

Person Centered Planning and  
Motivational Interviewing  
Applying Insights to Shelter Operation

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# 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.

# 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

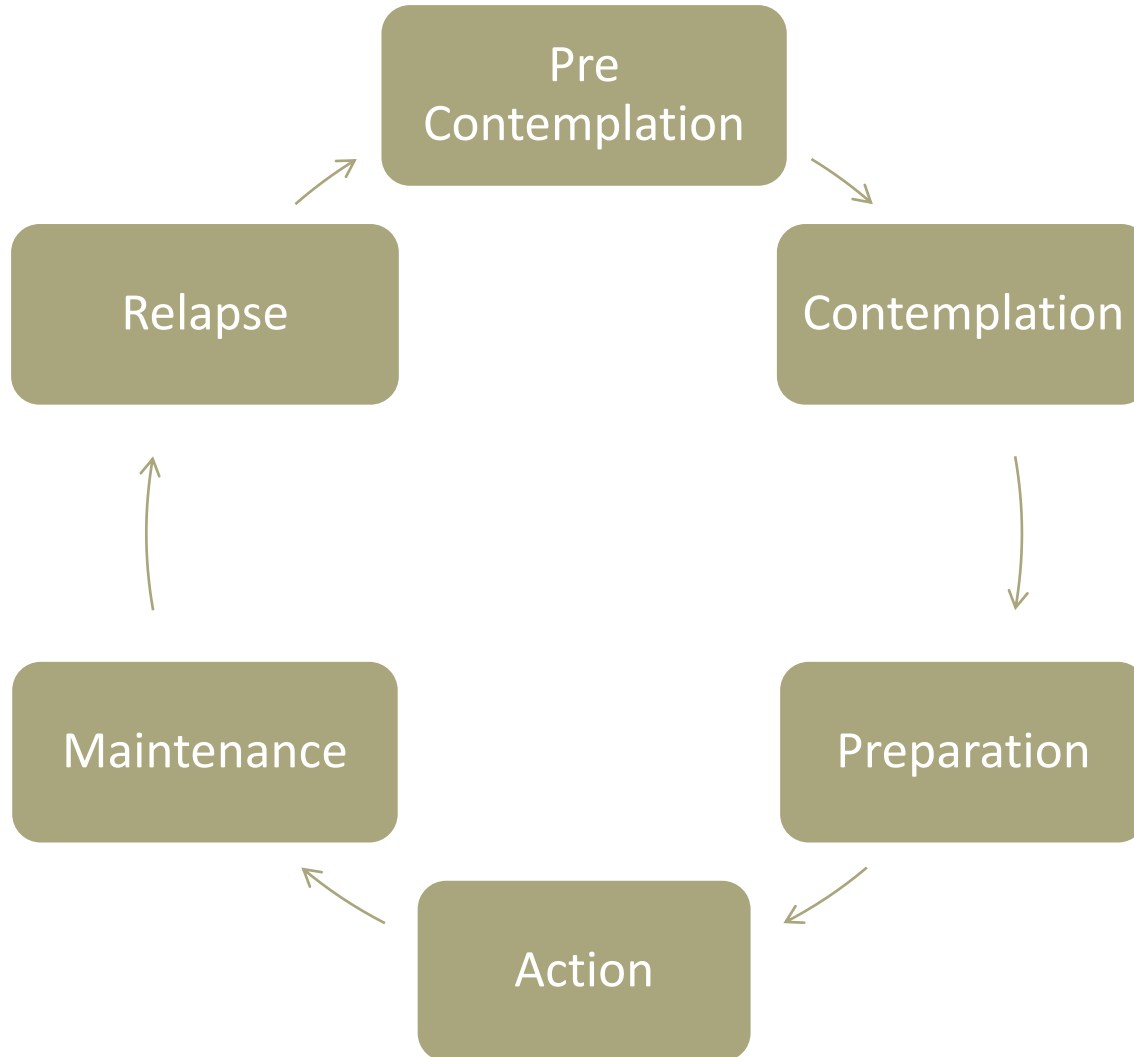
Strength-focused premise that people already have within them much of what is needed and your task is to call it forth.



# The Practice of MI

- Stages of Change
- Rolling with resistance
- Encouraging change talk.

# Change is a process



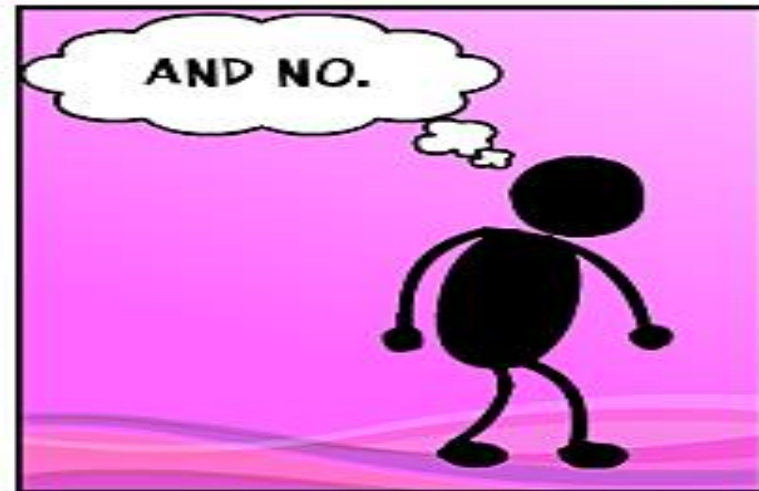
Stage Name	Description	Focus
<b>Pre-contemplation</b>	<p>I don't have a problem</p> <p>And</p> <p>I don't need you</p>	<p>Build relationship</p> <p>Empathy—seek to understand the situation from the person's point of view. Show that you "get it" from the person's point of view</p>
<b>Contemplation</b>	<p>There is a problem (not I have one)</p> <p>But</p> <p>I don't need you</p>	<p>Emphasize participants choice and control</p> <p>Examine pro's and con's of change</p> <ul style="list-style-type: none"> <li>• What if you do?</li> <li>• What if you don't?</li> <li>• Decisional Balance</li> </ul>
<b>Preparation</b>	<p>There is a problem</p> <p>And</p> <p>I may need your help</p>	<p>Help assess—what has been tried</p> <ul style="list-style-type: none"> <li>• What have you tried?</li> <li>• What worked?</li> <li>• What didn't work?</li> <li>• How do you see us helping?</li> </ul> <p>Help develop a plan</p> <p>Explore options</p>
<b>Action</b>	<p>I have a problem</p> <p>And</p> <p>I need you—Let's go</p>	<p>Plan implementation</p> <p>Agree on first action</p> <p>Agree on next steps.</p> <p>Assess</p> <p>Help adjust plan</p>
<b>Maintenance</b>	<p>I don't want to go back to that</p>	<p>Help identify threats</p> <p>Help develop a plan for handling threats</p>

# Ambivalence is a natural part of change

**AMBIVALENT - BY PAINTER5**



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## Ambivalence

No change

**Ideas and feelings** about:  
positive aspects of present  
behaviour  
negative aspects of new  
behaviour  
Difficulties of changing

Change

**Ideas and feelings** about:  
negative aspects of  
present behaviour  
positive aspects of new  
behaviour



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 facilitates 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?