

# “The Expectation is Recovery”

Developing a Recovery-Oriented System  
FY-2014 Update

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# Vision

- We envision a future when everyone with a mental illness will recover,
- A future when mental illnesses can be prevented or cured,
- A future when mental illnesses are detected early,
- And a future when everyone with a mental illness, at any stage of life, has access to effective treatment and supports – essentials for living, working, learning, and participating fully in the community.

New Freedom Commission on Mental Health (2003)

# Recovery

- Recovery refers to the process in which people are able to live, work, learn, and participate fully in their communities.
- For some individuals, recovery is the ability to live a fulfilling and productive life despite a disability.
- For others, recovery implies the reduction or complete remission of symptoms.
- Science has shown that having hope plays an integral role in an individual's recovery.

# Principles of Recovery

- Hope
- Personal Responsibility
- Support
- Education
- Self-Advocacy
- Spirituality

# Recovery-Oriented Programs and Services

- In the Community
- Individualized Approach
- Voluntary
- Real and Meaningful Choices
- Beyond Symptom Management
- Collaboration between person and provider
- Recognition & sensitivity to the power & importance of language

# Recovery-Oriented Programs and Services

- Recovery refers to the process in which people are able to live, work, learn, and participate fully in their communities. Examples of recovery-oriented programs & services include:
  - Permanent Supportive Housing (*live*)
  - Individual Placement & Support (*work*)
  - Supported Education (*learn*)
  - Wellness Recovery Action Plan (*participate fully*)

# DMH

## Recovery Support Services

- Wellness Recovery Action Planning (WRAP)
- Certified Recovery Support Specialist (CRSS)
- Consumer Education & Support
  - Recovery & Empowerment Handbook
  - Recovery & Empowerment Statewide Calls
  - Regional Recovery Conferences
- Recovery Oriented Services Snapshot

# Wellness Recovery Action Plan (WRAP)

- A self-directed approach to recovery
- Helps individuals develop a personal plan for self-monitoring, reducing and eliminating symptoms
- Program based on personal choice, and is founded on recovery principles: hope, personal responsibility, support, education, self-advocacy and spirituality

# Certified Recovery Support Specialist (CRSS)

- CRSS is a professional credential
- For individuals whose primary professional identification is peer-provided services
- For persons in recovery from mental illness or dual diagnosis of mental illness and substance use disorders

# CRSS: What Are the Competencies?

- CRSS competencies are specific to the effective utilization of unique insights
- Gained through one's personal experience in recovery from mental illness or from dual diagnosis of mental illness and substance use disorder
- Provided to support other individuals with such conditions

# CRSS: What Are the Competencies (continued)?

- **Advocacy**

- Examples: promote person-centered services; serve as the individual's advocate

- **Professional Responsibility**

- Examples: maintain confidentiality; document service provision

- **Mentoring**

- Examples: serve as a role model of a person in recovery; teach individuals how to self-advocate

- **Recovery Support**

- Examples: help the individual develop problem-solving skills; help the individual access services and supports

# What are the benefits of the CRSS credential?

- An agency hiring persons in recovery will benefit by hiring persons who have demonstrated competency to utilize their life experiences to help others
- A person who wishes to utilize his/her personal experience in recovery to support others will benefit from further training and education in these skills

# Recovery & Empowerment Handbook

- Peer Support & Recovery
  - CRSS, WRAP, Warm Line
- DMH Services
  - Key Services, Service Authorization, Medical Necessity
- Choices in Treatment
  - Treatment plan, psychiatric appointments, crisis planning
- Rights, Responsibilities, Confidentiality
- Complaints, Grievances, Appeals

# Recovery & Empowerment Statewide Calls

- Once a month, 4<sup>th</sup> Thurs of the month
- 30 minutes of education followed by 60 minutes of Q&A
- Topics are generated by persons in recovery
- Education is provided by persons in recovery
- Attendance between 300 – 500 each month

# Recovery Conferences

- Recovery Conferences held in all regions
- Conferences planned by persons in recovery
- Education provided by persons in recovery
- Average attendance between 200 – 500 per conference

# Recovery Oriented Services Snapshot

A relationship and rapport building approach between the DMH/Collaborative, persons served and providers

Illinois specific items/priorities

Focus group environments

Comparison between provider and individual responses

# Recovery Snapshot Domains

- Setting
- Organization
- Staff
- Consumer Feedback
- Recovery and Resilience Education
- Employment Support
- Natural Support Connections
- Peer Support
- Other Observations

*3-5 Focus Group Questions per domain*

# Recovery Snapshot (cont.)

Open ended questions where individual quotes drive the process and subsequent reporting

Rapid progression from need identification to supportive technical assistance and resource provision

Allow persons served to see immediate response and action plans to their concerns and ideas

Collaborative approach to strategic planning

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# Thank You!

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