

**CLIENT ROLES**

<b>Case</b>	<b>Severity, Readiness</b>
1	Negative screen
2	Mild AUD, high readiness
3	Moderate AUD, high readiness
4	Moderate AUD, low readiness
5	Severe AUD, high readiness
6	Risky alcohol user, moderate readiness
7	Negative screen
8	Risky due to medical condition, high readiness
9	Severe SUD, low readiness
10	Risky alcohol user, low readiness

**CLIENT ROLE 1**

**Demographics:** 39-year old Filipino-Chinese male

**Social:** Divorced with one child who lives with her mother in the Philippines. Self-employed and living with parents.

**Exercises:** Walks for transportation.

**When asked:** How many times in the past year have you had 5 or more drinks in a day

- You answer: "Never. I'm not much of a drinker."

**If your provider asks, your quantity and frequency:**

- Most days you don't drink; only a few times per year, maybe 6
- On a typical drinking day, only **1-12 oz beer** "if that"
- Maximum number of drinks on any one occasion is **2**, i.e. no heaving drinking days in past year

**When asked about illegal drugs or nonmedical use of prescription drugs in the last 12 months:**

- "I've never used drugs."
- You have "no respect" for individuals who abuse alcohol and drugs.

**Consequences of drinking**

- You do not like drinking, because you get flushed and nauseated.

**If your provider asks about Abuse / Dependence Symptoms:**

- None: has not drunk more than intended in last 12 months; has not been intoxicated to the point where he could have hurt self or others.
- "Why would you be asking me these questions?" (mild irritated tone)

**Readiness**

- You do not perceive your drinking as a problem but would be open to drinking less if your provider sees it as a problem.
- You are irritated, however, should your provider suggest that you need to cut down or that you may have a drinking problem.

**CLIENT ROLE 2**

**Demographics:** 42-year-old woman

**Social:** Lives w/50-year-old boyfriend and 19-year-old son, Boyfriend works at a bar and drinks heavily ("More than do." "He's probably an alcoholic.") Part-time home health aide for her elderly disabled aunt

**Exercises:** Might want to try one of those Zumba classes

**When asked:** How many times in the past year have you had 4 or more drinks in a day?

- You answer "a few"

**Your quantity and frequency**

- You drink every weekend (Fri, Sat, Sun)
- On a typical drinking day, you have a couple of alcoholic beverages.
- If asked to clarify, your favorite drink is a couple of extra-long Long Island Iced Teas (40% alcohol by volume (abv) x 4.5 oz = 3 standard drinks) at boyfriend's bar or a 40 oz. Hurricane HG (8% abv malt liquor x 40 oz =4.5 standard drinks) from the neighborhood grocery store. Max number on any one occasion is 4

**When asked about illegal or prescription drug use in the last year**

- None. Used to smoke marijuana daily and snorted cocaine at weekend parties (never injected or smoked). You quit 5 years ago, when your son got old enough "to know what was going on."
- Don't use pain medication for non-medical reasons – "Those Vicodin made me feel too weird."

**SUD symptoms:**

- You were drinking when you argued with your boyfriend and punched the wall as you left the bar.
- In the last year, there have been occasions when you drank more than you planned.
- Alcohol causes social problems with your boyfriend. No other symptoms of AUD.

**Readiness to Change:**

- If asked, you are 7/10 on readiness ruler for some kind of change
- You're embarrassed to return to the bar and seriously thinking about making a change in your drinking. You're drinking only Hurricane at home (sometimes don't even finish one) since the incident and are considering cutting down further with the goal of possibly quitting down the road.
- If you are told about "safe drinking limits," you've never heard of them before, but are attracted to the idea of trying them out. You could imagine forgoing your usual Long Island Iced Tea for a vodka cranberry and ask for a standard shot so that you know how much is going in your drink.
- If you find yourself unable to do that, then maybe you do need to quit. If it came to that, you're pretty confident you can do this, since you did this with pot and cocaine before.
- You don't need any outside help right now, but willing to revisit the issue with your provider.

Reasons for Changing: DARN-C	Reasons for Staying the Same
You don't like fighting with boyfriend – all on heavy drinking occasions.	Alcohol helps dull your headaches and back pain in the short term
Part of you really knows that alcohol doesn't really help your depression or anxiety in the long run	Alcohol lessens your symptoms of depression in short term
You want to be a good role model for your son who may have inherited your depression and is unable to find work.	Loosens you up; makes you feel more comfortable in public places or social events
You see yourself as a role model in your neighborhood and bring food and speak inspirational messages to drug-addicted women in the streets.	Social life revolves around it – boyfriend works at bar, all friends drink. "They might get on my case, make fun of me if I couldn't keep up."
You successfully quit other drugs and know you can do things when you set your mind to them.	

**CLIENT ROLE 3**

**Demographics:** 68-year-old African American gentleman

**Social:** Divorced; "early retirement"; estranged from kids and grandkids

**Exercise:** None

**When asked: How many times in the past year have you had 4 (for men>65) or more drinks in a day**

- You ask first: "Does beer count? I don't touch the hard stuff."
- If provider says yes, answer "Pretty much every night then."

**Your quantity and frequency**

- You drink beer **every night**
- On a typical day, you drink between **3-6 12 oz. cans of Budweiser**; 3 beers while watching TV before bed and sometimes another 2-3 if you wake up in the middle of night and can't get back to sleep (1-2 nights per week).

**When asked about illegal drugs or nonmedical use of prescription drugs in the last 12 months:**

- "You kidding!? You see all those kids out there nowadays getting themselves killed or locked up from that stuff. No sir, not me. Back in the '60s, we were cool, mellow... smoked a little grass, that's about all."

**SUD Symptoms:**

- Ongoing *relationship troubles* with ex-wife and kids; probably led to early dismissal or retirement from job – fell asleep on the job (*role failure*). No run-ins with the law or risk of physical harm.
- You don't drink more than intended, but it takes 3-4 beers to get the effect that 1-2 used to

**Readiness to Change: High**

- If asked: Want some kind of change but not sure if you can do it
- You recognize that alcohol is interfering with your relationship with your family and your weight.
- You feel like you've gotten stuck in a rut and would like to get out of it.
- You want to cut back on your drinking but are not sure how to go about it. You've not tried before.
- You are interested in hearing about tips or suggestions for reducing use.
- You are concerned that you won't be able to sleep without your night caps.

Reasons for Changing: DARN-C	Reasons for Staying the Same
Can see that your beer consumption is contributing to weight problems and your looks	Alcohol seems to help you sleep
Relationship with ex-wife "can only get better"	Cracking open a can of beer in front of the TV is part of your nightly routine
One of your friends recently died from liver problems. You want to live a long time and are now worried about your health	Not sure how to cut down
You want to have a relationship with your grandkids and their mom won't let him see them. "I need to do this for them."	
You would like to not have to wake up and drink more beer to fall asleep	

**CLIENT ROLE 4**

**Demographics:** 28-year-old female

**Social:** Staying with a friend until she can get a job with more hours; Works part-time as a home healthcare provider

**Exercise:** None

**When asked: How many times in the past year have you had 4 or more drinks in a day**

- You answer "I suppose a few times. What do you consider 'a drink'?"

**Your quantity and frequency**

- On average, you **drink pretty much every day**
- On a typical weekday, you can finish a 750 mL bottle of Boone's Farm Strawberry Hill at home (7.5% abv x 25 oz = 3 std drinks). "Have you ever tried it? It's really good."
- On Fridays and Saturdays, you go out and can still "hold my own" and drink **2-3 pints (16 oz.) beers** often as shot chasers with friends

**When asked about drug use**

- None in last 12 months – laughs bitterly: "haven't had any offers"

**SUD Symptoms**

- Roommate has complained about her drinking and that she isn't doing her share around the house
- Has had cravings for a drink, such that it was hard to think of anything else.
- In last 12 months, she has drunk more than she intended
- She's cut back before but always found a way to start up again
- Feels restless, irritable, and tremulous when she can't drink.

**Medical complications**

- You get that there's a connection between missing metformin on weekends and drinking.

**Readiness to Change: Low**

- You recognize that alcohol may be interfering with your life and your health, but you are not highly motivated to make a change at this time: **6/10 importance, 5/10 confidence, 3/10 readiness**
- You understand the potential health implications of missing your PM metformin when you drink.
- You are somewhat worried, but hopeful you will "grow out of this" before any long- term damage.
- You are not interested in cutting down or quitting at this time but are open to discussing it again.

Reasons for Changing: DARN-C	Reasons for Staying the Same (Pros)
You recognize that you are not getting any younger and your lifestyle interferes with your ability to get a job and better housing.	You enjoy drinking; it's often fun. Not ready to stop having fun.
You did well in high school, "without even trying," and would like to go back to school for some kind of job training, maybe as a medical assistant.	You are an independent type and enjoy being free to do what you want, when you want.
In the future, you see yourself as a "normal" person with a house, job, and husband.	You see your actions right now as "just a phase", maybe some kind of mid-life crisis and something you will grow out of
Some of the folks in your crowd are "really messed up" and you feel guilty that drinking with them contributes to their problems.	
Getting your diabetes under control before it's too late.	

**CLIENT ROLE 5**

**Demographics:** 58-year-old male

**Social:** Divorced – “wife left me”; 3 adult children he hasn’t seen in years: Unemployed on disability; Lives in a hotel in the Mission

**Exercises:** “I walk everywhere” – (lost license)

**When asked: How many times in the past year have you had 5 or more drinks in a day**

- You answer: “How much is in a bottle of Cisco?”

**Your quantity and frequency**

- You drink every day
- On a typical day, you finish off one bottle of Cisco fortified wine (750 ml x 17.5% alcohol by volume = 7 standard drinks) over the course of the day
- Maximum number of drinks on any one occasion is 2 bottles

**When asked about illegal drug use in last 12 months**

- Hasn’t been able to afford marijuana in the last year
- Has taken leftover Librium from last med detox when he was too anxious to sleep

**SUD Symptoms:**

- Failed prior attempts to cut down gradually; increased tolerance; withdrawal sx; keep using despite physical problems
- “I drink all day; don’t do anything else.”

**Readiness to Change: High**

- You recognize that your health and social problems are caused or worsened by your drinking. **Importance 10/10**
- You feel out of control and helpless.
- You are worried that you will fail with treatment again. **Confidence 3/10.**
- You want to get to a medical detox and go into residential treatment. **Readiness 8/10**

**If provider brings up pharmacotherapies for alcohol dependence after detox:**

- You’ve never heard of them. “No one has talked to me it.” “Do they work?”

Reasons for Changing: DARN-C	Reasons for Staying the Same
“Man, I’m killing myself.” Vomiting blood really scared you.	Afraid of going into alcohol withdrawal or having a seizure in public is humiliating
You want your kids to be able to respect you.	Low confidence in ability to change: “I always wind up back in the same situation.”
You would like to find a “lady friend” someday.	

**CLIENT ROLE 6**

**Demographics:** 58-year-old female

**Social:** Married; Grown children have their own lives; Many close friends

**Exercise:** Sometimes does exercise programs after late night TV shows

**When asked: How many times in the past year have you had 4 or more drinks in a day**

- You answer "a few times"

**Your quantity and frequency**

- On average, you drink **everyday**
- On a typical day, you drink **2 glasses of white wine** every night at dinner time; on the weekends, usually also a dry vodka martini with husband before dinner.
- Maximum number of std drinks on any one occasion was **6** (once a month at social events)

**When asked about illegal drug use or nonmedical use of prescriptions:**

- "I'm not that kind of a girl."

**SUD Symptoms**

- You have not drunk more than intended nor risked bodily harm in the last year.
- If provider asks, confirm no run-ins, role failure, relationship trouble. If provider asks, confirm no symptoms of tolerance, withdrawal, or loss of control over drinking

**Readiness to Change: Low**

- You have never considered your drinking to be a problem. You have never really had any negative consequences because of drinking.
- You are surprised that your drinking exceeds safe limits and are somewhat skeptical of the validity of this information. In fact, you've heard that wine was good for your heart.
- You value your health and do not want to increase your risks of health problems, i.e. falls given your brittle bones or breast cancer, for which you have a strong family history.
- Only if your doctor recommends it, will you consider cutting back; but you need some time to digest the information and decide whether you really agree.

Reasons for Changing	Reasons for Staying the Same
Occasional hangover the morning after a party	No social or work consequences.
Sometimes you don't feel like doing much else after dinner or on the weekend nights	You enjoy the taste and it helps you relax.
Did not know this level could hurt your health or prevent a good night's sleep	You think it might help you get to sleep.
Family history of breast cancer	Not sure you believe medical recommendations or "what all the concern is about."
One of your adult children is a heavy drinker and you wonder if this could be inherited.	Your parents drank their entire lives and lived a long time. "I was raised that way, and that's the way I raised my family."
	You and your husband have always enjoyed your special sunset martini together.

**CLIENT ROLE 7**

**Demographics:** 47-year-old Irish-Samoan male bartender

**Social:** Single parent of two teenagers; helps coach high school football team when he has the time

**Exercise:** Former athlete; lifts weights and runs regularly

**When asked: How many times in the past year have you had 5 or more drinks in a day**

- You answer "not any"

**Your quantity and frequency**

- On average, you drink **less than 3 times per year**
- On a typical drinking day, you drink 1-2 celebratory shots of whiskey on special occasions
- Maximum number of standard drinks on any one occasion was **3**

**When asked about drug use**

- No illicit or prescription drugs.
- Deceased ex-wife was a heroin addict and he is raising their teenage kids as a single parent.
- He has seen "up close and personal" what harm drugs can do to a family.



**CLIENT ROLE 8**

**Demographics:** 34-year-old woman

**Social:** Married, operates child day care in home

**Exercises:** Walks daily

**When asked: How many times in the past year have you had 4 or more drinks in a day**

- "Maybe a few times a year, like New Year's Eve or a wedding"

**Quantity and frequency:**

- On a typical drinking day, you may have 2-3 glasses of wine or mixed drinks
- Couple times a month, last time was a couple of weeks ago.

**When asked about illegal drugs or non-medical use of prescription drugs in last year:**

- None
- Smoked pot in high school, tried cocaine once "but that was a long time ago"
- No injection drug use. "I've never used hard drugs."

**SUD symptoms, if asked:**

- The last time you drank more than you intended was on your wedding night 7 years ago, and that was a big mistake.
- You never drive when drinking; husband always tells her to catch a cab. She has never hurt self or others when you've been drinking.
- If asked, no incidents of role failure
- If asked, no cravings, trying to cut down, loss of control.

**Medical consequences of drinking**

- Very occasional Sunday morning hangover, that's about it

**Readiness**

- You do not perceive your drinking as a problem.
- You feel the occasional hangover is worth the fun.
- You are emphatic that you will not drink during this pregnancy.
- Are somewhat surprised when you learn about safe drinking limits but sort of shrug it off because you are stopping now
- You don't think you need any outside help. If this provider recommends AA or other counseling or a referral to treatment, feel free to act a little condescending and tell the provider they're off target.

**CLIENT ROLE 9**

**Demographics:** 29-year-old Caucasian Male

**Social:** Some college classes; Works in a coffee shop; Single and staying with parents until he can save enough money to move out again

**Exercise:** Bicycles, skateboards

**When asked: How many times in the past year have you had 5 or more drinks in a day:**

- You answer: "None. I don't drink."

**When asked about illegal drug use or nonmedical use of prescription drugs:**

- Smoke a couple of blunts most days; but don't consider cannabis illegal.
- Started at parties in high school and then became a daily routine in college.
- "I've always just liked the way pot makes me feel."
- No prescription drugs but tried these and LSD and mushrooms and speed in college. No h/o injecting but knows people who did.

**SUD Symptoms**

- Sure, you've smoked more pot than you intended sometimes in the last year
- You've taken a few bad spills on your skateboard while stoned
- You can get into a bad mood/irritable when you don't smoke pot; it mellows you out
- Didn't finish college; missed classes and assignments and trying to do some online coursework now
- Often gets laid off from work due to tardiness
- Parents are alcoholics, so they can't really complain (though they do). You're sure they smoke pot too.

**Medical consequences of use:**

- Occasional coughing fits and this sore throat

**Readiness: Low**

- You do not perceive your pot smoking as much of a problem.
- You wish it was legalized. If this doctor today seems cool enough, you might see if they'd be willing to write you a prescription for a cannabis card.
- Part of you doesn't like feeling like you have to use something every day to feel good, but "at least it's natural."
- You value your health and make a lot of efforts to eat organic and sustainably.
- You'd like to go back to school and complete your degree, establish your independence from your parents.
- No one has been hurt by your smoking pot.

**CLIENT ROLE 10**

**Demographics:** 50-year-old Latina Female

**Social:** Widowed 2 years ago with 2 adult sons and 1 daughter; Takes care of 2 grandkids (aged 2 and 4) for daughter while she's at work; Used to go to church regularly on Sundays, and wants to go again

**Exercise:** None

**When asked: How many times in the past year have you had 4 or more drinks in a day**

- "Never during the week, you know, because I watch my grandkids; sometimes on the weekends when I can get the chance to unwind."

**When asked about drug use**

- "Never touch the stuff."

**Your pattern of drinking**

- On average drinks daily: At first state: "I don't really drink during the week – it's mostly during the weekends."
- On typical weekend, you drink 3-12 oz cans of beer (Fri-Sun), Maximum number of drinks on any one occasion is 4

In the last 12 months, how often did you drink more than you intended (or planned to)? "Never"

In the last 12 months, have you been intoxicated on alcohol when you could have hurt yourself or others?  
"I don't think so."

**Consequences of drinking**

- Missed some Sundays at church because tired Sunday morning – catching up on sleep
- Forgets medications or takes extra because can't remember if taken on the weekend
- Sometimes misses meals, particularly breakfast or lunch
- Never while driving
- Maybe took extra diabetes pill or didn't eat the morning of the accident
- Never drinks around grandkids, but sometimes feels like has less energy on Mon morning if drinks more than 3 beers on Sun

**You are in contemplation (ambivalence)**

- It helps you relax and go to sleep.
- You do not think you have a "problem" with drinking, but you do think it's making you tired and have trouble with your diabetes and gaining weight.
- You believe you can control your drinking and want to cut down to 1-2 on weekends and none on weekdays.
- You are a good and responsible parent and grandparent
- You want to go back to your church and friends but were staying away because it reminded you of your husband after his death. You miss him greatly.
- You do have a friend, who went to an AA group at your church and liked it, but you'd feel embarrassed to go to something like that and you think you can cut down on your own.