



Next Steps for Motivational Interviewing (MI) Fidelity Monitoring

MOTIVATIONAL INTERVIEWING (MI) RECAP



Motivational Interviewing (MI) is an evidence-based practice that promotes behavior change and improves family engagement while supporting the voices of parents and caregivers.

WHAT IS FIDELITY MONITORING?



Fidelity is a process used to measure whether an intervention — strategy, program, solution, etc. — is delivered as intended by developers.



Some ways fidelity can be measured include: surveys/questionnaires, site visits, focus groups, data analysis software, etc.



Fidelity monitoring = maintenance of a practice/skill.

WHY ARE WE DOING FIDELITY MONITORING?

- To find out what is and is not working with implementation.
- To show workers and partners the effects of intervention.
- To connect intervention components to outcomes.



HOW WILL THE DEPARTMENT MONITOR FIDELITY TO MI?

Lyssn is a data analysis software that utilizes artificial intelligence (AI) and an interactive online platform to give instant feedback to workers on service delivery. This tool is state-funded and can be learned in one to two hours.



HOW WILL FIDELITY MONITORING FROM MI BENEFIT FAMILY PRESERVATION WORKERS?

Fidelity monitoring of MI can lead to better engagement between workers and families, enable documentation of intervention successes and challenges, and allow for feedback/improvement opportunities (e.g., skill development).



WHAT DOES THE DEPARTMENT NEED FROM FAMILY PRESERVATION WORKERS?

Quarterly, workers are required to upload at least one recording of a live case consultation including themselves and another worker or supervisor. Through immediate feedback, Lyssn's AI platform will give workers the chance to practice their MI skills and receive guidance on how to improve.



Motivational Interviewing (MI) Fidelity Monitoring Guide for Fidelity Liaison/Team

LYSSN WILL BENEFIT MI PRACTICE BY

- Providing ongoing MI skill development through feedback on current skill levels
- Offering an easy-to-use platform to evaluate and document the use of MI
- Supporting consistent MI practice skills across staff
- Giving staff and team leaders data to assess practice, review trends and see what is working
- Linking practice to broader policy outcomes
- Helping workers know how skillful they are in MI
- Providing feedback to workers to improve their MI skills.

THE ROLE OF A FIDELITY LIAISON/TEAM IN FIDELITY MONITORING IS TO

- Complete a *Success Assessment* for your agency
- Complete an implementation plan for your agency quarterly (calendar year)
- Be the holder of the Lyssn platform for workers within your agency using the tool
- Continuously update user access needs for your agency
- Send out reminders about quarterly participation (calendar year)
- Participate in agency quarterly check-ins by providing an overview of your agency's Lyssn metrics.

Time commitment is an estimated zero to two hours per week — depending on agency size. Tasks include:

- One-time, one-to two-hour Lyssn training
- Onboarding for fidelity liaison/team
- Setting up and providing guidance to supervisors and workers using Lyssn

**Initial time commitment may be increased due to onboarding.*



Motivational Interviewing (MI) Fidelity Monitoring

Guide for Fidelity Liaison/Team

A FIDELITY LIAISON/TEAM MUST

- Be trained in using Lyssn
- Promote and support use of Lyssn
- Be responsible for completing the Success Assessment and implementation plan for your agency
- Be responsible for reporting overall Lyssn results out to your agency quarterly.
- Can be trained in MI
- Motivate workers on the benefits and opportunities of Lyssn.

THE DEPARTMENT WILL SUPPORT A FIDELITY LIAISON/TEAM BY

- **Providing support with implementation, by:**
 - Allowing access to the FFPSA Continuous Quality Improvement (CQI) Engagement HQ platform
 - Facilitating a discussion space for local agencies implementing Lyssn.
- **Connecting you as a Fidelity Liaison/Team to Lyssn**
- **Providing access to resources related to fidelity monitoring, including:**
 - Success Assessment, Agency Implementation Plan, Best Practices for Live Case Consultations with Lyssn, Lyssn's MI Quality Metrics, Lyssn QI Metrics: At a Glance, Lyssn Knowledge Base (technical support), and feedback surveys.
- **Providing consistent updates and communication from the Department of Children, Youth, and Families (DCYF) CQI team.**





Recommendations for Selecting a Fidelity Liaison/Team

Choose, someone who:

- Is well respected and trusted in their agency
- Is interested and or supports professional development within the agency
- Is interested and or supports evaluation within the agency
- Is interested in FFPSA and MI
- Can regularly communicate with supervisors and family preservation workers
- Has up to two hours per week to conduct duties outlined above.



Worker Participation for Fidelity Monitoring of MI

Motivational Interviewing (MI) is an evidence-based practice (EBP). Part of maintaining an EBP is adhering to the model. With Lyssn, workers across Minnesota can practice and receive feedback about their MI skills to demonstrate MI fidelity. Workers who are trained in MI, regardless of whether they will be working with a prevention candidate, will have access to Lyssn to maintain and practice their MI skills. All certified MI workers will have access to Lyssn. In order to retain a Lyssn seat and/or claim in the Social Service Information System (SSIS), workers need to interact with Lyssn on a quarterly basis.



Contact us

Visit [PartnerLink's Family First Prevention Services Act](#) web page and the [MNCWTA FFPSA](#) site for more information on FFPSA in Minnesota.

FOR QUESTIONS ON FFPSA PREVENTION SERVICES AND CLAIMING

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FOR QUESTIONS ON FFPSA CONTINUOUS QUALITY IMPROVEMENT AND MI FIDELITY MONITORING

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FOR QUESTIONS ON MI TRAINING AND PATHWAYS

 MITraining@MNChildWelfareTraining.com



For accessible formats of this information or assistance with additional equal access to human services, email us at csp.cqi.dcyf@state.mn.us, call 651-431-4660, or use your preferred relay service. ADA1 (3-24)