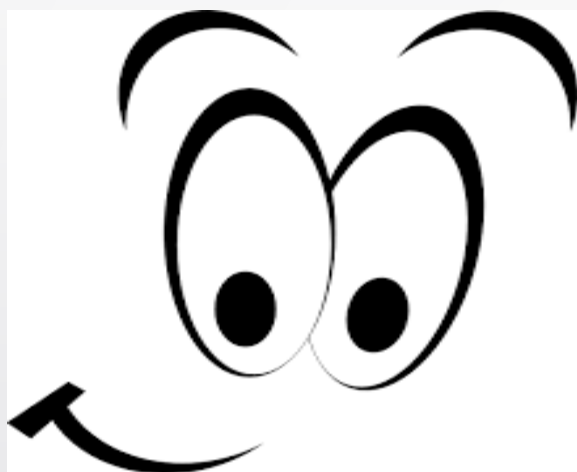# IN TIMES OF AN EXISTING NEW NORMAL

AUNSHA HALL-EVERETT, MA
CBA MANAGER
CALIFORNIA PTC

First 3 Words Do You See…


```
X C U A L O V E Y K B W S N G
D U A W K C B E A U T Y R J V
Y O U T H F S M G N E Z L P R
M H J R E Y W D K Z L U S T J
F S U C C E S S D H E A L T H
E N M Q X P T I M E L M S A Q
V E X P E R I E N C E G H B W
G H U M O U R L O Y M O N E Y
S Y Z P O P U L A R I T Y N A
A M K C F U N B X H U Z Y I X
C W I H Y S H A P P I N E S S
H O N E S T Y C F R I E N D S
K P Y J A E T W P O W E R Q C
B T Y A C F R E E D O M J M O
R I W I N T E L L I G E N C E
```

WORLDVIEW PERSPECTIVE

"I often make the mistake of thinking that something that is obvious to me is just as obvious to everyone else." ~Chimamanda Ngozi Adichie

January

December

This is my year

A CHECK-IN WITH US…

Poll Question

What/Who is helping you continue your fight as a SuperHero in your community?

FRIENDS AND FAMILY

MEDIA
INTERNET
RADIO
TELEVISION
MAGAZINES
NEWSPAPERS

Psychotherapy developed by Carl Rogers
Client-centered therapy
humanistic therapy
Therapist shows unconditional Positive regard
Maslow's hierarchy of needs

OTHER

If you don't love yourself, it's impossible for you to love others. You can't give away what you don't have.

Joyce Meyer

www.idlehearts.com

Breakout Activity

In Groups of 4-5 participants:

Introduce yourself (name, location of where you reside, and health dept/agency affiliated with)

What have been challenges to client/community engagement pre-COVID?

What are current challenges to client/community engagement during COVID?

What are you doing to elicit support in navigating challenges w/ client/community engagement?

Objectives:

1. Explore opportunities to leverage relationship dynamics between DIS providers and focused communities within the current new norm of COVID and virtual shift;

2. Identify MI techniques that are responsive individual/community cultural norms;

3. Discuss natural motivations and values that supports individuals overcoming ambivalence toward engaging in HIV care and prevention services; and

4. Demonstrate empathetic, supportive, and directive approach for behavior change to occur.
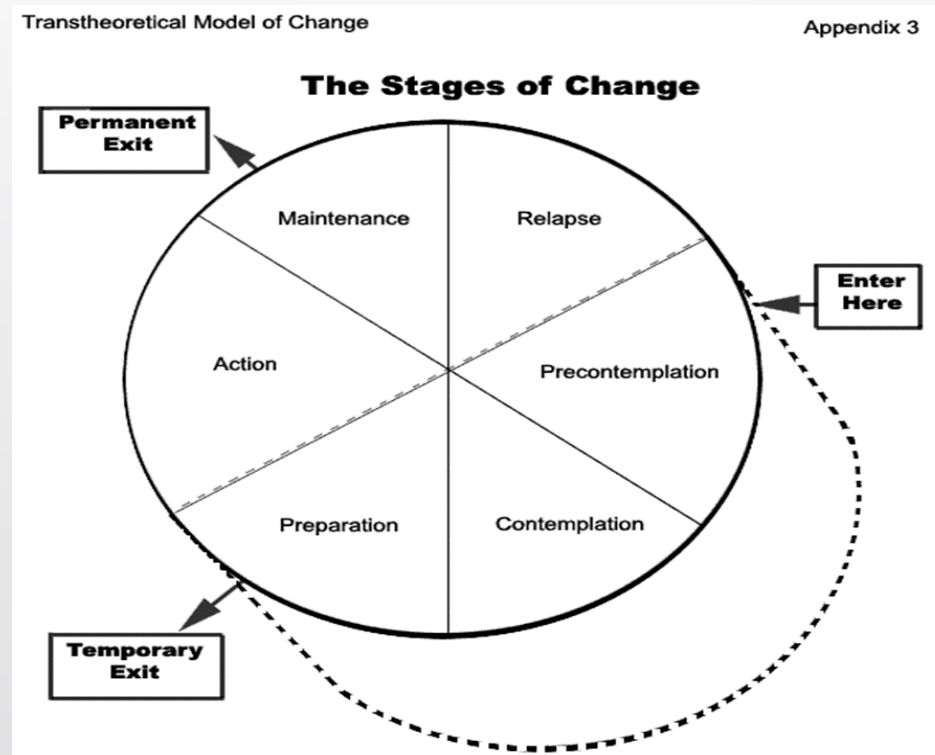
THE ROAD TO THE ENDING HIV EPIDEMIC...
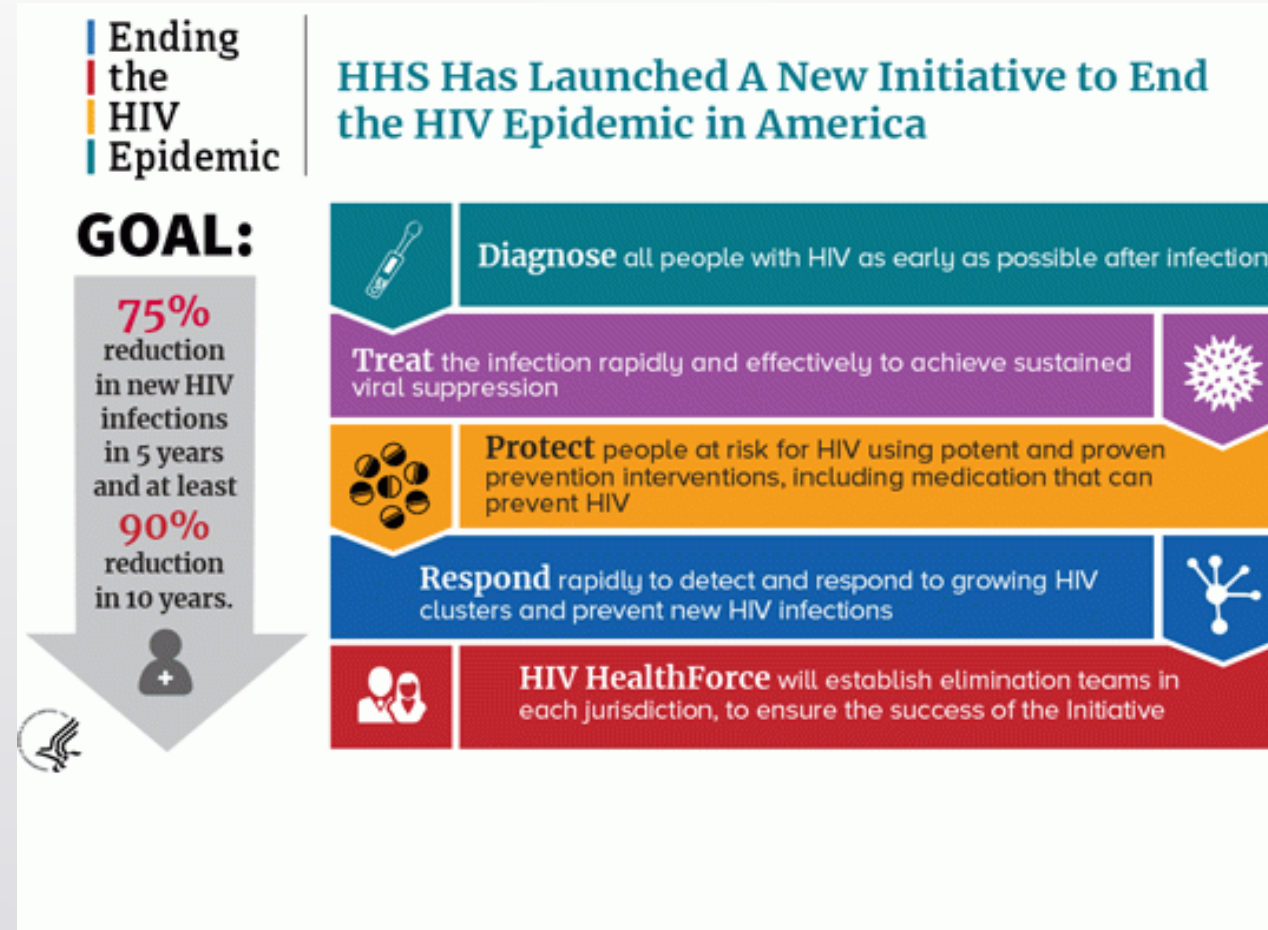
WHAT DOES THAT LOOK LIKE for US as DIS PROVIDERS?

AND THE WAY WE SUPPORT IS A PROCESS…

Transtheoretical Model of Change   Appendix 3

The Stages of Change

Prochaska & Di Clemente: Transtheoretical Model of Behavior Change

PEOPLE FIRST, MUST…

IDENTIFY WHAT'S NEEDED TO CHANGE/IDEAL SELF

IDENTIFY WHAT IS WORKING AGAINST THE NEED TO CHANGE/THE IDEAL SELF

REFLECT ON WHAT MOTIVATES THE DESIRE TO CHANGE

CONSIDER WHAT ENHANCES THE CONFIDENCE TO CHANGE

DECIDE, GIVE IT A TRY & DOING IT

DUST OFF & TRY AGAIN (THAT'S OKAY!)

MOTIVATIONAL INTERVIEWING…

A collaborative conversation with the aim of understanding and empowering an individual's motivation for change. Its principles and strategies may be used to help the dynamics between providers and focused populations; helping providers' feel more confident when supporting an individual through an engagement of care, including addressing life challenges and barriers.

U.S. DEPARTMENT OF HEALTH & HUMAN SERVICES

PEOPLE HAVE GOOD INTENTIONS W/ LIMITED CAPACITY…

SO RATHER THAN ASKING: Why is someone not motivated to change?

ASK: What motivates someone's willingness to change?

Less Assuming, More Asking…

BECAUSE…

- Willing: The importance of Change

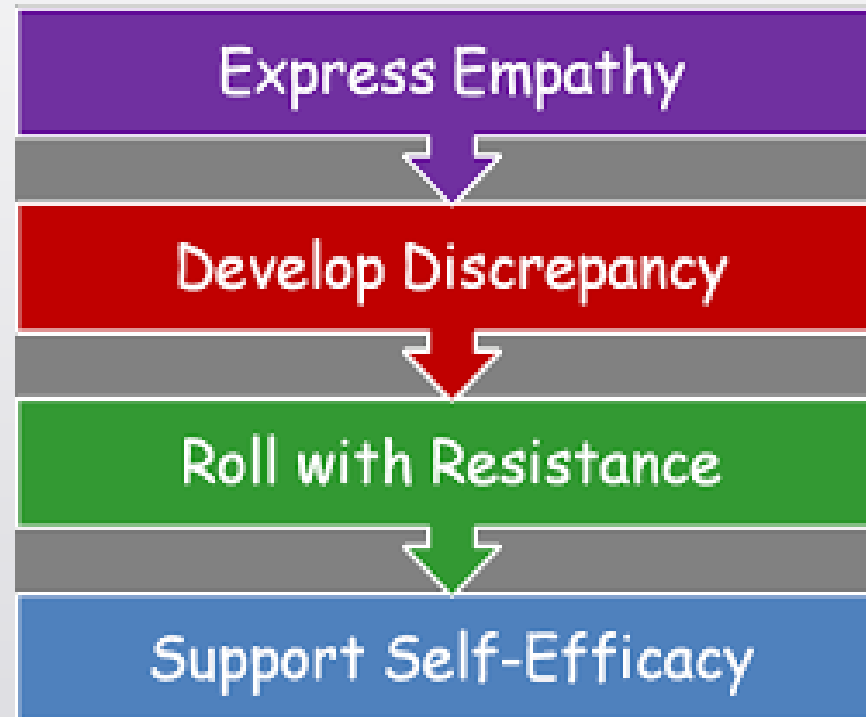- Able: Confidence for Change

- Ready: A Matter of Priorities

SUPPORTING AROUND AMBIVALENCE

concurrent and conflicting attitudes or feelings toward an action.

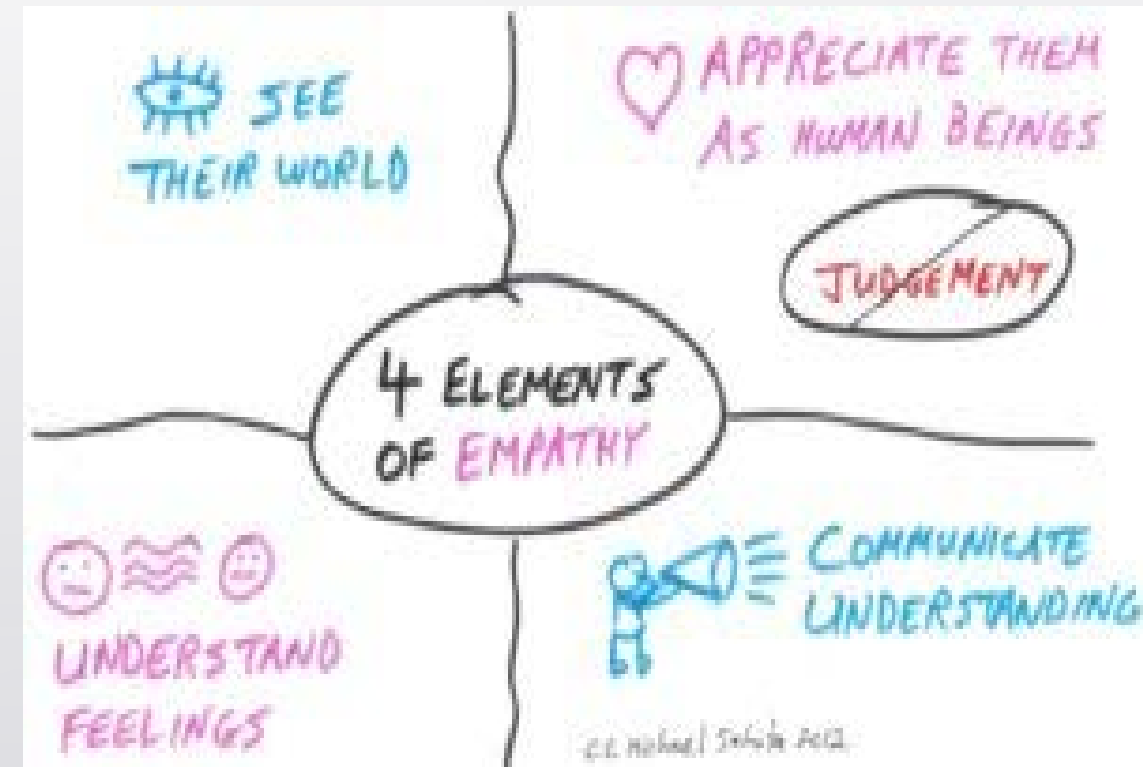***It's a natural human process…***

Utilizing the 4 MI Principles…

EXPRESS EMPATHY

Empathy relays compassion and understanding and it involves seeing the world through the client/individual eyes.

Expressing empathy is important because when a client/indvidual feels understood, they are more likely to share and engage in the process of examining their behaviors

DEVELOP DISCREPANCY

Clarify important goals for the
client/individual.

Create and amplify in the
client/individual's
mind a discrepancy between their
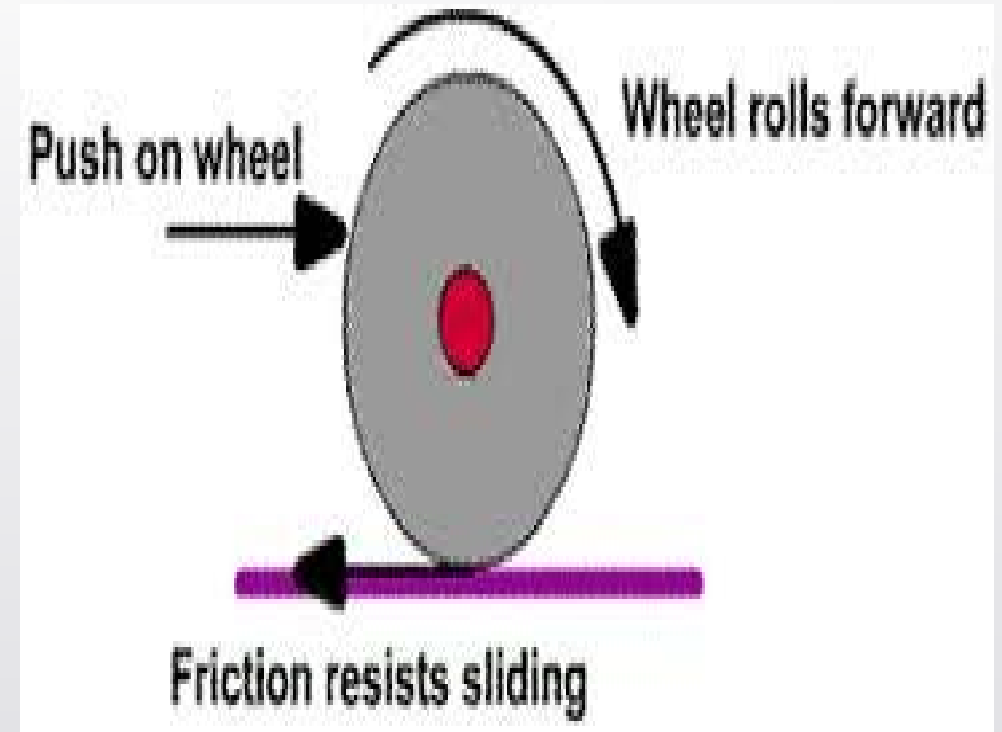current behavior and their life goals

	Pros	Cons
Change		
No Change		

ROLL WITH RESISTANCE

"Rolling with Resistance" is a key technique which recognizes that simply attacking or confronting someone directly does not always work - it may drive people deeper into their shell or lead them to be highly defensive or confrontational themself.

Resistance is normal

Push on wheel → Wheel rolls forward

Friction resists sliding

http://www.waystationinc.org/MotiveInter/03-0600.htm
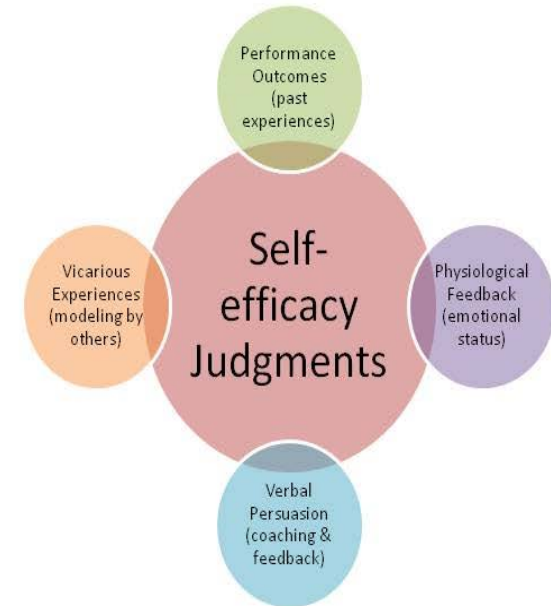
SUPPORT SELF-EFFICACY

Self-efficacy is the belief we have in our abilities and competencies.

Instill hope in your client/patient by highlighting that there is no "right way" to change.

Help a client/patient develop a belief that he or she can make a change

Explore barriers that may be contributing to low confidence in making a change.

Self-efficacy sources of Information

- Performance Outcomes (past experiences)
- Vicarious Experiences (modeling by others)
- Self-efficacy Judgments
- Physiological Feedback (emotional status)
- Verbal Persuasion (coaching & feedback)

California COVID-19 By The Numbers
September 24, 2020
Numbers as of September 23, 2020
CALIFORNIA COVID-19 SPREAD
790,640 (+3,170)
CASES

Ages of Confirmed Cases
• 0-17: 81,545
• 18-49: 474,158
• 50-64: 149,356
• 65+: 84,659
• Unknown/Missing: 922

Gender of Confirmed Cases
• Female: 399,084
• Male: 384,959
• Unknown/Missing: 6,597

15,314 (+110)
Fatalities

Hospitalizations
Confirmed COVID-19
2,578/774
Hospitalized/in ICU

Suspected COVID-19
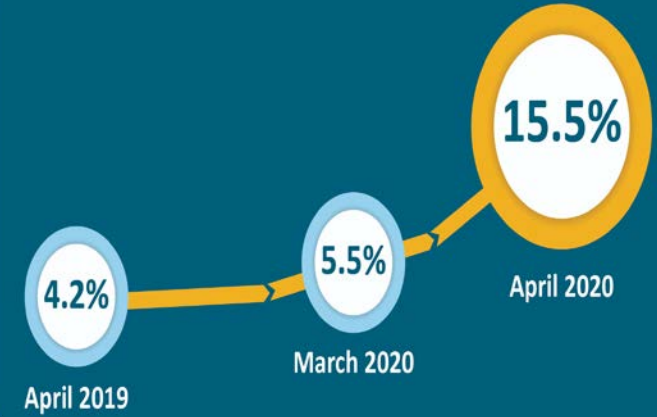906/140
Hospitalized/in ICU

For county-level hospital data:
bit.ly/hospitalsca

Your actions save lives.

For county-level data:
data.chhs.ca.gov
covid19.ca.gov

CALIFORNIA ALL
Department of PublicHealth

California Unemployment Rate
15.5%
April 2020
5.5%
March 2020
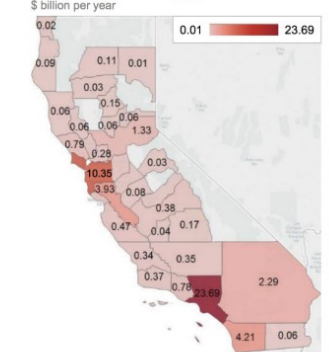4.2%
April 2019

RACISM IS A PANDEMIC

At least 30 percent of people in every metropolitan statistical area (MSA) cannot afford local rents; that share is 60 percent in some areas

Households in MSA unable to afford rent
Thousand
30%¹   57%
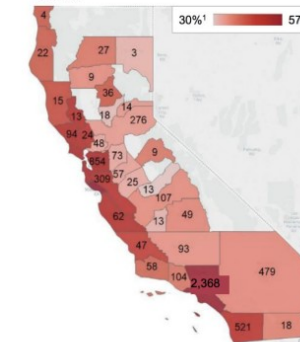
Distribution of affordability gap
$ billion per year
0.01   23.69

1 Number of households in MSA unable to afford the local cost of rent, as a share of the total number of households in MSA.
NOTE: Shaded regions represent 98% of state population; unshaded regions represent 2% of state population and lacked sufficient data for analysis.
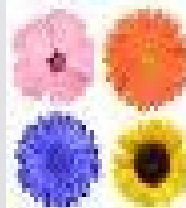
THE USE OF OARS…
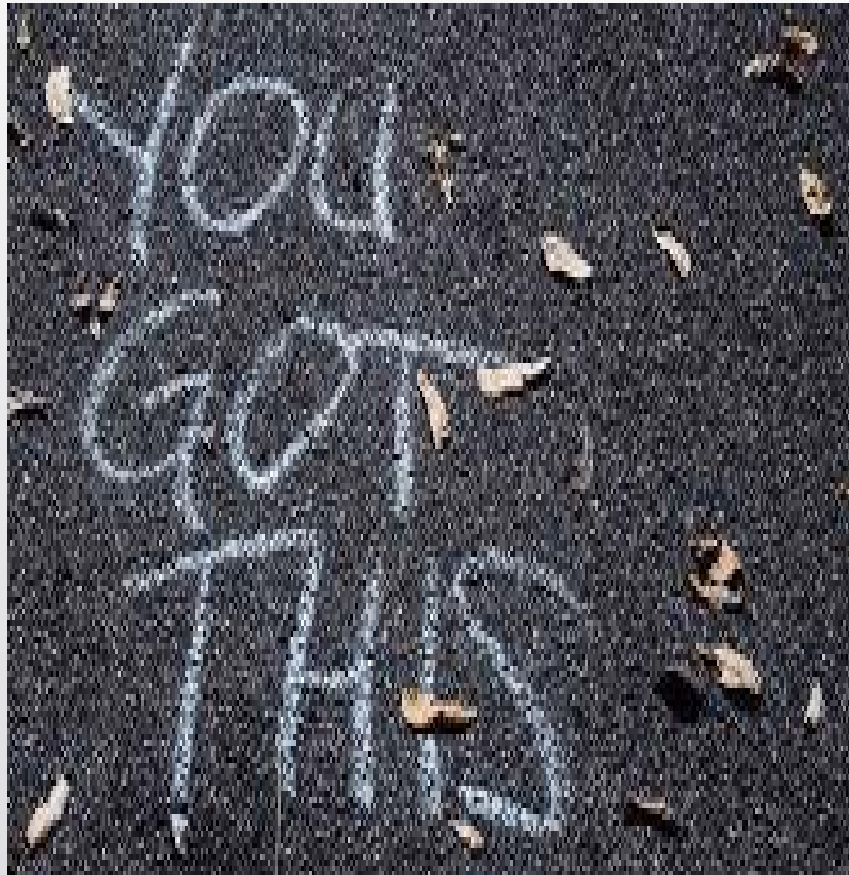
open questions

affirmations

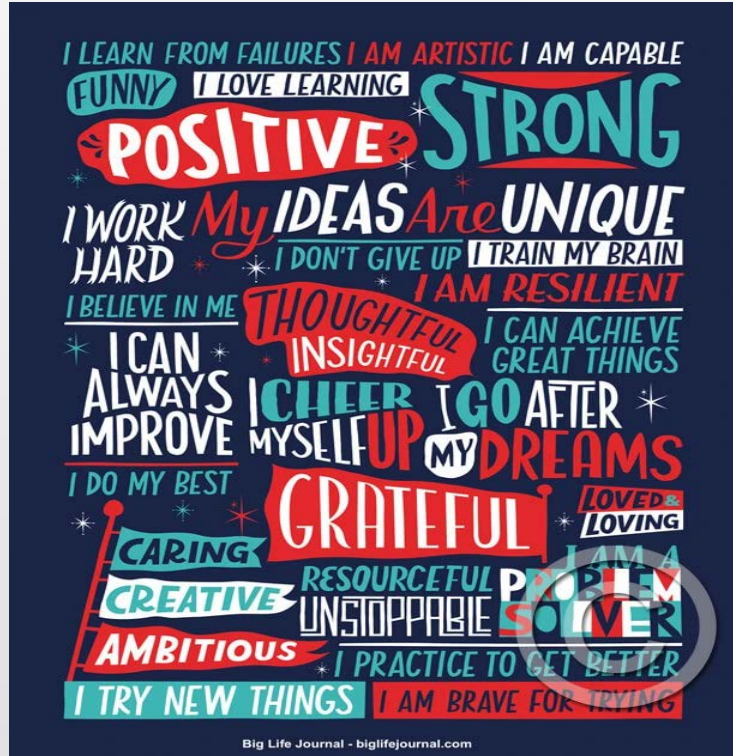**r**eflections

summaries

Miller and Rolnick, 2012

OPEN QUESTIONS

- Open questions invite others to "tell their story" in their own words without leading themin a specific direction. Open questions should be used often in conversation but not exclusively. Of course, when asking open questions, you must be willing to listen to the person's response.

- ***Example: What do you think you will lose if you give up ___?***

https://www.homelesshub.ca/resource/motivational-interviewing-open-questions-affirmation-reflective-listening-and-summary

AFFIRMATIONS

- Affirmations are important supportive statements to help clients/patients increase their confidence in their ability to change. These statements are intended to make the client/patient feel supported by the practitioner, regardless of the status of their behavioral changes and attempts to change.

- *Example: "You're a strong person, a real survivor."*

https://sbirt.publichealthcloud.com/resources/images/MI%20Strategy%20-%20Affirmations.pdf

REFLECTIONS

Why reflect?

- Reflective Listening deepens our understanding of the person
- Demonstrates active listening, empathy and MI Spirit
- Keeps the person focused on change which results in a higher likelihood of change occurring

MIinLombor.org

- Reflections are defined as statements of understanding (Miller & Rollnick, 2103). Utilizing reflections and reflective listening involves the practitioner listening to the patient's statements and the provider then making a statement that is a reasonable guess at the meaning of what the client has said (Miller & Rollnick, 2013: Rosengren, 2009).

- *Can assist in eliciting change talk.*

https://sbirt.publichealthcloud.com/resources/images/MI%20Strategy%20-%20Affirmations.pdf

SUMMARIES

Summarize

- Reflections that pull together bigger pieces of meaning.
- Build an affirmative story about them and their goals.
- Ask "what else?" to check for more of their story.
- Use a linking summary to connect the past and future.
- Use a transitional summary to segue to the next thing.
- Good summaries help clients see their forest for their trees.

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- Summaries are special applications of reflective listening. They can be used throughout a conversation but are particularly helpful at transition points. To ensure that there is clear communication between the speaker and listener.

- ***Example: Here is what I've heard. Tell me if I've missed anything...***

https://www.homelesshub.ca/resource/motivational-interviewing-open-questions-affirmation-reflective-listening-and-summary#:~:text=Summaries%20are%20special%20applications%20of,encounter%20is%20nearing%20an%20end.

AS PROVIDERS, WE HAVE TO BE WILLING TO…

Listen

Collaboration

Evocation

Autonomy

EVERYONE HAS A STORY AND WANT THEIR STORY HEARD…IT HELPS TO PROVIDE A SENSE OF BELONGING TO AND VALIDATION.

AND AS PROVIDERS WE CAN BE THEIR CHAMPIONS…

BREAKOUT ACTIVITY!

- In groups of four: client, provider, monitor, & observer

- Client opens up with, "One thing in my life (or about myself) that I would like to change…" This instruction is to start with a topic about which the person already has some desire to change, and therefore soliciting change talk should be both easier and natural.

- The provider's task is to use OARS to evoke change talk (e.g. desire, ability, reasons, need, important, confidence, and commitment to change).

- Observer will look for how the provider uses OARS, eliciting change-talk from the client.

- Monitor will observe the time, that each role plan is no longer than 3mins and 1min for debrief.

- Debrief and rotate roles

- Continue until each member of the group has had an opportunity to play each role.

Don't Forget to Remember

- Motivation elicited from the client, not imposed from without
- Client's task, not the counselor's, to articulate + resolve ambivalence
- Persuasion is not an effective method for resolving ambivalence
- Readiness to change not a client trait, but a fluctuating product of interpersonal interaction
- The therapeutic relationship is a partnership rather than expert/recipient roles

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