Person Centered Planning and Motivational Interviewing
Applying Insights to Shelter Operation

Kristen Granatek
CT Coalition to End Homelessness

Catherine Zall
New London Homeless Hospitality Center
Why is Understanding Motivation Important?

• Motivation to do something is always the first step to actually doing it.

• All people who are making changes for any reason begin at different places and move at different paces.

• Motivation is a STATE not a TRAIT
Motivational Interviewing

- Developed by Bill Miller and Steven Rollnick
- Came out of the substance abuse field.
- Developed from a “Person Centered” counseling approach.
- A supplemental approach to counseling and therapeutic case management.
- A “Style” of communication.
- A vehicle to help staff enhance a client’s motivation to work on any number of areas in their lives.
The Spirit of MI

“Without [its] underlying spirit, MI becomes a cynical trick, a way of trying to manipulate people into doing what they don’t want to do.”

Miller and Rollnick
Motivational Interviewing: Helping People Change
Third Edition p.14
Partnership

It is not something done by an expert to a passive recipient, a teacher to a pupil.

It is an active collaboration between experts. People are the undisputed experts on themselves.

MI is like dancing rather than wrestling.

Miller and Rollnick
Motivational Interviewing: Helping People Change
Third Edition p.15
Acceptance

• **Absolute worth**—potential of every human being.

• **Accurate empathy**—an interest in and effort to see the world through another’s eyes.

• **Autonomy**—respecting each person’s irrevocable right and capacity of self direction.

• **Affirmation**—to seek and to acknowledge the person’s strength’s and efforts.
Compassion

Not an emotion

To actively promote the other’s welfare, to give priority to the other’s needs.

“To work with a spirit of compassion is to have your heart in the right place so that the trust you engender will be deserved”
Evocation

Strength-focused premise that people already have within them much of what is needed and your task it to call it forth.
The Practice of MI

• Stages of Change

• Rolling with resistance

• Encouraging change talk.
Change is a process

Pre Contemplation

Relapse

Contemplation

Maintenance

Preparation

Action
<table>
<thead>
<tr>
<th>Stage Name</th>
<th>Description</th>
<th>Focus</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pre-contemplation</td>
<td>I don’t have a problem&lt;br&gt;And&lt;br&gt;I don’t need you</td>
<td>Build relationship&lt;br&gt;Empathy—seek to understand the situation from the person’s point of view. Show that you “get it” from the person’s point of view</td>
</tr>
<tr>
<td>Contemplation</td>
<td>There is a problem (not I have one)&lt;br&gt;But&lt;br&gt;I don’t need you</td>
<td>Emphasize participants choice and control&lt;br&gt;Examine pro’s and con’s of change&lt;br&gt;• What if you do?&lt;br&gt;• What if you don’t?&lt;br&gt;• Decisional Balance</td>
</tr>
<tr>
<td>Preparation</td>
<td>There is a problem&lt;br&gt;And&lt;br&gt;I may need your help</td>
<td>Help assess—what has been tried&lt;br&gt;• What have you tried?&lt;br&gt;• What worked?&lt;br&gt;• What didn’t work?&lt;br&gt;• How do you see us helping?&lt;br&gt;Help develop a plan&lt;br&gt;Explore options</td>
</tr>
<tr>
<td>Action</td>
<td>I have a problem&lt;br&gt;And&lt;br&gt;I need you—Let’s go</td>
<td>Plan implementation&lt;br&gt;Agree on first action&lt;br&gt;Agree on next steps.&lt;br&gt;Assess&lt;br&gt;Help adjust plan</td>
</tr>
<tr>
<td>Maintenance</td>
<td>I don’t want to go back to that</td>
<td>Help identify threats&lt;br&gt;Help develop a plan for handling threats</td>
</tr>
</tbody>
</table>
Ambivalence is a natural part of change
Wanting and not wanting something
Or
Wanting two incompatible things at the same time
Our reaction to ambivalence

• Ambivalence vs. resistance

• What is the impact of arguing?

• MI—rolling with resistance
Goal—increase readiness for positive change

I don’t want to quit.
Tobacco is not a problem for me.
Trying to quit would be a waste of my time.

I am thinking about quitting.
I know that quitting would be good for my health.
I am interested in hearing about ways to quit.

I am ready to quit using tobacco.
I would like to get help to quit using tobacco.

How confident?
How important?
All change is self-change

The challenge is usually not lack of information
Encouraging Change Talk: OARS

O – Open questions: questions that evoke thought on the part of the client.

A – Affirmations: Positively reinforcing strengths, positive behavior, taking steps, etc.

R – Reflective Listening: Giving a statement back to a client in the course of conversation that reinforces change talk and moves the conversation forward. *THE MOST IMPORTANT SKILL*

S – Summarizations: Pulling together important parts of the conversation at the beginning, end and at transitions.
Where might we apply this?

Coordinated Intake—how might these principles inform the intake interview? Can we use these principles to increase the effectiveness of diversion?

Case management vs. Self-Help—how can we structure shelter based services in the way that facilities autonomy and a strength based approach?

Returns to homelessness—how might a more nuanced view of relapse as a natural stage in the process of change impact how we think about people coming back into the shelter system?