Motivational Interviewing in Child Protective Services

Steve Carlson PsyD

Minnesota Center for Chemical and Mental Health
Agenda

- What is motivational interviewing
- Spirit of motivational interviewing
- OARS
- Use of MI in Child Protective Services
Making Changes

Role of Child Protective Services?
“But I don’t want to change!”
“MI is a collaborative, goal-oriented style of communication with particular attention to the language of change. It is designed to strengthen personal motivation for and commitment to a specific goal by eliciting and exploring the person’s own reasons for change within an atmosphere of acceptance and compassion.”
CPS workers deal with many issues beyond behavior change.

Feeling and expressing compassion and empathy to parents who neglect their children.
The Spirit of Motivational Interviewing

- Compassion
- Partnership
- Acceptance
- Evocation

MI
SPIRIT: Compassion and Acceptance

• SHAUN FLOERKE
  • Judge for the 6th Judicial District in Duluth
  • Oversees DWI Court

• QUOTES
  • “Shaming doesn’t help...showing compassion does...”
  • “There’s so much ‘us and them...’”
  • “You were honest about it. I got no rocks to throw at you.”
A welcoming facial expression

“Soft eyes say to somebody ‘I’m safe, I’m really listening. I’m really here with you’"
MI Challenges in CPS

- Not having unlimited time to work with a family
- Needing relatively rapid changes
The DARN Righting Reflex

- Desire to help
- Ability to help
- Reason to help
- Need to help
"What fits your busy schedule better, exercising one hour a day or being dead 24 hours a day?"
Factors that facilitate personal growth & change

- Client: 35%
- Helper: 35%
- Hope: 15%
- Model: 15%

Developing a working relationship
Roadblocks to developing a working relationship

- Ordering
- Warning
- Providing solutions
- Persuading
- Telling people what to do
- Criticizing
- Shaming
- Analyzing
- Humoring

Thomas Gordon (1970)
Dr. Phil’s Interview Style
Interviewing Tools

- Ask **open-ended** questions
- **Affirm**
- Listen **reflectively**
  - Simple
  - Complex
- **Summarize**
Stephen Rollnick’s Interview Style
Closed versus Open Questions

- “Did you get a job yet?”
  or
  “Tell me about your job search.”

- “Were you thinking when you did that?”
  or
  “What was going through your mind at the time?”
Affirmation as Reflection

- **Values**
  - “You care a lot about your kids.”

- **Achievements**
  - “That’s amazing that you...”

- **Strengths**
  - “You were able to stick to that!”

- **Effort**
  - “You worked really hard on cleaning your apartment.”
Explore Extremes

- “What is the worst thing that could happen if you kept things as they are?"

- “What is the best thing that would happen if you made this change?”
Reflections

- Reflect the client’s
  - Speech
  - Facial expression
  - Behavior

- Make a guess about the deeper meaning
Summaries (a special form of reflection)

- Collecting
  - Gather up what has been said

- Linking
  - Making connections for the client

- Transitioning
  - In order to move the conversation along
Uses of MI in CPS

- To engage with parents in developing a working relationship
- To engage parent in considering and choosing to enter treatment
Positive Outcomes CPS

- Reduced anxiety when confronted with a highly resistant clients
- Clarify roles and responsibilities around change
- Increased movement in clients when using motivational interviewing
Thank You!

Steve Carlson
carlsos@umn.edu

Only a life lived for others is worth living.
–Albert Einstein