

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

Part 2 of 4 – Complex Relationships

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

Tuesday, Dec. 6, 2011
9am-11am

Welcome to Part 2 of a 4 Part Training Series

- Previous Session:
 - Preparation and Planning
- **Today's Session:**
 - **Complex Relationships**
- Future Sessions:
 - Professional Training: **Jan. 17**
 - Program Sustainability: **Feb. 28**



2

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
- **Dan Wilson, CRSS**
 - Illinois Mental Health Collaborative for Access and Choice
 - Peer and Family Support Specialist

3

OBJECTIVES

Participants will learn:

- How to clarify and communicate roles
- Effective ways to supervise staff & elevate morale
- Appropriate ways to assist if a staff person is experiencing a mental health challenge

4

OBJECTIVES (cont'd)


Participants will also learn:

- Policies which effectively address interpersonal interactions
- How to avoid diagnosing staff
- Proactive ways to maintain staff members' confidentiality

5

Role Clarification

Role confusion is the number one obstacle to effective utilization of CRSS professionals!



6

Strategic Placement of CRSS Roles within an Organization

7

Role Clarification

- Clear job descriptions and expectations are key to success
- Communicate the role clearly and broadly among all staff
- Provide adequate training and mentoring opportunities

8

Role Clarification

- CRSS professionals experience the greatest impact of the transition from consumer to staff
- Provide direction, support, and supervision
- Consider establishing a network of support within your organization for staff members

9

The Supervisory Relationship

- Supervisors must be prepared to establish helpful positive boundaries
- Resist the inclination to bring one's therapeutic training into the supervisory relationship
- An individual cannot be a supervisor and a mental health provider to the same person

10

The Supervisory Relationship

What to do if a CRSS professional appears to be experiencing a mental health challenge affecting their work:

- Ask yourself, "How would I deal with this situation with any other staff person?"
- Assure employee of your support
- Encourage them to use/expand their support network outside the workplace

11

The Supervisory Relationship

Encourage CRSS Professionals to use/expand their support network outside the workplace

- Other CRSS Professionals
- DHS/DMH Regional Recovery Support Specialists
- Involvement in recovery conferences



12

The Supervisory Relationship

What to do if a CRSS professional appears to be experiencing a mental health challenge affecting their work:

- Be careful of assumptions
- Open dialogue with the staff person...
 - “How are you feeling about your job responsibilities?”
 - “What is your favorite thing about this work?”
 - “Is there anything we can do to make this position more rewarding for you?”

13

The Supervisory Relationship

What to do if a CRSS professional appears to be experiencing a mental health challenge affecting their work:


- Remind employee of Employee Assistance Program (EAP) or other benefit options
- Approach mental health challenges with the same policies and methods as primary health challenges
- If taking time off, what will the plan be to transition back to work successfully?
- Think through potential reasonable accommodations with the employee

14

The Supervisory Relationship

Avoid Diagnosing

- Asking if the staff member is taking medications is not appropriate
- Asking whether a staff member is experiencing symptoms is not appropriate




15

The Supervisory Relationship

Avoid Diagnosing

- Do not attribute employee performance challenges to a mental health challenge
- Do not speculate about such with other staff in the organization



16

The Supervisory Relationship

Staff Morale

- Maintain high, achievable expectations, as you would with any other staff person
- Discover your staff's gifts and skillsets
 - How could those best be used?
- Constantly re-evaluate with employees the areas they would like to grow and be challenged in

17

The Supervisory Relationship


Staff Morale

- Ensure full membership on the team and in decision making processes
- Expect to be respectfully challenged
 - CRSS Professionals are agents of positive change
- Celebrate successes and how those successes further the organization's vision

18

The Supervisory Relationship

- Both supervisor and staff can help one another to keep the primary focus of supervision on the job
 - What needs to be accomplished?
 - What is the best way to get the work done?
 - Is any support being requested to perform work tasks?



19

The Supervisory Relationship

- Face to face supervision time:
 - Set the expectation that the main focus of supervision is upon employee bringing questions, suggestions, and proposed solutions to the discussion time
 - Supervisor also uses these times to provide feedback and assess job satisfaction
 - This time allows for discovery of gifts, skills, and new areas for professional development

20

The Supervisory Relationship

Supervising around the Competencies of the CRSS Credential:

- Utilize CRSS Study Guide or Illinois Model regularly in supervision sessions
 - Use as a tool for supervision; working through the manuals together (ex. - active listening skills, suicide prevention, ethics, etc.)

21

The Supervisory Relationship

Supervising around the Competencies of the CRSS Credential:


- Use 4 Domains as the framework for supervision
(Advocacy, Recovery Support, Professional Responsibility, Mentoring)
- This keeps the emphasis of supervision on skills rather than personal issues
- Proactively trains staff rather than reactively addressing potential shortcomings

22

Policy Questions to Consider

What are our current policies concerning...

- Relationships between staff and consumers
- Conflicts of interest



23


Policy Questions to Consider

- Are policies still relevant and sufficient to address present day situations?
- Do policies clearly define boundaries?
- Are revisions necessary to reflect a commitment to hiring current or former consumers of service?

24

Policy Questions to Consider

- Are policies about relationships so strict that they isolate CRSS staff from both persons served and their co-workers?
- What is the clinical justification for the policy?
- How do our policies protect our consumers and staff?



25

Possible Actions to Consider

- Brainstorm possible dual role situations between staff and clients
- Differentiate between relationships that existed prior to employment from those initiated during the professional helping relationship
- Involve staff, managers, and consumers in establishing policy guidelines to apply on a case-by-case basis

26

Policy Development

The key to success is clearly written policies with a standard for case-by-case application to the policy.

- Design a policy that documents the underlying principles
 - AND
- Relegate the application to a case-by-case analysis

27


EXAMPLE

“In order to protect the department’s clients from abuse associated with the imbalance of power between clients and staff, staff may neither initiate nor maintain romantic and/or sexual relationships with clients the department presently serves, nor those recently closed within the past two years. Employees recently hired with prior such relationships must promptly report these to their manager, who will work with the Clinical Deputy, for case by case resolution.”

Source: Santa Barbara County Policies and Procedures on Ethical, Professional, Responsible and Productive Staff Conduct

28

Confidentiality



29

Confidentiality

- Inform new employees of their duty to uphold confidentiality
- Consider using written / signed confidentiality agreements
- Confidentiality agreements apply whether the new staff member has a mental health treatment history or not

30

Confidentiality

- *What rules govern your staff's access to consumer files?* The general rule regarding access to files and charting depends on the staff members' role.
 - Require charting if it is customary for other staff performing related activities
 - Require charting if the staff member's contact with consumers necessitates it
 - Avoid charting on self-help or 12-step activities

31

Confidentiality

- In some situations it is appropriate to limit access
 - Ex: Limiting access to the charts of other group therapy members by the staff person who continues to take part in a particular group.



32

Confidentiality


Protecting the confidentiality of the consumer who has been hired:

- Sequester charts of employees who are current or former recipients of services
- Records can be maintained under pseudonyms; keep the matching list in the Director's office
- Consider other ways confidentiality could be compromised and take appropriate prevention steps

33

Stay Tuned

- Coming up next:
 - Question and Response Time
- Future Webinar Training Sessions:
 - Professional Training: **Jan. 17**
 - Program Sustainability: **Feb. 28**



34

WHERE TO FIND MORE INFORMATION

- **Illinois Certification Board d/b/a IAODAPCA, Inc.**
 - *Illinois CRSS Credential Study Guide*
 - *The Illinois Model for Mental Health CRSS*
 - www.iaodapca.org
- **Collaborative Website: CRSS Section**
 - *"Oh No! We've Hired Consumers! Personnel Policies & Practices for People in Recovery (and Everyone Else)*
 - www.illinoismentalhealthcollaborative.com/consumers/consumer_crss.htm
- **Good to Great and the Social Sectors**
 - By Jim Collins

35

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

36

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

37

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 navigated the waters of complex relationships with CRSS staff in your organization?
- What resources have you found helpful?
- If you are participating together with CRSS staff today, what have been your reactions to the content of today's training?
- What questions do you have about today's topic?

38

QUESTIONS AND DISCUSSION



39

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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40
