OFFICE OF PROBATION AND CORRECTIONAL ALTERNATIVES PRESENTS LUNCH & LEARN

Client Engagement

September 30, 2020
• Welcome

• Introductions
Learning Objectives

• Define Risk, Need and Responsivity (RNR)
• Learn how client motivation impacts engagement
• Identify general and specific client engagement strategies
• Understand Procedural Justice
Effective Client Engagement

• Defining Client Engagement

➢ A skill-based approach to building rapport and enhancing motivation using a host of validated evidence-based techniques with the goal of empowering the individual to make sustainable and measurable behavioral changes. These techniques should be delivered in a culturally competent manner that is responsive to the participant’s unique set of criminogenic needs.
Benefits of Effective Client Engagement

- Greater range of skills and resources
- Develop a greater grasp on the subject matter you deal with directly
- Greater understanding of motivation techniques
- Greater ability to identify risk and protective factors
- More complete range of community services available
- More successful outcomes with clients
Principles of Effective interventions

Risk, Need, Responsivity Principle (RNR):

Risk = Who
Needs = What
Responsivity = How
How do we intervene?

• General Responsivity

• Specific Responsivity
General Engagement Techniques

- Avoid argumentation
- Roll with resistance
- Identify discrepancies
- Support self-efficacy
Structured Engagement Techniques

- Identifying and Managing Barriers
- Thinking Report or Behavior Chain
- Cost-Benefit Analysis
- Restructuring Negative Self-Talk
- Setting a Goal
Match delivery style to client’s engagement level:

• Stages of Change
• Intrinsic vs Extrinsic Motivation
The Stages of Change

Similar to climbing a spiral stairway

- Maintenance
- Action
- Preparation
- Contemplation
- Precontemplation
Matching your delivery style to a client’s engagement level is key.

**Self Determination**

**Intrinsic Motivation**  
(From within)
- Autonomy
- Mastery
- Purpose
- Belonging

**Extrinsic motivation**  
(From outside)
- Compensation
- Reward
- Fear of Punishment
- Fear of Failure
Procedural Justice

- Defining Procedural Justice
  - Fairness in the processes that impact justice involved individuals
Critical Elements of Procedural Justice

Four Elements of Procedural Justice

• **Understand Rights/Transparency:** Community Correction Professionals are transparent in action which means that individuals comprehend the probation process, expectations, and consequences.

• **Neutrality and Impartiality in Decision-Making:** Individuals have the perception that the decision-making process is unbiased and trustworthy.

• **Voice:** Individuals have the perception that their side of the story has been heard.

• **Respect/Dignity/Caring:** Individuals have the perception that at each point in the system and across interactions they will be treated with dignity and respect.
Trauma Informed Care

• It is important to view individuals through a trauma lens

• Realize that trauma exists in environments as well as within an individual

• Goal is to address root causes of trauma

• Move beyond treating symptoms to building resilience to supporting “healing”
“I am more than what happened to me. I’m not just my trauma.”

*From trauma informed care to healing centered engagement: A conversation with Shawn Ginwright, February 1, 2019
Distance Learning and other Resources

- Free access to nine web-based learning modules on evidence-based practices.
- Open to all grantees
- Grantees can participate in Q&A webinars with experts from the University of Cincinnati Corrections Institute
- Resource library on effective interventions and practices now accessible from the Integrated Justice Portal
Voices from the Field

*Presented by*

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QUESTIONS?
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