



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 OF 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 OF 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 interact with the Lyssn platform at least once, where they upload two 10-15 minute live case consultations 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 Supervisors

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 SUPERVISOR IN FIDELITY MONITORING IS TO

- Interact with Lyssn and role model vulnerability with this new platform, including coaching and debriefing on Lyssn metrics.
- Oversee family preservation workers' usage of Lyssn
 - Family preservation workers will upload recordings of a live case consultation including themselves and another worker or supervisor quarterly (calendar year).

Note: *The term **family preservation worker** is a worker who provides preservation or case management services, and may determine whether a child meets a definition of prevention candidate and is at imminent risk of removal.*



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- **Time commitment:**

- Estimated zero to five hours per week — depending on agency size. Tasks include:
 - One-time, one-to two-hour Lyssn training
 - Onboarding (connect with the fidelity liaison/team to get set up with Lyssn)
 - Onboarding for fidelity liaison position (if applicable)
 - Preparation for supervision meeting with supervisees (Lyssn users)
 - Quarterly group check-in meetings with Lyssn users.

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

SUPERVISORS MUST

- Be trained in using Lyssn
- Promote and support use of Lyssn
 - Collaborate with the fidelity liaison/team to develop an agency implementation plan for integrating and supporting fidelity monitoring through Lyssn.
- Support MI training, implementation and messaging
- Be trained in MI.

Motivational Interviewing (MI) Fidelity Monitoring Guide for Supervisors

THE DEPARTMENT WILL SUPPORT SUPERVISORS BY

- **Providing support with implementation, by:**
 - Allowing access to the FFPSA CQI Engagement HQ platform
 - Facilitating a discussion space for local agencies implementing Lyssn.

- **Providing access to resources related to fidelity monitoring, including:**
 - 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)
 - Feedback surveys.

- **Providing consistent updates and communication from the Department of Children, Youth, and Families (DCYF) CQI team.**





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

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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)