INCORPORATING DISCUSSIONS OF EMPOWERMENT & SELF-ADVOCACY WITH CONSUMERS AT INITIAL CONTACT

IMPORTANCE OF INITIAL CONSUMER INTERVIEW AND KEY ELEMENTS OF MOTIVATIONAL INTERVIEWING

PRESENTER: MICHELLE CRAIN

MICHELLE: HELLO EVERYONE

MY NAME IS MICHELE CRANE AND I AM THE EXECUTIVE DIRECTOR

OF LIFETIME INDEPENDENCE FOR EVERYONE INC. LIFE FOR SHORT.

I AM LOCATED IN TEXAS IN THE PANHANDLE WHERE YOU CAN SEE

WHERE YOU ARE GOING FOR MILES AROUND.

I WANT TO START OFF WHERE BRUCE LEFT OFF

WHERE HE SAID SOMETHING REALLY VERY PROFOUND.

IT WAS THAT A CONSUMER MIGHT NOT REMEMBER EVERYTHING

YOU SAY BUT THEY REMEMBER HOW YOU MAKE THEM FEEL.

AND WITH CENTERS WE ARE UNIQUE IN THAT WAY.

IT IS VERY IMPORTANT IN THAT INITIAL INTAKE

THAT YOU BE ABLE TO CAPTURE THAT.

BECAUSE YOU ONLY GET WHAT THEY SAY THE FIRST TIME.

YOU DON'T GET A SECOND CHANCE TO MAKE A FIRST IMPRESSION.

WELL, THAT'S THE REASON WHY THE INITIAL INTAKE

OR THE INTERVIEW -- SOME PEOPLE PREFER TO USE INTERVIEW

AND SOME OF US USE INTAKE.

BUT THAT CAN BE A TRANSFORMATIVE EXPERIENCE

FOR CONSUMERS AND YOU CAN BIND THE RELATIONSHIP WITH A SEAL.

THEREFORE, THE INITIAL INTERVIEW IS IMPORTANT

FOR SEVERAL REASONS.

IT IS THE CIL’S FIRST IN-DEPTH OPPORTUNITY TO INTRODUCE

CONSUMERS TO THE INDEPENDENT LIVING PHILOSOPHY.

LIKE BRUCE AND KIMBERLY WERE SAYING

WHEN THEY COME INTO THE CENTER,

THE FIRST THING THEY ARE GOING TO SEE

THEY ARE GOING TO SEE THE WALL HANGINGS.

THEY ARE GOING TO SEE THE SAYINGS ON THE WALL

AND THE INCREDIBLE PEOPLE THAT HAVE LED THIS MOVEMENT.

SO, AND THEY UNDERSTAND WHEN THEY COME INTO A CENTER

OR MAYBE THEY WON'T UNDERSTAND AT FIRST,

BUT THEY WILL BEFORE THEY LEAVE THERE

THAT WHEN THEY COME INTO THE CENTER,

WE ARE DIFFERENT. WE ARE DIFFERENT THAN ANY AGENCY

THEY HAVE GONE TO AND I THINK IT IS IMPORTANT

THAT WE BE ABLE TO TAP INTO THAT.

SO THE INDEPENDENT LIVING PHILOSOPHY IS JUST

I MEAN THAT'S IMPORTANT.

IT IS DURING THAT TIME THAT ELIGIBILITY FOR

CIL'S SERVICES IS DETERMINED.

YOU HEARD BRUCE TALK ABOUT THE SELF DECLARATION

AND A LOT OF TIMES THAT RIGHT THERE IS ENOUGH FOR ELIGIBILITY.

SOME OF US HAVE PROGRAMS TO WHERE YOU HAVE TO GO

THAT EXTRA STEP TO ESTABLISH ELIGIBILITY.

IT IS DURING THIS TIME THAT WE ESTABLISH ELIGIBILITY.

YOU DON'T WANT ANYONE TO LOSE ANY TYPE OF SERVICES BECAUSE

YOU ARE NOT LISTENING TO THEM OR ANYTHING LIKE THAT.

THAT'S IMPORTANT FOR THE INITIAL INTERVIEW.

IT ALSO SETS THE STAGE FOR ESTABLISHING THAT

PEER TO PEER RELATIONSHIP WITH IL STAFF.

IT IS THE INITIAL PROCESS BY WHICH INDIVIDUALS ARE EMPOWERED

TO ENGAGE AN EXTENSIVE CONSUMER DRIVEN DIALOGUE.

THIS IS WHERE THE CONSUMER KNOWS THAT HE OR SHE IS

IN COMMAND OF THAT SHIP. YOU ARE THE CAPTAIN OF THAT SHIP.

WHAT I TELL STAFF IS THAT IT IS NOT OUR JOB TO TELL PEOPLE.

LIKE A LOT OF THE SOCIAL SERVICE AGENCIES THEY GO TO DO.

IT IS NOT OUR JOB TO TELL PEOPLE WHAT TO DO.

WHAT WE DO IS WE PRESENT OPTIONS FOR INDIVIDUALS

TO MAKE INFORMED CHOICES.

THAT'S THE ROLE THAT WE PLAY.

IT IS IMPORTANT THAT THEY UNDERSTAND

THAT THEY ARE IN CHARGE AND THAT THEY COME IN

AND THEY ARE INVOLVED IN THE INTERVIEW.

JUST KNOW WE ARE GOING TO HAVE THAT EXPECTATION.

I KNOW THAT THEY ARE GOING TO LOOK TO US

FOR SOME TYPE OF LEADERSHIP.

BUT AT THE SAME TIME,

THEY ARE LEARNING FROM US

BECAUSE SELF-ADVOCACY. THEY ARE GOING TO LEARN

DURING THE PROCESS WITH THE CIL.

THE INITIAL PROCESS IS IMPORTANT BECAUSE IT

SERVES AS FORM TO ASSIST CONSUMERS IN ESTABLISHING

AND LATER ACHIEVING THEIR GOALS.

WHEN INDIVIDUALS COME IN, WHAT IS THE FIRST THING

THAT SOME OF US SAY WHEN THEY COME IN?

ONE THING WE WANT TO ESTABLISH, YOU KNOW, WHEN THEY COME IN.

I WOULD SAY YOU MIGHT WANT TO ASK A PERSON

RATHER THAN SAYING WHAT IS THE PROBLEM?

WHAT IS YOUR ISSUE TODAY?

TELL ME TWO THINGS THAT'S POSITIVE.

TELL ME TWO THINGS THAT YOU ARE GOOD AT.

TELL ME TWO THINGS THAT ARE POSITIVE IN YOUR LIFE

AND THAT'S THE WAY YOU KICK OFF AN INTERVIEW.

YOU DON'T WANT TO KICK OFF AN INTERVIEW

ON A NEGATIVE NOTE AND YOU DON'T WANT

TO END ON A NEGATIVE NOTE.

THAT'S WHAT IS IMPORTANT ABOUT THAT

INITIAL INTERVIEW AS WELL.

IF IT IS WELL STRUCTURED, IT HELPS THE CONSUMER

AND THE IL STAFF TO COMPREHENSIVELY IDENTIFY NEEDS,

GOALS, SERVICES AND ANY POTENTIAL BARRIERS

IN THE DEVELOPMENT OF THE CONSUMER'S INDEPENDENT LIVING PLAN.

THAT'S WHAT IS ALSO IMPORTANT ABOUT THE INITIAL INTERVIEW

BECAUSE THAT'S GOING TO GIVE WAY TO DEVELOPMENT

OF THAT INDEPENDENT LIVING PLAN

AND THAT BLUEPRINT GOING FORWARD.

ALSO, LIKE I SAID, IT IS DURING THE INITIAL INTERVIEW

WHEN CONSUMERS DISCLOSE INFORMATION

THAT IS ESSENTIAL TO ESTABLISHING ELIGIBILITY

IN IDENTIFYING NEEDS, GOALS, SERVICES AND

POTENTIAL BARRIERS TO COMMUNITY LIVING.

IF THIS INFORMATION IS MISINTERPRETED

OR RECORDED INACCURATELY DUE TO

IL STAFF DISTRACTIONS OR POOR LISTENING SKILLS,

IT MAY RESULT IN A LOSS OF ELIGIBILITY.

SO, YOU WANT TO BE ABLE TO LISTEN ACTIVELY.

OVERSIGHT OF THE CONSUMER'S AT-RISK STATUS.

IF THAT'S SOMETHING YOU MIGHT AND THIS IS

SOMETHING WE ARE GOING TO TALK ABOUT LATER.

BUT WE ARE GOING TO TALK ABOUT WHAT MAKES THAT

INDIVIDUAL AT RISK OF LOSING THEIR FREEDOM

IN THE COMMUNITY. SO, YOU WANT TO MAKE SURE

THAT YOU ARE NOT MISSING THAT AND YOU WANT

TO BE ABLE TO LISTEN CAREFULLY

WHEN YOU DIALOGUE WITH YOUR CONSUMER.

ALSO, OVERSIGHT OF ANY OF THE ANTECEDENTS RELATED

TO THE CONSUMERS PLACEMENT IN AN INSTITUTIONAL SETTING

FROM WHICH THEY WISH TO TRANSITION.

A LOT OF THE TIMES -- WE HAVE A VERY ROBUST

TRANSITION PROGRAM -- AND A LOT OF THE TIMES

IT IS IMPORTANT THAT YOU IDENTIFY WHY THAT PERSON WAS

IN THE NURSING HOME SO THAT WE CAN ESTABLISH AN ILP.

OR THAT WE CAN MAKE SURE THAT THOSE SERVICES

ARE IN PLACE FOR INDIVIDUALS THAT ARE GETTING OUT.

WE WANT TO MAKE SURE THAT WE ADDRESS ALL OF THAT.

SO, YOU DON'T WANT TO MISS ANYTHING DURING THAT INTERVIEW.

ALSO, IF YOU DON'T UNDERSTAND THE IMPORTANCE OF THAT

INITIAL INTERVIEW YOU MIGHT DEVISE A REALLY BAD ILP.

SO, YOU REALLY DON'T WANT TO DO THAT EITHER.

BECAUSE SOMETIMES WHEN YOU ARE ESTABLISHING GOALS,

IF THE CONSUMER IS NOT MEETING SOME OF THOSE GOALS,

THAT CAN BE DISCOURAGING. SO, WE WANT

TO MAKE SURE THAT WE ARE ESTABLISHING

AN ILP THAT IS A GOOD ILP.

HOW MANY ARE FAMILIAR WITH MOTIVATIONAL SPEAKING?

OKAY. WHAT IS MOTIVATIONAL…

NOT MOTIVATIONAL SPEAKING -- MOTIVATIONAL INTERVIEWING.

LET ME ASK THE QUESTION AGAIN.

HOW MANY OF YOU ARE FAMILIAR

WITH MOTIVATIONAL INTERVIEWING? GOOD.

OR MI SO TO SPEAK. MI IS A PRACTICE BASED ON

THE WORK OF PSYCHOLOGISTS MILLER AND ROLLNICK.

I KNOW SOMEBODY MIGHT SAY OH, MEDICAL MODEL.

ACTUALLY, MI CAN BE APPLIED TO NUMEROUS

FIELDS INCLUDING INDEPENDENT LIVING.

AND IT ALSO IS APPLIED TO DIFFERENT SOCIAL SERVICES.

IT IS NOT JUST YOUR COUNSELING FIELDS ANYMORE.

SO, MI CAN BE APPLIED TO NUMEROUS FIELDS

OF WORK THAT ARE ENGAGED IN DISCUSSIONS

ABOUT CHANGE OR ACHIEVING GOALS AND THAT

IS DEFINITELY IL.

IN ITS RELATION TO INDEPENDENT LIVING, MI OR

MOTIVATIONAL INTERVIEWING IS A COLLABORATIVE

CONSUMER-DRIVEN COMMUNICATION STRATEGY

THAT STRENGTHENS A CONSUMER'S OWN COMMITMENT

AND MOTIVATION TO REACH HIS OR HER GOALS.

BASICALLY, WHAT WE ARE SAYING IS THAT

FOR THE CONSUMER IT IS ABOUT HOW COMMITTED THEY ARE

TO THEIR GOALS -- NOT HOW COMMITTED WE ARE.

IT IS HOW COMMITTED THEY ARE.

YOU WANT TO USE THAT MOTIVATION

TO HELP THEM ACHIEVE THOSE GOALS.

MI ENCOURAGES IL STAFF AND CONSUMERS

TO THINK MORE HOLISTICALLY ABOUT A CONSUMER’S

CURRENT LIFE SITUATION AND THE DIRECTION

OR DIRECTIONS THE CONSUMER WISHES TO EXPLORE

TO ACHIEVE A DESIRED OUTCOME.

THAT'S ONE THING ABOUT INDIVIDUALS

THAT COME INTO THE CENTER.

WE ARE LOOKING AT IT HOLISTICALLY.

WHEN AN INDIVIDUAL COMES INTO THE CENTER,

A LOT OF THE TIMES WHEN THEY COME INTO THE CENTER,

WHAT ARE THEY DOING?

THEY ARE PUTTING OUT LITTLE FIRES.

THEY ARE FOCUSED ON ONE ISSUE.

THEY WANT TO MAINTAIN AND KEEP THEIR HEAD ABOVE WATER.

ONE THING WE ARE ABLE TO DO WHILE WE ARE

DIALOGUING WITH THE CONSUMER IS TO LOOK

AT ALL THE DIFFERENT SIGNIFICANT LIFE AREAS

LIKE COMMUNICATION, LIKE COMMUNITY-BASED LIVING

OR PERSONAL RESOURCE MANAGEMENT.

WE ARE ABLE TO ENGAGE ON MANY LEVELS.

EVEN THOUGH IT IS CONSUMER DIRECTED,

THEY MIGHT NOT NECESSARILY BE AWARE

OF THE OTHER THINGS THAT MIGHT BE GOING

ON IN THEIR LIVES. THAT'S THE REASON WHY

IT IS IMPORTANT THAT WE TALK ABOUT THAT.

SIMILAR TO MI, IL PROMOTES GOOD INTERVIEWING

TECHNIQUES THAT INCLUDE ACTIVE/REFLECTIVE LISTENING.

FOCUS ON WHAT THE CONSUMER IS SAYING;

SUMMARIZE UNDERSTANDING OF WHAT WAS SAID TO

CONSUMER; PROBE FOR CLARIFICATION;

 AND MAINTAIN AN EFFECTIVE BALANCE

BETWEEN LISTENING AND NOTE TAKING.

HOW MANY OF YOU HAVE EVER GONE INTO AN APPOINTMENT

OR EVEN BEEN WITH NEW STAFF

WHO ARE SO INTENT ON TAKING NOTES,

THAT THEY NEVER LOOK UP FROM THE COMPUTER?

HAVE YOU ALL SEEN THAT?

NEVER LOOK UP FROM THE COMPUTER.

WHAT MESSAGE DOES THAT SEND TO YOUR CONSUMER?

ARE YOU REALLY LISTENING WHILE YOU ARE WRITING?

BASICALLY, WHAT YOU ARE DOING IS THINKING

ABOUT THE NEXT QUESTION TO ASK.

AND TO ME THE NUMBER ONE THING THAT YOU WANT TO DO

WHEN YOU HAVE A CONSUMER IN FRONT OF YOU,

IS ESTABLISH THAT EYE CONTACT AND ESTABLISH TRUST.

THAT'S WHAT IS GOING TO KEEP THEM COMING BACK.

THAT'S WHEN YOU BRING PEOPLE INTO THE MOVEMENT.

BECAUSE I THINK SOMETIMES THAT'S WHAT PEOPLE FORGET.

THIS IS A MOVEMENT AND THE INDIVIDUALS THAT YOU

BRING TO THE TABLE OR BRING INTO YOUR CENTER

ARE GOING TO BECOME PART OF THAT MOVEMENT

OR ARE POTENTIAL PEOPLE IN THAT MOVEMENT.

WHEN YOU ARE TALKING TO INDIVIDUALS,

I KNOW THAT'S A LOT TO KEEP ON YOUR MIND,

BUT THOSE ARE POTENTIAL INDIVIDUALS THAT WE BRING

INTO THE MOVEMENT.

PROBING FOR CLARIFICATION. I HAVE A DIRECTOR, OUR DIRECTOR

OF PROGRAMS. AND I REMEMBER WHEN I FIRST CAME INTO THIS,

HER OFFICE WAS NEXT TO MINE. AND I COULD HEAR HER

SOMETIMES TALKING TO THE CONSUMERS.

AND I WAS JUST AMAZED AT SOME OF THE THINGS THAT THEY

WOULD TELL HER. HONESTLY, I WAS JUST REALLY AMAZED.

BUT SHE HAD A WAY OF DOING IT WHERE SHE WOULD PROBE

WITHOUT JUDGMENT. AND THROUGH THOSE PROBING QUESTIONS,

SHE WAS ABLE TO ESTABLISH THAT RAPPORT FOR ONE

AND ESTABLISH EMPATHY FOR ANOTHER.

WHEN PEOPLE CAN OPEN UP -- ESPECIALLY WHEN

INDIVIDUALS WITH DISABILITIES COME IN AND THEY SEE

OTHER INDIVIDUALS WITH DISABILITIES SHARING -- THEY ARE WILLING

TO OPEN UP. THEY DON'T MIND SO MUCH THAT SHE PROBED.

BUT, AGAIN, IT IS THAT EYE CONTACT.

IT IS ESTABLISHING THAT TRUST. THEY ARE NOT GOING TO

OPEN UP, IF YOU ARE NOT LOOKING AT THEM.

SO, THERE SHOULD BE AN EFFECTIVE BALANCE

BETWEEN LISTENING AND NOTE TAKING.

NOTE TAKING. ESTABLISH A METHOD, THROUGH FORMS, THE CIL'S DATA

COLLECTION PROGRAM AND OTHER ACCEPTABLE MEANS,

TO CAPTURE PERTINENT INFORMATION

FOR ESTABLISHING ELIGIBILITY, GOALS, SERVICES, ETC.

AGAIN, THAT ALL DEPENDS ON WHAT IS MOST EFFECTIVE FOR YOU.

FOR MOST OF THE CENTERS, IT IS OUR DATA COLLECTION PROGRAMS.

ASKING OPEN-ENDED QUESTIONS. ALLOW FOR A MORE IN-DEPTH

DISCUSSION THAT BUILDS EMPATHY AND SERVES AS A BASIS

FOR THE ILP.

WELL MOST OF OUR FORMS, AND I AM GOING TO ADMIT TO THIS

AND I DON'T KNOW IF ANYBODY ELSE WILL ADMIT TO THIS,

BUT A LOT OF OUR FORMS HAVE YES/NO ON THEM. I

IT IS JUST A SIMPLE YES OR NO. HOWEVER, WHEN YOU ARE

DIALOGUING OR CONVERSING WITH THE CONSUMER,

IT IS IMPORTANT THAT YOU HAVE OPEN-ENDED QUESTIONS,

BECAUSE THEY GET YOU TO THE YES OR NO.

BECAUSE THE YES AND NO IS SIMPLY IN ORDER FOR

YOU TO RUN REPORTS OR QUANTIFY AS YES AND NO.

BUT IT IS ABSOLUTELY IMPORTANT THAT YOU ASK

OPEN-ENDED QUESTIONS SO THAT YOU CAN, OF COURSE,

ESTABLISH A GOOD ILP

OR A SYSTEM FOR ESTABLISHING A GOOD ILP.

MI EMPLOYS A STRENGTH-BASED APPROACH, WHEREBY

CONSUMERS ARE ENCOURAGED TO FOCUS

ON THEIR STRENGTHS, BUT NOT AT THE EXCLUSION

OF ADDRESSING CONCERNS OR BARRIERS.

DO YOU ALL UNDERSTAND WHEN WE SAY A STRENGTH-BASED APPROACH?

IT COULD BE AS SOMETHING AS SIMPLE AS I WANT TO GO

BACK TO SCHOOL. I MADE GOOD GRADES.

THAT'S SOMEWHERE TO START.

SO, MI PROMOTES A SOLUTION-FOCUSED APPROACH

THAT ENTAILS FRAMING OR DESCRIBING A SITUATION

FROM A POSITIVE PERSPECTIVE VERSUS A NEGATIVE PERSPECTIVE.

AGAIN NO ONE LIKES A NEGATIVE NANCY.

NO OFFENSE TO ANYBODY WHO IS NAMED NANCY.

MY DIRECTOR OF PROGRAMS IS NAMED NANCY.

WE WANT TO KEEP IT POSITIVE.

I GET ACCUSED A LOT.

MICHELLE, TAKE OFF YOUR ROSE COLORED GLASSES.

I WOULD GET LOST IF I DID THAT.

I AM JUST BY NATURE A VERY POSITIVE PERSON.

MI IS A SKILL WHERE IL STAFF CAN BECOME EFFICIENT, BUT ONLY

THROUGH EXPERIENCE GAINED THROUGH ONGOING PRACTICE.

 ONLINE COURSES AND DEMONSTRATION VIDEOS

MAY BE HELPFUL AS WELL.

THERE ARE VIDEOS OUT THERE THAT WILL SHOW YOU HOW

TO CONDUCT MOTIVATIONAL INTERVIEWS.

IT IS GOOD PRACTICE.

MICHELLE: ACCORDING TO MILLER AND ROLLNICK

THERE ARE FOUR PROCESSES OF MI

ALL OF WHICH HAVE IMPLICATIONS TO IL.

ENGAGING. THE PROCESS OF ESTABLISHING A MUTUALLY

TRUSTING, AND RESPECTFUL, HELPING RELATIONSHIP.

WHAT DOES THAT DESCRIBE?

PRETTY MUCH THAT PEER-TO-PEER RELATIONSHIP.

AND AGAIN TRUST.

FOCUSING. CLARIFYING A PARTICULAR GOAL

OR DIRECTION FOR CHANGE.

AND EVOKING. ELICITING THE PERSON'S OWN MOTIVATION

FOR A PARTICULAR CHANGE.

PLANNING. WHICH IS DEVELOPING A SPECIFIC CHANGE PLAN

TO IMPLEMENT.

 AND ALL OF THIS IS PART OF MI TOO.

AND T3 IS AN ONLINE RESOURCE THAT ILLUSTRATES

THE STANDARD INTERVIEWING APPROACH

VERSUS THE MI APPROACH, WHICH IS MORE CONSISTENT

WITH THE IL PHILOSOPHY.

AND THIS IS KIND OF GOING BACK TO WHAT BRUCE

WAS TALKING ABOUT WHEN HE TALKED ABOUT MEDICAL

MODEL VERSUS THE INDEPENDENT LIVING MODEL.

THE STANDARD APPROACH FOCUSES ON ADVISING, WARNING, AND

 PERSUADING, WHICH IS PRETTY MUCH THE MEDICAL MODEL.

THE MI APPROACH EMPHASIZES PERSONAL CHOICE

AND AUTONOMY, WHICH IS IL PHILOSOPHY.

THE STANDARD APPROACH FOCUSES ON FIXING THE PROBLEM

AND THE MI APPROACH FOCUSES ON THE PERSON’S CONCERNS.

AND HOW WE GO ABOUT FIXING THOSE.

AUDIENCE: I WANTED TO JUST ASK A QUICK QUESTION ABOUT

NUMBER THREE EVOKING AND THE ELICITING A RESPONSE.

 SO MANY OF US -- I MEAN I COME FROM A STAFFING BACKGROUND.

SO, I HAVE BEEN INTERVIEWING AND YOU KNOW HELPING PEOPLE

FOR MANY, MANY YEARS. AND THIS FOLLOWS RIGHT INTO IT.

BUT IT BECOMES A FLOW. SO, YOU ARE NOT EVEN AWARE

THAT YOU ARE GOING THROUGH THIS WHOLE PROCESS.

SO, IF YOU COULD GIVE US ONE EXAMPLE OF HOW

WE COULD ASK THAT QUESTION ELICITING THE PERSON'S

OWN MOTIVATION FOR THE CHANGE. DO WE SIMPLY

COME OUT AND SAY SO HOW DO YOU THINK THIS IS GOING

TO CHANGE YOUR LIFE?

OR I MEAN, WHAT IS THE QUESTION?

MICHELLE: I THINK AGAIN LIKE YOU ARE SAYING

JUST COME OUT AND ASK. HAT IS YOUR MOTIVATION?

SOMETIMES IT IS AS SIMPLE AS THAT.

WE DON'T NEED TO MAKE IT ANYMORE COMPLICATED THAN THAT.

AUDIENCE: SOMETIMES I JUST SEEM SO AWKWARD.

WHEN YOU JUST COME RIGHT OUT. IT IS LIKE YOU ARE FLOWING

WITH THAT CONVERSATION. YOU ARE GETTING THERE

AND ALL OF THE SUDDEN YOU JUST BREAK THAT FLOW,

AND IT JUST BECOMES AN INTERVIEW.

MICHELLE: IT ALL DEPENDS ON THE INDIVIDUAL AS WELL.

IT ALL DEPENDS ON THE INDIVIDUAL.

AND WHEN YOU ARE SAYING THAT EVOKING -- YOU ARE

SAYING THE FLOW. EXPLAIN A LITTLE BIT MORE ABOUT THAT.

ARE YOU TALKING ABOUT THE FLOW FROM?

AUDIENCE: THE FLOW FROM GAINING THE TRUST,

GAINING THE RAPPORT, DOING THE BONDING.

DOWN TO FOCUSING ON. OKAY. GETTING TO

THAT POINT OF THIS IS WHY WE’RE HERE TYPE OF THING

TO HOW CAN THIS CHANGE YOUR LIFE AND IT IS ALL

COMING SO EASILY NOW. BUT WHEN YOU ARE BUILDING

THAT RAPPORT BECAUSE YOU WANT THEM TO COME BACK;

BECAUSE THEY HAVE A DISTRUST IN ANYTHING

THAT THEY THINK IS AN “INSTITUTION” OR AN INTERVIEW

AND THEY ARE RESISTANT IN SO MANY CASES

TO ANSWERING QUESTIONS.

BECAUSE THEY HAVE GONE TO SO MANY DIFFERENT

AGENCIES AND PROVIDERS AND THEY ARE

BEING ASKED THE SAME QUESTIONS ALL THE TIME.

WITH THE SAME RESULT. SO, YOU ARE FLOWING.

MICHELLE: HERE IS THE DIFFERENCE

IT IS THAT PEER TO PEER DIFFERENCE.

BECAUSE SOME OF US CAN RELATE DEPENDING ON

WHAT THEIR GOAL IS. SOMETIMES IT IS A MATTER

OF SHARING A PART OF US WITH THEM

AND THEN THAT RIGHT THERE IS MOTIVATION

IN AND OF ITSELF. IF THEY ARE WHEELING THROUGH

THE CENTER, BECAUSE WE USUALLY DO GIVE AN A TOUR

OF THE CENTER AND YES, YOU CAN WORK.

LOOK AT ALL THESE INDIVIDUALS THAT ARE WORKING

IN THE CENTER AND IT IS MEANINGFUL WORK.

SO SOMETIMES IT IS JUST A MATTER OF SEEING THE INDIVIDUALS

DOING WHAT IT IS THAT YOU WANT TO DO. SO THAT IS

THE MOST IMPORTANT THING ABOUT PEER SUPPORT.

AUDIENCE: I THINK WITH MOTIVATIONAL INTERVIEWING,

IT IS NOT NECESSARILY ABOUT ASKING THE QUESTION.

YOU COULD SAY IT SOUNDS LIKE YOU WANT TO MAKE A CHANGE;

SOMETHING MUST HAVE HAPPENED IN YOUR LIFE.

AND JUST GETTING PEOPLE TO HAVE A CONVERSATION WITH YOU

SO, YOU CAN GET YOUR ANSWER WITHOUT ASKING A QUESTION

AND JUST GIVING THEM AN OPENING TO SAY WHAT YOU NEED TO HEAR.

DO YOU KNOW WHAT I MEAN?

MICHELLE: IT MIGHT COME FROM THEM ASKING YOU A QUESTION.

IT MIGHT NOT NECESSARILY BE YOU ASKING THE QUESTIONS.

IT MIGHT BE THAT THEY ASK YOU QUESTIONS BECAUSE YOU ARE THAT

PEER AND YOU WANT TO BE THAT CHEER LEADER.

THAT'S HOW YOU EMPOWER YOUR CONSUMER.

SO, MI IS NOT A RECENT CONCEPT BUT HAS EXPANDED

BEYOND THE FIELD OF COUNSELING INTO MULTIPLE DISCIPLINES.

 IT CONTAINS A SET OF PRINCIPLES, TECHNIQUES

AND STRATEGIES THAT GO BEYOND WHAT WE CAN DO

WITH THIS TRAINING. BUT THERE ARE SOME ADDITIONAL

INFORMATION SOURCES THAT YOU CAN TRY.

THERE ARE SOME U-TUBE VIDEOS, THE US THINK3.

SOME OF THESE ARE PAID COURSES THAT YOU CAN TAKE

AS FAR AS MOTIVATIONAL INTERVIEWING IS CONCERNED.

SO PLEASE FEEL FREE TO LOOK AT THE ADDITIONAL

RESOURCES BECAUSE THAT MIGHT BE HELPFUL

WHEN YOU ARE TRYING TO GET INTO PRACTICE

OF DOING THIS BECAUSE MY STAFF IS STILL TRYING

TO GET INTO THE PRACTICE OF DOING THIS.

BUT ANYWAYS THANKS.

 (APPLAUSE).

DARREL CHRISTENSON: HI, MY NAME IS DARREL CHRISTENSON. GO AHEAD.

AUDIENCE: HELLO. I JUST WANTED TO SAY.

I THINK WHAT I AM HEARING YOU SAY TOO MICHELE

IS THAT WHAT’S DIFFERENT IS THAT WE ARE

NOT INTERROGATING PEOPLE, WE ARE GETTING TO KNOW THEM.

AND IT IS REALLY THE ATTITUDE THAT'S DIFFERENT

WHEN YOU ARE WORKING WITH THEM. IT IS THAT

ATTITUDE OF REALLY WANTING TO GET TO KNOW THEM.

AND WHAT IS IMPORTANT TO THEM.

AND PEOPLE USUALLY ARE PRETTY RESPONSIVE

ABOUT THAT, BECAUSE SO MANY PEOPLE DON'T

WANT TO KNOW WHAT IS IMPORTANT TO THEM.

WE WERE JUST LAUGHING BECAUSE A LOT OF TIMES

THEY HAVE SO MANY SERVICE PROVIDERS IN THEIR LIFE

FOR DIFFERENT THINGS. BUT HERE YOU ARE.

YOU ARE A PERSON ACTUALLY WANTING TO REALLY

GET TO KNOW THEM AND WHAT IS IMPORTANT TO THEM.

MICHELLE: YOU SAY YOU ARE RETIRED? (LAUGHTER)

AUDIENCE: I THINK TWO KEY ELEMENTS WHEN INTERVIEWING

AND I USE INTERVIEWING VERY LOOSELY,

IS TIME AND COMPASSION.

IT IS HUGE. YOU HAVE TO TAKE TIME.

YOU DON'T RUSH SOMEONE IN AND OUT.

THAT'S PROBABLY THE BIGGEST THING.

AND TAKING COMPASSION WITH SOMEONE. THEY HAVE

ALREADY BEEN THROUGH, JUST LIKE AMINA SAID,

THEY HAVE ALREADY BEEN THROUGH SO MANY

SERVICE PROVIDERS TELLING THEM WHAT

THEY SHOULD DO WITH THEIR LIVES

THAT JUST LISTENING IS HUGE.

INTRODUCTION TO THE CRITICAL ROLE OF INFORMATION & REFERRAL (I&R):

PRESENTER: DARREL CHRISTENSON

DARREL: ALL RIGHT. MY NAME IS DARREL CHRISTENSON

FROM ABILITY360 HERE IN TOWN AND I AM GOING

TO BE TALKING ABOUT THE CRITICAL ROLE OF INFORMATION

AND REFERRAL. 16 SLIDES IN 15 MINUTES. SO, BEAR WITH ME.

SO, WE TALK ABOUT INFORMATION AND REFERRAL.

AND I REALLY FEEL THAT IT IS THE GATE WAY TO THE CENTER.

I MEAN I ALWAYS TALK ABOUT INFORMATION AND REFERRAL

AS SORT OF THE ST. LOUIS ARCH. GATEWAY TO THE WEST, RIGHT?

THIS IS THE GATE WAY TO THE CENTER. BECAUSE SO OFTEN

THAT INFORMATION AND REFERRAL PERSON

IS GOING TO BE THEIR FIRST CONTACT THAT

THEY HAVE WITH YOUR AGENCY.

AND AT THE END, HOPEFULLY IT IS A GOOD ONE.

BECAUSE LIKE MICHELE SAID YOU GET ONE CHANCE

FOR A FIRST IMPRESSION.

AND SO THAT REALLY IS THE CORE OF THAT INITIAL PIECE

AND IT DOESN'T MATTER IF YOU ARE A BASE CENTER

LIKE WE HAVE 130 STAFF OR YOU ARE A SMALL CENTER

IN A RURAL AREA WITH SEVEN STAFF.

I DON'T CARE IF YOU ARE DOING INFORMATION AND REFERRAL

THAT YOU HAVE ONE DESIGNATED PERSON, ONE FULL TIME I&R COORDINATOR,

OR IF I&R IS DONE BY ALL SEVEN OF YOU IN THE OFFICE.

IT DOESN'T MATTER.

YOU NEED TO HAVE SOMEONE TO ANSWER THE PHONE AND

IT WAS MENTIONED EARLIER TO ACTUALLY HAVE SOMEBODY TO TALK TO.

THAT IS SO IMPORTANT.

 I ALWAYS SAY TOO THAT INFORMATION IS KNOWLEDGE.

AND RESOURCES EQUAL POWER. THAT'S WHAT YOU ARE IMPARTING

TO YOUR CALLER OR CONSUMER THAT'S COMING IN.

INFORMATION RESOURCES EQUAL POWER.

THIS OPENS UP THE WHOLE AGENCY TO OTHER SERVICES.

THERE IS SUCH GREAT ENTREE FROM INFORMATION

AND REFERRAL TO OTHER PROGRAMS.

DON'T BE AFRAID TO GIVE THAT INFORMATION

ABOUT EXTERNAL AGENCIES IN YOUR COMMUNITY

BUT, DON'T BE AFRAID TO REFER THAT PERSON TO

OTHER SERVICES WITHIN YOUR AGENCY.

SO OFTEN YOU CAN GO INTO PEER MENTORING,

INDEPENDENT LIVING SKILLS INSTRUCTION, AND ADVOCACY

BUT LET THEM KNOW THAT YOU ARE WORKING WITH THEM

NOT FOR THEM.

IT EMPOWERS THE CALLER, THE INDIVIDUAL.

I KNOW WE HAVE ALL HAD THOSE OCCASIONS

WHERE SOMEBODY COMES INTO YOUR OFFICE.

IT IS LIKE, OK, I AM GOING TO KICK BACK,

PUT MY FEET UP, AND WHAT ARE YOU

GOING TO DO FOR ME? RIGHT?

I AM GOING TO SIT BACK AND YOU ARE THE CENTER STAFF;

YOU ARE THE AGENCY PROFESSIONAL;

YOU SOLVE MY PROBLEM. AND, THANK YOU FOR YOUR HELP.

AND I AM SAYING THIS IS THE CENTER FOR INDEPENDENT LIVING.

IT DOESN'T HAPPEN HERE. IT MAY HAPPEN DOWN THE ROAD

AT THE OTHER AGENCY,

BUT IT DARN WELL BETTER NOT HAPPEN IN YOUR AGENCY.

YOU ARE WORKING WITH THE PERSON, NOT FOR THEM

AND THAT IS SO CORE TO WHAT WE ARE TALKING ABOUT THIS WEEK.

IT IS WORKING WITH THE PERSON, NOT FOR THEM. OKAY?

AND AGAIN, WE HAVE TALKED BEFORE.

IT IS THE IL PHILOSOPHY. IT IS NOT THE MEDICAL PHILOSOPHY.

THE SEAMLESSNESS OF SERVICES WITH US

IT IS A HOLISTIC APPROACH AS MENTIONED BEFORE.

TO PROVIDE SERVICES. IT MUCH MORE DIFFICULT THAT WAY.

IT IS MUCH MORE DIFFICULT TO WORK TOGETHER

ACROSS SILOS -- ACROSS PROGRAMS.

IT IS EASIER TO SAY THIS IS MY PROGRAM, THIS IS MY DEPARTMENT

AND I AM NOT STRETCHING MYSELF ANY FURTHER AWAY FROM IT.

IT IS EASY TO DO THAT. IT IS MORE DIFFICULT TO REACH

ACROSS FROM THE COMMUNITY INTEGRATION UNIT

TO THE ADVOCACY UNIT TO THE EMPLOYMENT UNIT

TO THE ATTENDENT CARE PROGRAM.

IT IS MORE DIFFICULT TO DO THAT

BUT IT IS SO MUCH MORE EFFECTIVE FOR THE CONSUMER.

IT REALLY IS. AND AGAIN, IT DOESN'T MATTER IF YOU

ARE IN A SMALL CENTER OF SEVEN OR 130.

ALL SERVICES TRULY ARE INTERCONNECTED. THEY REALLY ARE.

I DON'T THINK IF YOU LOOK AT THE THREAD

OF ALL OF YOUR SERVICES AND YOUR PROGRAMS,

EVEN IF YOU HAVE THE FIVE CORE SERVICES

AND THAT IS WHAT YOU PROVIDE,

YOU CAN'T SLICE AND DICE IT INTO FIVE DIFFERENT

SEPARATE PIECES. THEY ARE ALL INTERCONNECTED.

INFORMATION AND REFERRAL.

IT MAY NOT BE THE SEXIEST THING IN THE WORLD.

RIGHT? NO REALLY.

INFORMATION AND REFERRAL CAN BE AS SIMPLE AS SAYING

HERE IS THE PHONE NUMBER TO THE OTHER AGENCY

THAT CAN HELP YOU.

AND THEY ARE SAYING THANK YOU VERY MUCH.

IT MAY BE THE PHONE NUMBER TO THE PUBLIC HOUSING AUTHORITY.

THAT'S NOT SEXY. BUT THAT IS SO IMPORTANT.

AND THEY ARE INTERCONNECTED.

SO, WHETHER YOU ARE ONE STAFF OR, YOU KNOW,

ALL TOGETHER, IT’S A MATTER OF REALLY WORKING TOGETHER.

NO HANDHOLDING AND BABYSITTING. OH, MY GOSH.

THERE AGAIN THAT SENSE OF EMPOWERMENT VERSUS ENTITLEMENT.

THAT SENSE OF ENTITLEMENT. I HAVE A DISABILITY AND

YOU OWE ME THIS SERVICE.

IT IS LIKE NO, NO, NO. YOU CAME TO THE WRONG PLACE AGAIN.

WE HAVE A HOME MODIFICATION PROGRAM AND WE WORK

WITH A NUMBER OF CITIES HERE IN THE VALLEY

AND PART OF THAT IS WE REQUIRE A 10% MATCH

FOR LABOR AND MATERIALS

AND WE HAVE HAD SO MANY PEOPLE THAT SAID

YOU KNOW WHAT I WOULD JUST A SOON CONTINUE

TAKING A SHOWER IN THE BACKYARD WITH MY GARDEN HOSE

THEN TO PAY THAT 10% MATCH

AND TO THAT I WILL SAY, THAT'S YOUR CHOICE.

THAT'S YOUR CHOICE.

IF YOU CHOOSE NOT TO PAY THE 10% MATCH

AND WE ARE DOING IT NOT JUST BY CASH, BUT YOU CAN VOLUNTEER

AND COUNT THAT TOWARDS YOUR MATCH.

IF YOU CHOOSE NOT TO MAKE THAT MATCH AND CONTRIBUTE,

THAT'S YOUR CHOICE. TAKE THE GARDEN HOSE AND

CONTINUE IN YOUR BACKYARD.

AND I WILL TELL YOU THAT MAY SOUND TO SOME OF YOU CRUEL

AND LIKE IT IS NOT PROVIDING A GOOD SERVICE,

BUT WOULD ARGUE OTHERWISE AND SAY THAT'S IL CHOICE.

THAT'S WHAT WE ARE TALKING ABOUT PEOPLE -- IS THE CHOICES.

DARREL: AM I LOOKING AT TOMORROW’S PRESENTATION?

TIM FUCHS: IT’S POSSIBLE.

DARREL: THEN MY TIME IS UP. THANK YOU.

(LAUGHTER & APPLAUSE)