

**DATE ISSUED:** August 1, 2011  
**FROM:** Joan Truhler  
**TO:** Ramsey County DWP/MFIP-ES Staff  
**SUBJECT:** Implementation of Motivational Interviewing

### **PURPOSE**

This memo provides guidelines and outlines responsibilities to ensure Motivational Interviewing (MI) is fully implemented as a service priority for DWP/MFIP ES providers beginning program year 2012.

### **BACKGROUND**

MI is an evidence-based practice to help increase client engagement in treatment; reinforce client self-motivation; improve client success; improve the work climate; and provide a common language for peer-to-peer conversations. MI is also tied to help improve implementation of the Employability Measure.

Last year, the Minnesota Department of Human Services (DHS) made MI training available across the state to all staff working with DWP/MFIP participants. Workforce Solutions (WFS) then set the expectation for Employment Counselors (ECs) to:

1. attend the two-day MI training paid by DHS;
2. practice MI skills and get feedback from co-workers and experienced MI facilitators through "coaching circles", and
3. implement regular coaching circles.

This year in late April, WFS issued a Request for Quote seeking certified trainers in efforts to continue to provide MI training for new staff as DHS MI training funds were discontinued. The Minneapolis Community and Technical College (MCTC) was selected to assist WFS to coordinate and provide two-day MI training for new ES staff and a refresher course for those who needed to brush up their skills.

As part of the planning process to set up MI training, WFS asked that managers provide a count of new staff who will need to attend MI training or a refresher. WFS also asked if coaching circles were being facilitated by the agency. After gathering the responses the number of staff needing a refresher course was higher than new staff needing the basic 2-day training. The responses also indicated that only one agency was facilitating coaching circles.

### **IMPLEMENTATION**

The foundation for reinforcing classroom learning and increasing staff proficiency in MI is coaching circles, where skills are practiced and there are additional opportunities for advanced learning. Without the coaching circles MI learners return to baseline skill level within only four months of the initial training. Since efforts to continue to practice MI through coaching circles have not been implemented in most agencies, WFS will use 2011 MI training funds to develop MI Coaches within the DWP/MFIP ES system.

WFS will not make initial 2-day MI training available to MFIP-ES counselors in 2011. This approach will help agencies develop the network of coaches, so each agency site will be ready to facilitate coaching circles as soon as ES counselors finish the initial training in early 2012.

WFS is committed to building and maintaining MI skills in the DWP/MFIP system across the County and expects the same commitment from all providers. MI training and skill building (coaching circles) will be part of vendor agencies' contractual agreements to ensure this evidence-based practice becomes part of the DWP/MFIP ES system.

#### A- Time Line

The timeline to develop MI Coaches and provide MI Training is as follow:

Description	Schedule	Who is involved
MI Coaches screening/selection	August 1-30	Agency Manager and Supervisor
MI Coaches list due to WFS. Send to <a href="mailto:Erika.Nicholson@co.ramsey.mn.us">Erika.Nicholson@co.ramsey.mn.us</a>	August 31	Agency Manager and Supervisor
Training Registration and MI curriculum distribution	September 5-9	MCTC Continuing Education Dept.
Advanced MI Coaching Circle Training	September 19 October 3, 17, and 31 November 14 December 5	MCTC MI Trainers Agencies' MI Coaches
Audio Tape Assessment/Coaching/Feedback	Tape 1: October 18, 19, and 20; November, 1 and 2 Tape 2: December 1, 2, 6, 7, and 9	MCTC MI Trainers Agencies' MI Coaches
MI Facilitating Coaching Circle Training	December 12, 13, and 14	MCTC MI Trainers Agencies' MI Coaches
Initial two-day Motivation Interviewing	Spring of 2012	DWP/MFIP ES counselors

#### B- Selection of MI Coaches

Managers and supervisors should use the Guide to Selecting a Potential MI Coach (**Attachment A**). This guide was developed by a certified MI training, and it will provide a standardized way to identify individuals who are most suited for the coach training. Managers/supervisors may also contact MCTC MI Trainers to help in the process of selecting agency's MI coaches.

Minimum MI coach pre-requisites include:

1. Successful completion of the 2-Day class
2. Use of MI on the job
3. Coaching circle training is preferred

**Up to two MI coaches per MFIP ES agency will be selected (see agency breakdown next page).** It is important that managers and supervisors understand successful implementation of MI requires that selected coaches have time on the job to prepare and integrate MI into their way of doing work, attend all training sessions, and prepare audio tapes for further skill development.

<b>Agency:</b>	<b>Total Number of Coaches:</b>
AIFC	2
CLUES	2
HAP	2
EAC	2 (one coach per site)
GES-FAST	1
HIRED- Adult	2 (one coach per site)
HIRED- YAP	2 (one coach per site)
Public Health	1
WFS	2 (one coach per site)
YWorks	2

### **C- Training Location**

Goodwill Easter Seals – Room 119 (553 Fairview Avenue, St. Paul)  
 Advanced MI Coaching Circle Training 8:30 a.m. – 4:30 p.m.  
 September 19  
 October 3, 17, and 31  
 November 14  
 December 5

The Northwest Area Foundation– 4<sup>th</sup> Floor (60 Plato Blvd, St. Paul)  
 MI Facilitating Coaching Circle Training 8:30 a.m. – 4:30 p.m.  
 December 12, 13, and 14

### **D- Audio Tape Assessment/Coaching/Feedback Sessions:**

MCTC MI trainers will facilitate audio tape assessment sessions and provide feedback to coaches. MCTC MI trainers will provide coaches and instruct coaches on the use of audio-recording equipment on September 19<sup>th</sup> (first training day).

Assessment sessions will take approximately 2 hours and they may be scheduled at each MFIP/ES agency site. Agencies are encouraged to host assessment sessions in collaboration as there is limited number of assessment sessions. WFS suggest that the following schedule be considered:

<b>Agencies:</b>	<b>Audio Tape 1:</b>	<b>Audio Tape 2:</b>
AIFC and YWorks	October 18	December 1
CLUES and HAP	October 19	December 2
EAC and HIRED Adult	October 20	December 6
HIRED YAP and Public Health	November 1	December 7
WFS and GES-FAST	November 2	December 9

**Effective Date:** August 1, 2011

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