Scenario

You have had a case for a couple months, but you have not met the parents yet. You plan to introduce yourself at the courthouse before an upcoming hearing. You arrive at court early in anticipation to meet them, but do not see anyone in the lobby. You wait in the lobby until it is time for the hearing to start, and then you go into the courtroom.

During the hearing, you learn that the mother has missed other appointments, recently including the children’s doctor appointments, an UA, and a few visits. You also learn that the father is in full compliance.

After the hearing, you go back out into the lobby where you see a woman in distress taking to the receptionist. You assume that it is the mother on your case.

What can you say or do to increase hope in your encounter with this parent?