

# 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

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## 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. 28<sup>th</sup>, 9-11am



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## 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

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## 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

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## 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

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## Training Current Staff

*What new areas of training need to be considered for our current staff as we prepare to hire CRSS Professionals?*



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### 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



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### Training Current Staff: Teach the Vision

- *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



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### Training Current Staff: Teach the Vision

*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

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### 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

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### Training Current Staff: When and How?

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

Professional Development

The first step of the journey is being aware of your talents, and the rest of the journey is learning to own and apply them.



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### 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

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### 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*

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### 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

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### Training Current Staff: Potential Periods of Illness

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

- Update them on any changes
  - Re-orient them to the work
- Give them time to ease back into responsibilities
  - IF they request this accommodation

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## 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

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## Training Current Staff: About the CRSS Credential

*What is the CRSS (Certified Recovery Support Specialist)?*

- 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



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## Training Current Staff: About the CRSS Credential

*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/](http://www.iaodapca.org/forms/)

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## 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

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## Training Current Staff: About the CRSS Credential

*What are the requirements for the CRSS credential?*

- 100 hours training/education related to CRSS domains
- Successful completion of a written exam for the CRSS



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## Training CRSS Staff: Core Competencies

- Model training around the core competencies of the CRSS Credential
  - Advocacy
  - Mentoring
  - Recovery Support
  - Professional Responsibility

**ILLINOIS**  
**CERTIFIED**  
**RECOVERY**  
**SUPPORT**  
**SPECIALIST**  
**(CRSS) CREDENTIAL**

**STUDY GUIDE**  
 November 2009

Developed in Collaboration by:  
 • Illinois Certification Board (ICB) / ICDMPA, LLC  
 • Illinois Department of Public Health (Division of Mental Health)  
 • Rehabilitation Services and Evaluation and Support Unit  
 • Illinois State Health Collaborative for Recovery and Wellness

Source: CRSS Study Guide 21

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## 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 22

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## 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 23

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## 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 24

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## 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 25

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## 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

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## CRSS: Training Opportunities

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

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## 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)**
  - *Click on Training Center*
  - [www.iaodapca.org](http://www.iaodapca.org)
- **Collaborative Website: CRSS Section**
  - *Illinois Model for Mental Health CRSS*
  - *Employing Persons with the CRSS Credential Brochure*
  - *Mental Health Consumer Providers: A Guide for Clinical Staff*
    - [www.illinoismentalhealthcollaborative.com/consumers/consumer\\_crss.htm](http://www.illinoismentalhealthcollaborative.com/consumers/consumer_crss.htm)
- **Wellness Recovery Action Plan (WRAP)**
  - <http://www.illinoismentalhealthcollaborative.com/consumers/wrap.htm>

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**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](http://www.nami.org)
- **Depression and Bipolar Support Alliance (DBSA)**
  - *Click on Educational Programs & Events*
  - [www.dbsalliance.org](http://www.dbsalliance.org)

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**DHS/DMH Recovery Support Specialists**

- **Region 1 (Chicago/Cook County)**
  - [Virginia.Goldrick@illinois.gov](mailto:Virginia.Goldrick@illinois.gov) - (773) 794-5680
  - [Marty.Hines@illinois.gov](mailto:Marty.Hines@illinois.gov) - (708) 612-4236
- **Region 2/Rockford**
  - [Eldon.Wigget@illinois.gov](mailto:Eldon.Wigget@illinois.gov) - (815) 987-7033
- **Region 2/Elgin**
  - [Patricia.Lindquist@illinois.gov](mailto:Patricia.Lindquist@illinois.gov) - (847) 742- 1040 x 2985

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**DHS/DMH Recovery Support Specialists (cont'd)**

- **Region 3/Peoria**
  - [Thomas.Troe@illinois.gov](mailto:Thomas.Troe@illinois.gov) - (309) 693-5231
- **Region 4/Springfield**
  - [Patrick.Hayes@illinois.gov](mailto:Patrick.Hayes@illinois.gov) - (217) 786-7626
- **Region 5/Metro East**
  - [Cindy.Mayhew@illinois.gov](mailto:Cindy.Mayhew@illinois.gov) - (618) 474-3813
- **Region 5/South**
  - [Rhonda.Keck@illinois.gov](mailto:Rhonda.Keck@illinois.gov) - (618) 833-5161, x 2515

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**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?

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**QUESTIONS AND DISCUSSION**

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**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:

**Trenda.Hedges@ValueOptions.com**  
**Fax: (217) 801 9189**

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