Engagement Strategies for Resistant Clients
Devereux Advanced Behavioral Health

- Devereux Advanced Behavioral Health is one of the largest and most advanced behavioral healthcare organizations in the country.

- We have a unique model that connects the latest scientific and medical advancements to practical, effective interventions in the treatment of behavioral health.

- Founded in 1912 by one of the first pioneers in the field, Helena Devereux.

- Today, we are a national nonprofit partner with 11 centers within the United States for individuals, families, schools and communities, serving many of the most vulnerable members of our society in areas of autism, intellectual and developmental disabilities, specialty mental health, and child welfare.
For over 25 years in Florida, Devereux Advanced Behavioral Health is a leading child welfare and behavioral healthcare organization serving children and families with mental health, intellectual/developmental disabilities and behavioral health challenges.

Through our continuum of programs and services, Devereux impacts the lives of over 5,000 individuals throughout Florida on any given day. Serving children and families throughout the entire state with locations in 25 counties.

Devereux Advanced Behavioral Health Florida is licensed by the Agency for Health Care Administration (AHCA), accredited by the Joint Commission on Accreditation of Healthcare Organizations and holds the Human Rights Campaign Foundation's "All Children-All Families" seal of recognition.
Devereux Advanced Behavioral Health Florida’s range of programs and services include:

- Children’s Psychiatric Hospital
- Residential Treatment Center
- Statewide Inpatient Psychiatric Programs (SIPP)
- Devereux Threshold Center for Autism
- Intellectual/Developmental Disabilities Group Homes
- Specialized Therapeutic Group Homes
- Commercial Sexual Exploitation of Children Program
- Dual Diagnosis Center
- Child Welfare Case Management Services
- Community Counseling Centers
- Foster Care / Therapeutic Foster Care
- Devereux Center for Child Development
- Devereux Kids Prevention Services
- And much more....
Participants will be able to identify different types of resistance.

Participants will be able to identify traits/characteristics associated with each stage of change.

Participants will understand the importance of matching solution focused engagement skills/tools to various stages of change.
RESISTANCE DEFINED

A predictable and natural reaction to being forced to change or to face difficult issues in which one feels vulnerable or controlled.
ACTIVITY

Think of a time when you did something counter-productive despite conflicting advice.

What reasons did you use for doing this?
TYPES OF RESISTANCE

- Avoiding/Ignoring
- Excuses
- Anger/Threatening
- Crying/becoming emotional
TYPES OF RESISTANCE (cont.)

- Challenging/Rationalizing/Justifying
- Deflecting/Flooding with unrelated information
- Blaming others
GENERAL STEPS FOR ADDRESSING RESISTANCE

Recognize the Cues

Manage Your Emotions/Reactions

Reflect the form of resistance

Use active listening and empathic reflection to discuss vulnerability and control
Core conditions/Foundational Principles for Teaming with Families

- Genuineness, Respect and Empathy
- All families are capable of change
- Our role is to instill hope for change
RESISTANCE OR STAGES OF CHANGE???

1. **Precontemplation**
   - **Definition:** Not yet considering change or is unwilling or unable to change
   - **Primary Task:** Raising awareness

2. **Contemplation**
   - **Definition:** Sees the possibility of change but is ambivalent and uncertain
   - **Primary Task:** Resolving ambivalence, helping to choose change

3. **Determination**
   - **Definition:** Committed to changing but still considering what to do
   - **Primary Task:** Help identify appropriate change strategies

4. **Action**
   - **Definition:** Taking steps toward change but hasn’t stabilized in the change process
   - **Primary Task:** Help implement change strategies and learn to eliminate potential relapses

5. **Maintenance**
   - **Definition:** Has achieved the goals and is working to maintain change
   - **Primary Task:** Develop new skills for maintaining recovery

6. **Recurrent**
   - **Definition:** Experiencing a recurrence of the problem
   - **Primary Task:** Cope with consequences and determine what to do next

**Stages of Change: Primary Tasks**
CHARACTERISTICS OF STAGES OF CHANGE

Pre-contemplation
Costs don’t seem significant in comparison to benefits of changing; unwilling or unable to change

Contemplation
Sees the possibility of change, but is ambivalent, uncertain or lacking commitment or confidence to change
CHARACTERISTICS (cont.)

**Determination/Preparation**
Willing and anticipating the benefits of change; considering what to do

**Action**
Consciously choosing new behavior, embracing change, taking steps towards change and gaining momentum
Maintenance
Alert to high risk situations (triggers), integrating change into lifestyle, and working to maintain change

(Recurrence/Relapse)
Experience a recurrence of or return to the problem
MATCHING SKILLS/TOOLS TO STAGE OF CHANGE

For **pre-contemplation** raise awareness. Explore the benefits of change, question discrepancies in desired outcomes and current behavior, *discuss fears around change-normalize*, use motivational interviewing techniques e.g. selectively reinforcing families self-motivational statements. *Introduce Secret and Fears*.

For **contemplation** work to resolve ambivalence. Use past success, future success/externalizing, miracle question, create an audience, use legacy question, reflect change talk, validate individual’s ability to make changes.
For **determination/preparation** help identify change strategies. Use encouragement and planning to make new behavior routine, identify concrete supports. (Use **FGDM** to make sure all key players have a voice and consideration is given to the impact of change on others.)

For **action** help implement change strategies. Use specific praise, celebrate small successes, process feelings of anxiety/loss focus on social support and restructuring environment; Ask, “How did you know to do this?”

(Case coordination/case management services)
For **maintenance** further develop skills for sustaining recovery. Use relapse prevention techniques to discuss triggers and temptations, utilize backup plan as needed; strengthen and enlarge support system, discuss rewards.

For **recurrence/relapse** cope with consequences and determine next steps. Help client view any relapse as a learning experience. Review/change supports, track behaviors that lead to relapse and develop additional coping strategies (may include other interventions).
OUTCOMES 2015-16

9.5% of families refused services

70% of cases closed successfully

97% of children in families served not abused or neglected while receiving services

90% of families served had no new substantiated or verified maltreatments within 6 months of case closure
?????? QUESTIONS ?????


Parenting Journey Curriculum, rev. 2014
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We look forward to partnering with you. Devereux Florida offers a variety of programs and services throughout the state. Based on you, your family member or your client’s specific medical needs we can help guide you into which Devereux Advanced Behavioral Health Florida program or services would best fit your needs.

For additional information or to refer a client, please call;

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