



# Ramsey County MFIP Motivation Driven Practice: All Staff Webinar

**November 2, 2022**

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# Icebreaker:

**Please  
share  
in the  
chat:**

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**Your name**

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**Which organization you are with**

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**One thing that motivates you to do the work you do every day**

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Throughout the session, we will have Menti open to capture your questions about anything we're discussing today, or other matters related to motivation-driven practice.

- Link to Menti:  
<https://www.menti.com/alebfvyzfn9z>
- Or use the QR code to the right





# Agenda for today

- / Welcome and introductions**
- / Purpose and objectives for today**
- / Vision for motivation-driven practice**
- / Introduction to refined LLI practice model, suite of tools, and resources**
- / Discussion/feedback: Roles, expectations, and next steps**
- / Open Q&A**



# Purpose and objectives for today...

## / Purpose:

- Share an overview of the Ramsey County Lifelong Learning Initiative that has been refined and developed over the past few years in partnership with MFIP teams

## / Objectives:

- Understand the Ramsey County LLI framework, how motivation driven practice is defined, and its core components
- Learn about the simplified and streamlined resources and tools to use
- Understand the role of supervisors in strengthening and supporting motivation-driven practice among their teams



# Our vision for motivation driven practice

**Our mission:** We encourage and support all Ramsey County residents on their path to achieve economic prosperity and meaningful careers.

**Our values:**

- *Opportunity:* We believe everyone has unique strengths and the ability to reach their goals
- *Equity:* We are focused on striving for equity, decreasing disparities, and working toward economic justice for all
- *Autonomy, choice, and agency:* We believe in a person's right to self-determination and to identify their own dreams, goals, and plans. We question "one size fits all" solutions.
- *Respect:* We believe that everyone deserves to be treated with dignity and respect
- *Community:* We are part of the Ramsey County community, and we work together to build community within and among our system
- *Learning:* We challenge each other to keep learning, growing, and striving to do our best

**Our approach:**

- *Motivation driven practice:* We place the person's motivation at the center of a process designed to activate their commitment to change, identify a meaningful goal, develop an actionable plan, and achieve progress. We recognize that motivation can be defined and applied differently.
- *Culturally responsive and consistently high-quality services:* We deliver relevant, timely, and personalized services to support the whole family. We are committed to understanding and responding to cultural needs. We prioritize building trusting relationships.
- *Opportunities to promote progress and skill development:* We connect people with meaningful opportunities to help them learn, develop new skills, and grow.



# A road map for change: Core components



**Engage the full family.**



**Be person-centered and strengths-based.**



**Use a coaching skillset to facilitate goal achievement.**



**Facilitate assessment by exploring participant's strengths and priorities, not by looking for barriers.**



**Prioritize simplicity and efficiency.**



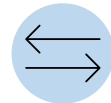
**Use tools flexibly and in a culturally responsive way.**



**Responsively connect participants with career and education opportunities in a timely way.**



**Make “warm” and timely referrals.**



**Complete required MFIP “transactions” efficiently and effectively.**



**Enter data into required systems accurately and timely.**



# “Consistent yet customizable”

## / **Process/practice guide**

- Defining the primary phases of partnering with MFIP clients and the general practice guidance for carrying out each phase

## / **Opportunity maps**

- Defining the offerings of each agency/organization and how they map to the *Stepping Stones to Success* domains



## Ramsey County MFIP Process Guide for Motivation Driven Practice

✓ = required    ◇ = optional and encouraged

Phase	Purpose	Guidance	Tools/resources
<b>Getting started</b>	To introduce yourself and the program by providing a motivating overview of how you will work together, what services are offered, and what is expected	<i>If possible, have the participant complete forms prior to your meeting.</i> Focus your conversation(s) on a warm and welcoming introduction to yourself, the program, and the opportunities available to the participant through your organization and MFIP more broadly.	<ul style="list-style-type: none"> <li>✓ State/county authorization forms as well as any required intake forms required by your organization</li> </ul>
<b>Building understanding</b>	To understand more deeply the area(s) of life in which the participant is motivated and interested in setting an initial goal	Keep it conversational and focus on asking <i>open-ended questions</i> to discover what is most important and pressing in the participant's life. The key is to draw out and help the participant reflect on and prioritize their motivations. This conversation should <u>not</u> focus on barriers.	<ul style="list-style-type: none"> <li>✓ Stepping Stones to Success (participant completes; discusses with coach)</li> <li>✓ Employability Measure (coach completes independently)</li> <li>◇ Goal Action Plan (GAP) or other goal planning tool</li> </ul>
<b>Initial planning</b>	To develop and advance the participant's first Employment Plan along with any relevant supportive services and/or referrals	Once the participant has clarified and prioritized their starting point (in terms of a goal), begin to pivot into a planning process. Use a goal planning process (and tool) to explore ideas and develop them into concrete plans, which should be documented on the EP.	<ul style="list-style-type: none"> <li>✓ MFIP Employment Plan (EP)</li> <li>◇ GAP or other goal planning tool</li> </ul>
<i>90 days from Employment Services referral</i>			
<b>Ongoing coaching</b>	To provide routine, motivational accountability on goal progress and ensure the participant has all necessary resources and supports to keep moving forward	Structure every coaching session around a routine process of reviewing progress on the last goal plan, reflecting on what the participant learned, and planning next steps. Keep goal plans simple and short-term, especially when progress is slow. Remember: you're a coach, not a fixer!	<ul style="list-style-type: none"> <li>✓ MFIP Employment Plan (EP) (reviewed every 3 months)</li> <li>◇ Stepping Stones to Success (revisit once per quarter)</li> <li>◇ GAP or other goal planning tool</li> </ul>
<b>Reengagement</b>	<b>If a participant is unresponsive:</b> To reengage the participant in active communication and planning their next step to move forward	Reach out (using multiple ways of communication) and focus on moving forward rather than compliance. Use open-ended questions to help the participant reconsider their goals, a feasible next step, and a very short-term plan to move forward.	<ul style="list-style-type: none"> <li>◇ GAP or other goal planning tool</li> <li>◇ Notice of Intent to Sanction (if the participant remains unresponsive)</li> </ul>

## Ramsey County MFIP Process Guide for Motivation Driven Practice



### What is motivation driven practice?

Motivation driven practice means that we place the participant’s motivation at the center of a coaching and case management process designed to activate their commitment to change, identify a meaningful goal, develop an actionable plan, and facilitate their progress. We recognize that motivation is understood differently across cultures and experiences, yet our central aim is for the participant to define what is important to them and for us to honor that.

### What is expected of me in carrying out a consistent, high-quality motivation driven practice?

We prioritize culturally responsive, relevant, and personalized service delivery. Therefore, we expect each MFIP professional will bring a unique skillset and experience to their work with Ramsey County residents participating in MFIP. Similarly, each participant brings a unique experience and set of circumstances that should be honored and engaged in a personalized way. Below are the core elements of motivation driven practice that should be true across all residents’ experiences with MFIP, regardless of which staff or organization is serving the them.



**Engage the full family.** Explore the goals and needs of all members of the family—parents/caregivers as well as children/dependents—and intentionally work to connect each family member to relevant, timely, and personalized services



**Be person-centered and strengths-based.** Always center your work with the participant on what is important to them; prioritize building trust and honoring the person’s strengths; and strive to be in the motivational interviewing spirit



**Use a coaching skillset to facilitate goal achievement.** Draw on motivational interviewing techniques and strategies to routinely facilitate participants setting a goal, planning out their next steps, and reviewing and reflecting on their progress in a timely way



**Facilitate assessment by exploring participant’s strengths and priorities, not by looking for barriers.** Use the *Stepping Stones to Success* tool to facilitate self-reflection and learning with the participant to understand what is most important to them, what their strengths are, and what they would like to focus on



**Prioritize simplicity and efficiency.** Wherever possible, minimize the amount of paperwork or tools you include in any given interaction. Strive for making the process as easy and as simple as it can be by limiting and breaking up the content covered.



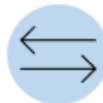
**Use tools flexibly and in a culturally responsive way.** Lead with conversation—not tools—and when tools are used, give careful thought to why you are inviting the participant to use the tool and whether it will resonate in terms of culture and language



**Responsively connect participants with career and education opportunities in a timely way.** Based on the participant’s goals, connect them with the relevant education/training or career advancement resources that exist within and outside your agency



**Make “warm” and timely referrals.** Based on the participant’s goals and the opportunities that would best advance their progress, play a proactive role in connecting them to outside services by directly facilitating the handoff to another provider.



**Complete required MFIP “transactions” efficiently and effectively.** MFIP involves several process requirements as part of initial and ongoing program eligibility; strive to complete these transactions in a way that honors, trusts, and respects the participant.



**Enter data into required systems accurately and timely.** Ensure that case documentation, files, and data entries are kept up-to-date, are concise, and lend themselves to an outsider being able to quickly understand what is going on and why in the case.

# Opportunity Maps

## Services available to program participants

Family and Household	Relationships	American Indian OIC, Big Brothers/Big Sisters , Bridges to Safety/SPIP, Community college, Community Healing Circles, Hazeldon Bettyford, Legal Aid, NuWay, Parenting Support Group, Safe Zone
	Children	BiB, Children's MH Case Management, Club Mom/Club Dad, Early Education, ECFE, Face to Face, Fraser, MN Care Partners, MN Choice Assessment, NdCAD, Walker West, Wilder Foundation
	Childcare and dependent care	ApplyMN , Parent Aware, Sprockets Saint Paul , Think Small, Wilder Foundation
Well-Being	Physical health	Health Access MN , Health Care navigator, Health Navigator from Minnesota Community Care, MN Community Care, MN Sure Navigator, NuWay, Pain Clinics, PCA Services/MnCHOICES Assessments, Rule 25 Assessments, SMRT, Specialized providers for adult/child needs, YMCA
	Mental and emotional health	1919 University, ARMHS, Attending Conversations That Matter, Creative Kuponia , Ellie Family Service, Family Innovations, Hazeldon, Lutheran Social Services, MN Care Partners, MN Parents Know, MnCHOICES Assessments, NAMI, Natalis Counseling and Psychology, Nystrom & associates, Ramsey County Adult Mental and Chemical Health Services, RC Urgent MH Services , SMRT, Walk-In Counseling Center at Wellstone Center, Wilder Foundation
	Social and cultural supports	American Indian Family Center, Call 211, Club Mom/Club Dad, CLUES, Cultural Supports/ African American Family Services, ECFE, Hmong American Partnership, International Institute of MN, Karen Organization of MN, Model cities, NdCAD, Peoples fellowship, Project for Pride and Living (PPL)
Stability	Housing	Booth Brown House, Breaking Free, CAHS, Call 211, CLUES, Common Bond, Community Action Partnership, EA, Expungement of UDs/evictions, Heading Home Ramsey, Higher Ground, Housing Link, Housing Stability Services through MA, Private LLs, Project for Pride and Living (PPL), RentHelp MN, Safe Zone, Twin Cities Habitat For Humanity, Ujaama Place
	Transportation	Behind the Wheel classes for those that want to get their DL, CAP- Car Ownership, Community Education Programs , DMV, Driver's Diversion Program, Medical Ride , Metro Transit TAP, Provide Bus or Gas Cards, RC community action program use to have a Car Program which offered 2 year interest free loans, The Lift, Transportation assistance (gas, bus cards), Wheels for Women
	Legal	Chrysallis (Tubman Center), Collaboration w/ probation/court, Disability Partners, LLC , fathers network, Fathers Project, Hamline-Mitchell Law Center, Home Line MN, Immigrant Law Center of MN, LawHelp.MN, Neighborhood House, Reitan Law Firm, SMRLS, Southern Minnesota Regional Legal Services, U of MN Legal Advocates, Volunteer Lawyers Network (VLN)
	Financial	30 Day Foundation, CAPRW, Community Sharing Fund, Dept. of Education , EA, Family Means, Keystone Services, Lutheran Social Services, Micro grants, Neighborhood House, Prepare + Prosper, St Paul Foundation Community Sharing fund
Career Growth and Pathway	Education	ADA Accommodations, American Red Cross, CLUES, Community college, Coursera, Goodwill, Harmony Learning, Heart Cert, Loving Lotus, HUBBS Center, Jeremiah Program , Job Corps, MNSCU, National Institute of MN, NorthStar Digital Literacy Assessment, Petra ProV, Project for Pride and Living (PPL), Roseville Adult High School Diploma Program, Roseville School Dist ABE, Summit Academy OIC, Walk-In Counseling Center at Wellstone Center
	Career Exploration	
	Training	Accessibility, Apprenticeship , Avivo Career and Technical Institute, CLUES, Goodwill, Hired, HUBBS Center, Karen Organization of MN, library programming, Loving Lotus, Merrick Community Trainings , Neighborhood Development Centers assist with becoming an entrepreneur , Project for Pride and Living (PPL), RCWFS Training Dashboard, Talent Solutions, Twin Cities RISE!, UX Design (tech training)
	Employment	Career Force, Career Navigator, Community Career Labs, DHS Background Studies, Indeed, JAN Network (ADA/FMLA ), LinkedIn, MNWorks, Neighborhood Development Centers assist with becoming an entrepreneur , Social Media, Temp Connect, Ujaama Place, Vocational Rehabilitation



# Questions about our vision, Road Map for Change, Process Guide, or Opportunity Maps? **Ask anonymously in Menti**

- Link to Menti:  
<https://www.menti.com/alebfvyzfn9z>
- Or use the QR code to the right





# Suite of tools

## / **Stepping Stones to Success** (required)

- Replaces *My Bridge of Strength*

## / **Goal Action Plans** (optional)

- Used for identifying and planning specific, short-term goals

## / **Potholes and Detours** (optional)

- Used for proactively identifying or troubleshooting obstacles to goal achievement

# Stepping Stones to Success

## Stepping Stones to Success

MY NAME \_\_\_\_\_

DATE / /

CASE # \_\_\_\_\_

		I'M DOING WELL IN THIS AREA	NOT A FOCUS AREA FOR ME RIGHT NOW	I'M READY TO EXPLORE THIS AREA	I'M MOTIVATED AND READY TO WORK ON THIS
FAMILY/ HOUSEHOLD	<b>Relationships</b> ▶ I want to work on my relationships with the people in my household				
	<b>Children</b> ▶ I want to work on supporting my child/ren's development, learning, and wellness				
	<b>Childcare and dependent care</b> ▶ I want dependable and good quality care for members of my household				
WELL-BEING	<b>Physical health</b> ▶ I want to work on my health				
	<b>Mental and emotional health</b> ▶ I want to work on my mental and emotional wellbeing				
	<b>Social and cultural supports</b> ▶ I want to work on my social relationships that support and reflect my culture and identity				
STABILITY	<b>Housing</b> ▶ I want to work on finding housing that better meets the needs of my family				
	<b>Transportation</b> ▶ I want to work on finding transportation that meets my entire family's needs				
	<b>Legal</b> ▶ I want to work on accessing legal supports or services				
	<b>Financial</b> ▶ I want to work on my financial goals				
CAREER GROWTH & PATHWAY	<b>Education</b> ▶ I want to work on my education goals				
	<b>Career Exploration</b> ▶ I want to work on finding a career that is right for me				
	<b>Training</b> ▶ I want to work on identifying and completing specific training to achieve my career goals				
	<b>Employment</b> ▶ I want to work on moving my career goals forward				



OTHER THINGS IMPORTANT TO ME:



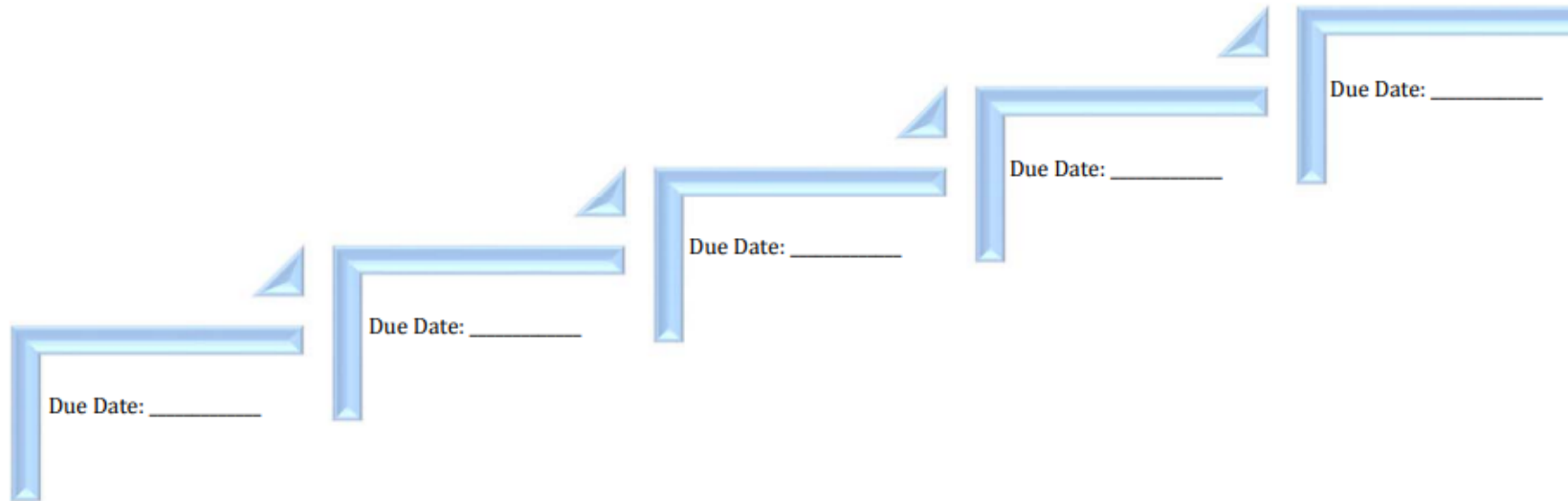
Participant's Name: \_\_\_\_\_ Case Number: \_\_\_\_\_ Date: \_\_\_\_\_

**My Goal is:** \_\_\_\_\_ **Due Date:** \_\_\_\_\_

What strengths will I use to accomplish my goal: \_\_\_\_\_

Check the goal and action steps against SMART criteria:  Specific  Measureable  Attainable  Relevant  Time-based

Instructions: Once you develop your goal, identify the action steps that you will need to achieve along the way. Your action steps should also meet the **SMART** criteria.



**Date of next appointment:** \_\_\_\_\_ Was this goal obtained or discontinued?:  YES  NO If yes, date: \_\_\_\_\_

If no, what stopped you? \_\_\_\_\_

Potholes and Detours

WHAT MIGHT GET IN MY WAY?  
(EXTERNAL OR WITHIN ME)

HOW WILL I RESPOND?

POTHOLE

DETOUR

POTHOLE

DETOUR

POTHOLE

DETOUR





# Questions about tools? **Ask anonymously in Menti**

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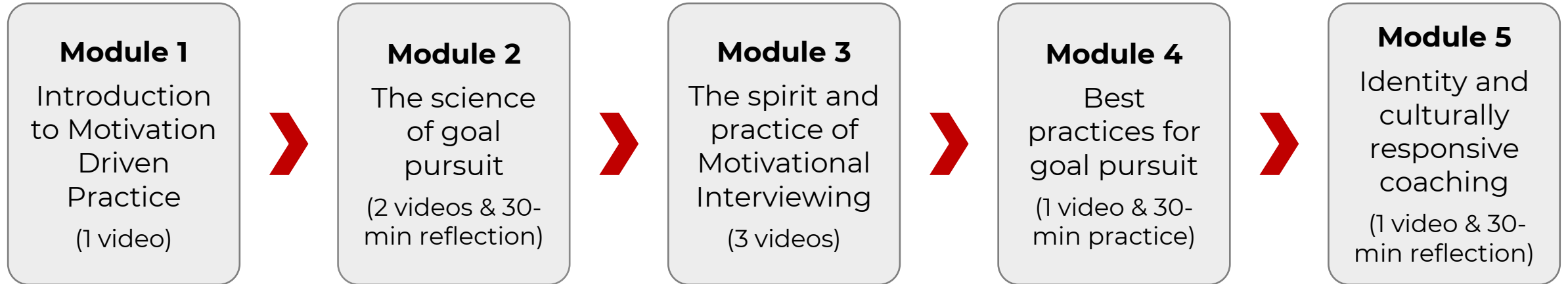




# Introduction to new and updated resources and supports



# Training modules & guides



## / On-demand video content (30 min or less each)

- Coupled with guide including facilitated reflection and practice activities



# Module content

## Module 1

Introduction  
to Motivation  
Driven  
Practice  
(1 video)



- / **The difference between a motivation driven approach and a compliance-driven approach**
- / **The ingredients of behavior change**
- / **Introduction to the MFIP motivation driven practice model**

## Module 2

The science  
of goal  
pursuit  
(2 videos & 30-  
min reflection)



- / **The science behind self-regulation, executive functioning, and goal pursuit**
- / **How the MFIP motivation driven practice model is evidence-informed**



# Module content

## **Module 3**

The spirit and practice of Motivational Interviewing  
(3 videos)



- / **Overview of the relational and technical components of Motivational Interviewing**
- / **Specific MI skills and strategies practitioners use to structure conversations with participants**

## **Module 4**

Best practices for goal pursuit  
(1 video & 30-min practice)



- / **Best practices for facilitating goal pursuit with customers through each phase of the Ramsey County MFIP process**
- / **How and when to use Stepping Stones to Success, the Employability Measure, and goal planning tools**



# Module content

## **Module 5**

Identity and culturally responsive coaching  
(1 video & 30-min reflection)



- / **How identity affects the coaching relationship, both for participants and staff**
- / **Strategies for delivering culturally responsive and respectful coaching**



# Supervisor guide and tip sheet

## / **The supervisor guide is designed to help supervisors:**

- Review the motivation-driven practice content covered in our onboarding modules, and
- Support their staff teams in learning and applying new skills, practices, and tools.

## / **Tip sheet includes the following for each training module:**

- **What to look for:** How might the skills, practices, and/or tools covered in this module show up in staff practice?
- **What to do:** How might you reinforce new skills, support ongoing learning, and encourage your team as they apply this material?



# Staff training application guide

- / **The staff application guide is designed to help staff:**
  - **Apply and practice** the content from each motivation-driven practice onboarding module as well as a few reflection activities.





# Questions about resources and supports? **Ask anonymously in Menti**

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# Your role in advancing our collective practice and next steps for sustainability

- / Use the tools and guides**
- / Take advantage of opportunities for practice and development**
- / Actively continue participating in our collective approach**

**How do you see your role in advancing motivation driven practice? What supports do you need to be partners in this?**



# Expectations and next steps

- / Go through the onboarding modules at your own pace; complete by end of 2022**
- / Start using SStS instead of MBS as of November 7 for new participants**
  - Embed in coaching moving forward for current participants where it makes sense and fits (no need to “redo” MBS just for sake of SStS)
- / Participate in upcoming interim practice circles/office hours to be scheduled during November and December**
  - Note: in 2023, system wide practice circles and sustainable support plan forthcoming
- / Reach out to supervisors with questions**



# Questions about roles and expectations? **Ask anonymously in Menti**

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# Breakout sessions

- / What are you most excited about?**
- / What are you unsure/concerned about?**
- / What questions do you have?**

