

## *What FSS Case Managers Are Doing To Motivate Participants*

The following list of ways FSS case-managers are helping participants get and stay motivated is a work in progress. It is part of an effort that the FSS staff of the nine Massachusetts regional nonprofit housing organizations are undertaking to learn from one another about what it takes to run an effective FSS program.<sup>1</sup>

This list was developed through examining the experience of several FSS participants who made the shift from being “stuck” to becoming motivated. (The group also identified actions that the participants themselves took to make changes in their own lives and factors in the environment that facilitated these changes.)

### *Envisioning a Different Future and Strategic Planning*

- developing the participants’ awareness of her or his problems or challenges
- setting goals and making a realistic plan with the participant
- helping the participant to see the larger picture

### *Creating a Framework for Sticking to the Plan*

- identifying small steps towards achieving the goals to encourage the participant and boost self-confidence as each step is completed
- devising a system for the participant to check in
- requiring participation in a group event

### *Making Connections to Community Resources*

- linking the participant to training programs and other resources
- identifying and establishing new opportunities for the participant, especially opportunities that allow the participant to be a pioneer in pilot programs

### *Building Supportive Relationships*

- offering ongoing emotional support
- working to establish trust
- avoiding fostering dependency on the case manager
- fostering pride in skills acquired and other achievements
- sustaining optimism
- creating peer support systems such as peer support groups and peer mentoring

### *Helping Ourselves*

- meeting with each other to share and examine frustrations and to exchange and develop ideas
- overcoming *our* being worn down, sustaining *our* optimism, and *our* pride in our work
- finding ways to meet the challenge of FSS staff turnover and its implications for relationships with participants
- finding ways to build and maintain relationships when case loads are large

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<sup>1</sup> For more information on this process or to provide feedback on this strategy sheet, please contact Laurie Goldman ([lgoldman@mit.edu](mailto:lgoldman@mit.edu) or 617.492.9573).