

Pastoral Skills Training Family Life Course
 Lesson 1: The Intake Process
 Instructor Guide

Lesson Information	
Lesson Objectives	Recognize techniques that contribute to a successful intake interview: <ul style="list-style-type: none"> ○ Identify basic attending skills. ○ Identify the principles of confidential communication. ○ Protect confidentiality as you practice pastoral care and counseling.
Class Time: Presentation	Approximately 1 hour
Class Time: Discussion	Approximately 1 hour
Lesson Materials	
Webinar Presentation	Page 2
Webinar Discussion	Page 13
PowerPoint Slides for Webinar Presentation	01-slides.ppt
Supporting Lesson Materials	
Student Guide	Student advance sheet containing the objectives of the lesson and the materials required for participation
Student Readings	Initial Interview Questions 01-initial-interview-questions.pdf
	Case Study 01-case-study.pdf

Webinar Presentation		
Title	Description	Slide Number
Objectives	<p>At the end of this presentation, you should be able to do the following:</p> <ul style="list-style-type: none"> • Recognize techniques that contribute to a successful intake interview: <ul style="list-style-type: none"> ○ Identify basic attending skills. ○ Identify the principles of confidential communication. ○ Protect confidentiality as you practice pastoral care and counseling. 	Slide 2
Part 1: The Initial Interview		
The Purposeful Interview	<ul style="list-style-type: none"> • In any initial interview, perhaps the most important criterion for success is that the Soldier or family member comes to understand that this is a safe place where he or she will be heard, respected, taken seriously, and possibly might receive some meaningful help for whatever has brought them in to see you. All the techniques we will talk about are aimed at achieving this goal. • In the initial interview, the pastor's goal is to help the Soldier clarify what the problem is, and to find some hope for either fixing or coping with the problem. • Interviewing is a complex process. What is said, what is not said, how it is said, who said what about what, when, and how, all convey information between the client and the therapist. Communication flows in both directions. • Everything matters: Whatever the chaplain decides to ask, what he or she ignores or highlights, the inflection of the voice, facial expression, body postures, subtle and not-so-subtle nuances of tone, convey to the client what the chaplain thinks is important and related to achieving the client's goals. • In effective pastoral counseling, the chaplain and Soldier or family build a team based on mutual trust and cooperation. 	Slide 4

<p>Attending Behavior</p>	<p>As you conduct a purposeful interview, your behavior as a counselor needs to indicate that you are inviting the client to communicate. That initially includes the following behaviors:</p> <ul style="list-style-type: none"> • Eye contact: If you are going to talk to someone, look at him or her. • Attentive body language: May include leaning forward, smiling, nodding encouragement, etc. Some say 85 percent of our communication is non-verbal. • Vocal style: Change in speech rate, volume, and tone often indicate interest or disinterest. • Verbal following: Be able to relax and respond back to what has been said. • Matching behavior: Working to match your client's volume, pace, eye contact frequency, emotional level, and even body position. 	<p>Slide 5</p>
<p>Open Invitation to Talk</p>	<ul style="list-style-type: none"> • A key task of the interviewer is to encourage the client to speak up, describe the situation, and define the issue. • It is often helpful to use open-ended questions (questions that can't be answered with a yes or no) as a way of inviting him or her to talk. For example: <ul style="list-style-type: none"> ○ Could you tell me a bit more about that? ○ Tell me how you got through that? ○ When you say it hurt, what was done to hurt you? 	<p>Slide 6</p>

Encourage Participation	<p>Once the invitation to talk has been extended through initial questions and your attending behavior, additional techniques can keep the client talking and communicating with you. These include:</p> <ul style="list-style-type: none"> • Minimal encouragement • Paraphrase • Reflection of feeling • Probing questions • Leverage questions • Goal identification 	Slide 7
Minimal Encouragement	<ul style="list-style-type: none"> • Minimal encouragement is the use of small indicators to another person that you are tracking her or him. Once you have asked a question (or used any other counseling skill), you want to encourage the Soldier or family member to keep talking, without forcing them in a specific direction. • Examples: Oh? So? Then what? And? What else? Tell me more? Nodding or smiling. 	Slide 8
Paraphrase	<p>Ex: So what you're saying is ...</p> <p>Ex: Let me tell you what I heard you say ...</p>	Slide 8
Reflection of Feeling	<p>Ex: It sounds like you're feeling sad. Is that what you would call it?</p>	Slide 8
Probing Questions	<p>Ex: Can you be more specific about how the confrontation started with your boss?</p>	Slide 9
Leverage Questions	<p>Ex: How is this a problem for you?</p>	Slide 9

Goal Identification	Ex: So your goal is to be able to handle and deal with situations like this one with your boss more effectively.	Slide 9
Ask for questions.		
Check on Learning	<ol style="list-style-type: none"> 1. How does paraphrasing improve counselor/client communication? 2. What is the purpose of minimal encouragement? 3. What defines success for an initial interview? 4. What kinds of things might we do to encourage people to speak up? 	Slide 11
Part 2: Confidentiality		
Confidential Communication	Confidential communication is any communication to a chaplain or chaplain assistant (CA) given as a formal act of religion or as a matter of conscience. It is communication that is made in confidence to a chaplain acting as a spiritual advisor or to a chaplain assistant aiding a spiritual advisor. Also, it is a communication not intended to be disclosed to third-party persons in any context, legal or otherwise.	Slide 13
Privileged Communication	In the work you do, privileged and confidential should almost always be considered synonymous. However, when they are differentiated, privileged communication refers to information that is not admissible in a court or legal action, while confidential communication is more general, referring to information which is protected, both in and out of the legal context. Generally, confidential communication is also privileged.	Slide 13
Sensitive Information	<p>Any non-confidential communication that involves personally sensitive information that would be an inappropriate subject for general dissemination (e.g., attendance at a substance abuse program, treatment by counselors). Sensitive information should still be protected as much as possible.</p> <p>Sensitive information often comes third-hand. If a Soldier tells me he is in a substance abuse program, then I am to assume that is confidential information. However, if the 1SGT tells me that Jones is in a substance abuse program, that is sensitive.</p>	Slide 14

<p>Foundations of Confidential Communication</p>	<ul style="list-style-type: none"> • The Greater Good of Society • Supreme Court Decisions • Military Rules of Evidence 503 • Army Regulation (AR) 165-1 	<p>Slide 15</p>
<p>Greater Good of Society</p>	<ul style="list-style-type: none"> • Certain relationships are protected. • 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. • Husband/wife • Attorney/client • Doctor/patient • Counselor/client 	<p>Slide 16</p>
<p>Supreme Court Decisions</p>	<p>The U. S. Supreme Court has recognized “the human need to disclose to a spiritual counsel, <i>in total and absolute confidence</i>, what are believed to be flawed acts or thoughts and to receive priestly consolation and guidance in return.”</p> <p><i>Trammel v. U.S.</i>, 445 U.S. 40 (1980)</p> <p>“The privilege regarding communications with a clergyman reflects an <u>accommodation</u> between the <i>public's right to evidence</i> and the <i>individual's need</i> to be able to speak with a spiritual counselor, <u>in absolute confidence</u>, and disclose the wrongs done or evils thought and receive spiritual absolution, consolation, or guidance in return.”</p> <p><i>U.S. v. Moreno</i>, 20 M.J. 623, 626 (A.C.M.R. 1985)</p>	<p>Slide 17</p>

MRE 503	<p>Communications to Clergy</p> <ul style="list-style-type: none"> • 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. • In this rule, a clergyman is a minister, priest, rabbi, chaplain, or other similar functionary of a religious organization, or an individual reasonably believed to be so by the person consulting the clergyman. • In this rule, a communication is confidential if made to a clergyman in the clergyman’s capacity as a spiritual advisor or to a clergyman’s assistant in the assistant’s official capacity... and is not intended to be disclosed to third persons other than those to whom disclosure is in furtherance of the purpose of the communication or to those reasonably necessary for the transmission of the communication. 	Slide 18
Chief of Chaplains Policy Key Points	<ul style="list-style-type: none"> • Confidentiality is absolute: NO STATED EXCEPTIONS • Confidentiality applies to statements made to chaplains, assistants, and anyone working for a chaplain (e.g., chapel secretaries or other support staff. Note that secretaries and CAs are not supposed to be out looking for people to counsel, or readily accepting confidential information. But should an instance occur in which a person comes in and spills his or her soul to a CA or a secretary, believing that they are a chaplain, or if a CA becomes incidentally privy to information in the process of helping the chaplain, then the confidentiality holds.) • Reveal info ONLY when: <ul style="list-style-type: none"> ○ <u>Written</u> consent given ○ AFTER the information is passed to the chaplain/asst. ○ No blanket “informed consent” of release from confidentiality. (This is important. This used to be routinely done, but is no longer.) 	Slide 19

	<ul style="list-style-type: none"> • Avoid incompatible tasks (like sexual assault coordinator) where a chaplain might be thought to be required to report something. • Protect files, and destroy as soon as no longer needed: <ul style="list-style-type: none"> ○ The relationship between a chaplain, assistant, and supervisors IS NOT confidential. 	
General Rules	<ul style="list-style-type: none"> • 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 also not a lawyer’s call. Do not speak even if a lawyer suggests that it isn’t confidential. • Unless you are absolutely sure something is not confidential, do not speak. 	Slide 20
Exceptions	<ul style="list-style-type: none"> • Person voluntarily waives confidentiality <ul style="list-style-type: none"> ○ Not coerced ○ Signed, dated, and witnessed ○ Must be given AFTER the information is shared (no pre-counseling “Informed Consent”) • Conscientious Objector interview: This is a specialized case. 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. • There are no other exceptions. Confidentiality is absolute, regardless of the severity of the situation. <ul style="list-style-type: none"> ○ Note that in court, a judge may determine that no confidentiality ever existed, and could order you to testify. However, do not speak without first consulting with supervisors. 	Slide 21

Severe Situations	<ul style="list-style-type: none"> • 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. • But even in severe situations, DO NOT break confidentiality without a waiver. 	Slide 22
Confidential Communication with Chaplain Personnel	<ul style="list-style-type: none"> • Communications regarding constituents: <ul style="list-style-type: none"> ○ Chaplains often consult with supervisory chaplains to ensure best care and safety. ○ When a chaplain consults with her/his supervisor regarding a parishioner, confidentiality extends to the supervisor. (This is sometimes referred as the “bubble of confidentiality” that is extended to the supervisor.) • Personal communications between supervisory and subordinate chaplains: <ul style="list-style-type: none"> ○ Privilege DOES NOT exist between a chaplain and a chaplain assistant when discussing personal and professional issues. ○ Privilege also DOES NOT exist between a chaplain and a chaplain supervisor when discussing personal and professional issues. • Policy that governs confidential communication DOES NOT apply to chaplain candidates. 	Slide 23
Check on Learning	1. Discuss the confidential nature of the following scenarios.	
Scenario 1	<p>The sergeant calls the chaplain in: “I think PVT Jones is suicidal. Can you talk with him and tell me what is happening?”</p> <ul style="list-style-type: none"> ○ Answer: Information <i>between you and PVT Jones is still privileged. You</i> 	Slide 24 (each scenario appears with mouse click)

	<i>cannot tell the sergeant anything about your meeting without PVT Jones' permission.</i>	
Scenario 2	<p>The unit chaplain calls the state support chaplain, who is seeing a Soldier in the unit chaplain's battalion. He asks: "Are you seeing Jones? Is Jones suicidal?" Does the state support chaplain tell the unit chaplain?</p> <ul style="list-style-type: none"> ○ Answer: <i>Technically, anything you share with the unit chaplain would extend the veil of privilege to the unit chaplain. However, chaplains should only reveal to other chaplains if there is a compelling need for help. Confidentiality becomes inherently weaker the more people know. Sharing should be kept to a minimum.</i> 	Slide 24
Scenario 3	<p>What about taping counseling or doing a verbatim for CPE training, or to consult with a family life chaplain?</p> <ul style="list-style-type: none"> ○ Answer: <i>The Soldier must know if you are taping a counseling session, and if he/she objects you should stop immediately. However, a tape does not reduce protection – it is still privileged. chaplains should be extremely careful with tapes and notes. They should be destroyed as soon as they are no longer needed.</i> 	Slide 24
Scenario 4	<p>During marriage counseling, the wife tells the chaplain: "My husband hit our child and caused bruises." Is the information still protected even though there is a third person (wife and husband and counselor) in the room?</p> <ul style="list-style-type: none"> ○ Answer: <i>In couples counseling, all information is still protected, even if one person reveals something damaging (or illegal) about the other person. However, while the chaplain is bound to protect all information, one spouse may choose to reveal information about the other. chaplains can't control this.</i> 	Slide 24
Scenario 5	<p>The 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."</p> <ul style="list-style-type: none"> ○ Answer: <i>Even if information is not going to be used in a legal proceeding, it is still confidential and should be protected.</i> 	Slide 25 (each scenario appears with mouse click)

Scenario 6	<p>The Soldier tells you: “I hate SGT Johnson, and have thought about killing him at the range tomorrow.”</p> <ul style="list-style-type: none"> ○ Answer: <i>This gets difficult and scary. The chaplain should take whatever steps possible to protect people who are recipients of a threat, but will not make a report or communicate with anyone outside the protected relationship.</i> ○ <i>Note that in the process of doing a legal review of this policy, there was never a single instance found in which a person communicated a clear threat and then claimed confidentiality. This is primarily a hypothetical worst-case scenario. More likely will be instances of suicidal individuals or situations where a chaplain “feels funny” about the safety of a family, or has a fear something could happen that isn’t explicitly communicated. These are complex cases that call for a tough mix of asking tough questions (e.g., “are you thinking of hurting someone?”) and taking action (“I don’t think I want to just let you leave like this ... let’s figure out what we need to do”). In these cases, a chaplain should quickly reach out for help to their supervisor, or at least a peer.</i> 	Slide 25
Scenario 7	<p>The 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.”</p> <ul style="list-style-type: none"> ○ Answer: <i>Due to federal supremacy, the federal regulation takes precedence over any state laws. Chaplains and assistants are not mandated reporters.</i> 	Slide 25
Scenario 8	<p>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.”</p> <ul style="list-style-type: none"> ○ Answer: <i>Federal supremacy means your obligation to the Army supersedes any other obligations. Consequently, the Army’s requirement to maintain the constituent’s confidentiality takes precedence over any other obligations. Remember, it is the Soldier’s confidentiality, not yours.</i> 	Slide 25

Scenario 9	<p>The 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?”</p> <ul style="list-style-type: none"> ○ Answer: <i>In this case, the privileged relationship is between the chaplain and the wife, and the wife is asking for help to reveal information. In this case, the chaplain could appropriately speak at the wife’s request. However, this needs to be done carefully to avoid appearing to betray a protected relationship.</i> 	Slide 26 (each scenario appears with mouse click)
Scenario 10	<p>The Soldier tells you information in a corner of a crowded room. Is that privileged?</p> <ul style="list-style-type: none"> ○ Answer: <i>If the Soldier took steps to shield the information from others, it is probably protected. The shielding action indicates that the Soldier intended for the information to be protected. The chaplain should protect the information. However, it is possible in a situation like this that a judge could determine that no privilege existed. That is a judge’s call, and the chaplain should not reveal even when judge says so, until conferring with chaplain leadership.</i> 	Slide 26
Ask for questions.		
Give reading and case study assignments to prepare for the discussion webinar.		
End webinar.		

Webinar Discussion

Case Study:

T = Therapist/Counselor

C = Client

Before the session starts the chaplain assistant has the client, a married 27-year-old E-5, fill out a basic intake sheet that gathers a page of personal and family data and has a list of possible issues he might want to address. The client has also signed an informed consent form that explains the basic elements of a chaplain's "total confidentiality." The chaplain has reviewed the paperwork briefly so he has an idea who he is about to meet. The chaplain goes out to the chaplain assistant's office to greet the Soldier.

T: It's Steve, right?

C: Yes, sir.

T: I'm Chaplain David Johnson. You work down in the motor pool, right?

C: Right now I do. That's part of the problem.

T: Okay, well, come on into my office and have a seat there. [Chaplain closes the door]

T: I see you signed the privacy act statement which is the first thing we need to go over. This is the most confidential place you can get counseling; you have total confidentiality. I won't report anything you say here to anybody. Having said that, if you want information to be released from this session, the only way we can do it is with a written release. That includes informing people that you are coming to see me for counseling, such as another counselor or an individual in the chain of command. For any of that, I would need your written permission. You are good with that?

C: Yep.

T: Great. I see you are married, and your wife is from Germany. Is she German by birth?

C: She was born in Austria, actually. But her family is German.

T: And I see that you are both Catholic.

C: I was born and baptized Catholic. My stepdad insisted on it. But I don't really practice any religion.

T: Well, I am a Christian pastoral counselor, and we will only bring as much religion into this as you want. I like to pray in our sessions, but I'll leave that up to you.

C: I don't really practice religion.

T: You just want help with these issues.

C: Yes. My platoon sergeant and I were talking about stuff and he recommended you.

T: I'm glad you are here. It's a big step to getting healthy and addressing these situations affecting you and your relationships. What brings you in to see me?

C: Well, my wife is pregnant, due in June with a little boy, and we're very excited. But it's brought back some feelings and emotions from my childhood history, and I've felt pretty depressed. I am also frozen in my rank and position, so that's weighing on me as well. I went to Mental Health for some evaluations and they also referred me to you.

T: How are you and your wife getting along?

C: Very well, actually. We got married five years ago and we get along great. She works, has a great job, and we have almost no arguments. Except she is pretty picky about some things now that she is pregnant.

T: Pregnancy can be a tough time for some.

C: She's doing OK.

T: What would make this session go well for you?

C: I guess I am here for information.

T: Counseling can be a hard process, especially initially, as you deal with issues that may be hard. I want to help you deal with your issues, but the improvement will rely mostly from within you. You recognize that you've got some issues at work and some things scaring you about expecting the baby, re-opening some wounds from childhood. I want to help and give you some skills and encouragement to help you, but you'll do all the hard work. How long have you been feeling this way?

C: Really just recently. When I found out I might get the job I wanted, and then it closed, and then I got moved to a new section with some incompetent people. So now I'm working a job I don't like, I'm trying to deal with problem Soldiers and a boss who is worthless, doesn't know what the hell he is doing, and now I'm stuck here for at least a year. It's very frustrating.

T: So you feel like your life is on hold right now.

C: My life *is* on hold, there's no feeling involved. With all that, it is really hard.

T: Have you thought about hurting anybody?

C: No, I'm a pretty relaxed and calm person. I've never hurt anybody ever.

T: Well, uh, you put on your form that you are dealing with issues with your parents.

C: It's my mom actually. She's been on drugs a lot of her life and burned most of her relationships. She was really hard to make happy and spanked the hell out of us as kids.

T: She abused you?

C: Well, once she threw a butcher knife at me and it stuck in the wall. She also liked to throw shoes, big clog heels, but she never left marks. She told me a lot that I wasn't worth anything.

T: And you believed her?

C: No, not really. I did well in school, made good scores, and spent most of my childhood trying to prove her wrong. Or I'd lie to cover up anything I messed up. I didn't buy that one. But "you'll never amount to anything" stuck with me for awhile. That was hard. [Pause.] I guess that's why I joined the Army.

T: Wow [pause] that hurts a lot. [Pause.] How do you think that impacts your relationship now with your wife?

C: [Pause.] I don't think too much, but my wife might say different.

Case Study Discussion Questions:

1. What did you like about how this brief interaction went?
2. What did the chaplain say or do that might have helped the Soldier to identify that this was a place he could receive help?
3. What was "pastoral" about this interaction?
4. Looking at this brief interaction, what do you think the Soldier is most likely to remember?

5. If you were this chaplain's supervisor and were reviewing this interaction, what is one thing you would encourage the chaplain to say or do that would make this even more meaningful for the Soldier, or would better help him to take the next step in accessing help?
6. Is there a particular passage of scripture or wisdom that comes to your mind after reading this?
7. Looking at this interaction, what is one thing that you want to take away to guide your future care for Soldiers and family members?