

Participant Engagement- through the lenses of a treatment court

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Learning Objectives

- Gain a better understanding of the importance of focusing on engagement.
- Understand how a strong engagement can yield motivation.
- Understand that engagement is a two-way street process

What do we mean by
engagement?

What is meant by Engagement in treatment?

Healthcare: patients *actively engaged* in gathering information and making decisions about their health.

Business world: customer engagement involves improving the customer experience through *positive customer interactions and company efforts*.

Treatment field: the process of *initiating and sustaining* the client's participation in the ongoing treatment process.

Engagement in the Classroom

Three categories:

1. Affective Engagement
2. Cognitive Engagement
3. Behavioral Engagement

Fredericks, Blumenfeld, & Paris, 2004)



Engagement

Engagement process:

- Personalized relationship
- Occurs over an extended period of time
- Focus is on the needs identified by the individual.
- Aim to promote change at intrinsic level



Is engagement
really
important?

ABSOLUTELY!!!

The outcomes say so

How do we know a
participant is engaged?

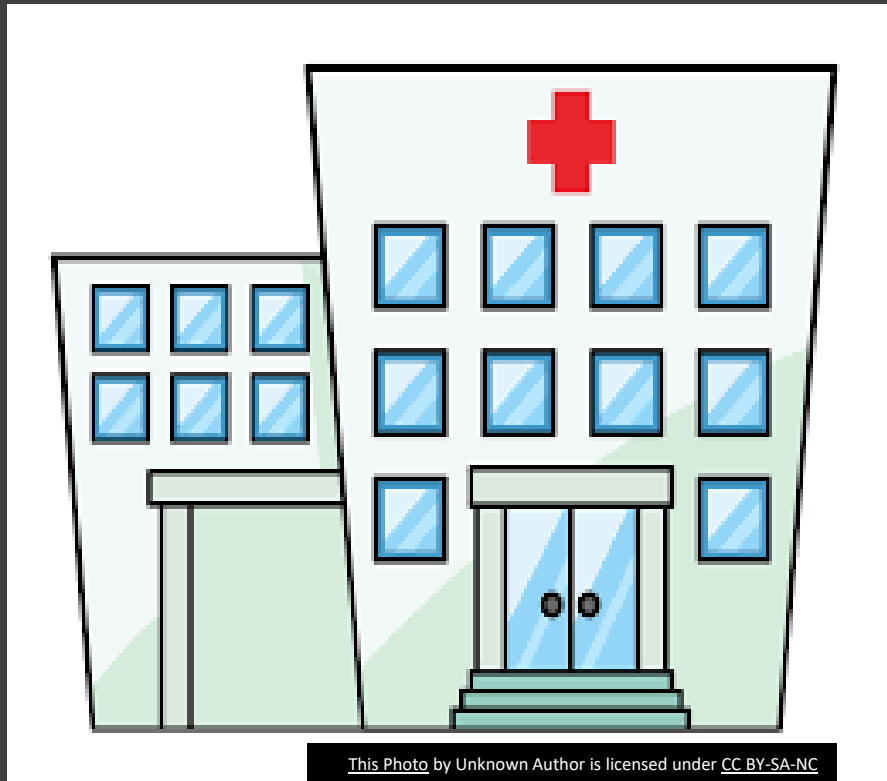
Engagement within a treatment court program



Challenges with engaging individuals

- Substance use
- Mental health issues
- Trauma
- Cultural issues
- Criminal thinking
- Distrust of systems
- Not motivated to change

We can build engagement
or
we can contribute to any
resistance that may already exist



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Who is responsible for engaging a participant into treatment?



The Baseline of Engagement

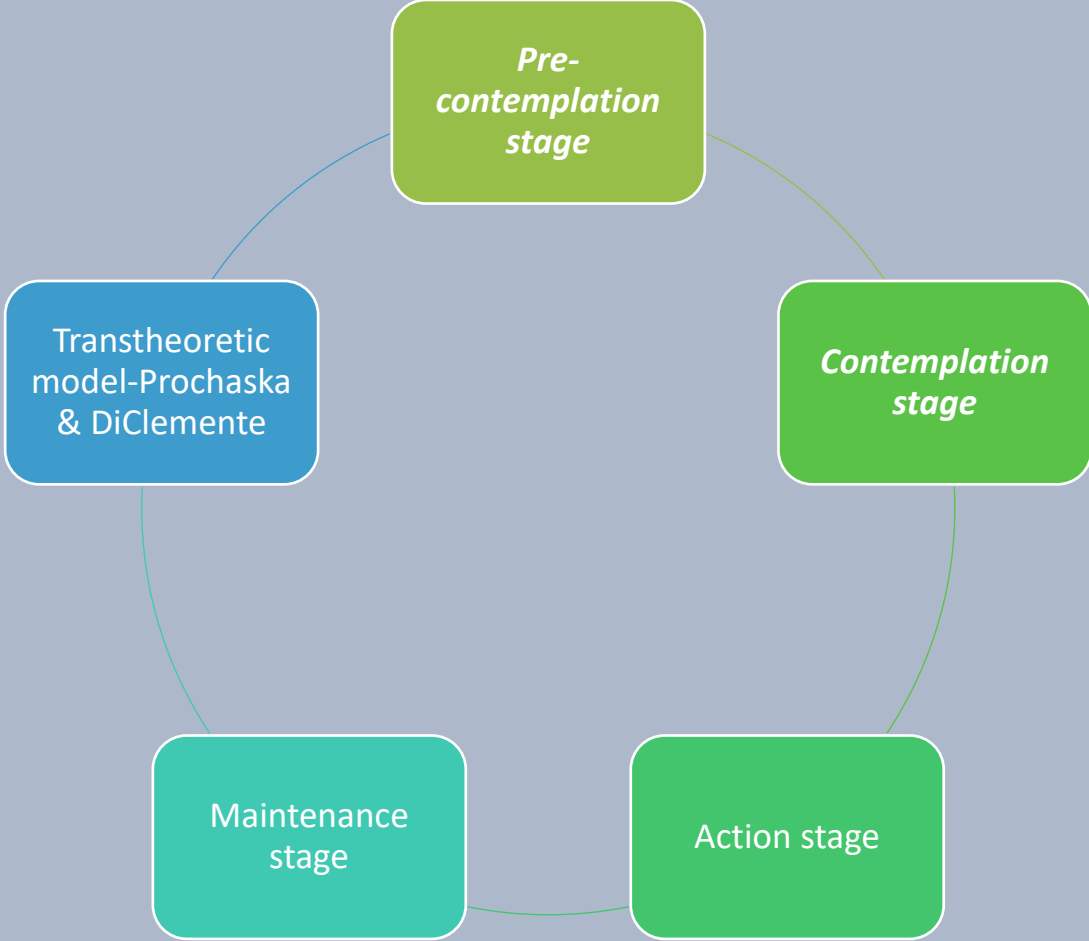
- Develop a connection
- Begin building or adding to the motivation
- Create a sense of hope



- Accessibility to services is critical to engagement and retention
- Ambivalence about change is normal
- Resistance to change comes with the territory of ambivalence



Stages of Change



Prochaska & DiClemente- The Transtheoretical Model

Motivational
Interviewing

Engaging

Focusing

Evoking

Planning

(core counseling strategies)

Evidence based Treatment- Motivational Enhancement Therapy (MET)

- A directive, person-centered approach that is designed to evoke internally motivated change.
- Individual has the capacity and responsibility for change, the counselor is responsible to prepare the individual for change.
- This modality has strategies for addressing resistance.



Engagement strategies

- seek the positives
- reduce stigma; reduce shame and guilt
- be nonjudgemental
- Expect ambivalence
- understand their stage of development
- help them to have small successes and acknowledge
- use text as reminders for appointments



Barriers to parental change

- Burnt out or exhausted
- Want to see change in child first before they make change
- Previously parental style worked with another child
- Negative stigma about treatment
- Lack confidence
- Angry at child
- Their own MH issues/trauma
- Own guilt

Every part of the process is IMPORTANT

- Feeling safe
- Feeling someone cares
- Feeling person knows what they're doing
- Feeling reassured to some degree
- Thinking or feeling that there is something that they can do for you



Readiness to change

Identify the level of care

- Screening and assessment-
multidimensional assessment
- Have services available
- Individualized treatment plan



Motivation to initiate and persist in change fluctuates over time regardless of the person's stage of readiness. From the client's perspective, a decision is just the beginning of change.”

—

Miller & Rollnick, 2013, p. 293

Research tells us:

- Participant risks and needs are multifaceted – treatment needs to work with them with regards to those risks and needs
- Treatment needs to be easily accessible and readily available
- Length of the program needs to be workable
- Treatment plans need to be continually assessed and adjusted

What Works: Predictors of Treatment Engagement

- Perceived benefits of treatment
- Ancillary services
- Client-counselor relationship

Involve the family



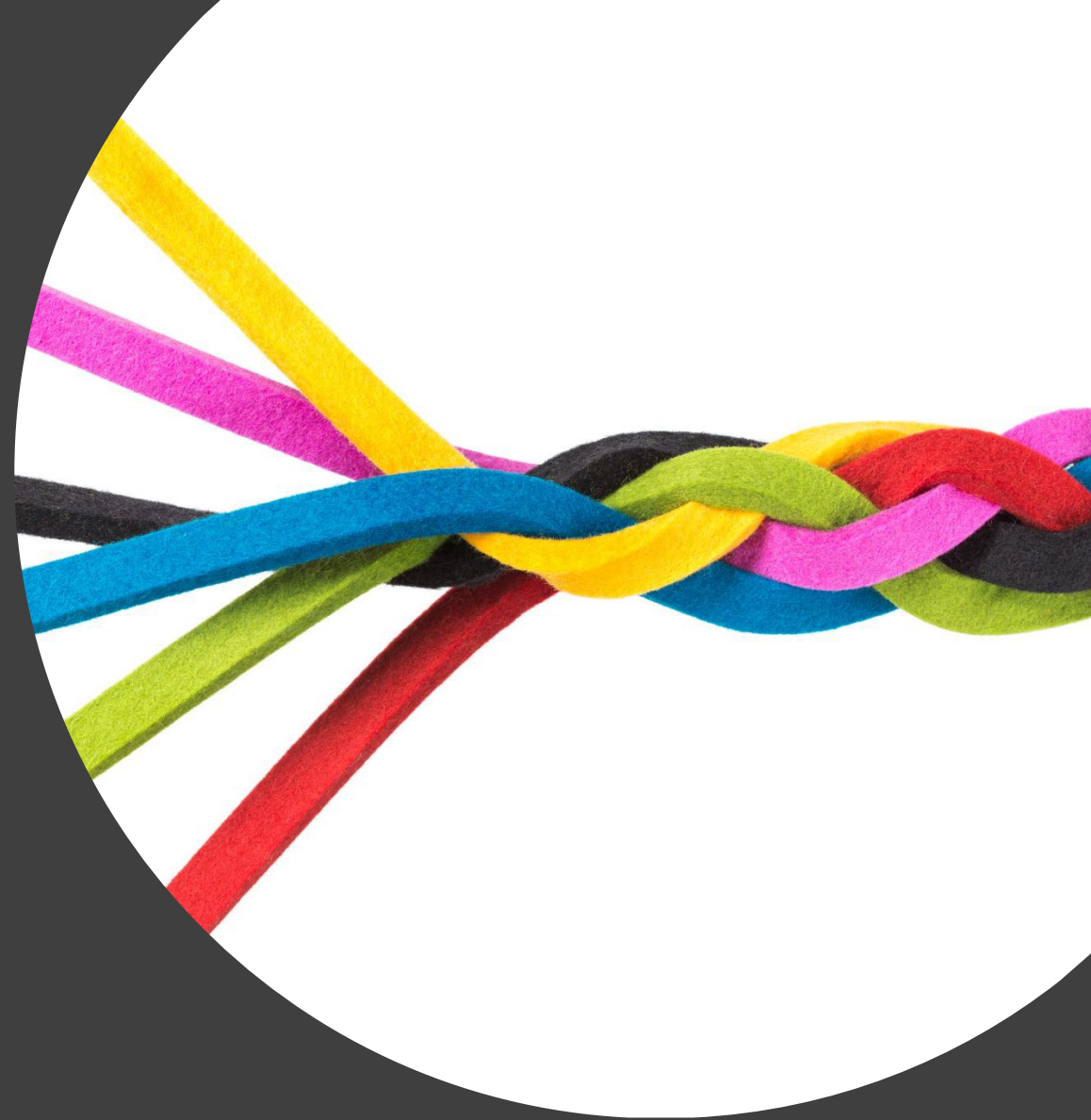
Treatment Engagement


☐ therapeutic relationship

Holistic

- Individualized focus of care
- Shared decision-making
- Enhanced therapeutic alliance

☐ program participation





**TREATMENT
ENGAGEMENT WORKS IF
YOU EACH WORK IT AND
THE RESULTS WILL SHOW**