Pastoral Skills Training Family Life Course

Lesson 1: The Intake Process

Student Guide

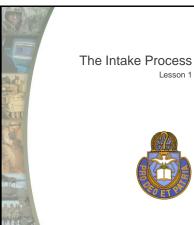
# Lesson Objectives

Recognize techniques that contribute to a successful intake interview.

- o Identify basic attending skills.
- o Identify the principles of confidential communication.
- o Protect confidentiality as you practice pastoral care and counseling.

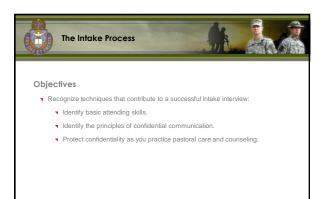
Session 1: Presentation Webinar					
Part 1	The Initial Interview				
Part 2	Confidentiality				
Student Readings					
Initial Interview Questions	01-initial-interview-questions.pdf				
Case Study	01-case-study.pdf				
Session 2: Discussion Webinar					

A discussion of the assigned case study



# Lesson 1

Pastoral Skills Training Family Life Course Phase 1 USACHCS







## The Purposeful Interview

- In any initial interview, perhaps the most important criterion for success is that the participants understand that this is a safe place.
- some hope for either fixing or coping with the problem.
- Communication flows in both directions.
- Teverything the chaplain does conveys to the client what the chaplain thinks is important and related to achieving the client's goals.
- The chaplain and the Soldier/family form a team based on mutual trust and cooperation.



- Eye contact
- Attentive body language
- Vocal style
- Verbal following
- Matching behavior

The Intake Process Open Invitation to Talk A key task of the interviewer is to encourage the client to speak up, describe the situation, and define the issue.  $\P$  This task includes the use of open-ended questions, for example: ▼ Could you tell me a bit more about that?  $\P$  When you say it hurt, what was done to hurt you?



#### **Encourage Participation**

- Once the invitation to talk has been extended, additional techniques can keep the client communicating with you.
  - Minimal encouragement
  - Paraphrase
  - Reflection of feeling
  - ▼ Probing questions
  - Leverage questions
  - Goal identification



## **Encourage Participation**

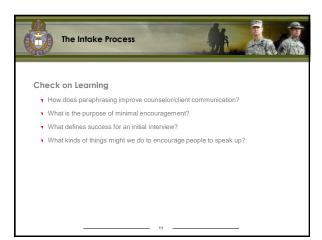
- Minimal encouragement
  - Ex: Oh? So? Then what? And? What else? Tell me more ...
- Paraphrase
  - Ex: So what you're saying is ...
  - ▼ Ex: Let me tell you what I heard you say ...
- Reflection of feeling
  - ▼ Ex: It sounds like you're feeling sad. Is that what you would call it?

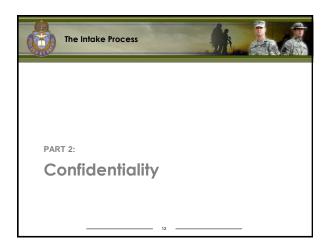


# **Encourage Participation**

- Probing questions
  - Ex: Can you be more specific about how the confrontation started with your boss?
- Leverage questions
  - Ex: How is this a problem for you?
- Goal Identification
  - Ex: So your goal is to be able to handle and deal with situations like this
    one with your boss more effectively.









#### Confidential Communication

- Any communication to a chaplain or chaplain assistant given as a formal act of religion or as a matter of conscience.
- Communication not intended to be disclosed to third-party persons in any context, legal or otherwise.

#### Privileged Communication

- Information that is not admissible in a court or legal action
- Confidential communication is generally considered privileged

The Intake Process

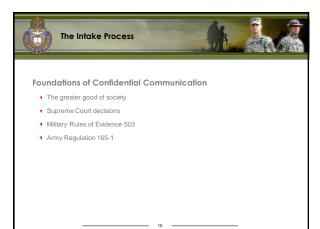
Sensitive Information

1 Any non-confidential communication that involves personally sensitive information that would be an inappropriate subject for general dissemination

1 Protect as much as possible

Privileged
Legal term
BC Confidential
Ex Sodder is no courseling
Ex. Info to a social worker
Ex. Attends Actorities Aron.
Ex. Medical Information

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#### The Greater Good of Society

- Certain relationships are protected:
  - Husband/wife
  - Attorney/client
  - Doctor/patient
  - Counselor/client
- Reason: The potential good that comes from people coming forward and eventually getting help outweighs potential harm or danger from allowing certain relationships to be protected.

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#### **Supreme Court Decisions**

- The U. S. Supreme Court has recognized "the human need to disclose to a spiritual counsel, in total and absolute confidence, what are believed to be flawed acts or thoughts and to receive priestly consolation and guidance in return."
  - Trammel v. U.S., 445 U.S. 40 (1980)
- The privilege regarding communications with a clergyman reflects an accommodation between the public's right to evidence and the individual's need to be able to speak with a spiritual counselor, in absolute confidence, and disclose the wrongs done or evils thought and receive spiritual absolution, consolation, or guidance in return.\*
  - *U.S. v. Moreno*, 20 M.J. 623, 626 (A.C.M.R. 1985)

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# Military Rules of Evidence 503

General rule of privilege: "A person has a privilege to refuse to disclose and to prevent another from disclosing a confidential communication by the person to a clergyman or a clergyman's assistant, if such communication is made either as a formal act of religion or as a matter of conscience."

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#### Chief of Chaplains Policy Key Points

- Confidentiality is absolute: NO STATED EXCEPTIONS.
- Applies to statements made to chaplains and anyone working for a chaplain.
- Reveal info ONLY when written consent given.
  - There is no blanket "informed consent" of release from confidentiality.
- Avoid incompatible tasks (like sexual assault coordinator) where a chaptain might be thought to be required to report something.
- Protect files, and destroy as soon as no longer needed.
- $\ensuremath{\blacksquare}$  The relationship between a chaplain, assistant, and supervisors is NOT confidential.

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#### General Rules

- Until you know otherwise, assume that the person considers this to be a matter of religion or conscience and intends this to be confidential.
- It is his/her intention, not your theology, that determines whether this is confidential
  or not.
- This is not a lawyer's call. Do not speak even if a lawyer suggests that it isn't confidential.



# Exceptions

- Person voluntarily waives confidentiality:
  - Not coerced
  - Signed, dated, and witnessed
  - Must be given AFTER the information is shared
- Conscientious Objector interview: AR 600-43, 2-3 (a) specifically states that the
  information provided to the chaplain conducting the investigation is not privileged.
   However, ensure Soldiers understand this before beginning an interview. (This is a
  specialized case.)
- There are no other exceptions. Confidentiality is absolute, regardless of the severity
  of the situation.



#### Severe Situations

- If anyone is in immediate danger, do everything possible to immediately lower the risk of harm to others or the individual.
- Contact your chaplain supervisor for advice.
- Contact the family life chaplain.
- Encourage the individual to take appropriate actions to resolve the situation.
- $\ensuremath{\blacksquare}$  But even in severe situations, DO NOT break confidentiality without  $\ensuremath{\mathtt{a}}$  waiver.



#### Confidential Communication With Chaplain Personnel

- Communications regarding constituents:
  - Chaplains often consult with supervisory chaplains to ensure best care.
  - When a chaplain consults with her/his supervisor regarding a parishioner, confidentiality extends to the supervisor.
- Privilege DOES NOT exist between a chaplain and a chaplain assistant or a chaplain supervisor when discussing personal and professional issues.
- Policy that governs confidential communication DOES NOT apply to chaplain candidates.



# Confidential or Not?

- Scenario 1: Sergeant calls chaplain in: "I think PVT Jones is suicidal: Can you talk with him and tell me what is happening?"
- Scenario 2: Unit chaplain calls state support chaplain who is seeing a Soldier in unit chaplain's battalion. He asks: "Are you seeing Jones? Is Jones suicidal?" Does the
- to consult with a family life chaplain?
- our child and caused bruises." Is the information still protected even though there is

state support chaplain tell the unit chaplain? ■ Scenario 3: What about taping counseling or doing a verbatim for CPE training, or ■ Scenario 4: During marriage counseling, the wife tells the chaplain: "My husband hit a third person (wife and husband and counselor) in the room? \_\_ 24 \_\_



- Scenario 5: Commander asks: "Chaplain, I'm not going to prosecute Jones, so this isn't a legal issue. I don't think it's privileged, I just want to help. Tell me what's happening in his marriage."
- Scenario 6: Soldier tells you: "I hate SGT Johnson, and have thought about killing him at the range tomorrow."
- Scenario 7: Social worker tells you: "In this state, clergy are mandated reporters of child abuse and elder abuse. I need to know if Mr. Jones has admitted to you that he hit his children."
- Scenario 8: Chaplain: "My denomination/endorser requires me to report in cases of child/sexual abuse" or "I am a licensed therapist. The code of ethics requires me to report."

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#### Confidential or Not?

- Scenario 9: Wife in counseling (just chaplain and wife): "My husband has been having sex with our 12-year-old daughter. He'll kill me if he thinks I reported him. Will you go to the police and report this to them?"
- Scenario 10: Soldier tells you information in a corner of a crowded room. Is that privileged?

The Intake Process

QUESTIONS?

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