Effective Utilization of Certified Recovery Support Specialist (CRSS) Professionals:

Part 3 of 4 – Professional Training

Department of Human Services/Division of Mental Health
Illinois Mental Health Collaborative for Access and Choice

Tuesday, January 17, 2012
9am-11am

Welcome to Part 3 of a 4 Part Training Series

• Previous Sessions:
  • Preparation and Planning
  • Complex Relationships

• Today's Session:
  • Professional Training

• Future Session:
  • Program Sustainability: Feb. 28th, 9-11am

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

• Sean Johnson, BA, CRSS
  • Illinois Mental Health Collaborative for Access and Choice
  • Peer and Family Support Specialist
OBJECTIVES
Participants will learn:

- The purpose behind this movement of hiring CRSS Professionals
- How to teach this vision to existing staff
- When and how to train CRSS Professionals

OBJECTIVES (cont’d)
Participants will also learn:

- The importance of person-first language
- Examples of special areas of training
- Where to find additional sources of training

Training Current Staff
What new areas of training need to be considered for our current staff as we prepare to hire CRSS Professionals?
Training Current Staff: Teach the Vision

- Clearly communicate to staff what the vision is
- Define and describe what the expected outcomes are
- Educate all employees on why the agency has decided to hire CRSS Professionals

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

What is the purpose behind this move towards hiring CRSS Professionals?

- CRSS Professionals infuse your agency with hope and empowerment, and improve opportunities for others to:
  - Develop hope for recovery
  - Increase problem solving skills
  - Develop natural support networks
  - Participate fully in life in the community
Training Current Staff: When and How?

- Use the CRSS Study Guide as a primary training outline and ongoing supervision resource
- Encourage pursuit of Continuing Education Units (CEUs)
- Facilitate networking with other CRSS Professionals
- Train as part of the orientation process

Training Current Staff: When and How?

- Tailor training to strengths of the employee
- Discover and strengthen areas of needed development

Training Current Staff: Person-First Language

- The goal of person centered language is to change attitudes and practices, not simply to find new names
- This is more about being clinically correct than politically correct
- Changing the way we talk can help to change our thoughts and actions
Training Current Staff: Person-First Language

- Make a concerted effort to educate staff about how to speak respectfully about persons with mental illnesses.
- Language should focus on the person served rather than the disability or diagnosis.
  - Under no circumstances should the CRSS Professional’s diagnosis be discussed or speculated about by other staff.
  - Remember that self-disclosure is the staff person’s choice and not something that we can or should do on their behalf.

Training Current Staff: Potential Periods of Illness

Prepare staff to handle the possibility of periods of illness appropriately.

- Treat the employee as you would anyone else who has been absent from work.
  - Let them know they were missed and you are glad they are back.
- Do not treat them as if they are fragile.
  - Talk to them like you normally would.
- Update them on any changes.
  - Re-orient them to the work.
- Give them time to ease back into responsibilities.
  - If they request this accommodation.
Training Current Staff: About the CRSS Credential

What is the CRSS (Certified Recovery Support Specialist)?

- A credential for people who provide professional peer support services for persons in recovery
- A Recovery Support Specialist is a professional trained to incorporate their unique lived experiences in recovery to support others with similar conditions

CRSS professionals must meet an acceptable minimum standard of competency

- In terms of knowledge and skills
- To provide the unique function of mental health recovery support

How does a person obtain the CRSS credential?

- Complete and submit an application to the Illinois Certification Board
- The Illinois Model for Mental Health CRSS outlines the requirements and includes the application
  - www.iaodapca.org/forms/
Training Current Staff:
About the CRSS Credential

What are the requirements for the CRSS credential?

- Minimum of a high school diploma or GED
- 2,000 Hours (one year) paid/supervised work experience
- 100 Hours supervision in the CRSS performance domains

Source: CRSS Study Guide
CRSS: Core Competencies

Provide plenty of training in practical skills

- Using one's recovery story
- The role of peer support in the recovery process
- Advocacy for recovery enhancing environments

Source: CRSS Study Guide

CRSS: Special Areas of Training

Provide plenty of training in practical skills

- Creating relationships that promote recovery
- Effective listening and asking questions
- Using dissatisfaction as an avenue for positive change

Source: CRSS Study Guide

CRSS: Special Areas of Training

Provide plenty of training in practical skills

- Combating negative self-talk
- Conducting problem-solving
- The role of spirituality in recovery

Source: CRSS Study Guide
CRSS: Special Areas of Training

Provide plenty of training in practical skills

- Wellness Recovery Action Plan (WRAP)
- The basics of service provision documentation
- Crisis procedures

Source: CRSS Study Guide

CRSS: Training Opportunities

- Annual CRSS Competency Training
  - Provides 10.5 hours of training in the four CRSS competencies as well as ethics training
- Wellness Recovery Action Plan (WRAP) Facilitator Training
  - Certifies a person to facilitate WRAP classes
  - WRAP teaches person-centered recovery techniques

CRSS: Training Opportunities

- Illinois Certification Board (ICB)
  - Various training opportunities approved for Continuing Education Units (CEUs)
  - www.iaodapca.org/training
- National Alliance on Mental Illness (NAMI)
  - Education Training and Support Center
  - www.nami.org
**CRSS: Training Opportunities**

- Depression and Bipolar Support Alliance (DBSA)
  - Peer Specialist Training
  - [www dbsalliance.org](http://www.dbsalliance.org)
- Regional Recovery Conferences
  - [www.illinoismentalhealthcollaborative.com](http://www.illinoismentalhealthcollaborative.com)
- Monthly Consumer Education and Support Statewide Call-Ins (1.5 free CEUs)
  - [www.illinoismentalhealthcollaborative.com](http://www.illinoismentalhealthcollaborative.com)

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**Stay Tuned**

- Coming up next:
  - Question and Discussion Time
- Future Webinar Training Session:
  - Program Sustainability: Feb. 28

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**WHERE TO FIND MORE INFORMATION**

- [Illinois Certification Board (ICB)](http://www.iaodapca.org)
  - Click on Training Center
  - [www.iaodapca.org](http://www.iaodapca.org)
- [Collaborative Website: CRSS Section](http://www.illinoismentalhealthcollaborative.com/consumers)
  - [Illinois Model for Mental Health CRSS](http://www.illinoismentalhealthcollaborative.com/consumers)
  - [Employing Persons with the CRSS Credential Brochure](http://www.illinoismentalhealthcollaborative.com/consumers/consumer_crss.htm)
WHERE TO FIND MORE INFORMATION

• National Alliance on Mental Illness (NAMI)
  • Click Support & Programs to get to the Education, Training and Peer Support Link
    • www.nami.org

• Depression and Bipolar Support Alliance (DBSA)
  • Click on Educational Programs & Events
    • www.dbsa.org

DHS/DMH Recovery Support Specialists

• Region 1 (Chicago/Cook County)
  • Virginia.Goldrick@illinois.gov - (773) 794-5680
  • Marty.Hines@illinois.gov - (708) 612-4236

• 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
Now We Want to Hear YOUR Thoughts!
For questions and discussion, consider responding to one or more of the following:

- Share any successes from your Recovery Support Program
- How have you trained existing staff about the CRSS professional’s role before or after hiring?
- What training resources or events have you found helpful?
- Hindsight is 20/20. In retrospect, what training do you wish you would have provided?
- What questions do you have about today’s topic?

QUESTIONS AND DISCUSSION

WE APPRECIATE YOUR FEEDBACK

Please complete the webinar survey at the end of this training.

You may send additional questions and CEU sign in sheets to:

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