

OCCAT Implementation from a County Perspective

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Implementation Best Practices

- ▶ Give Workers access to the OCAT Training environment prior to training.
 - ▶ Have workers conduct Mock interviews on each other in OCAT
 - ▶ This practice helped them become familiar with the OCAT system so they were less focused on the computer and more engaged with their client when they actually started using OCAT to conduct their Appraisal interviews.
- ▶ Training on Motivational Interviewing Techniques is vital to OCAT implementation
 - ▶ The OCAT system encourages the worker to keep moving forward. Giving workers training on Motivational Interviewing (MI) allows them to conduct their Appraisals using a conversational approach rather than a question and answer session.

Motivational Interviewing and OCAT

- ▶ Preparing Case Managers as Motivational Interviewers is vital to the success of OCAT implementation.
- ▶ MI skills are an important compliment to technology developments like OCAT. This is really cutting edge.
- ▶ This is an opportunity to have a truly interactive interview and will build rapport and trust.

Key Tenants of Motivational Interviewing

- ▶ Be empathetic through reflective listening
- ▶ Communicate respect and tolerance of differences
- ▶ Be flexible and supportive
- ▶ Provide services that are individualized to the person's needs
- ▶ Operate as a supportive and knowledgeable consultant
- ▶ Listen rather than tell
- ▶ Do not engage in confrontation and arguments
- ▶ Focus on the person's strengths
- ▶ Support self-efficacy
- ▶ Develop discrepancy

Reporting and Data Management

- ▶ Use of reports module in OCAT to identify areas of service gaps.
- ▶ Allows decision makers to clearly see where gaps in services are and what partnerships with community resources need to be developed or expanded.
- ▶ OCAT assists in early identification of the service needs of the population we serve.

Leadership today is based on relationships built with trust, hope, love and encouragement.

~Billy Cox



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Any Questions?