

Wednesday, July 20, 2022

12PM/11CT

Clearinghouse on Supervised Visitation Phone Conference/Webinar Agenda



Discussion

1. Welcome and Announcements – Everyone is invited!
2. Check the listings on the website to ensure your program information is up to date and correct for the quarterly report. If you need to add or change anything, email Lyndi Bradley at lbradley2@fsu.edu
3. **TIME TO ENTER DATA**
4. **Program Narratives are now DUE!**
 - a. See attached memorandum for more information
 - b. See attached highlights form
5. August Phone Conference Date: August 24, 2022 (Note that this is the 4th Wednesday of the month)
6. Questions from Directors
7. Training on Parental Motivation to Change

**Contact the Clearinghouse at
850-644-1715**



Memorandum

From the Clearinghouse on Supervised Visitation

To: All Florida Supervised Visitation Programs
For: 2021-2022
Re: **Program Highlights and Information**

The Institute's Clearinghouse on Supervised Visitation is once again preparing a state and federal report that will highlight the many accomplishments and unique endeavors of Florida's versatile Supervised Visitation programs. What Florida's Supervised Visitation programs have accomplished in 2021-2022 is no less than phenomenal and as always, Florida programs have been leaders and innovators setting best practices for so many other programs worldwide. **So this year it's more important than ever that your terrific work be recognized!**

Our 2021-2022 report goes to several state and federal agencies as well as judges in your area. One component will contain a **descriptive paragraph or two** on each individual program, highlighting the program's successes and interesting characteristics. In order to include your program, we would like to ask each of you to provide us with some details on your program - **tell us what makes your program compelling, interesting, or human. For example, tell us how you successfully transitioned back to in-person or hybrids, or how you keep your clients engaged in innovative ways. Perhaps there are some wonderful positive elements you discovered using new formats or you've managed to serve even more clients than before!**

Other examples: (You won't have all of these, maybe one or two!)

- ❖ How do you make online visits easier for your clients?
- ❖ Do you make to-go toy baskets for families?
- ❖ Do you let clients take toys home with them?
- ❖ Did you connect more family members than you would be able to otherwise?
- ❖ What positive surprises did you encounter – i.e. parents being able to watch their child ride a bike for the first time?
- ❖ Where do you get volunteers from - the Junior League, a local temple/church, a college?
- ❖ Do you have staff who go to the domestic violence docket days to guide the victims to safe visitation (doing intake at the courthouse?)
- ❖ Do you work with the local Latino community and have Spanish speaking staff?
- ❖ Do you have an annual Christmas or holiday party for the families?
- ❖ Do you use volunteers to paint or decorate the rooms?
- ❖ Do you have room themes? Is every room a different theme?
- ❖ Do you have a sign language volunteer who works with the hearing impaired?
- ❖ Do you have special toys for children who are visually impaired?
- ❖ Do you help domestic violence victims make safety plans?
- ❖ How did you help clients with domestic violence feel safe?
- ❖ Do you do cross training with the local court or DV center or child protective agency?
- ❖ Do you exist for a compelling reason, such as because a child was murdered or a woman was attacked during an unsupervised visit?
- ❖ Do you do local presentations to community groups about child safety?
- ❖ Do you have an agreement with local law enforcement, and do they do a walk through of the facility to make sure that everything on the site is safe?
- ❖ Did you recently get recognized by the local paper as a "hometown hero?"
- ❖ Did the director get some type of award?
- ❖ Do you have any annual holiday events?

Please blow your own horn, sing your staff's praises, and tell us what makes your center a very special place for families to get assistance. **We'll bring it all together in a new report designed to give funders, judges, legislators, and the public a glimpse** into the world of

Florida's Supervised Visitation Programs. **Please note that we are not interested in anything related to funding or fundraisers – this is all about your accomplishments and success stories!**

You can complete the attached form, or simply type your narrative in an e-mail and **send it back to us at kes2523@my.fsu.edu** Low on time? **Just call me and I'll type while you talk . 😊**

Thank you in advance for your cooperation,

Kelly O'Rourke
Clearinghouse on SV
Database Manager

Supervised Visitation Program Highlights Form

Program Name:

Program Address:

Program Director's Name & Number:

Contact E-mail:


Number of Sites: Counties You Serve:

Use the space below to tell us something SPECIAL OR INTERESTING about your program: (You may also simply copy this into an e-mail if you prefer.)

Please email this back to us ASAP at kes2523@my.fsu.edu

Parental Motivation to Change

Florida State University



Overview

- Motivational Interviewing Defined
- Four Processes of MI
- MI Tips
- Scenario



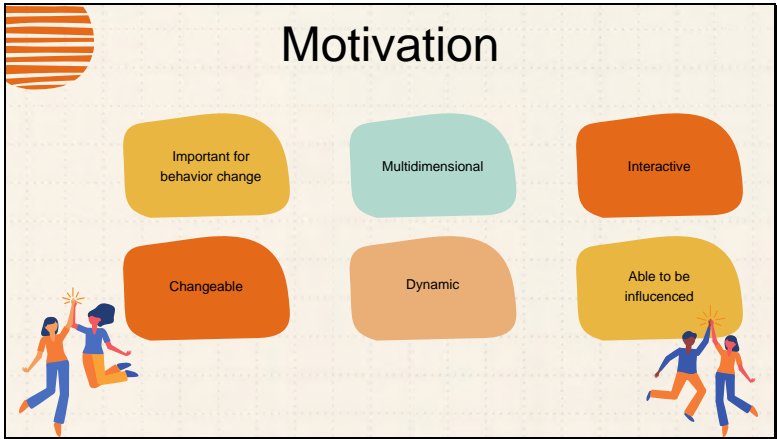
Motivational Interviewing

A collaborative, goal-oriented style of communication focused on the language of change.

Designed to strengthen personal motivation and commitment to a specific goal by eliciting and exploring an individual's own reasons for change within an atmosphere of acceptance and compassion.



Motivation



This infographic features a central title 'Motivation' at the top. Below it are six rounded rectangular boxes, each containing a characteristic of motivation: 'Important for behavior change', 'Multidimensional', 'Interactive', 'Changeable', 'Dynamic', and 'Able to be influenced'. The background is light beige with a grid pattern. There are illustrations of people celebrating at the bottom left and bottom right.

Important for behavior change

Multidimensional

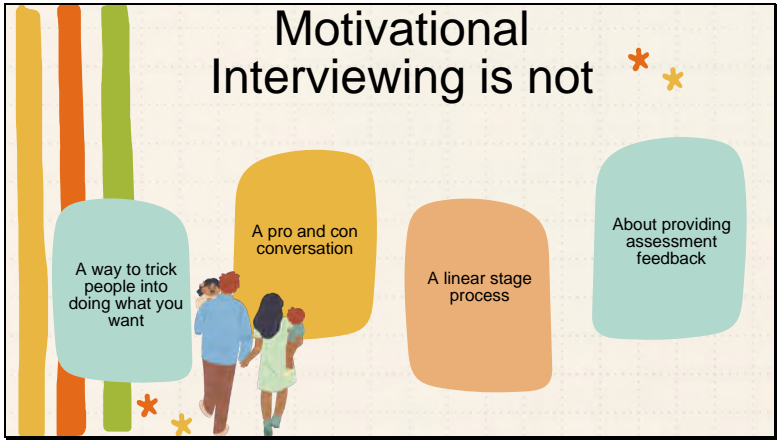
Interactive

Changeable

Dynamic

Able to be influenced

Motivational Interviewing is not



This infographic features a central title 'Motivational Interviewing is not' followed by four rounded rectangular boxes listing what it is not: 'A way to trick people into doing what you want', 'A pro and con conversation', 'A linear stage process', and 'About providing assessment feedback'. The background is light beige with a grid pattern. There are vertical colored bars on the left and illustrations of people walking at the bottom.

A way to trick people into doing what you want

A pro and con conversation

A linear stage process

About providing assessment feedback

How to Encourage Motivation

Set the tone and create an environment welcoming of change



This infographic features a central title '*How to Encourage Motivation*' with a subtitle 'Set the tone and create an environment welcoming of change'. Below are three rounded rectangular boxes with tips: 'Reinforce that you are committed to creating a supportive space', 'Demonstrate empathy and compassion', and 'Be open and look for strengths'. The background is light beige with a grid pattern. There are illustrations of hands holding a family at the bottom left.

Reinforce that you are committed to creating a supportive space

Demonstrate empathy and compassion

Be open and look for strengths

* Four Processes of MI

Engage	Finding ways to connect
Focus	Identifying a clear change in focus
Evoke	Exploring the individual's own reasons for change
Plan	Collaborating with individual to reach goal

You can't

Engaging Process

Engagem ent is fundamental for effective communication. It helps establish a working relationship with families and other individuals.

Belief Believing that one can improve	Trust Establishing a mutually trusting and helping relationship	Listening Listening to understand & asking open-ended questions	Affirmation Affirming strengths, successes, and personal characteristics
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Ambivalence

- A common part of contemplating change
- Ambivalence is when one feels two ways about a situation and the individual can see the pros and cons of changing and not changing.
- It is not reluctance toward change
- It is not lack of caring

Fixing Reflex

Our natural tendency is to want to help and problem solve. But we can't. It usually results in push-back.



Avoid saying:

- ★ "Why don't you try...?"
- ★ "I think you should..."
- ★ "What I would do is..."
- ★ "You need to..."

Tip #1: Yield

Stop and identify whether the resistance in the relationship is discord or sustain talk.

Discord Talk

Statements about the intervention process or relationship with the individual.

- Examples:
- I just don't like you
 - I don't trust you

Sustain Talk

Statements where the client expresses the way things are, their feelings about change, and reasons for keeping things the same.

- Examples:
- I just don't want to
 - I don't know how



Tip #2: Active Listening

Active listening involves making a conscious effort to hear, understand, and retain information that is being relayed.

To achieve effective engagement, one must actively listen to everything a client is communicating and pay attention to their body language.



Examples of Active Listening Skills:

- Maintaining eye contact
- Good body language (sitting up straight, nodding, and relaxed arms)
- Putting away any electronics or devices that may be distracting
- Paying attention to the other individual's body language as they communicate.

Focusing Process

A collaborative process where the client and the staff member find a mutually agreeable direction for change.

What's one thing you wish was different?

I wish I could find low cost counseling.

Client and staff members work on identifying specific goals and targets together.

Note

Premature focus without sufficient engagement can slow down the change process.



Evoking Process

Involves exploring an individual's ambivalence and reasons for change

How do you feel about quitting substances?

I don't think I can do this but I want my kid back.

Depending on the amount of change and sustain talk an individual uses, one can predict their readiness towards change

In this process, one should focus on change talk and begin planning



Tip #3: Open-Ended Questions

Tell me more about that

Give me an example

What does that look like?

What will things be like if you do not change?

What else?

What makes you think you need to change?

What would you like to see different about your current situation?

What will you need to do to make that happen?

Tip #4: Affirmations

Positive statements that emphasize an individual's personal strengths, resources, and successes



Benefits

- Assists in developing self-efficacy
- Builds confidence that change is possible
- Prevents discouragement
- Communicates the individual is valuable

Tip #5: Reflect

Echo

Allow the speaker to hear their own message back to them

Ex: "I hear that you would like to see your child more often."

Validate

Validate the individual and encourage them to share more about their life and the need to change

Ex: "I can tell you really struggled with visitation. Ideally, how would you like your relationship with your child to look?"

Paraphrase

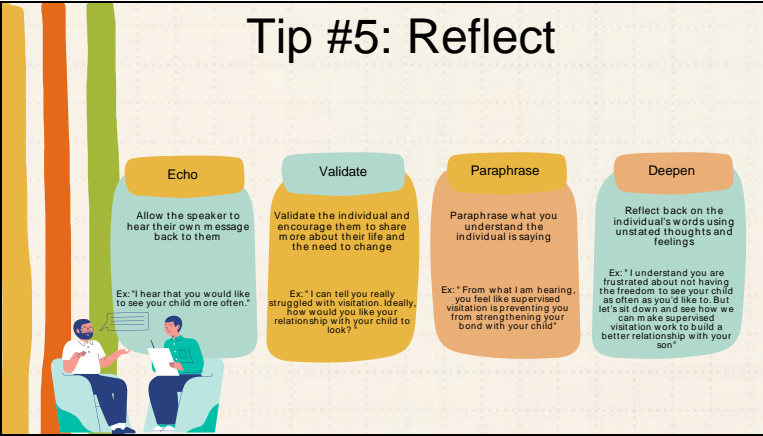
Paraphrase what you understand the individual is saying

Ex: "From what I am hearing, you feel like supervised visitation is preventing you from strengthening your bond with your child"

Deepen

Reflect back on the individual's words using unstated thoughts and feelings

Ex: "I understand you are frustrated about not having the freedom to see your child as often as you'd like to. But let's sit down and see how we can make supervised visitation work to build a better relationship with your son"



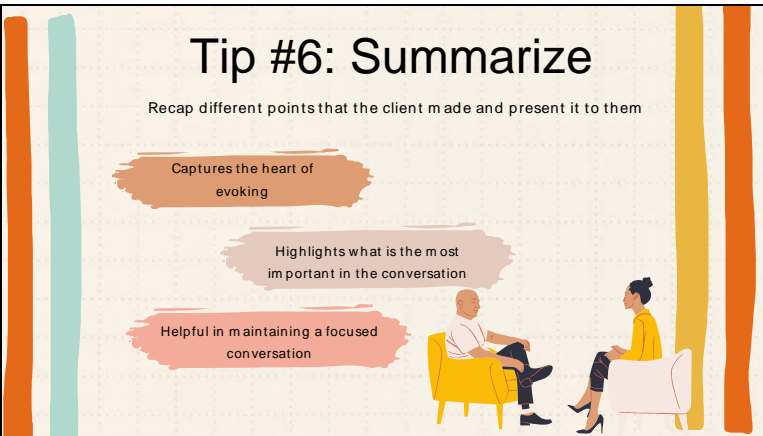
Tip #6: Summarize

Recap different points that the client made and present it to them

Captures the heart of evoking

Highlights what is the most important in the conversation

Helpful in maintaining a focused conversation



Tip #7: Ask-Tell-Ask

People are the experts of their own lives

Ask

Get input about their goals and plans first

Tell

After probing, offer helpful ideas or suggestions that may help them achieve their goals and plans

Ask

Ask for feedback on the information provided to them



Example of Ask-Tell-Ask

Ask

What are some things you'd like to work on?

Client: I want to build a healthy relationship with my children.

Tell

In the past, I've seen parents build a healthy relationship with their children by attending all their supervised visitations with their children and doing some activities that the kids enjoy during visitation.

Ask

Is that something that you'd be interested in trying?



Planning Process


Involves judging and reading the individual's signs of readiness

Focus on the individual's values

Provide a variety of options to empower individual choice

Use previous strategies that have worked before

Offer information to help the individual to make an informed choice



Case Scenario

Steve has attended supervised visitation three times. At his last visitation, he got angry at a staff member for supervising his visitation with his son and started yelling. He stated that if it were not for his son's mother and her new boyfriend snitching about his cocaine usage that he would be able to be at home with his son. He further claims that he does not have any issues with substances and that his substance usage does not get in the way of him being a good father. The staff member asked him to stop yelling but he refused. Due to his behavior, Steve was asked to leave early from his scheduled visitation and was informed that he could return next week.

What are some things that a staff member can do in this scenario?

Case Scenario

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What are some things that a staff member can do in this scenario?

Engage with Steve and listen to why he believes that he does not have substance issue and is a good dad.

Explore with Steve his ambivalence towards substances.

Help him focus on identifying and creating goals/plan that he wants to accomplish.

Thank You



References

- Luther, J., & Brumm, S. (n.d.). Parent Engagement and Motivation to Change: Tips for Practice.
- Motivational Interviewing: Helping People Change
- Portico. (n.d.). MI: Sustain talk and discord. Retrieved from <https://www.porticonetwork.ca/treatments/treatment-methods/motivational-interviewing/mi-sustain-talk-and-discord>

This presentation was adapted from a seminar of the Center for the Study and Promotion of Communities, Families, & Children
