

The Role of Peer Support in the New Mental Health Services

Consumer Education
and Support
Statewide Call-In:
August 30, 2007

Welcome!

- Thank you to all who participated last month!
- Thank you to all who have joined in for today's call!
- Report on July Statewide Call-In
- Responses to Q's Following July Statewide Call-In
- Plan for Future Calls: 9/27; 10/25; 11/29

Objectives for Today's Call

1. Participants will have a common understanding of the role of peer support in the new mental health services
2. Participants will have a basic understanding of the new credential for Certified Recovery Support Specialists (CRSS)
3. Participants will have an opportunity to ask questions and offer suggestions regarding these topics

Guidelines for Today's Call

- All Speakers Will Use Person-First Language
- All Acronyms Will Be Spelled Out and Defined
- Diverse Experiences Will Be Heard and Validated

Review: What Are the New Services?

- Community Support – a brand new service
- Psychosocial Rehabilitation (PSR) – has been revised
- Assertive Community Treatment (ACT) – has been revised
- Vocational – 5 new services
- Outreach & Engagement – a brand new service

What is Peer Support?

- Mutual support, including the sharing of experiential knowledge and skills and social learning
- Individuals with mental illnesses encourage one another and engage each other in recovery
- Individuals with mental illnesses provide each other with a sense of belonging, supportive relationships, valued roles and community

What is an RSA?

- RSA stands for Rehabilitation Services Associate
- An RSA must be at least 21 years of age, have demonstrated skills in the field of services to adults or children, have demonstrated the ability to work within the provider's structure and accept supervision, and have demonstrated the ability to work constructively with clients, treatment resources and the community.

What is an MHP?

- MHP stands for Mental Health Professional
- An MHP is an individual who provides services under the supervision of a qualified mental health professional and who possesses: a bachelor's degree; a practical nurse license under the Nursing and Advanced Practice Nursing Act; a certificate of psychiatric rehabilitation from a DHS-approved program plus a high school diploma plus 2 years experience in providing mental health services; an occupational therapy assistant licensed under the Illinois Occupational Therapy Practice Act with at least one year of experience in a mental health setting; or a minimum of 5 years supervised experience in mental health or human services.

What is Community Support?

- Community Support (CS) is one of the new services
- Services primarily received in one's own "natural environments"
- Helps individuals/families to "build capacity" to acquire resources and supports
- Teaches "how" and limits "doing for"

What is CS (continued)?

- Four ways of delivering CS
 - Individual (1 staff : 1 person)
 - Group (1 staff : 2-15 people)
 - Team (3 or more staff : 1 person)
 - Residential (Individual and Group CS provided on-site in a provider-operated residential setting, such as a group home)

What is the Role of Peer Support in Community Support?

- Minimum staff requirement for CS is rehabilitation services associate (RSA); no advanced degrees are required
- For Community Support – Team:
 - "One team member preferred to be a person in recovery"
 - "Person in recovery" refers to an individual 21 years or older who has received or is currently receiving mental health services and is able to "assist with skill-building, assist individuals with mental illnesses to develop capacity to acquire resources & supports, train families and natural supports in effective support strategies"

What is the Role of Peer Support in Community Support (cont)?

- Core activities of CS include:
 - Illness Self-Management
 - Relapse Prevention Planning
 - Crisis Management Plans
 - Client Self-Advocacy
 - Wellness Recovery Action Planning (WRAP)

What is Psychosocial Rehabilitation (PSR)?

- PSR has been revised in the new service definitions
- Old PSR was a “program”; New PSR is a “service”
- Focus of new PSR service is agency-based skills development
- PSR is now a service that is a supplement to Community Support

What Happened to the Other Parts of the Old PSR Program?

- Peer Support
 - > Embedded in all mental health services
- Community Resource Development
 - > Incorporated into a Capacity Grant
- PSR Engagement
 - > New Non-Medicaid service
- Vocational Skills Development
 - > Included in PSR Service
 - > Included in new Non-Medicaid Services

What is the Role of Peer Support in PSR?

- Minimum staff requirement for PSR is rehabilitation services associate (RSA); no advanced degrees are required
- Core Activities of PSR include individual or group skill building focused on:
 - Engaging the individual to have input into the design of the PSR service
 - Client participation in setting individualized goals
 - Addressing co-occurring mental illness and substance use disorders

What is Assertive Community Treatment (ACT)?

- ACT has been revised in the new service definitions
- 6 team members = FT team leader (licensed clinician); FT registered nurse; 4 rehabilitation services associates (RSA's)
- Team must also include a psychiatrist (min. 10 hours week per 50 persons served) and a program assistant
- Each team is expected to maintain a staff to consumer ratio of no more than 1:10

What is ACT (continued)?

- The team must have the capacity to respond to crisis situations 24/7
- Admission criteria is designed to ensure that persons most in need receive ACT services
- Persons receive ACT services only as long as documentation supports the medical necessity for this level of care

What is the Role of Peer Support in ACT?

- According to the service definition:
 - "At least one team member must be a person in recovery"
 - "Person in recovery" refers to an individual 21 years or older who has received or is currently receiving mental health services and is able to "be creative when engaging people in services, and a corresponding avoidance of 'coercive' techniques"

What is the Role of Peer Support in ACT (continued)?

- According to the service definition:
 - "At least one member of the team must be trained and certified to provide services for substance abuse and/or co-occurring disorders
 - Although this is not the same as the formal peer support component, a large percentage of persons who have a Certified Alcohol & Drug Counselor (CADC) credential are also persons in recovery
 - Persons recovering from co-occurring mental illness and substance use disorders are also eligible to sit for the CRSS exam

What Are the Five New Vocational Services?

- Vocational Engagement – to engage a person in making a decision to seek competitive employment or formal education
- Vocational Assessment – developing a vocational profile, including work history, interests, skills, strengths, education, impact of symptoms, and job preferences, to help guide individual choices in seeking and maintaining competitive employment

What Are the Five New Vocational Services (cont)?

- Job Finding Supports – activities for a specific individual directed toward helping them find and obtain a job
- Job Retention Supports – activities directed toward helping the individual keep his/her competitive integrated job
- Job Leaving/Termination Supports – activities directed toward helping the person leave a job in good standing, or view unplanned job loss as transitional and a learning experience that will help with the next job

What is the Role of Peer Support in the New Vocational Services?

- Minimum staff requirement is rehabilitation services associate (RSA); no advanced degrees are required
- Core Activities include:
 - Assisting the individual to identify the pros and cons of working or furthering his/her formal education (Voc Engagement)
 - Exploring with the individual how various jobs might influence substance use/abuse patterns (Voc Assessment)
 - Helping an individual evaluate the pros and cons of disclosing their mental illness on the job (Job Finding Supports)

What is Outreach & Engagement?

- Services to identify persons in need of services who are not currently receiving services
- Primary population receiving this service will be individuals who are suspected to have a serious mental illness who are homeless or at risk of becoming homeless, experiencing cultural barriers to services, or a refugee

What is the Role of Peer Support in Outreach & Engagement?

- Minimum staff requirement is rehabilitation services associate (RSA); no advanced degrees are required
- Core Activities include:
 - Initiating non-threatening conversation and informally identifying need for community mental health services
 - Repeated contact over time in an effort to engage an individual into services
 - Developing a trusting relationship in an effort to reduce the barriers and stigma associated with receiving mental health services and facilitate movement into services

CRSS: What is All the Hype?

- CRSS stands for Certified Recovery Support Specialist
- CRSS is a new 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?

- The 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, and provided to support other individuals with such conditions.

CRSS: What Are the Competencies (continued)?

- Advocacy
 - Ex: promote consumer-centered services; serve as the consumer's individual advocate
- Professional Responsibility
 - Ex: maintain confidentiality; document service provision
- Mentoring
 - Ex: serve as a role model of a consumer in recovery; teach consumers how to self-advocate
- Recovery Support
 - Ex: help the consumer develop problem-solving skills; help the consumer access services and supports to achieve their recovery goals

How Does the CRSS Credential Fit with the New Services?

- 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
- An agency hiring persons in recovery will benefit by hiring persons who have demonstrated competency to utilize their life experiences to help others
- The next revision of Rule 132 (currently underway) is expected to allow persons with the CRSS to move from RSA to MHP in 2 years

How Can I Get More Information?

- CRSS Information is Available on the Web at:
- www.iaodapca.org , click on "Download Your Forms," then "Illinois Model for Certified Recovery Support Specialist (CRSS)"
- Email contact: CRSS@iaodapca.org
- Phone: 1-800-272-2632

Guidelines for Q & A

- All Speakers Will Use Person-First Language
- All Acronyms Will Be Spelled Out and Defined
- Diverse Experiences Will Be Heard and Validated
- When Finished Speaking, Conclude With "Thank You"
- Written Questions Can Be Sent To:
 - Nanette.Larson@illinois.gov (fax: 309-693-5101)
 - Brenda.Hampton@illinois.gov (fax: 708-614-4495)


