Welcome to Part 1 of a 4 Part Training Series

- Today’s Session:
  - Preparation and Planning

- Future Sessions:
  - Complex Relationships
  - Professional Training
  - Program Sustainability

MEET THE PRESENTERS

- Nanette Larson, BA, CRSS
  - Department of Human Services/Division of Mental Health
  - Director of Recovery Support Services

- Bryce Goff, MA, CRSS
  - Illinois Mental Health Collaborative for Access and Choice
  - Director of Recovery and Resilience

- Trenda Hedges, BS, CRSS
  - Illinois Mental Health Collaborative for Access and Choice
  - Peer and Family Support Specialist
OBJECTIVES
Participants will learn:

• The value of hiring CRSS professionals
• Ensuring CRSS professionals are part of the organization’s vision
• Examples of job titles and responsibilities

OBJECTIVES (cont’d)
Participants will also learn:

• How to advertise for hiring CRSS professionals
• Examples of interview questions
• Examples of potential reasonable accommodations

CRSS: What is it?
• A credential for professionals who are trained to use their unique mental health or combined mental health and substance use recovery experiences to:
  • help others recover
  • improve human service systems
• A credential that means a professional has the knowledge, skills and experience that meet acceptable standards of the recovery support profession
The Value of Hiring CRSS Professionals

- CRSS professionals provide the following minimum qualifications to your team:
  - 100 hours of mental health recovery education
  - 1 year of full-time (or 2000 hours) supervised mental health recovery support work experience
  - CRSS Exam completion
  - Commitment to the CRSS Code of Ethics

The Value of Hiring CRSS Professionals

- CRSS professionals have demonstrated their competence in:
  - Mentoring
  - Advocacy
  - Recovery Support
  - Professional Responsibility

The Value of Hiring CRSS Professionals

- CRSS professionals will enhance your organization through:
  - Visionary Service
  - Increased Reimbursement
  - Exceptional Engagement Skills
  - Enriching Inclusion
CRSS: A New Vision for A New Day

As long as there have been mental illnesses, there has been recovery, but today is a Brand New Day in the mental health system.

- The Expectation is Recovery! All persons with mental illnesses can recover and participate fully in a life in the community.
  - DHS/DMH Vision Statement

- Science has shown that having hope plays an integral role in an individual’s recovery.
  - President’s New Freedom Commission on Mental Health

The CRSS Credential and Your Center’s Vision

Strategic Planning Questions

- How can CRSS professionals help you to better fulfill your vision?

- Where would CRSS professionals fit best within your organization’s structure?

Organizational Considerations

- How will CRSS professionals formally link to executive management to aid in the transformation of the organization toward a recovery-focused entity.

- Where will CRSS professionals be assigned?
  - Areas in which they will most likely be welcomed into the organization’s culture?
  - Creates a positive climate
Organizational Considerations

- If there are multiple CRSS positions, should they be placed together or spaced out over the organization’s structure?
- Which supervisors or programs are best prepared to effectively utilize the competencies of CRSS professionals?

Advancement and Career Path

- Consider what career paths may be available
- Consider opportunities for advancement
- Ensure career path is at least comparable to other entry level staff

Recovery Support Job Titles

**PRINCIPLES:**

- The title should communicate the role
- Different job functions = Different job titles
- If we have a clear idea of what the employee will be doing, then we will know what to call them
Recovery Support Job Titles

Examples of Titles Mismatched with Duties

<table>
<thead>
<tr>
<th>Title</th>
<th>Duties</th>
</tr>
</thead>
<tbody>
<tr>
<td>Engagement Specialist</td>
<td>Provides administrative support including data entry and filing</td>
</tr>
<tr>
<td>Recovery Support Specialist</td>
<td>Waters plants and assists with scheduling appointments</td>
</tr>
<tr>
<td>Consumer Advocate</td>
<td>Ensures consumer compliance with treatment plans and medications</td>
</tr>
</tbody>
</table>

Recovery Support Job Titles

Examples of Titles Appropriately Matched with Duties

<table>
<thead>
<tr>
<th>Title</th>
<th>Duties</th>
</tr>
</thead>
<tbody>
<tr>
<td>Engagement Specialist</td>
<td>Provides recovery support for individuals who are not willing to engage with traditional mental health services. Links individuals to natural support resources and mental health services as appropriate.</td>
</tr>
<tr>
<td>Recovery Support Specialist</td>
<td>Utilizes self-disclosed recovery experience to assist others in learning about recovery and developing tools for wellness.</td>
</tr>
<tr>
<td>Consumer Advocate</td>
<td>Facilitates better communication between individuals and the organization to improve consumer satisfaction and organizational responsiveness.</td>
</tr>
</tbody>
</table>

Recovery Support Job Titles

Examples:
- Director of Recovery Support Services
- Peer Mentor; Peer Advocate
- Consumer Advocate; Recovery Advocate
- Engagement Specialist; Recovery Specialist
- Case Management Aide; Recovery Manager
- Peer Support Specialist
Recovery Support Position Responsibilities

Things to Consider

- Adequately define job duties
- Design a comprehensive job description
- Clearly list position responsibilities
- Hire a qualified individual

Recovery Support Position Responsibilities

Examples of Responsibilities

- Conduct training for new and current employees
- Review and participate in development, revision, amendment to agency policies and procedures
- Lead / co-lead peer support groups

Recovery Support Position Responsibilities

Examples of Responsibilities (cont’d)

- Facilitate Wellness Recovery Action Plan (WRAP) Classes
- Conduct Consumer Satisfaction Surveys
- Advocate for consumers and family members
Recovery Support Position Qualifications

- Qualifications must go beyond having personal recovery experience. Merely “hiring consumers” is known as tokenism and is inappropriate and ineffective.
- Qualifications are based on a combination of:
  - Education
  - Work Experience
  - Lived Experience
  - Competencies, or specific skill sets

Consider shaping the position’s qualification around the four domains of the CRSS Credential

- Advocacy
- Professional Responsibility
- Mentoring
- Recovery Support

Advocacy

- Promoting individual choice & self-determination
- Advocating within the human service system
- Helping others to learn self-advocacy
Recovery Support Position Qualifications

Professional Responsibility

- Experience in suicide prevention concepts & techniques
- Decompression and de-escalation techniques
- Adept at documentation

Mentoring

- Role modeling a lifestyle of recovery
- Teaching and modeling life skills
- Experience in practicing active listening

Recovery Support Position Qualifications

Recovery Support

- Experience using a strengths based approach to helping others to recover
- Assisting individuals in developing problem solving skills
- Promoting shared decision making
Recovery Support Position Qualifications

Examples based on education / experience:

- Requires the minimum of a high school diploma or a G.E.D. and 100 clock hours of additional education in social work, psychology, or other related health or human services field
- Requires 2 years of related work experience

Advertising the Position

Effective announcements include the following:

- Job Summary
- Essential Duties and Responsibilities
- Education and Experience Requirements
- Knowledge, Skills, and Abilities Requirements

Advertising the Position

Job Summary:

- Assist individuals with mental health disabilities throughout the process of recovery.
- Support and mentor individuals as the individual determines and progresses towards their personal recovery goals.
- Empower individuals in advocacy efforts and will role-model professional responsibility at all times.
Advertising the Position

Essential Duties and Responsibilities:

- Provide individual and group peer supportive services
- Share personal experiences as appropriate
- Serve as an advocate to individuals in recovery

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Advertising the Position

Essential Duties and Responsibilities:

- Assist individuals in identifying their support systems
- Establish and maintain effective working relationships with DHS/Division of Mental Health, area mental health agencies and advocacy organizations.
- Meet with the treatment team 1x monthly to ensure recovery plans are consumer driven

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Advertising the Position

Education and Experience Requirements:

- This position requires having obtained a CRSS credential or obtaining a CRSS within one year of hire date.
- Lived recovery experience from a mental illness is valued.
- Applicants must possess certification as a WRAP Facilitator

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Advertising the Position

Education and Experience Requirements:

- Applicants with 2+ years experience in positions providing peer supportive services are preferred.
- Expertise in establishing and maintaining working relationships with community stakeholders is a plus.
- Requires 2 years of related work and / or volunteer experience

Knowledge, Skills, and Abilities Requirements:

- Knowledge of community supports and education opportunities
- Basic computer knowledge and ability to access online resources
- Excellent verbal and written communication skills

- Program development skills
- Ability to work independently and in partnership with others
- Ability to maintain confidentiality
Advertising the Position

Avoid using terms such as:

- Consumer
- Patient
- Mental Health Diagnosis: Schizophrenia, Bipolar, etc.
- Symptoms

Interviewing Applicants

- Employers may not ask applicants or employees about their personal health history, including mental health history
- Interview questions should focus on the applicant’s:
  - Skills, abilities, qualifications and credential
- Interview questions MUST NOT focus on the applicant’s:
  - potential mental health history, symptoms, diagnosis or treatment

Sample Interview Questions

- What role do you tend to play on a team?
- How have you handled disagreements with a supervisor?
- What is your understanding of the following skills. How have you put them into practice:
  - Advocacy
  - Recovery
  - Mentoring
  - Professional Responsibility
Interview Questions

- What do you think about the following statement? "Anyone with a mental illness can recover."
- Can you tell me about a time when you used a personal life experience to help someone through a challenging time?
- What questions do you have for me about the position or our organization?

Reasonable Accommodations

- Not all CRSS professionals will require an accommodation and we should not assume that they will
- It is up to the employee to initiate the request for an accommodation
- Organizations frequently make accommodations for their employees around a wide array of employee needs. They are not unique to persons with lived recovery experience.
- Accommodations help organizations to get the best possible productivity from their employees

Reasonable Accommodations

Examples of Potential Accommodations:

- Flexible scheduling
- Changes in supervision or training
- Modifying job duties
Reasonable Accommodations

Examples of Potential Accommodations (cont’d):

- Modifying work space
- Using assistive technology
- Using the support of an Employment Specialist

Stay Tuned

- Coming up next:
  - Question and Response Time

- Future Webinar Training Sessions:
  - Complex Relationships
  - Professional Training
  - Program Sustainability

WHERE TO FIND MORE INFORMATION

- Illinois Certification Board d/b/a IAODAPCA, Inc.
  - www.iaodapca.org

- Collaborative Website: CRSS Section
  - www.illinoismentalhealthcollaborative.com/consumers/consumer_crss.htm

- Americans with Disabilities Act
  - www.ada.gov

- Equal Employment Opportunity Commission
  - www.eeoc.gov

- Job Accommodation Network
  - www.jan.wvu.edu
DHS/DMH Recovery Support Specialists

- Region 1 (Chicago/Cook County)
  - Virginia.Goldrick@illinois.gov - (773) 794-5680
  - Marty.Hines@illinois.gov - (708) 662-4236

- Region 2/Rockford
  - Eldon.Wigget@illinois.gov - (815) 987-7033

- Region 2/Elgin
  - Patricia.Lindquist@illinois.gov - (847) 742-1040 x 2985

DHS/DMH Recovery Support Specialists (cont’d)

- Region 3/Peoria
  - Thomas.Troe@illinois.gov - (309) 693-5231

- Region 4/Springfield
  - Patrick.Hayes@illinois.gov - (217) 786-7626

- Region 5/Metro East
  - Cindy.Mayhew@illinois.gov - (618) 474-3813

- Region 5/South
  - Rhonda.Keck@illinois.gov - (618) 833-5161, x 2515

Guidelines for Question and Response Time

Presenters and Participants are asked to:

- Use person-first language
- Spell out and define acronyms
- Hear and validate diverse experiences
- Keep questions and comments relevant to today's topic
- Limit to one comment or question per person, then pass to the next person
- Reduce background noise
- Say "Thank You" to indicate that you are finished with your question or comment
QUESTIONS AND DISCUSSION

WE APPRECIATE YOUR FEEDBACK

Please email any further questions and feedback to:

Trenda.Hedges@ValueOptions.com