

# Family First Prevention Services (FFPS) Program

## Motivational Interviewing (MI) Statewide Training Proposal

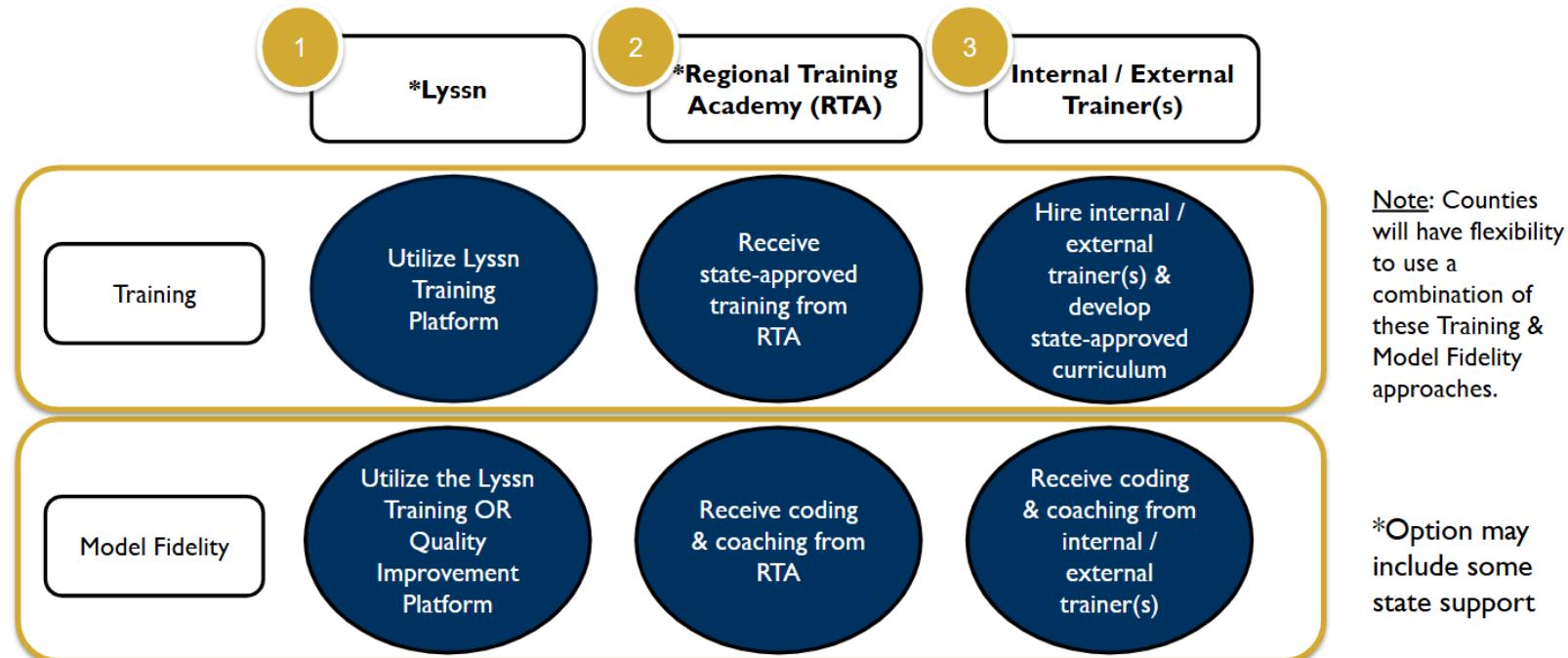
### Version 1

#### Overview:

The following information details the California Statewide Training Standards for Motivational Interviewing (MI) within the Family First Prevention Services (FFPS) Program. Counties claiming FFPS funding for county and community partner staff delivering MI as part of their Comprehensive Prevention Plans (CPPs) will determine a plan for completing training and model fidelity monitoring while ensuring the following requirements are met. Community agencies may also participate in the training based on capacity.

**NOTE:** This initial version of the MI Training Plan is being released to support counties in meeting the training and model fidelity requirements for MI within the FFPS Program. Subsequent versions may be issued to provide additional guidance and clarification regarding these requirements.

#### Options for Training and Fidelity Monitoring



## **Overview of Lyssn:**

Lyssn is an AI-powered platform that helps child welfare agencies meet Family First Prevention Services Act (FFPSA) training and skill practice for Motivational Interviewing (MI) along with model fidelity monitoring. Lyssn utilizes audio data, so users verbally engage with the platform to complete the tasks.

CDSS has approved Lyssn as a MI training and fidelity monitoring option for FFPSA and has identified workflows that meet or exceed minimum standards. Counties will have on-demand access to custom MI reports tailored to CDSS's FFPSA and CQI reporting requirements, making data collection and reporting quick and easy. The platforms are ready to use with no technical setup required. To learn more about their products/request a demo, contact [California@lyssn.io](mailto:California@lyssn.io), and a Lyssn representative will follow up.

Counties can access two products and flexible pre-approved workflows to fit their needs:

1. **Learn & Practice (Training):** An AI-based skill practice platform that offers training and fidelity check opportunities
2. **Lyssn Quality Improvement (QI):** A platform that evaluates full-length conversations for MI model adherence and the closest resemblance to manual MITI or MICA fidelity coding.

See the [Lyssn Fidelity Monitoring Workflow document](#) to learn more about these options.

Training Standard Area	Standard
I. Training Delivery	<p><b>Training Content:</b></p> <p>Regardless of option (RTA, Lyssn, or Internal/External Consultant), all training for MI under FFPS will include the following minimum content standards for both Foundational and Advanced Skills Training.</p> <ul style="list-style-type: none"> <li>• <u>Foundational Training</u> centers primarily on learning and practicing MI relational skills and prepares the participant to learn and practice MI technical skills. Both supervisors and staff are expected to take this training before Advanced Skills. <ul style="list-style-type: none"> <li>◦ Minimum Standards for Content: <ol style="list-style-type: none"> <li>1. Definition of MI</li> <li>2. The Guiding Style</li> <li>3. Four elements of MI Spirit (Partnership, Acceptance, Compassion and Empowerment)</li> <li>4. Four tasks of a motivational conversation (Engaging, Focusing, Evoking and Planning)</li> <li>5. Person-Centered Micro Skills (Open Questions, Affirmations, Reflections, Summaries)</li> <li>6. Understanding Conversation Roadblocks</li> <li>7. Managing the Fixing Reflex</li> <li>8. Collaborative and Autonomy Supportive Information Exchange</li> <li>9. Recognizing Change Talk</li> <li>10. Evoking Change Talk</li> <li>11. Reinforcing Change Talk</li> </ol> </li> </ul> </li> <li>• <u>Advancing Skills Training</u> centers primarily on learning and practicing MI technical skills and prepares the participant for rating and coaching as well as communities of practice. Staff must complete Advanced Skills Training. Supervisors must complete a supervisor-specific Advanced Skills training that incorporates the following content and is focused on supporting staff administering MI. <ul style="list-style-type: none"> <li>◦ Minimum Standards for Training Content: <ol style="list-style-type: none"> <li>1. Cultivating Change Talk</li> <li>2. Softening Sustain Talk</li> <li>3. Navigating Discord</li> <li>4. Practice and Feedback via selected rating instrument elements</li> </ol> </li> </ul> </li> </ul> <p><b>Requirements:</b></p> <ul style="list-style-type: none"> <li>• All staff administering MI within the FFPS Program must complete both MI Foundational AND Advanced Skills Training. Supervisors must complete MI Foundational Training AND (Supervisor) Advanced Skills Training.</li> </ul>

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	<ul style="list-style-type: none"> <li>Training will NOT involve a certification process for individual practitioners.</li> <li>Counties will develop a plan for staff delivering MI to complete Foundational and Advanced Skills level training, as well as booster training sessions for continued learning (see “Booster Training” below).</li> <li>Sessions and modality will be flexible. Training can include: <ul style="list-style-type: none"> <li>Virtual asynchronous options that meet the minimum content standards (i.e., Lyssn), AND/OR</li> <li>Virtual or in-person synchronous options that meet the minimum content standards</li> </ul> </li> <li>A statewide curriculum may be offered via the RTAs, including T4T, offering flexibility of content options to choose from. <ul style="list-style-type: none"> <li>Statewide training curriculum offered via the RTAs will include a variety of activities, examples, and case scenarios that are based on the respective audience (i.e., Child Welfare, Probation, etc.).</li> </ul> </li> <li>Post-testing may be used to assess knowledge acquisition of the learners. Post-testing is encouraged, but not required.</li> <li>Counties may use a hybrid model to receive 1) in-person training AND 2) Lyssn Learn &amp; Practice (Training) Platform and/or Lyssn Quality Improvement (QI) Platform for skill practice and fidelity checks. See Coaching and Fidelity Monitoring below for more information on the Lyssn Workflow options.</li> </ul>
	<p><b>Ongoing Training:</b></p> <p>Ongoing training (i.e., Booster training) will be provided to staff ongoing to ensure there is ongoing support for reaching competence with delivering MI and to support with skill drift. Ongoing training must be in alignment with the requirements set forth in the forthcoming MI Continuous Quality Improvement (CQI) Brief.</p>
	<p><b>Learning Collaboratives/Communities of Practice:</b></p> <ul style="list-style-type: none"> <li><u>RTA</u> <ul style="list-style-type: none"> <li>Learning Collaboratives may be provided by RTAs to support communities of practice.</li> <li>If offered, it is strongly recommended for counties to identify representatives from each agency providing MI within the FFPS Program to participate in communities of practice.</li> </ul> </li> <li><u>Lyssn</u> <ul style="list-style-type: none"> <li>All agencies using Lyssn will have access to collaborative, virtual user groups for supervisors, administrators or other selected representatives from the agency. The user groups allow representatives from each county the opportunity to engage with others regarding MI and its application to FFPS. The groups will also be a forum to give Lyssn feedback on desired features</li> </ul> </li> </ul>

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	<p>to support FFPS needs, and to share strategies related to engaging staff in training, fidelity monitoring, and ongoing skill coaching workflows via the Lyssn platform.</p> <ul style="list-style-type: none"> <li>• <u>Internal / External Consultant</u> <ul style="list-style-type: none"> <li>o Counties may create additional learning collaborative forums via internal staff and/or external consultants to build opportunities for peer-sharing and learning from others delivering MI.</li> </ul> </li> </ul>
	<p><b>Training Exemption:</b></p> <ul style="list-style-type: none"> <li>• County exemption: <ul style="list-style-type: none"> <li>o Counties can request exemption from being trained via the RTA or Lyssn by submitting their training curriculum to CDSS for approval. CDSS will review the curriculum to ensure it is aligned with the content standards established above.</li> </ul> </li> <li>• Staff exemption: <ul style="list-style-type: none"> <li>o Counties can request specific staff exemption from being trained via a state-approved process if they have undergone previous training that meets the established content standards. Counties must ensure that the training staff completed is in alignment with the established content standards.</li> </ul> </li> </ul>
II. Trainer Qualifications	<p><b>Qualifications:</b></p> <p>Trainers can qualify to provide MI Foundational and Advanced Skills Training via one of two ways:</p> <ol style="list-style-type: none"> <li>1. The trainer has experience applying MI to fidelity. Counties must identify a process for determining experience using MI to fidelity. <ol style="list-style-type: none"> <li>a. The following will meet the trainer requirements: <ol style="list-style-type: none"> <li>i. A trainer goes through a *state-approved Training-for-Trainers (T4T) and shares experience as a practitioner utilizing MI.</li> </ol> </li> </ol> </li> <li>2. An asynchronous training that is approved by CDSS and does not require a live trainer will be exempt from this requirement (i.e., Lyssn).</li> </ol> <p style="text-align: center;"><b>OR</b></p>

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	<p>3. The trainer is a member of MINT and/or is MINT-certified. MINT certification is encouraged, but not required.</p> <p><i>*“State-approved T4T” includes the state-developed T4T curriculum OR any other curriculum that is reviewed and approved by CDSS before implementing.</i></p>
III. Coaching and Fidelity Monitoring	<p><b>Coaching:</b></p> <ul style="list-style-type: none"> <li>Coaching, rating and fidelity monitoring may be provided via Lyssn’s Learn &amp; Practice (Training) platform, Lyssn’s Quality Improvement (QI) platform, the RTA, the county, a community agency, or an external consultant.</li> <li>Staff must complete coding/coaching in alignment with the requirements established in the <a href="#">MI CQI Brief</a>.</li> <li><u>RTA</u> <ul style="list-style-type: none"> <li>For counties accessing their RTAs, coaching will be provided via the RTAs (an average of 3 hours per learner per year).</li> </ul> </li> <li><u>Lyssn</u> <ul style="list-style-type: none"> <li>Counties utilizing Lyssn can access coding/coaching via one of two asynchronous options: <ul style="list-style-type: none"> <li><b>1) Demonstrate MI skills with standardized client vignettes (Lyssn Learn &amp; Practice - Training Platform):</b> this will occur at the cadence requirements outlined in the <a href="#">CQI MI Brief</a> and will involve staff engaging with two or more virtual clients. Staff will review the simulated client vignettes (10 total; five per client persona) and then apply five target MI skills via a brief, verbal skill demonstration. The skill demonstrations will be used to calculate the required fidelity metrics (see “MI Fidelity Rating Tool” section for more information on the fidelity tools available via Lyssn). The estimated time it will take to complete the standardized client fidelity checks is 15-20 minutes or less.</li> <li><b>2) Record a Brief MI Role Play (Lyssn QI Platform):</b> this will occur on a cadence in alignment with requirements set forth in the <a href="#">CQI MI Brief</a> and will involve staff pairing up with a peer, colleague, or supervisor to record a brief 10-15 minute role play that represents a realistic MI client interaction. Role plays can be recorded virtually or in-person. After submitting a role play via Lyssn, a speech-to-text transcript and fidelity report will be displayed. It takes approximately five minutes to process the fidelity check</li> </ul> </li> </ul> </li> </ul>

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	<p>and access the feedback (see “MI Fidelity Rating Tool” section for more information on the fidelity tools available via Lyssn).</p> <ul style="list-style-type: none"> <li>▪ For more information on both options for fidelity monitoring via Lyssn, review the <a href="#">Lyssn Fidelity Monitoring Workflow Options</a>.</li> <li>• <u>Internal / External Consultant</u> <ul style="list-style-type: none"> <li>○ Counties utilizing an internal staff or external consultant must get approval on the coding/coaching process from CDSS during submission of the curriculum as it aligns with the established content standards.</li> </ul> </li> </ul>
	<p><b>Data Collection:</b></p> <ul style="list-style-type: none"> <li>• Counties, in coordination with community agencies, will collect and assess data on fidelity monitoring to support continuous quality improvement and drive future training decisions.</li> <li>• For counties receiving coaching and fidelity monitoring support through their RTA, the RTA may offer a system for data aggregation for each county or can assist the county to establish a data aggregation system to support fidelity monitoring.</li> <li>• Counties will track data utilizing an internal mechanism to ensure training and model fidelity can be monitored. Data will be submitted in aggregate form to the State utilizing the reporting templates included in the <a href="#">MI CQI Brief</a>.</li> <li>• For those using Lyssn, a standardized aggregate data report that meets the State’s requirements, in alignment with the <a href="#">MI CQI Brief</a>, will be available.</li> </ul>

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	<p><b>MI Fidelity Rating Tool:</b></p> <ul style="list-style-type: none"> <li>• Counties must use a State-approved fidelity tool. Refer to the <a href="#">California (CA) Five-Year State Prevention Plan</a> and <a href="#">MI CQI Brief</a> for the State-approved fidelity tools.</li> <li>• <u>RTA</u> <ul style="list-style-type: none"> <li>◦ For counties receiving coaching and fidelity monitoring support by their RTA, the RTA will train to either the Motivational Interviewing Competency Assessment (MICA) or Motivational Interviewing Treatment Integrity (MITI) for rating to evaluate practitioners, assess MI competence, and provide information for the county to use in their continuous quality improvement process.</li> <li>◦ RTAs may offer training to counties and community partners who want to develop their own capacity for coaching and rating with either MICA or MITI.</li> <li>◦ RTAs will train with one specific fidelity tool (MICA or MITI).</li> <li>◦ RTA support for other tools may be explored via county contracts with the RTAs.</li> </ul> </li> <li>• <u>Lyssn</u> <ul style="list-style-type: none"> <li>◦ Lyssn Learn &amp; Practice (Training) &amp; QI provide full metrics for MITI and MICA coding systems.</li> <li>◦ County administrators can determine which fidelity metrics will be enabled for their Lyssn account (MITI, MICA, or both).</li> <li>◦ Users gain unlimited access to training content, skill practice with expert-level feedback, and fidelity checks.</li> </ul> </li> <li>• <u>Internal/External Consultant</u> <ul style="list-style-type: none"> <li>◦ Counties seeking to hire internal staff and/or an external consultant to support coaching and fidelity monitoring must be able to meet the data collection requirements indicated in the <a href="#">MI CQI Brief</a>.</li> </ul> </li> </ul>

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IV. Other Implementation Considerations	<p><b>Other Considerations:</b></p> <ul style="list-style-type: none"> <li>● <u>RTA</u> <ul style="list-style-type: none"> <li>○ Counties may need to modify and expand their RTA contract to access training, coaching/coding, and fidelity monitoring support from their RTA.</li> </ul> </li> <li>● <u>Lyssn</u> <ul style="list-style-type: none"> <li>○ Counties seeking to utilize Lyssn must complete an Advanced Planning Document (APD) for approval and submit to CDSS.</li> </ul> </li> <li>● <u>Internal/External Consultant</u> <ul style="list-style-type: none"> <li>○ Counties will want to consider language within contracts to ensure that any consultant hired to provide MI Training and/or coaching/coding support has a thorough understanding of and meets the requirements established within this MI Training Plan, the <a href="#">CA Five-Year State Prevention Plan</a>, and the <a href="#">CQI MI Brief</a>.</li> </ul> </li> </ul>
V. Contact Information	<p><b>Questions?</b></p> <ul style="list-style-type: none"> <li>● <u>CDSS</u> <ul style="list-style-type: none"> <li>○ For any questions regarding the requirements set forth in this MI Training Plan, contact CDSS at <a href="mailto:ffpsapreventionservices@dss.ca.gov">ffpsapreventionservices@dss.ca.gov</a>.</li> </ul> </li> <li>● <u>Lyssn</u> <ul style="list-style-type: none"> <li>○ For any questions regarding Lyssn including its functionalities or workflow options, contact Lyssn directly at <a href="mailto:california@lyssn.io">california@lyssn.io</a>.</li> </ul> </li> </ul>