

Motivational Interviewing Case Scenarios: Scenario 2 of 4

(Note: A narrated PowerPoint accompanies this handout.)



Scenario 2: A CPI arrives at the home of Ms. Indah Kusuma to investigate a hotline report for inadequate supervision. The report alleged that the mother would leave her toddler alone for hours at a time.

When the CPI meets the parent, Indah Kusuma for the first time, she notices the parent appears to be in a fog and is having a hard time following the whole conversation. This conversation and associated MI dialogue should assume the following:

- The parent does not readily admit to being high - says she was tired from working late hours.
- A toddler is asleep in a playpen in the corner of the room.

MI Script:

CPI: Hi, Ms. Kusuma. I'm Judy Hall and I work with the Department of Children and Families (DCF). I'm here to complete a visit that we discussed on the phone a little while ago.

PARENT: What? Who are you? I don't remember any phone call!

CPI: I called you about 30 minutes ago to schedule this visit and explained that I need to follow up on a call that we received.

PARENT: What? Who are you? I don't remember any phone call!

CPI: I called you about 30 minutes ago to schedule this visit and explained that I need to follow up on a call we received.

PARENT: Wait, wait, wait – what are you talking about? I don't even know you! Where are you from?

CPI: You need me to go slower. Here's my card. I'm responsible to follow up when we get calls that could likely put a child at risk.

PARENT: No, no, no, - that can't be right – look – my baby is sleeping and he's not at risk at all. I was just about to lay down myself in a bit. You better not wake him up – he was up all night last night, and I work late too.

CPI: You do look tired. What else is going on?

PARENT: What do you mean what else – why are you even here? What is this place you work at?

CPI: Ms. Kusuma, could we sit for a minute? I would like to take this slower; you seem to be having some difficulty right now.

PARENT: You think I am a mess – well for sure I have been up all night and I have no help around here. And my baby is teething!

CPI: Things are difficult for you right now.

PARENT: I don't know about difficult – I am just really tired what with working and being up with him all night.

CPI: I am glad you mentioned that because I am seeing you not able to really work with me here today. What do you make of that?

PARENT: Do you have kids? I bet not. This is my first baby.

CPI: You are concerned that I really don't understand your daily life.

PARENT: Yeah – and then you come in here with this... this card – and say somebody told you I am a lousy mother!

CPI: You're worried about being judged on your parenting skills.

PARENT: Well...yeah.

CPI: I want to work with you to resolve the report. We do have some choices. One thing I am concerned with is that we are having trouble communicating.

PARENT: Well when you just pop in on someone...

CPI: You feel ambushed.

PARENT: Right...I do!

CPI: I would like to work with you to assure that things here in your home are safe for you and your baby if that's okay with you.

PARENT: I told you nothing is wrong!

CPI: Ms. Kusuma, what do you make of it that a good parent like yourself would have had this reported to my agency?

PARENT: I just don't know.

CPI: You're confused by this. How would you like to continue?

PARENT: Don't know...

CPI: I will need to make a report today. What concerns me most is that you are having difficulty staying focused in our communication today.

PARENT: I'm just so tired, that's all.

CPI: I'm concerned about opioid use. I am going to request that you have a screen completed to make sure you are okay. Hopefully we will be able to sort this out soon. What do you think?

PARENT: I don't need a screen.

CPI: You are convinced that everything's okay with you. I understand your point. I am unable to leave until we have the screen completed to make sure you are okay.

PARENT: Damn!

CPI: You are very upset. I am going to step away for a moment and get in touch with my supervisor and then we will get things started, okay?



Individual or Staff Meeting Exercise

With this case study in mind, individually or as a group, continue to “walk-through” a process that might continue where this one temporarily left off. Consider including how to use MI processes and skills to talk through the following:

- Discrepancies between the background and collateral information gathered/reviewed by the CPI and the parent’s account of the situation, if any.
- How to introduce the potential need for a parent to get a SUD assessment and overdose prevention education/support.
- Options for ensuring child safety while the parent(s) is in the assessment process and treatment.

The correct answers are provided in the narrated PowerPoint that accompanies this handout.

