



**Division of Criminal
Justice Services**



**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**



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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

- Kacie Hull, Rensselaer County Re-Entry Task Force Coordinator
- Nicole Willoughby, Program Director, Project MORE



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QUESTIONS ?



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