

Working alliance with mandated clients

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Presentation outline



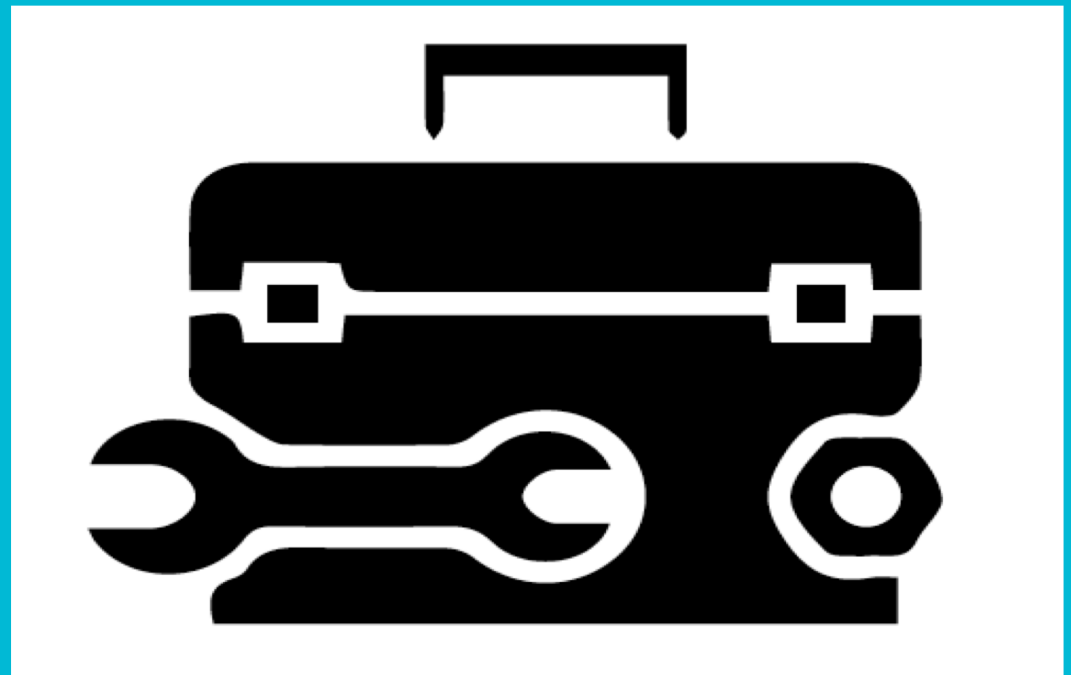
- Effective one-to-one supervision
- Factors of working alliance in mandated context
- Patterns of working alliance
- Predictors of patterns

Effective one-to one supervision



What works: what kind of interventions are effective in reducing reoffending, re-integration and inclusion of offenders in society?

→ evidence-based interventions



Effective one-to one supervision



Who works: interventions can only be effective in hands of effective professionals

→ effective interaction



Concept of working alliance



- Developed as a critic on concept of relationship
Presumes two actors
- Concept is about the quality of their mutual collaboration, with the elements: common goals, common tasks and bond
- Working alliance is not an aim in itself, but the alliance facilitates other aims



Are these elements valid for probation/mandated clients?

- goals can differ, especially in the first contacts
- clients can feel and show reactance, as a protest against the constraints of being supervised within judicial conditions
- we cannot presume internal motivation at the start

How can we adapt the concept of working alliance for mandated clients?

Longitudinal study: dissertation

Anneke Menger*



In three probation organizations in the Netherlands: the Dutch Probation Service, Probation for Addicts and Salvation Army

Questions:

1. What are specific elements of the working alliance with mandated clients?
2. What is the importance of these elements for the result?

*Menger, A. (2018): De werkaliantie in het gedwongen kader, onderzocht bij het reclasseringstoezicht. (Working Alliance with Mandated Clients, investigated in probation supervision)
Delft: Eburon

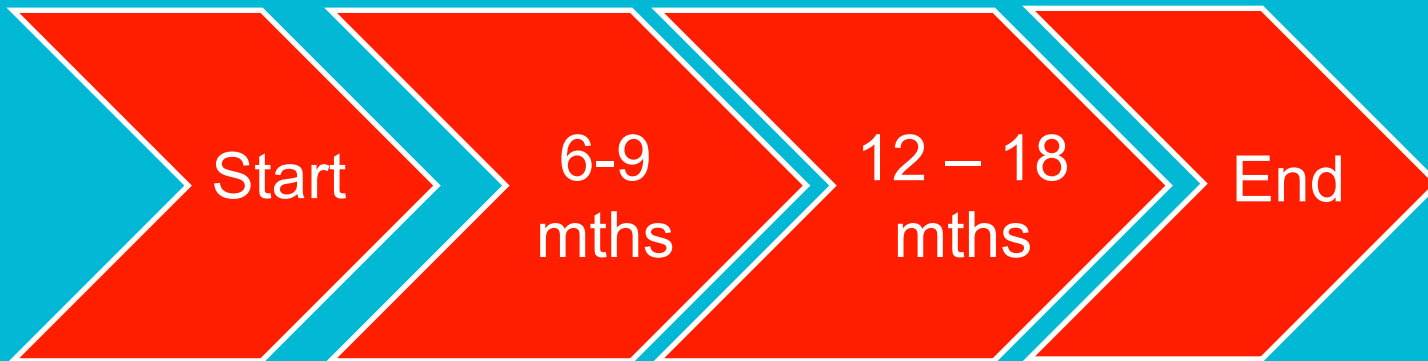
Development of the Working Alliance with Mandated Clients inventory (WAMCI)



Based on:

- Offender-Version (Tatman & Love, 2010) of the Working Alliance Inventory (WAI, Horvath & Greenberg, 1986)
- Dual-Role Relationships Inventory-Revised (DRI-R; Skeem et al., 2007)
- Extra items for probationers about regulations, goals and tasks and reactance(adapted to the Dutch jurisdiction)
- Extra items for PO's about contra-reactance

Probation supervision (2 years)



- 267 pairs of probation officers and clients

- Compliance
- Formal reactions of PO
- Drop-out

Selection of suitable factors



1. Predictive value for proxy-outcome measures
2. PCA-analysis
3. SEM-analysis



Trust



- Cronbach's alpha = .68-.81

Client:

- Feels free enough to speak about his problems
- Feels the probation officers trusts him/her.

Probation officer:

- Trusts the client to be sufficiently open about problems in his life and in the interaction with the probation officer.



Goals and restrictions



Cronbach's alpha = .71 - .77

Client

- Has a clear idea about the goals, the tasks and the conditions
- Agrees with the goals, tasks and conditions

Probation officer

- Estimates the restrictions and conditions are clear
- Estimates the goals are agreed upon



Bond



Cronbach's alpha = .72-.81

Client

- Feels he is respected,
- Feels he has voice in talking about goals and tasks

Probation officer

- Feels sufficient affection to show empathy and continue when problems or frictions rise.
- Has a sense of common commitment on goals and tasks



Reactance/contrareactance



Cronbach's alpha = .50-.72

Client:

- Feelings and behavior that indicate reactance
- Has doubts on his capability to finish supervision in a good way

Probation officer:

- Feels he/she is 'too' controlling with this client and doesn't know how to change
- Cannot notice any collaboration by the client

WAMCI versus DRI-R/WAI



Trust	=	Trust in DRI-R + 1 item from toughness
Bond	=	Bond in WAI + items about goals and task
Goals and restrictions	=	combination of WAI and DRI-R and all items about clearness
Reactance	=	no similarity with toughness of DRI-R, different items

Questions, some examples

- | | |
|-----------|---|
| G&R | <p>My PO always explains to me clearly what he/she expects me to do</p> <p>I explain clearly what I expect of him/her</p> |
| Trust | <p>I can openly talk about the things that bother me.</p> <p>My client feels he/she can talk openly about things that bothers him/her</p> |
| Bond | <p>My PO respects me, even if I do something he/she disapproves.</p> <p>My client feels respected by me, even if he/she does something I disapprove</p> |
| Reactance | <p>I suggest things are better than they are</p> <p>My client suggests things better than they are</p> |

Relationship between working alliance and outcome



Client:



*



stagnations and drop-outs



*



stagnations

Relationship between working alliance and outcome



Probation officer:



* ↑



** ↑



** ↓



** ↑



stagnations



drop-outs

*p < .05, ** p < .01

Relationship between working alliance and outcome



- From a combined perspective, a bigger absolute difference between the PO and client in trust, reactance, and bond, seemed to go together with more stagnations in supervision.
- The combination of more goals & restrictions (clients), with reactance (PO) and less trust is correlated with more stagnations.

- Study 1: Dynamics of working alliance, patterns and importance of client-rated alliance
- Study 2: Working alliance in offender subgroups
- Study 3: Use of the WAMCI as professional tool for joint reflection

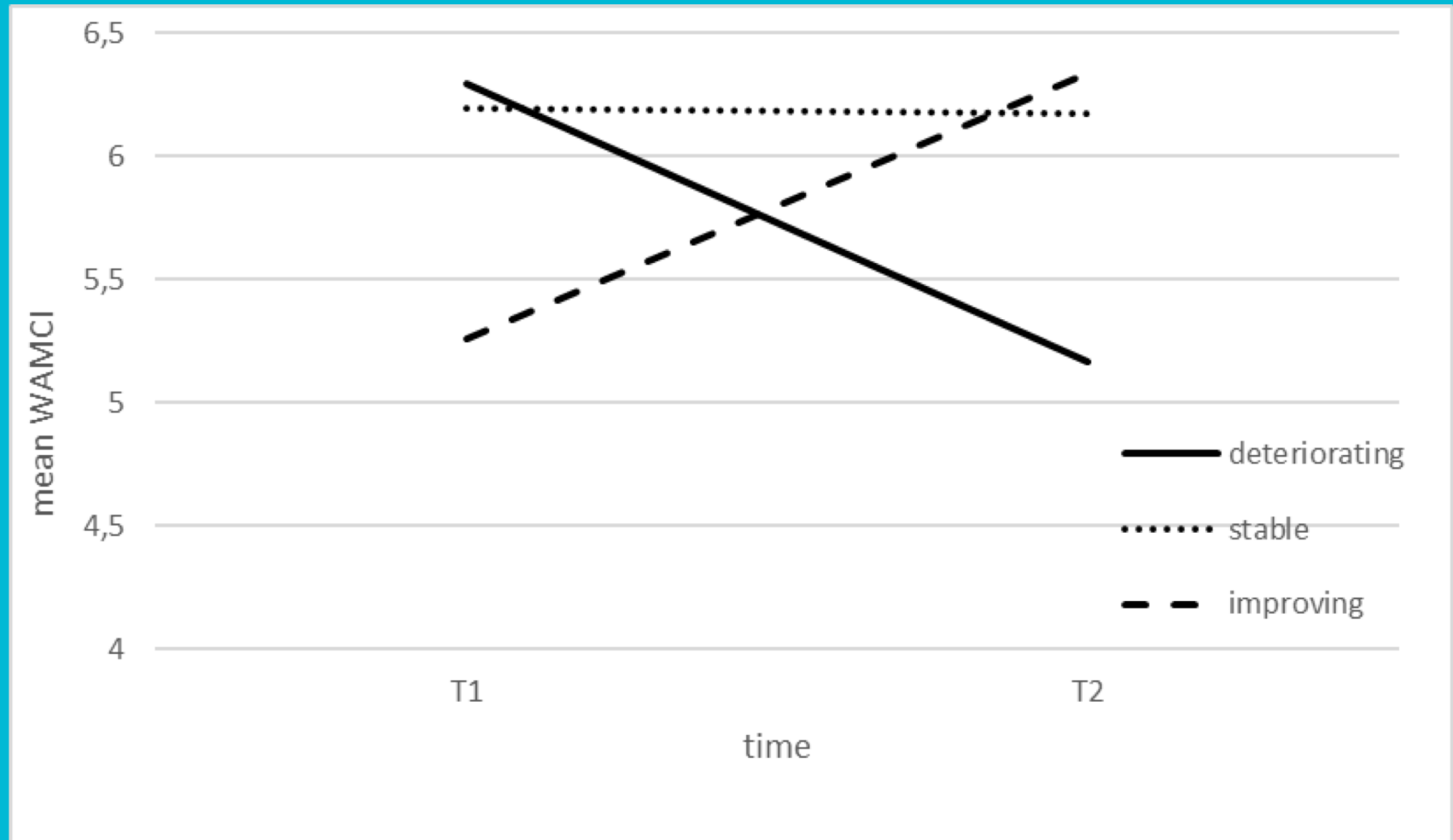
Patterns of client-rated working alliance



- Does the working alliance, rated by probationers show discernable patterns?
- What are the predictors of these patterns?
 - PO-related: motivation for work, satisfaction with work, expected outcome
 - Client-related: risk-level, motivation, change of PO, age first conviction

- Reliable Change Index
- 3 subgroups:
 - Stable: 76%
 - Deteriorating: 13,7%
 - Improving: 10,3 %

Course of the three subgroups of the WAMCI (N=204)



Relationship characteristics and patterns



Probation officer:

Preference for the possibility of sanctions

→ deteriorating pattern**

Concerned about offenders

→ deteriorating pattern**

Thinks about incidents

→ improving pattern*

*p <.05, ** p<.01

Relationship characteristics and patterns



Client:

- Change of PO → deteriorating pattern**
- Less internal motivation → deteriorating pattern**
- Lower age at first conviction → deteriorating*pattern*

*p <.05, ** p<.01

Limitations



- Outcome measures, formulated only from a formal probation perspective;
- The deviation in representativeness in the sample of probationers;
- High level of clients' ratings, suggesting a considerable social desirability
- The reactance factor was not consistent enough from clients' perspective.

Further research



- Relationship between working alliance and recidivism
- Different groups of offenders, type of offense
- In-depth study of patterns, ruptures in alliance
- Applicability in practice

Thank you

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PO-related predictors

PO-related predictors	B	Std. Error	Sig.	Exp(B)
Deteriorating versus improving				
Thinking about incidents	-.43	.21	.04	.65
Concerned about offenders	.60	.30	.05	1.83
Preference for the possibility of sanctions	.66	.25	.01	1.93
Deteriorating versus stable				
Preference for the possibility of sanctions	.42	.20	.04	1.52
Improving versus stable				
Thinking about incidents	.38	.16	.02	1.46
Concerned about offenders	-.59	.24	.01	.55
I think this client is strongly motivated to cooperate	-.43	.18	.02	.65

Offender-related predictors

Offender-related predictors	B	Std. Error	Sig.	Exp(B)
Deteriorating versus improving				
WAMCI	2.87	.74	.00	17.58
Age during first conviction	-.11	.06	.05	.89
Deteriorating versus stable				
Change of PO	.79	.31	.01	2.19
Age during first conviction	-.10	.05	.04	.90
Motivation: identified regulation	-.50	.17	.00	.61
Stable versus improving				
WAMCI	2.56	.59	.00	12.95

Nagelkerke R² = .37.