

7

Reviewing And Supporting



150 minutes



Learning Objectives

- Introduce Core Element 4- Reviewing and Supporting
- Provide participants with the structure and tools to monitor, reinforce and support progress.
- Introduce strategies to increase compliance.
- Provide tips to deal with relapse.



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Handouts

- Case Folder
- Case Assignment #4

A Snap-Shot of this Chapter

In Chapter 7 we will introduce you to REVIEWING and SUPPORTING- the final core element of collaborative case planning. As discussed in Chapter 5, one of the most powerful methods for encouraging and supporting change is “reinforcement”. A critical task for staff at this phase is to monitor progress on the case plan and to ensure that all successes are affirmed and celebrated. Staff are encouraged to work in a collaborative way with the client to overcome or resolve any obstacles that get in the way of desired outcomes. Another important task at this phase is to develop a maintenance plan with the client. The plan is designed to help the client anticipate, prepare and practice dealing with high-risk situations and triggers.

7.1 : Reviewing and Supporting

ELEMENT	TASKS	ANTICIPATED OUTCOMES
<p>MAPPING</p> <p>Primary task: <i>“Discovery”</i></p>	<ul style="list-style-type: none"> ■ Build rapport and establish a working relationship with the client ■ Explore parameters of the court order ■ Conduct the assessment ■ Map the case ■ Identify priority targets 	<ul style="list-style-type: none"> ■ Increased awareness of the risk factors (personal, situational and contextual) that contribute to criminal justice involvement. ■ Increased awareness of strengths that can be mobilized to mediate the impact of risk.
<p>FINDING THE HOOK</p> <p>Primary task: <i>“Enhance Motivation”</i></p>	<ul style="list-style-type: none"> ■ Work intentionally to enhance motivation ■ Provide feedback by summarizing the assessment results ■ Discuss the priority targets ■ Review potential barriers and obstacles ■ Work collaboratively with the client to complete the case plan. 	<ul style="list-style-type: none"> ■ The priority target(s) are chosen in collaboration with the client ■ Client is committed to focus on one or more of the priority targets. ■ A goal statement is prepared.
<p>MOVING FORWARD</p> <p>Primary task: <i>“Provide Opportunities for Success”</i></p>	<ul style="list-style-type: none"> ■ Identify personal and social resources that will augment the case plan ■ Provide opportunity to explore service and treatment options across criminogenic needs and stability factors ■ Apply cognitive behavioral interventions ■ Promote healthy informal relationships that will support change efforts. 	<ul style="list-style-type: none"> ■ Goals and objectives are formalized and the case plan is completed. ■ Client can identify personal and social supports necessary to achieve personal goals.
<p>REVIEWING AND SUPPORTING</p> <p>Primary task: <i>“Reinforce Successes and Build Self-Efficacy”</i></p>	<ul style="list-style-type: none"> ■ Review and update progress ■ Reinforce successes ■ Introduce support, services and strategies when obstacles arise or client is non-compliant ■ Engage client in maintenance planning to prevent further relapse/recurrence 	<ul style="list-style-type: none"> ■ Client continues to work on goals and objectives. ■ Goals are updated and new objectives are added ■ Uses strategies, supports, and services to address difficulties. ■ Client has a maintenance plan that assists in relapse prevention

Reviewing and Supporting

In this chapter we will focus on the final phase of the CCW model. This is the heart and soul of probation supervision and effective case work. In this chapter we will introduce participants to the “Standardized Supervision Session” that integrates the tools, strategies and resources that we have reviewed thus far into five practical steps. We will also explore some additional strategies that can be used to deal with non-compliance and the recurrence of problem behaviors.

7.2 : Monitoring Progress

"We feel that the best way to monitor the client's progress is to use the Case Plan as your guide. The Case Plan gives Correctional professionals a template to ensure adherence to the Principles of Effective Intervention."

Robinson, 2007

Monitoring Change During A Standardized Session

The case plan is a dynamic entity and can offer you a mechanism to monitor progress and stay focused on the identified targets. Reviewing progress also provides a rich source of evaluative information to help you and the client determine the next course of action.

On a regular basis, the correctional professional should review the case plan with the client and decide whether:

- New objectives should be chosen to move toward the achievement of initial goals.
- New goals should be established.
- The previous plan is effective and to consider if it needs to be modified or adjusted
- It is necessary to switch focus to a different domain or need area.

Remember once a case plan has been developed it serves as a progress note and helps the professional staff to prepare for the next meeting. By reviewing goals and action steps prepared previously, the professional staff can keep the focus on the priority risk factors and criminogenic needs.

Monitoring Change with Reassessment

A more formal method of monitoring progress is through the REASSESSMENT. Reassessment provides a quantitative method for assessing progress on change.

Completing a re-assessment can also help to identify areas of progress that were overlooked or areas that have actually shown no change or deterioration. As a professional tool, reassessment helps formalize and structure the dynamic case planning process in a way that can be documented and justified to others.

- Review the Reassessment (subsequent LSI-R).
- Identify domains where positive changes have been recorded from the initial to reassessment on risk or protective factors.
- Identify a domain where there is improvement but the actual risk level remains high.
- Identify a domain where there was an increase in risk.
- Identify the top three domains of the Central Eight (indicates highest risk), keeping in mind that these may have changed from the previous assessment.
- Identify any increases in strengths/ protective factors since your prior assessment (resources, knowledge, skills, abilities, supports, skills).
- Use information from the Case Mapping Worksheet or the Feedback Wheel to share your summary of the strengths and challenges with the client.

7.3 : A Proactive Approach To Supervision

The information in this segment was adapted from Taxman (2006).

The “Shape” of the Response

How you respond during your interactions with clients will vary according to the following factors:

1. Personal values, training, and comfort zone
2. Department policy or tradition
3. Attitude of the client
4. Behaviors of the client
5. Client’s history
6. Local resources
7. Knowledge of local judicial temperament and expectations
8. ”Pressure” from others
9. Other factors

Any one of these factors can affect how you respond to clients and can contribute to inconsistent responses by you or other professionals.

A Consistent Response

TIP #1: USE A PROACTIVE APPROACH – AT ALL TIMES!

- Be proactive
- Regardless of the range of behaviors we see it is critical to respond with a motivational approach
- This means that when you set limits, respond to issues of non-compliance, deal with anger, depression, etc. you need to be intentional in order to respond effectively.

TIP #2: Constantly Review Achievements Made

- Reinforce all efforts to complete action steps from the Case Plan
- Identify strategies and interventions that were used to complete the Action Steps and keep a running list of SUCCESSFUL STRATEGIES
- Modify plans as appropriate to increase chances of success

TIP #3: Review the Conditions of Probation

- Be aware of the various conditions of probation
- As the Case Plan is developed- review the probation conditions and ensure that they are not in conflict with the case plan (e.g., violation of a no contact order).
- Ensure that the client is clear regarding the expectations.

TIP #4: Document, Document, Document...

- Record facts, collect documents, verify important information.
- Use your case plan to record all contacts, referrals, achievements, revisions, etc.

TIP #5: Be Genuine and Honest

- Try not to make promises or to offer services to the client that you can't guarantee.

TIP #6: No Surprises

- The initiation of a Probation breach is an important decision.
- Movement toward a breach should never be a surprise to the client.
- As much as possible, the client should be able to anticipate how the team will respond to instances of non-compliance.

TIP #7: Reward All Desired Behavior

- Behavioral change such as skill development typically occurs in increments and all attempts in the right direction need to be rewarded at every possible opportunity.

TIP #8: View "Non-Compliance" as a Learning Opportunity

- Use non-compliance as an opportunity to assess what went well, what went wrong and to determine what else is needed to be successful for a longer period of time.

EXERCISE**7.1****-Which Style is More Consistent and Proactive?****Video Demonstration**

Observe the video demonstration.

- Which style do you prefer?
- What motivational strategies were used?
- Which session generated more change talk (DARN-C) from the client?
- Which session do you think took more time?



7.4 : The Standardized Session

The following outline is intended to support you as a probation officer and change agent in structuring your reporting sessions to promote positive, pro-social change in the best interest of the client, the victim(s) and the public. The various session components will be modeled in this session and explored in greater depth as we progress through this chapter

The Standardized Session
1: Build rapport (Engage or reconnect) <ul style="list-style-type: none"> • Check-in
2: Review progress to date <ul style="list-style-type: none"> • Summarize successes to date with respect to the probation order and goals achieved • LSI-R Reassessment Feedback (optional)
3: Review the Case Plan <ul style="list-style-type: none"> • Reinforce all successes • Review obstacles and barriers to success • Generate solutions: Strategies, Supports, Services
4: Rehearse and Prepare to Use Strategies, Supports and Services <ul style="list-style-type: none"> • Negotiate a new goal • Negotiate a new objective • Build confidence and competence
5: Update the Case Plan <ul style="list-style-type: none"> • Work collaboratively to update the case plan • Close the session

A STANDARDIZED SESSION

Below is a transcript of a standardized session with a probation officer and his client-Jason. Jason is on probation for assault. He was drinking in a bar with friends when he got into a fight with a stranger. He has a history of alcohol abuse and this is the area that he has agreed to focus on during probation. He has been compliant with the court order, has followed through with treatment, and is generally responsive during the sessions.

Jason is just arriving for his probation meeting. He has reported twice per month for the last six months.

STEP 1: BUILD RAPPORT – Engage or Reconnect

Check-In: Ensure that you have a connection with the client before proceeding to STEP2.

TIP: Anticipate client reactions. It is not unusual for the client to experience difficulty and/or to express resistance after they have committed to the Case Plan. Anticipate that some of the clients will feel vulnerable sharing personal information with you. Other clients may continue to be angry that they are mandated to report and this anger can re-emerge at any time during the supervision process. Be prepared to re-engage the client and to build rapport using the OARS skills reviewed in Chapter 2. Your challenge is to roll with resistance (rather than confront it) and to explore the reason for the client's negative emotional reaction. For example, a client who has experienced an extremely stressful week might find the appointment inconvenient and revisit old complaints about the probation conditions.

PO: **[Nods head as client enters].** *Hi Jason....How is it going?*

Client: **Enters the session, looks very tense and sits down and sighs]...** *I am really frustrated with these meetings. You know I have completed the substance abuse program and I don't see the point in coming here every two weeks for reporting. This is completely unnecessary and just adds one more thing to my day...*

PO: **Rolls with resistance].** *You are under a lot of stress right now and this is another thing that you have to do...*

Client: *My life is hard enough without having to take time off from work to come here.*

PO: **[Explores current situation- Jason has never been resistant before so the probation officer decides to probe for additional information].**
Sounds like things have changed for you since the last time we met. What's happening?

Client: **[Sighs...]** *I think today was one of the most stressful and crazy days of my life. Everything went wrong that could go wrong... I missed my ride and then I realized that I did not have any money for bus fare or a cab... [As client provides details*

about the day he starts to calm down]. I was really wired – kept thinking I was going to lose my job... you know my boss he has zero tolerance for lateness... Anyway, my kid was just staring at me –watching me... and I took a deep breath and started to figure out my options... I ended up getting a ride with my neighbour...

PO: *Sounds like you managed that problem really well.*

Client: *Yeah... I got to work on time but then the day just kept getting uglier. We got this big order and my boss just pushed all day long. It was everything I could do to hold it together. The guy is such a jerk... doesn't even say thank you to everyone. At the end of the busiest day we have ever had... he just mumbled something – patronizing about how lucky we are to have a job...*

PO: *You worked extremely hard through lots of pressure... and he didn't acknowledge that.*

Client: *Yeah... but he is such a jerk- ... everyone tries to ignore him... The thing that makes coming here frustrating is that the guys were pretty jacked up at the end of the day and they all headed out to the foreman's house for a beer... and I had to beg off to come here... I know that – if I went out it would be hard not to drink but I could do it– I just feel that all I do is work and come here or go to treatment. I have to have some down time...*

PO: **[Summarizes highlights, engages client in agenda setting].** *You've had a bad day... and despite how tough things were- you showed up and you are sticking with your commitments. Why don't we get right into the meeting and I will get you out of here as quickly as possible.*

NOTE: Jason entered the session expressing strong levels of frustration. The probation officer rolled with resistance and worked intentionally to re-connect. They are ready to move on to Step 2.

STEP 2: REVIEW PROGRESS TO DATE

Summarize successes to date: Begin this segment by summarizing your observations of the client's strengths. Ensure that each of your comments is genuine, truthful, and tied to a specific behavior. In the early stages of reporting a summary of strengths might be limited to a brief comment affirming the client's attendance. As the probation progresses summarize the major accomplishments and successes made by the client. For example:

PO: *Jason... why don't we start today by doing a quick review of where things stand right now. As I mentioned earlier, you have done a great job of staying on track. You have followed through with everything on the court order, you have attended AA, you are working, and you have paid off a substantial portion of your restitution.*

Client: *[Nods head].*

PO: *It's clear that you are extremely devoted to your wife and son and that you recognize the need to remain sober in order to fully support them.*

Client: *Yeah it's been tough but I'm happy the ways things are going. My wife is so much happier now and I feel so much closer to my kid.*

PO: *You are starting to feel the benefits of remaining sober.... Tell me what other benefits have you noticed as a result of quitting drinking...*

Client: *Well... I would probably never admit this to my wife... but I can't believe how much money I am saving. I was the kind of guy that would get drunk and start buying for everyone... Could not stop myself from being the big shot... Now that I don't drink – the money is rolling in and I am thinking that maybe my wife and I can buy some stuff for the house.*

PO: *You have money now to buy things and do things that you didn't have before. What are some of the things that you would like to buy?*

Client: *Things that we could really use... like my son needs a new bed... and we could use a new vacuum, stuff like that...*

PO: *There are some things you would like to buy- household necessities... What other benefits have you noticed?*

Client: *Well... I guess I am getting a lot easier to live with... at least my wife thinks so. That's really the biggest thing...*

PO: *Great... so the benefits of not drinking are starting to grow...*

NOTE: The probation officer provided a general update and reviewed Jason's progress made to date. Earlier in the session, Jason was frustrated because he could not join the guys after work. Jason indicated that he would have joined them and that he would have resisted using alcohol. The probation officer made the decision to explore the benefits of change and asks a series of evocative questions to strengthen commitment.

STEP 3: REVIEW THE CASE PLAN

Reinforce all efforts to achieve goals and objectives. Take out the case plan and review the first goal statement and objective(s). Reinforce all efforts to achieve goals and objectives.

PO: *“Okay- so let's look at the Case Plan. We had agreed that the primary goal of this plan is for you to remain sober... In the short term we identified a number of action steps and I want to quickly summarize all of the things you have done... you participated in the alcohol assessment, you finished the 4 week outpatient program, you have been working on spending time with your wife and child, and you have also been avoiding your old friends.*

The other goal that you have been working on is staying employed full-time and you have been doing that for the last three months without any problem. So lot's of progress here...

Client: *Yeah... I guess so...*

PO: *The last time we met you made a few additional commitments... You told me that you were going to set up a meeting with your sponsor. Tell me how things went?*

Client: *I was able to see my sponsor – who talked a lot about my last relapse--- when I got into all the trouble and ended up here. He keeps calling it my 'slip' from grace. Anyway, he made a plan with me to meet weekly, go to a meeting together - so that we get to know each other.*

PO: *Sounds like your sponsor is very interested in knowing you and developing a connection. What else did your sponsor say?*

Client: *You will be happy to hear that – like you, he wants me to go to an individual counselor and stop hanging around some of my buddies.*

PO: *Okay... so let me make sure I have this right. You are going to continue to see your sponsor on a weekly basis. When will you see him – before or after the meeting?*

Client: *We will go to a meeting and then for a coffee.*

PO: *Okay... you also mentioned individual counseling. Have you thought about when and with whom?*

Client: *My sponsor said he would bring me a list of names that I can check out...people that are recommended by him and people that he trusts.*

PO: *Okay... so let's make a note of that... You are going to start to look into seeing someone. First, step is to find someone?*

Client: *Yeah... I think it might be good to have someone to talk to if things get rough.*

PO: *Great... keep me posted... You also mentioned that you are staying clear of your buddies and that was one of your action steps. How are you doing with cutting back on hanging out with them?*

Client: *It's a lot harder than I thought- but I'm focusing on spending more time with my family and making my job a priority, so I don't have too much free time anyway...*

PO: *So- how do you handle it when they ask you to do things?*

Client: *I struggle... right now I just give them excuses – blame it on you or my wife...but that plan is wearing really thin...*

NOTE: During Step 3- the probation officer reviewed the case plan- goals and action steps. For the most part, Jason is doing well with the plan and appears to be moving forward. The probation officer recognizes that peers are a risk factor for Jason and that he may need additional skills to address this challenge.

STEP 4: REHEARSE AND PREPARE TO USE STRATEGIES, SUPPORTS AND SERVICES

PO: *You are sticking to the plan and that's great... You are also finding it harder to use excuses with your friends...*

Client: *Yeah... I mean- I can deal with the guys at work ... because there are two other guys that don't drink so I hang with them and they know I am committed to staying sober ... But my friends are a little bit more hard core. I just don't know if I can be with them and avoid getting back into trouble.*

PO: *So right now- it's best for you to stay clear of your old friends...*

Client: *Yeah... too much history and we just rev each other up.*

PO: *You recognize that you have to stay clear of them or it could lead to a relapse.*

Client: *Yeah...*

PO: *You are avoiding them and making excuses. What other things do you think you could do to manage this situation?*

Client: *I think I just have to tell them- to stop bugging me... be honest about that...*

PO: *Okay how would that look?*

Client: *Well- the next time Rick or Jim or whoever calls – I'm going to tell them that I am on probation, that I want to get off of probation and that I need to focus on family, work and staying sober...*

PO: *That sounds great... Why don't we try that out- give you some practice at this? I'll be Rick and try to convince you to go out and you do your best to turn me down...*

Client: *Okay... that's sort of weird but let's do it...*

PO/Rick: *Okay – I'm Rick and I have just called you up...*

Jason... how are you man?

Client: *Great...*

PO/Rick: *It's been a long time – and even though the other guys are ready to give up on you – I thought you would want to know that Jim – is having a kid and we are*

taking him out to celebrate... No excuses man... this is really important to him and we need you there.

Client: *[Rubs face and sighs. Goes out of role]... this is tougher than I thought... How am I supposed to say no?*

PO: *[Responds out of role]: Give it your best shot...*

Client: Rick- it's really good to hear from you man... and I would love to celebrate with you guys but I can't.

PO/Rick: Not accepting any excuses...

Client: Rick- here's the deal... I am trying to stay sober... I am six months into my probation and I have not had any problems, Monica and I are doing really well, we're not fighting anymore and I am actually saving some coin... If I hang out with you guys – I won't be able to say no to booze and I can't take that risk right now... I just don't want to screw things up.

PO/Rick: Wow- so you are telling me that you can't come out with us because we make you drink...Then come out and don't drink- we won't let you... Come on man it's time...

Client: Rick- I love you guys and I am sorry but right now I can't take the chance... I don't know if I would be able to stop myself from having a drink. I promise to get over to see Jim and to congratulate him but I can't go out and celebrate....

PO: *[Out of role] Okay let's stop right there... How do you feel?*

Client: *Man- it is going to be really hard to do this... I mean Rick would have gotten really pissed at me and I don't think he would have let me off that easy.*

PO: *Okay- so you recognize that this is a big challenge and that it is going to be hard.*

Client: *Yeah... it's crazy. I've known these guys most of my life and I want to know what's happening with them... I just can't get together with them yet. I wouldn't be able to resist.*

PO: *What can you do over the next week to feel more comfortable with saying "no"?*

Client: *For the last six months I have been avoiding everyone and using excuses... but I think I have to get more honest. I am going to call Rick before he calls me and wants something... A pre-emptive strike... tell him I am trying not to drink...see what happens.*

NOTE: During Step 4- the probation officer helped Jason to practice dealing with peer pressure. By giving the client the opportunity to practice the skill, Jason is better prepared to deal with a difficult situation and has a better sense of just how challenging it can be to say "no".

STEP 5: UPDATE THE CASE PLAN

During Step 5 the probation officer is encouraged to update the case plan making special note of progress, additional action steps and any challenges that should be monitored or reviewed during the next meeting.

PO: *Okay so let's make that an action step. You are going to call Rick and tell him that your goal is to continue to work on your sobriety.*

Client: *I'll do my best...*

PO: *Just to summarize... you are going to continue to focus on your goal of staying sober. For the next time – you are going to look into finding a counselor, you will be attending an AA meeting weekly with your sponsor, you will continue to avoid getting together with your old friends and you are going to call Rick... Sound good?*

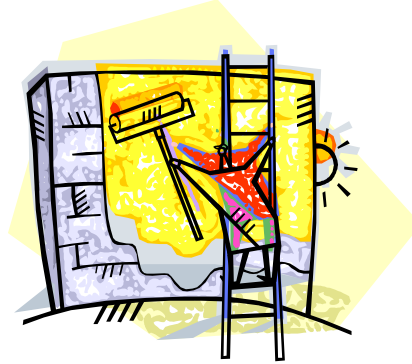
Client: *Okay- I will see you in a couple of weeks.*

7.5 : Case Assignment #4 – Part 1

Team Activity



7.6 : Dealing with Noncompliance and Problem Recurrence



Metaphor... “NEW COAT OF PAINT”

Research by Prochaska and DiClemente suggests that the maintenance stage is one of the most difficult challenges faced by people who have had some success in addressing a behavioral or lifestyle problem. According to these authors, it is at this stage that the incentives and disincentives begin to change and that many people are at risk for “relapse” or recurrence of the “problem” behavior.

Importance of Maintenance Strategies...

Knowing Strengths/Incentives
Knowing Challenges/Obstacles

Even when highly motivated, most people revert back to old behaviors at least a few times before they are successful in achieving long-term goals. Given this finding it is anticipated that not all clients on your caseload will successfully complete the goals and actions steps in the Case Plan. It is also likely that some of the clients will violate aspects of the court order and or commit new offenses.

Our goal is to ensure that “recurrence” is used as a teachable moment and that the client gets back on track as quickly as possible .

Preventing Recurrence - Terminology...

- a. Internal/External Triggers
- b. High Risk Situations – Major triggers- social, physical, emotions & beliefs, stress
- c. *Maintenance Plan*

What Contributes to Non-Compliance and Recurrence of Problem Behaviors?

We believe that non-compliance and relapse can be related to one of the following:

1. Change in readiness (client faced with different priorities)
2. Change in importance (no longer willing or interested in change)
3. Change in confidence (realizes he or she does not have the skills)

Recall that motivation is dynamic and that even well-intentioned and highly committed clients will have difficulty making changes. Detecting the problem in one of the three areas above will assist you to increase motivation and bring the client back on track to work on the case plan.

Dealing with Non-Compliance:

It is not unusual for the most motivated client to struggle at some point during the supervision period. As indicated above changes in priorities, values, and confidence can compromise success. One tool that you can use to explore and then work with a client who is struggling with the case plan is **Collaborative Problem Solving**:

Collaborative Problem Solving can be used “on the fly” with the client to deal with non-compliance, to address a crisis, to generate solutions when life challenges seem overwhelming, to de-escalate a difficult situation, to establish a connection, and ultimately to give the client responsibility for dealing with problem situations as they arise. This skill incorporates the best of both MI and CBT. Part I- requires the professional to work intentionally to build rapport or to reconnect with the client. The professional then introduces Part II- Problem-Solving and works collaboratively with the client to resolve the “problem”.

Part I: Build Rapport or Reconnect

Step 1: Explore. Explore the problem situation by conducting a behavioral analysis with the client. Ask - why, what, where, when, why...

Step 2: Reflect. Summarize or reflect what the client is saying.

Step 3: Elicit Commitment to Resolve the Problem. Elicit a commitment to resolve the problem.

Part II: Problem-Solving

Step 4: Summarize the Client’s Position. Let the client know that s/he was heard by summarizing his or her position.

Step 5: Summarize Your Position. Review your position and ensure that you set clear limits that support agency parameters.

Step 6: Explore Options. Brainstorm options to address the problem. Choose the option that best meets the needs of both you and the client.

Step 7: Pick the Best Option. Encourage the client to pick the best option and develop a plan to implement it. If necessary review obstacles and barriers and ensure that the client is optimistic about success.

Step 8: Review Progress and Reinforce Success. Check in with the client to ensure that he or she was successful. Reinforce all progress and if necessary revise the plan to ensure a positive outcome.

Demonstration:

Scenario: Ryan has a court-ordered condition to attend an Anger Management Class. He informs you that he does not want to attend.

Part I: Build Rapport or Reconnect

Step 1: Explore. Explore the context of the problem by conducting a behavioral analysis with the client. Ask - why, what, where, when, why...

Probation Officer: *Ryan- tell me what concerns you about going to the anger management class?*

Ryan: *I have far too much going on right now and I hate the whole group thing.*

Probation Officer: *“The whole group thing?”*

Ryan: *Yeah- you know – sitting there for 2 hours- when I could be working overtime. Lately, I really have to force myself to go.*

Step 2: Reflect. Summarize or reflect what the client is saying.

Probation Officer: *Sounds like you are struggling right now to complete this condition.*

Step 3: Elicit Commitment to Resolve the Problem. Elicit a commitment to resolve the problem.

Probation Officer: *I think we should explore this further so that it doesn't become a problem for you later. What do you think?*

Ryan: *Sure.*

Part II: Problem-Solving

Step 4: Summarize the Client's Position. Let the client know that s/he was heard by summarizing his or her position.

Probation Officer: *Okay – here is what I heard you say. You are having a hard time motivating yourself to go to the program.*

Ryan: *Right.*

Step 5: Summarize Your Position. Review your position and ensure that you set clear limits that support agency parameters.

Probation Officer: *Given the court order and the charges that brought you here, there is no way that I or my supervisor can remove this condition. The other fact is that there are no other programs being offered right now and if you drop out at this point you may not get into another one before your probation ends.*

Ryan: *Guess that doesn't leave me with any options.*

Step 6: Explore Options. Brainstorm options to address the problem. Choose the option that best meets the needs of both you and the client.

Probation Officer: *There are always options. Let's do some problem-solving together. First, the problem here is that you are starting to lose motivation- you would rather stay late at work than go to the group.*

Ryan: *Right...*

Probation Officer: *What are some of the things you can do right now to feel more motivated?*

Ryan: *Well you could let me drop out. I mean I have learned a lot already. [Probation Officer shakes head]. Okay... guess you are not going to go for that... one thing that has worked so far is to remind myself of why I am going... I mean I realize I have a problem with anger and if it worked for Meatloaf it could work for me.*

Probation Officer: *Great. What else can you do?*

Ryan: *Well my biggest issue is that sometimes we go 15 minutes late so I guess I could talk to the group leader.*

Probation Officer: *Okay... what else might help?*

Ryan: *Well I hate the homework thing... but I notice that the guys who are doing the homework seem more involved.*

Step 7: Pick the Best Option. Encourage the client to pick the best option. Encourage him or her to develop an action plan.

Probation Officer: *Okay- you've come up with some great options. Which one are you willing to try for next week?*

Ryan: *Well- I think I have to get more involved with the group. I also think I am going to talk with the counselor about ending on time.*

Probation Officer: *Sounds great. Let's plan this out a bit more...*

Step 8: Review Progress and Reinforce Success. Check in to ensure that the client was successful. Reinforce all progress and if necessary revise the plan to ensure a positive outcome.

Dealing with Recurrence or Relapse

As discussed earlier, relapse or recurrence is a normal part of the change process. In the instance of relapse, your goal is to help the client return to the Action or Maintenance as quickly as possible. To assist you in doing this, a multi-step process for assisting clients is outlined below.

- Step 1:** Re-establish rapport by using reflective statements, open-ended questions, and other Phase 1 skills. Ensure that the client is calm before proceeding.
- Step 2:** Conduct a behavior analysis of the event. Who, what, where, when, why...
- Step 3:** Provide information on relapse.
- Step 4:** Explore readiness for change and assess importance and confidence to work on the identified behavior.
- Step 5:** Use strategies to increase importance (explore pros and cons) and confidence (looking for exceptions-what has been working until now, affirm what is working)...
- Step 6:** If the client is willing – focus on developing a MAINTENANCE PLAN (or revisit and update the existing case plan). Provide booster training to enhance skill development if necessary.

EXERCISE**7.2** **Rewriting Endings...**

Large Group Discussion:

Ryan has been on your case-load for six months. During this time you have witnessed considerable progress. For example, Ryan has been working hard on a construction job and spending time at the coffee shop. He has also attended an anger management program.

In your probation session with Ryan, he reveals that he is struggling to control his temper with some of the customers at the coffee shop. He just doesn't know what to do- particularly when people behave badly. The probation officer conducted a behavioral analysis and eventually Ryan disclosed that he actually threw a coffee cup across the room when a customer complained about the coffee. His business partner asked him to leave the shop and not to come back until he is able to manage his anger.

Part I:

Earlier we said that non-compliance can be related to one of the following:

1. Change in readiness (priorities)
2. Change in importance (no longer willing)
3. Change in confidence (not able).

What best explains Ryan's behavior?

Part II:

Many clients will use the situation as an excuse to justify returning to old ways of thinking and behaving. Your goal is to help ensure that: (1) Ryan takes responsibility for his behavior and, (2) that he recognizes that this is a high risk situation that can be managed.

Prepare to meet with Ryan for the first time since the incident. Your goal is to assess and explore Ryan's motivation, to elicit change talk, and to focus attention back to the case plan. What strategies would you use? List them below.

Completing the Maintenance Plan Worksheet

When clients face a problem behavior with a high risk of recurrence we encourage them to complete a separate maintenance plan. We have included a Maintenance Worksheet for your (optional) use.

Identify Potential Triggers for Problem Recurrence

When a client has a recurrence of problem behavior, it may be the result of internal and /or external triggers that activate a certain response. Common triggers for a recurrence into criminal and other problem behaviors include:

- Harmful or unproductive thoughts that lead to negative emotional states such as anger, depression, anxiety, etc.
- Negative physical states such as aches and pains, tiredness, lack of concentration, etc.
- Urges, cravings, and withdrawal symptoms
- Social or positive events including a celebration, party, or when excited
- Interpersonal problems such as conflict, provocation, pressure from others
- Life stressors such as a financial crisis, loss, etc.

MAINTENANCE PLAN WORKSHEET

1. Actual High-Risk Situation (provide information on who, what, where, when)

2. Category: Check the category(ies) that best describes your trigger.

- Harmful or unproductive thoughts that lead to negative emotional states such as anger, depression, anxiety, etc.
- Negative physical states such as aches and pains, tiredness, lack of concentration, etc.
- Urges, cravings, and withdrawal symptoms
- Social or positive events including a celebration, party, or when excited
- Interpersonal problems such as conflict, provocation, pressure from others
- Life stressors such as a financial crisis, loss, etc.

3. Past success strategy(ies) (What I have done in the past 24hours)

4. My goal to deal with the high-risk situation.

5. Action steps:

- a. _____
- b. _____
- c. _____
- d. _____
- e. _____
- f. _____
- g. _____

6. My Confidence Rating:

Low 1 – 2 – 3 – 4 – 5 – 6 – 7 – 8 – 9 – 10 High

7. What can get in the way? What are the obstacles?

8. People who I can look to for support...

7.7 : Case Assignment #4 – Part 2

Team Activity



7.8 : References

Robinson, D. & Van Dieten, M. (2009). *Working with Clients: What is State of the Art?* Washington, DC: International Community Corrections Association.

Taxman, F. (2006). *Tools of the Trade: A Guide to Incorporating Science into Practice*. Washington, DC: National Institute of Corrections.