some strategies you've used or could use to enhance clients' support networks?*



Social Capital AIDS FOUNDATION OF CHICAGO

- Social capital is an important concept for ensuring connectedness and trust in relationships
- Social Capital
 - *The networks of relationships among people who live and work in a particular society, enabling that society to function effectively*
 - *Benefits that flow from the trust, reciprocity, information, and cooperation associated with social networks*
- *How do aging persons experience a sense of social connectedness or interdependence?*

Social Isolation AIDS FOUNDATION OF CHICAGO

- Social isolation is the distancing of an individual, psychologically or physically, or both, from his or her network of desired or needed relationships with other persons.
 - *Social isolation is a loss of place within one's group(s)*
 - *HIV-positive individuals aged 50 years and older are more socially isolated than their younger counterparts*
- *How do aging persons experience a sense of social connectedness or interdependence?*

Why does social support matter? AIDS FOUNDATION OF CHICAGO

- Social support and connectedness promote health and well-being
- Social isolation is more common among older adults
 - *Contributing factors: death of peers, lesser mobility, family/friends who leave over time*
- Social isolation and loneliness are associated with negative health outcomes among older adults
 - *Examples of negative health outcomes include: Dementia, falls, and mortality*
 - *Social connectedness protects us from these negative outcomes*

Special Considerations and the Need for Social Support AIDS FOUNDATION OF CHICAGO

- How do events, context and age cohort influence social support?
 - *LGBT older adults share a unique historic location*
- LGBT older adults endured dramatic, rapid, and ongoing social changes in the construction of minority sexual and gender identity.
- LGBT older adults encounter various barriers to support including:
 - *Loss of support network (particularly among long term survivors)*
 - *Geographic location*
 - *Language*
 - *Disability*
 - *Economic Status*
 - *Other barriers?*

Special Considerations and the Need for Social Support AIDS FOUNDATION OF CHICAGO

- Triple Stigma
 - *Ageism*
 - *Public misconceptions about HIV/AIDS*
 - *Prejudice related to sexual orientation/gender identity*
- How have you known triple stigma to exist for older adults living with HIV/AIDS?

Activity: Social Support for Persons Aging and Living with HIV/AIDS AIDS FOUNDATION OF CHICAGO

•View 1-2 stories from “Last Men Standing”
<http://projects.sfchronicle.com/2016/living-with-aids/story/>

•Reflection:

- What are your overall impressions of the video?
- What are the key social support issues impacting persons aging and living with HIV/AIDS?

•How can case managers enrich their understanding and empathy-sharing abilities?

Instructions for Completing Last Men Standing Reflection AIDS FOUNDATION OF CHICAGO

- Open document: “SESS 06 Activity 02 ast.Men.Standing.Handout.final”
- Save a version of case scenario document with your first name and last initial at the end
- View 1-2 Stories from “Last Men Standing”
- Provide responses to questions in template document
- *Submit responses to:*
 - Email: trainings@aidschicago.org
 - Fax: 312-784-9052

Assessing and Building Support Networks AIDS FOUNDATION OF CHICAGO

- Ask about/assess social connectedness and support among clients
- Several formal assessments of social support exist
 - Assess multiple types of support
 - Perceived support/satisfaction
- Collaborate with clients to develop care plans that increase social connectedness and support

Informal Assessment of Social Support AIDS FOUNDATION OF CHICAGO

- Some simple questions to assess social isolation or loneliness can be useful and incorporated into regular conversation with clients:
 - *How often do you feel that you lack companionship?*
 - *How often do you feel left out?*
 - *How often do you feel isolated from others?*

Formal Assessment of Social Support: Social Support Questionnaire; short version AIDS FOUNDATION OF CHICAGO

- *Uses:* 6-item assessment of social support and perceived satisfaction with support
- *Administration Method:* Oral, paper & pencil
- *Administration Time:* ~ 10 minutes
- Can be used to assess:
 - *Strengths and gaps in client's support network*
 - *Changes in support network over time*

Handout: SESS 06 Asmt 01 SSQR.short.form

Let's Practice: Social Support Assessment AIDS FOUNDATION OF CHICAGO

- *Assignment:* Practice a mock brief social support assessment that we've just discussed
- *What you'll be given:* 2 mock clients' responses to the SSQR-short form a brief social support questionnaire, template forms
- *What you'll need to do:*
 - *Score mock assessment cases*
 - *Describe how you would support client based on findings*
 - *Scan and turn in responses to:*
 - Email: trainings@aldschicago.org
 - Fax: 312-784-9052

SESS 06 Activity 03A SSQR.Homework.CM
SESS 06 Activity 03B SSQR.mock.cases.hmwk.CM

Developing Support Networks AIDS FOUNDATION OF CHICAGO

- Support networks can foster connectedness, community, and engagement.
 - *Who is the family of choice, friends, & faith communities*
- How can a case manager work with a client to develop a support network?
- What challenges might be encountered?

Strategies to Developing Support AIDS FOUNDATION OF CHICAGO

- Identify ways for older adults to retain valued roles and maintain independence
- Identify clients' interests and social activities that would be a "natural fit" for them
- Develop strategies to:
 - *Help older adults and their families prepare for and manage age-associated changes in health, income, function and roles*
 - *Address self-neglect and adverse social relationships*

Source of Support: Some Ideas... AIDS FOUNDATION OF CHICAGO

Individual	Group	Organization/Community Institutions
<ul style="list-style-type: none"> • Personal Resilience • Mental Health and Well-Being • Personal Experience of Spirituality • Sense of Humor 	<ul style="list-style-type: none"> • Friendship Network • Sports Leagues • Book Clubs • Cultural Appreciation Groups (e.g. music, theater, film) • Biological Family • Family of Choice 	<ul style="list-style-type: none"> • Faith Community/Places of Worship • Cultural Community • Health & Wellness Based Organizations • Social Service Based Organizations • Assistance Programs • Volunteer Opportunities • Colleagues

Considerations in Developing Support Networks

- Social support needs can vary depending on a variety of client factors including:
 - *Introverted, extroverted*
 - *Disclosure or "outness" (status, identity)*
 - *Familiarity with engagement in social support*

Ways to Promote Social Connectedness and Support

- Make transportation available
- Promote sense of purpose
- Encourage a positive body image
- Encourage vision and hearing screenings
- Make adaptive technologies available
- Encourage dining with others
- Notify neighbors about seniors living alone
- Enrich support within one's own identified communities
 - *ethnic, religious, gender, professional*

Emotional Health and OALWHA

- Research in emotional aging suggests that most older adults enjoy high levels of affective well-being and emotional stability into their 70's and 80's.
- What clients experience in their life events over time and through their social networks can impact a trajectory that is healthy or unhealthy.
- Case Managers can help promote emotional health trajectories by promoting lifelong learning and practice, enriching the social networking and working to increase client confidence in controlling health-related decisions

Mental Health Concerns

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- Expressions of mental health concerns look different in older adults
- Consider geriatric assessments to reflect the unique experiences and expression of symptoms among older adults
- Mental and emotional health concerns that may be experienced among OALWHA include:
 - *Depression*
 - *Anxiety*
 - *Bereavement*
 - *Trauma*

Resilience

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- Resilience is “the process of adapting well in the face of adversity, trauma, tragedy, threats, or significant sources of stress” or “bouncing back” from difficult experiences
- It is important to understand resilience among OALWHA to foster emotional health and overall well-being and resilience
- Differing experiences: the experiences of someone who is newly diagnosed could be radically different than a long-term survivor
- The next slide includes questions to use when assessing resilience

**Assessing Resilience:
Sample Questions**

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1. Why do you think you have lived such a long life?
2. What is your life philosophy?
3. How would you describe your relationships with your friends/family/neighbors?
4. What do you do when you face difficulties in your life?
5. What does being healthy mean to you?
6. How do you handle change in your life?
7. Are you satisfied with your life?
8. What are you the most proud of?
9. Are there lessons to learn from life’s difficulties, or should we just “grin and bear it?”
10. Are there any benefits that come from stress?

Characteristics and Behaviors that Lead to Resilience



- Optimism and effective coping styles
- Personal connections
- Sense of purpose
- Self-efficacy
- Healthy diet/active lifestyle

Instructions for Completing Case Scenario



- Open Template Case Scenario document: "SESS 06 Activity 04 SOCIALSUPPORT.Case.Scenario_Joaquin.final"
- Save a version of case scenario document with your first name and last initial at the end
- Review Case Scenario
- Provide responses to questions in template document
- Submit responses to:
 - Email: trainings@aidschicago.org
 - Fax: [312-784-9052](tel:312-784-9052)

Case Study Joaquin



- Guiding Questions for Case Study
 - How do you assess the client's social support needs
 - How do you link him with resources? Which resources are chosen and why?
 - How do you link the client into a comprehensive social service environments?

Questions for Reflection AIDS
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- How do you determine what type of social support program best serves the client?
- What characteristics help to ensure the ideal, comprehensive social support services to a client?
- In this case study, how did stigma impact a client’s choice of social support?
- What resources exist for a client based on their geographic location?

Examples of Support for OALWHA AIDS
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The following are examples of Support for Older Adults with HIV/AIDS

a. Examples:

- i. Long-Term Survivors’ forums at forums.poz.com,
- ii. Facebook group [HIV Long-Term Survivors](#),
- iii. [Let’s Kick ASS](#) (AIDS Survivor Syndrome), is a grassroots movement of long-term survivors that is looking to set up new chapters across North America.
- iv. [Chicago Prime Timer social club](#)
 - i. <http://www.primetimersww.com/chicago/>

Resources for Clients AIDS
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Staying Healthy with HIV
http://hiv-age.org/wp-content/uploads/2016/07Aging_with_HIV_FinalCorrect.pdf

Aging with HIV
<https://www.hiv.gov/hiv-basics/living-well-with-hiv/taking-care-of-yourself/aging-with-hiv>

PLUS Magazine –interview with Roy Ferguson
<http://www.hivplusmag.com/long-term-survivors/2017/2/08/aging-hiv-roy-ferguson>

National Institutes of Health HIV, AIDS, And Older People website
<https://www.nia.nih.gov/health/publication/hiv-aids-and-older-people>

Resources for Case Managers

HIV in Older Adults: A Quick Reference Guide
<http://www.hivguidelines.org/clinical-guidelines/hiv-and-aging/hiv-in-older-adults-a-quick-reference-guide-for-hiv-primary-care-clinicians/>

Resources for Case ManagersAIDS
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- Aging and HIV
 - <http://www.thewellproject.org/hiv-information/aging-and-hiv>
- APA: Life Plan for the Life Span
 - <https://www.apa.org/pi/aging/lifespan.pdf>
- HIV in Older Adults: A Quick Reference Guide
 - <http://www.hivguidelines.org/clinical-guidelines/hiv-and-aging/hiv-in-older-adults-a-quick-reference-guide-for-hiv-primary-care-clinicians/>
- Long Term Survivor Forum
 - <https://forums.poz.com/>

Conclusions and ReflectionsAIDS
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- Resilience can be learned and fostered
- Social support needs and types can vary from person to person
- Case managers play an important role in monitoring and assessing because it has profound impact on the quality of life and longevity among OALWHA

Session Evaluation QuestionsAIDS
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- Knowledge and Skills Gained by Participants
- 1. After completing this session, how would you rate your capacity in the following areas working with older adults (ages 50 and older) living with HIV/AIDS?

Session Evaluation Questions		AIDS FOUNDATION OF CHICAGO			
Understanding the support needs older adults LWHA face	In home care, assisted living and stigma, social isolation	Excellent capacity	Good capacity	Limited capacity	No capacity
Assessing client social support needs	Ability to assess client's psycho-social needs and identify those that might impede the assessment plan	Excellent capacity	Good capacity	Limited capacity	No capacity
Supporting clients in building coping and resilience strategies regarding aging & HIV	Introducing, modeling, and reinforcing clients use of varied strategies that allow them to adapt to adversity, trauma, tragedy, stress, changes	Excellent capacity	Good capacity	Limited capacity	No capacity
Supporting clients by linking them to resources as appropriate	Identify, introduce and link client with resources across multiple sectors based on their needs, preferences and geographic location.	Excellent capacity	Good capacity	Limited capacity	No capacity

Session Evaluation Questions		AIDS FOUNDATION OF CHICAGO	
<p>• Application</p> <p>• 2. This session highlighted content knowledge and skills useful in working with older adults living with HIV/AIDS. How confident are you that you could apply this knowledge/skill set in your case management practice?</p> <ul style="list-style-type: none"> • Responses: <ul style="list-style-type: none"> • Very confident • Somewhat confident • Not very confident • Not at all confident • What more would you want to know about this content area in working with older adult clients living with HIV/AIDS? • What can we do to make this session better in the future? 			

Acknowledgement		AIDS FOUNDATION OF CHICAGO	
<p><i>This training was created through the generous support of Gilead Sciences.</i></p>			
