Jenny Rivera

Deborah Reaves

Alliance Graduate School Counseling

Client's Name: Jenny Rivera

Date of Birth: March 25, 1977

Married to Jimmy Rivera

2 Children (Billy 7 years, Andrews 10 years old)

Mexican Female

Bachelors Degree in Accounting from Nyack College in 2020

Client's History

Jenny Rivera is a 43 year - old female who works as a lead loan officer at a large local bank. She has worked in banking since she graduated from college 20 years ago. Jenny began in the company as a teller and worked her way up. She earned her current position (lead loan officer) 7 years ago. Yet, recently there was an attempted robbery at her job, which after several weeks had changed Jenny's behavior, according to her bosses. The change that occurred in her behavior from the "attempted robbery," affected her more than she had realized. Her Supervisor afterwards "mandated," that she should undergo some type of therapy. As a result of the incident, Jenny stated that, "The bank branch changed security companies and acquired greater security measures, as well as the placement of two armed guards on the premises.

Jenny was able to return back to work the following day, but within one week, she was experiencing serious symptoms. Rapid heartbeats, severe stomach pains and nausea every time the door to the bank opens. She now finds herself being "embarrassed" when her hand, shakes

while sitting with a client at her desk, Jenny overheard that the tellers were being held at gunpoint.

Talking about the incident bothered Jenny because she felt the teller were talking about the attempted robbery, as if it didn't bother them at all! Jenny stated, "she could not understand how they can speak about the incident so nonchalantly." She found that upon returning to her desk when these conversations ensued, would make her try to distract herself, so that she wouldn't hear her co-workers retell the story. Jenny begins to feel that the tellers must not feel as afraid as she was. Perhaps because they were protected behind the glass partition, that separates the tellers from the general public. Jenny makes it clear that she was exposed during the attempted robbery, as she sat at her desk in the main lobby of the branch and watched the entire incident occur. She further described that while she is at work, or even when having dinner with her husband and children, she has sudden, intrusive memories about the robbery. These memories are nightmares that occur continuously for four times a week. Some of the nightmares includes Jenny being kidnapped and held at gunpoint.

Jenny's work performance has declined significantly and she feels very stressful, because of her monthly loan goal that she has failed to make payments.

Jenny is often sad, anxious, and very fearful since the incident where she works. Jenny fears that she will "pass on" these fears to her children who are all under the age of 16.

Jenny indicates that she is a social drinker and usually drinks one glass of wine every once a month. Now since the incident, she usually relaxes after drinking 6-9 beers per night to fall asleep. She stated if she feels anxious, alcohol is the only way she is able to cope. She noted

that her drinking has impacted her concentration at work and other tasks. However, she insists that

her actions are healthy. In fact, she stated, “Her methods are biblical,” and she quotes Proverbs 31:6, “Give strong drink to him who is perishing, and wine to him whose life is biblical. Jenny further described that her appetite has decreased, mostly due to the nausea and upset stomach, she experiences beginning in the morning until the early afternoon when she is finally able to eat something. She has lost 16 pounds since the incident 7 months ago and sleeps poorly on workdays, often rising at approximately 3:00 am and then not being able to fall asleep until about 5:30 am, one hour before she must get up for work. Jenny described that she makes up those mixed hours of sleep on the weekends, but then sleeps too much and often feels the need to nap during the day. Jenny reported that she is sure that her supervisor wants to fire her for her poor performance. She described herself as “a useless, anxious mess.” She used many self-deprecating words to describe herself throughout the evaluation. Jenny denied any history of mental health problems or treatment.

Mental Status Examination:

When Jenny went for the evaluation, she was casually dressed in jeans, a long-sleeved t-shirt. Her appearance was frazzled and slightly dirty. She was quite adamant today and used many words that was derogatory to describe what kind of day she was having so far. She talked extra slowly today as she kept saying that she felt tired and couldn’t wait to go home and sleep.

She appeared less co-operative and kept talking about having nightmares since the attempted robbery had taken place at the bank. When asked about her nightmares, she exclaimed that she was being kidnapped at gunpoint. She spoke about returning back to work the next day,

but felt fearful working at the back now, but she didn't have any other choice because she was also in debt. We ended the session a little earlier because she wasn't feeling well. I could smell the beer on her breathe and asked her if she had been drinking. She said yes and I called a cab for her to return back home. She said thanks and made an appointment for another appointment for next week.

Presenting Symptoms

Jenny spoke about being able to return back to work the following day after the "attempted robbery." She explained that within returning back to work within one week, she began experiencing the following symptoms. She explained that every time the branch door opened; her heart would beat rapidly and she would have severe stomach pains, and nausea (every time the door to the bank opens. She reports being "embarrassed" when her hand shakes, while working with a client. She continued talking about having sudden intrusive memories and nightmares of being kidnapped. She also spoke about how stressful she has become because of the attempted robbery at the bank. She is now even more sad, anxious, withdrawn and feelings isolation because of family and friends concerns for her, especially now! She has a constant fear of being attacked and this is the reason that she drinks 6-9 beers per day.

Results and Interpretation (of test scores)

Validity Statement

Jenny was able to sustain attention and was responsive for most of the evaluation and assessment process. She was able to answer with understanding anD

willingness to most of the questions asked of her. She has complied to the question that she was referred by her supervisor to go for therapy because of the change in his attitude and work performance.

Jenny is 43 years old whose present position is a loan officer at a large local bank, which she was elevated to this position 7 years ago.

This assessment has been valued and further appointments will be schedule for future evaluations to give an up- to- date evaluation on her emotional state.

Beck Depression Inventory-II (BAI-II)

Jenny obtained a score of 13 on the BDI-II, which indicates a moderate mood depression, which caused Jenny feelings of sadness, low mood, lose of interests or pleasure, fatigue or low energy, problems with self-esteem, reduced productivity, feelings of worthlessness, increased sensitivities and excessive worry.

Beck Anxiety Inventory (BAI)

Jenny obtained a score of 16, which, on the DSM-5 means moderate anxiety.

The BAI, which indicates that she endorsed an Anxiety Disorder, which have features of fear and anxiety, related to behavioral disturbances.

Spiritual Well-Being Scale

Jenny's spiritual well-being score is 51, makes the view positive in one's relationship with God.

The spiritual well-being which reflects a moderate sense of religious well-being.

The Religious Well-Being Score is 35. This reflects a moderate sense or understanding of religious wellbeing.

The Existential Well-Being Score:

Jenny's existential well-being score is 28. This reflected a moderate level of life satisfaction and purpose.

The existential well-being score measures one's level of life satisfaction and life.

The Psychiatric Diagnostic Screening Questionnaire pt. 1 (PDSQ)

Results of PDSQ indicated that Jenny endorsed items that corresponding with the diagnosis of Major Depression Disorder scoring 51.

The Social Phobia score =10, which is clinically significant. A clinical follow-up has been made for Jenny.

PCL-5 PTSD

Jenny Scored 51.

- Monitoring symptom change and after treatment
- Screening individuals for PTSD
- Making provisional PTSD

Treatment Recommendations

I would recommend for both Major Depression and the Generalized Anxiety Disorders by recommending the Cognitive Behavioral Therapy.