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## **A General Guide for MI Implementation in Probation Offices**

### **MONTHS 1-2**

1. Decide if MI is really to become part of your PO approach to working with youth and families (also is this system-wide, county specific, team specific, and/or a pilot).
2. Inform your managers/supervisors of the vision and commitment to whatever level of implementation is decided
3. Inform staff and hold an introduction to MI skills with on-site practice and job specific application discussed.
4. Create trained trainers that are POs and/or agency staff (don't have to be "master trainers" but key staff that will lead, support, and manage boosters, practice, and possibly observations with feedback to staff).
5. Staff are challenged to begin utilizing EARS, OARS and DARN-C immediately.
6. Self-assessment tools are utilized without threat to assess in aggregate the level of utilization, strengths, and weaknesses in the team as a whole.
7. One-month booster session is based on EARS and targets any weaknesses identified in the team self-assessment.
8. Create a structured staffing/case review system to include MI reminders and documentation (e.g. assessment notes with stages of change, youth identified goals, DARN-C
9. Train staff on the revised system (this can be very simple and not a huge endeavor. Simply identifying stages of change or in the youth's own words their goal based on the DARN-C and linking all recommendations to that is a major step). The documentation acts as a reinforcer and a point to check utilization of MI skills.
10. Either re-administer self-assessment or have managers/trained trainers do observed assessment (using the same tool from month 1). Give individual feedback immediately and then do anonymous aggregate feedback to generate booster session 2.

### **MONTH 2**

11. Booster session based on OARS and challenges identified in item 10 assessments.

### **MONTH 3**

12. Have managers/trained trainers look for MI skills via self-assessment forms, observation forms, QA folks coming in and reviewing documentation, etc. There are numerous tools to choose from. Work with your MI consultant to pick the tool(s) that fit your agency and implementation strategy (you may want to hire someone to code probation officer and youth sessions and give individualized feedback). Staff should be informed that skills are being observed and performance will be documented in the personnel files starting in month 6 of implementation. There is not an expectation of perfection, but certainly supported progress. The goal is for staff to succeed, but they also need to know that this impacts their performance review from month 6 and beyond. Using the skills are part of the expected service delivery of the agency now.

### **MONTHS 4-6**

13. Review skill implementation and make sure staff are getting FEEDBACK. This can be done as a group or individual. The former takes some of the heat off individuals and make them part of a bigger implementation picture. However, at some point all staff implementing MI will need individualized feedback.

### **MONTHS 3-6**

14. Continue monthly boosters during staff meetings (ACE, EARS, OARS, DARN-C, FRAMES), but don't make these broadcasting sessions by the managers. Have staff assigned to come in and teach the group the skill, how it is being applied and discuss successes and challenges. This doesn't have to take more than 30 minutes every month through month 6. Make sure staff have access to training materials, MI Manual for Probation and Parole Officers, and other resources to assist them presenting and practicing any materials.

#### ONGOING

15. Make if part of both staff and managers employment review. Most staff will do what is counted and impacts how their performance appears to their bosses. Every 6 months is recommended, but certainly no less than annually.
16. Ideally, compare outcomes for offices implementation MI and those that have not. If not a comparison, at least track outcomes across your individual system that would be relevant to MI implementation (e.g. greater adherence to recommendations, less revocations, higher retention, higher rates of attendance at meetings, case reviews, etc.).
17. CELEBRATE THE HECK OUT OF EVERY ADVANCEMENT ALONG THE WAY. THIS IS HARD WORK AND STAFF NEED TO KNOW THAT PROGRESS IS BEING NOTED. FEEDBACK and AFFIRMATIONS are great motivators that all managers can provide to speed success.