

# This is Who Serves Jack

The Following Comments Were Taken from Interviews Conducted with Project Bridge Staff...

## The Team

### Professional/Para-Professional Team: Clinical Case Manager and Outreach Worker

"...each member of the team has **different strengths**, [we] compliment each other..."  
"...Outreach Workers can go places a Case Manager can't go, know things a Case Manager doesn't know... **allows us to provide more intensive services, working as a team**..."  
"...Outreach Worker [is] more from the street, [he] has a substance abuse background - sees things from the client point of view [but] Case Manager has more education..."  
"...doors open to the LICSW, [but we also have] the experiences of the Outreach Worker... [it is] **not viewed as a hierarchal relationship, viewed as a team, a collaborative**..."

## The Clients

### HIV-Positive Ex-Offenders in Rhode Island

"...[many clients] have **drug abuse problems**, family abuse problems, some have mental health issues, [from a] largely minority population, more men than women..."  
"...this population has been coined difficult, inaccessible, non-compliant; can be manipulative... **manipulative behavior is based on human nature**-they need [to do certain] things in order to survive..."  
"...women are judged more harshly than men because they had to give up their kids to go to jail - **they are caregivers without a caregiver to go home to**..."

## Barriers

### Many Clients Have Mental Health and/or Substance Abuse Disorders

"...[the clients] have a history of negative experiences, so **the first thing to do is to give them a positive experience**..."  
"...hard to get [some] clients NOT to see prison as home...overall barriers because of incarceration: housing, jobs, few life skills [then] back into society..."  
"...helping them stay on a positive keel...society has been pushing them down, only known this life [prison]; **yes, you are worthy, yes, you deserve things**..."

## Rewards

### Spreading Out Responsibility for Individual Clients Minimizes Staff Burnout

"...the program is unique, different from others because of staff support of clients - **[we say] let's make this about you**..."  
"...clients achieving little goals, their excitement... **clients making a decision to change**, to stop using drugs..."  
"...I feel honored, privileged to work with clients, to understand them...working with the Project Bridge team, **I have never felt alone with huge issues**..."



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