

New England Summer School of Addiction Studies

Presents

22 Strategies for Engaging the Most Difficult to Reach Clients With Substance Use Disorders

Presenter
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It is natural for clients to resist any efforts to get them to stop using drugs because drugs work!

Drugs Work!

- They numb emotional pain*
- They simmer rage*
- They provide relief from "moral injury"*
- They provide constant companionship*
- They are predictable*
- They provide relief from trauma and abandonment*



22 Engagement Strategies

- *Make it easy to speak to a live person by phone*
- *A warm phone voice tone matters*
- *Learn from doctor's offices – increase first session attendance by 30%*

22 Engagement Strategies Continued

- *A warm greeting*
- *What do the pictures and magazines say*
- *An inviting waiting room and a snack*
- *A short wait*

22 Engagement Strategies Continued

- *Positive service energy and a sincere smile*
- *A handshake and a tour*

22 Engagement Strategies Continued

From the initial phone contact to the first session, how would clients describe their intake/admissions experience?

- *What is smooth?*
- *What is uncomfortable?*

22 Engagement Strategies Continued

- *Engage with your*



22 Engagement Strategies Continued

Utilize naturally therapeutic qualities during the engagement process

- *Empathy*
- *Warmth*
- *Genuineness*

22 Engagement Strategies Continued

- Go slow
- Start the session with joining – small talk

*"Only equals engage in small talk."
Maya Angelou*

Joining with Adolescents

- Shoes
- Jerseys and t-shirts
- Hats
- Hand and arm tattoos
- Name
- Music
- Work
- School
- Aspirations for the future

Joining with Parents

- Travel to the agency
- What they would be doing if not at the agency
- Work
- Hopes, wishes, dreams for their family
- How they chose their kids names

Joining with Couples

- *How they met*
- *What they liked about each other when they met*
- *When their relationship was best*
- *Hopes, wishes, and dreams for their relationship*

Joining with Children

- *School*
- *Saturday activities*
- *Toys*
- *Hobbies*
- *Favorite tv program*
- *What do you want to do when you grow up*

22 Engagement Strategies Continued

Remember the 4 factors that lead to client Engagement.

Mega-study "The Heroic Client"

- *The Clinical Model*
- *Counselor hopefulness*
- *The therapeutic relationship*
- *Client factors*

Client Extra-Therapeutic Factors

- *Success prior to the presenting problem*
- *Individual and family resilience*
- *Cultural strengths and pride*
- *Love*

*Client Extra-Therapeutic Factors
Continued*

- *Employability*
- *A good education*
- *Vocational skills*
- *Hope for the future*
- *Leadership*

*Client Extra-Therapeutic Factors
Continued*

- *Faith*
- *Spirituality*
- *"A praying grandmother"*
- *Extended family orientation*

22 Engagement Strategies Continued

- *Have an effective opening statement*

A Good Opening Statement Says to the Client(s)

- *It's up to you to change*
- *You are in control of how, when and what to change*
- *I will walk along side of you to support your change*

22 Engagement Strategies Continued

- *3 sessions at a time*
- *Minimize confrontation*

What to do Instead

- *Work with the family*
- *Roll with resistance and avoid arguing*
- *Search for leverage*
- *Provide consistent and progressive natural consequences along with caring therapeutic services*
- *Recommend a drug use vacation*
- *Build recovery capital (educational, vocational, occupational, social)*
- *Exposure to stories (use your best motivational strategies to get clients exposed to the stories of people in recovery)*

22 Engagement Strategies Continued

Discover the client's uniqueness

- *If you had 3 wishes what would they be?*
- *When are you happiest?*
- *What do you do on a Saturday afternoon?*
- *Who are your heroes?*
- *What is your favorite food?*
- *What kinds of things are funny to you? Do you like to hear jokes or tell jokes?*

Focus on Strengths as Soon as Possible

- *What do you do well?*
- *How have you been able to endure so much?*
- *What do you like to do in your leisure time?*
- *What is the best thing you ever made happen?*
- *What are the best 3 moments you can recall in your life?*
- *What is your previous life suffering preparing you to do with the rest of your life?*

Focus on Strengths Continued

- *What have you learned from what you have gone through?*
- *What sources of strength did you draw from?*
- *Which of your experiences has taught you the most about your own resilience?*

22 Engagement Strategies Continued

- *Discover what the client(s) want*
- *Use humor*

"The shortest distance between two people is a good laugh."

Use stage based interventions

- *Pre-contemplation*
- *Contemplation*
- *Readiness*
- *Action*
- *Maintenance*

Focus on Strengths as Soon as Possible

Connect with clients cross culturally

- *Be willing to have a sensitive discussion of differences*
- *Find out how the presenting problem is addressed from the client's cultural perspective*
- *Incorporate aspects of the client's culture into the change process*
- *View counter-transference as a learning experience*
- *Work with indigenous leaders and healers*

22 Engagement Strategies Continued

If the client is mandated:

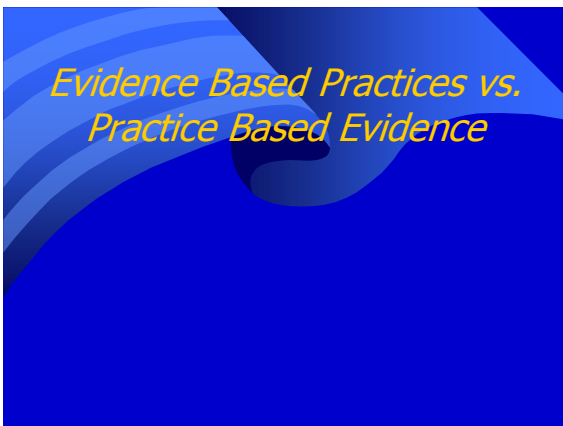
- *Ask the leverage question*
- *Provide options*
- *Avoid talking too much about change in the beginning*
- *Utilize incentives*

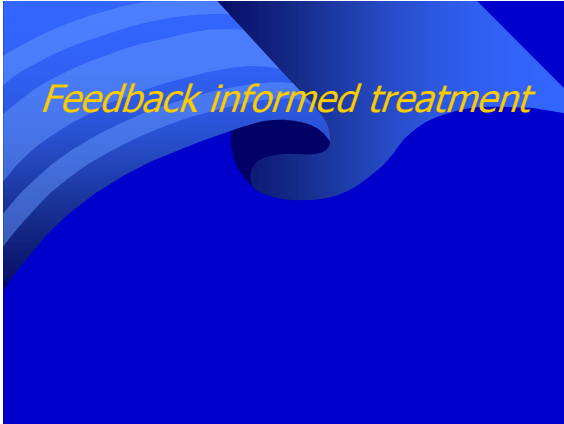


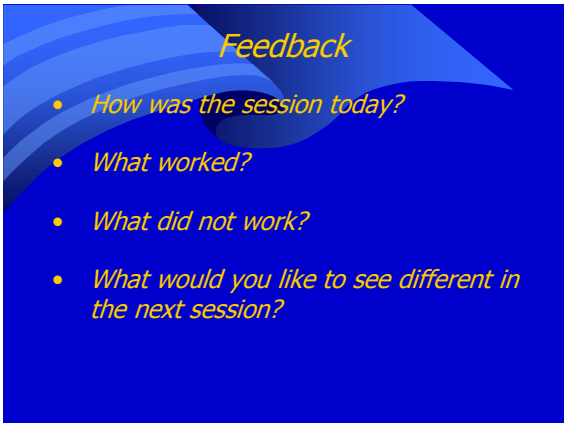
Fishbowl Technique

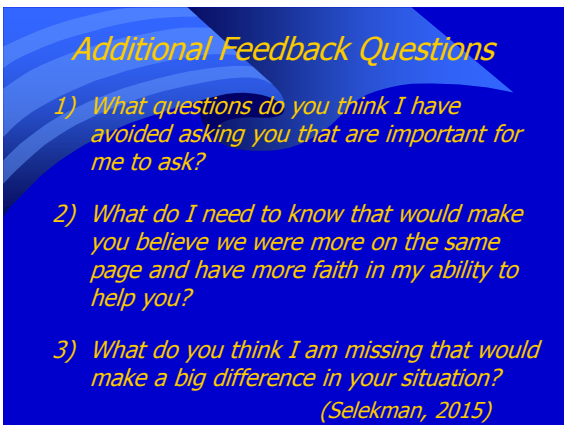












Instill hope by helping clients turn the pain of addiction into purpose

Logo Therapy
Definitions
A form of psychotherapy than emphasis meaning/purpose.

A therapy that helps clients discover their purpose. It is derived from the Greek work "logos," which means "purpose."

Developer – Viktor Frankl
"You can take everything away from a person except for one thing: the freedom to choose how they will respond to whatever horrible circumstance they find themselves in."

Viktor Frankl – Third Viennese School of Psychotherapy



Statue of Liberty

11 Things That Give Life Meaning

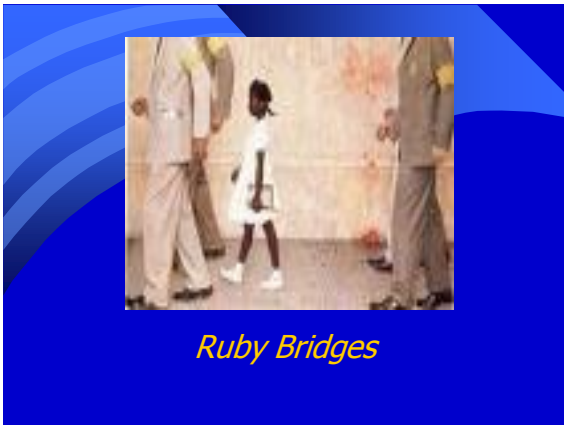
1. The attitude that one takes toward unavoidable suffering

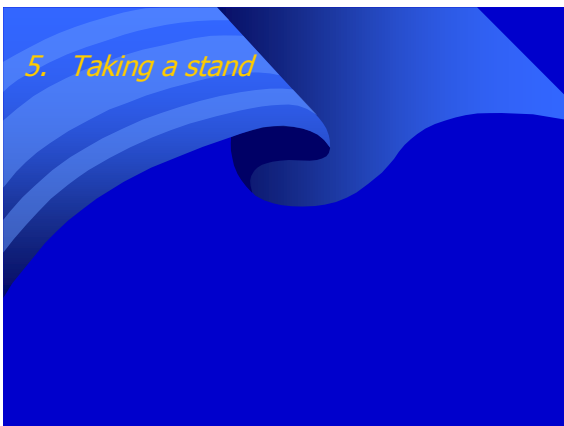














Rosa Parks



Malala Yousafzai

Loretta

6. Patriotism



Winston Churchill



Nelson Mandela



Ghandi

7. Helping others

8. Creativity – Using your artistic gifts to make the world a better place



Bob Hope



Stevie Wonder



Bono and Chris Tucker

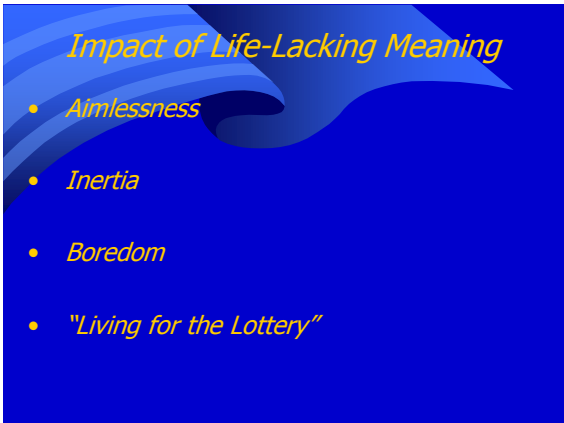


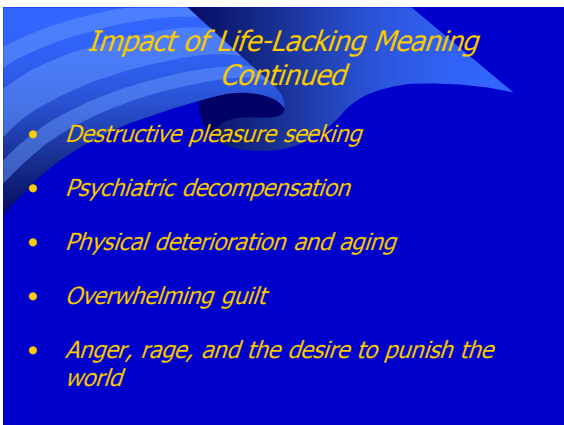
Oprah

9. A life-changing experiential journey

10. Near death or reactions to death







Impact of Life-Lacking Meaning Continued

- *Depression*
- *Suicide attempts*
- *Suicide*
- *Addiction*

Impact of Life Lacking Meaning Continued

- *Feelings of uselessness*
- *Relapse*
- *Death*

Logo Therapy Techniques

- *Visualization*
- *Helping clients find purpose in the midst of unavoidable suffering*

Socratic Questions

- *What do you do well?*
- *If you knew you had one hour to live and you were asked to leave a message to the world, what would you say?*
- *What would you do with your life if you knew you could not fail?*
- *What is your previous life suffering preparing you to do with the rest of your life?*

Socratic Questions Continued

- *If money were not an issue, what would you do with your life?*
- *When you die, what do you want your headstone to read?*
- *What is your life purpose?*

Socratic Questions Continued

Written exercises

- *Purpose*
- *Short and long term goals*

Socratic Questions Continued

Life plan exercises

- *Treatment plan*
- *Relapse prevention plan*
- *Wellness plan*
- *Happiness plan*
- *Life plan*

Life Plan

- *Unfinished business that you intend to complete*
- *Relationships you plan to nurture*
- *Life purpose*
- *Happiness plan*
- *10 things you want to learn*
- *10 places you want to go*
- *10 things you want to possess*
- *10 people you want to meet*
- *Who you want to become*

"There is an advantage in every disadvantage and a gift in every problem."

John H. Johnson
