

Effective Supervision



Evaluating CRSS Performance (Certified Recovery Support Specialist)

Date: October 8th, 2020

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Thank you for joining today's call!

Date & Topic for Next Training:
January 14th, 2021
10:00am - 11:30am
Setting Healthy Boundaries

Email Your Feedback:
Tanya.E.Cooley@illinois.gov



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Guidelines for Today's Call

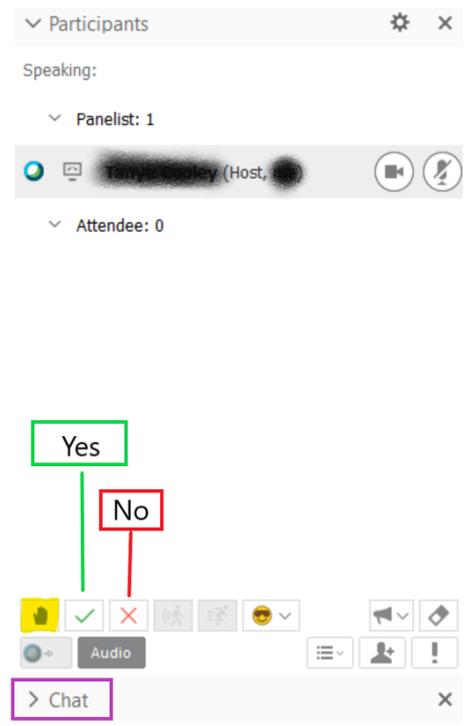


- Keep an open mind about varying perspectives.
- All speakers will use person-first language, referring to people as people not labels.
- All acronyms will be spelled out and defined.

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Using Webex

- **Recording:** Please note that we are recording today's webinar.
- **Raise Hand Feature:** You will find the raise hand feature at the bottom of the participant list.
- **Chat Box:** Towards the bottom of the box on the right of the Webex window.
- Please be patient with the technology as we are all learning together.



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Meet the Presenters

- *Tanya Cooley*, Recovery Support Specialist, Division of Mental Health
- *Sean Johnson*, Project Coordinator, University of Illinois at Chicago
- *Community Speaker*
 - Mary Schepler, IPS Trainer for Region 1&2, Illinois Department of Human Services



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Objectives

Participants will learn:

- The basics of the 4 domains of the CRSS: Advocacy, Mentoring, Recovery Support, and Professional Responsibility
- How to use the 4 domains of the CRSS model to create a job description for a CRSS
- How to use the 4 domains of the CRSS model to evaluate the performance of CRSS professionals



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Community Speaker

Mary Schepler

IPS Trainer for Region 1&2

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4 Domains of the CRSS

- Advocacy
- Mentoring
- Recovery Support
- Professional Responsibility



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The Basics of: Advocacy

- Educate individuals on how to self-advocate
- Encourage consistent communication across systems of care
- Assist individuals in identifying natural supports
- Empower self-determination and choice-driven recovery

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The Basics of: Professional Responsibility

- Responds appropriately to risk indicators to assure the individual's welfare and physical safety.
- Immediately reports suspicions of abuse or neglect
- Effectively communicates personal issues that negatively impact one's ability to perform job duties.
- Documents provided services in a timely manner.

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The Basics of: Mentoring

- Role models a lifestyle of wellness and recovery
- Establishes and maintains relationships based on mutuality rather than hierarchical relationships.
- Promotes social learning through shared experiences.
- Exhibits non-judgmental behavior.

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The Basics of: Recovery Support

- Identifies and builds upon the individual's strengths and resiliencies.
- Assists individuals with goal-setting
- Assists individuals to develop problem-solving skills.
- Supports the individual in identifying their current stage of change.
- Assists individuals to access the services and supports needed to reach their recovery goals

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Creating a Job Description Using the 4 Domains

- **Advocacy:**
 - *Advocate for individuals using professionalism and non-adversarial approaches.*
 - *Practice effective communication skills to help individuals self-advocate*
 - *Informs participants about community and natural supports and how to utilize these in the recovery process.*
- **Professional Responsibility**
 - *Be aware of and take appropriate action with high-risk indicators/suicidal and homicidal ideations*
 - *Assists individuals going through crisis by developing an appropriate plan of action that will ensure the safety and comfort of those involved.*
 - *Acts within ethical standards and demonstrates healthy boundaries.*

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Creating a Job Description Using the 4 Domains

- **Mentoring**
 - *Willingness, ability, and commitment to serving as a role model for Recovery.*
 - *Supports participants in building social skills in the community that will enhance job acquisition and tenure.*
 - *Models effective coping techniques, self-help strategies, and self-care.*
- **Recovery Support**
 - *Promotes individuals' use of self-directed recovery tools.*
 - *Utilizes and teaches techniques for problem solving, identifying and combating negative self-talk, identifying and overcoming fears in both one-on-one and group settings.*
 - *Assists individuals in identifying strengths, recovery and wellness goals, and barriers; and determining recovery and wellness interventions based on his or her life goals.*

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Sample Job Description – Short (Non-Specific) Format

The Recovery Support Specialist utilizes his or her own lived experience to provide support, promote recovery, and reduce stigma. This is a (circle one) salaried exempt / nonexempt employee of XYZ AGENCY, Any town, Illinois.

ESSENTIAL DUTIES AND RESPONSIBILITIES

This job description is not intended to be all-inclusive. Employee will also perform other reasonably related duties as assigned by immediate supervisor.

Enhance Individual Recovery and Resiliency:

- Assists participants in identifying strengths, recovery and wellness goals, and barriers; and determining recovery and wellness interventions based on his or her life goals.
- Recognizes and reports progress participants make toward meeting objectives.
- Utilizes specific interventions necessary to support participants in meeting their recovery and wellness goals.

Utilize Specific Training to Develop Skills and Curriculum:

- Leads and teaches participants to facilitate Recovery Dialogues.
- Supports participants in creating a Wellness Recovery Action Plan (WRAP) or XYZ AGENCY's Peer-to-Peer plan.
- Assists participants going through crisis by developing an appropriate plan of action that will ensure the safety and comfort of those involved.
- Utilizes and teaches techniques for problem solving, identifying and combating negative self-talk, identifying and overcoming fears in both one-on-one and group settings.
- Promotes participants' use of self-directed recovery tools.
- Supports participants in building social skills in the community that will enhance job acquisition and tenure.
- Works with XYZ AGENCY, Any town, Illinois staff in identifying program environments that are conducive to recovery.

Apply Unique Recovery Experience:

- Shares personal story of recovery with individuals.
- Models effective coping techniques, self-help strategies, and self-care.

Inform Participants of Community Information Related to Recovery:

- Provides and advocates for effective recovery based services.

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- Continues to develop and share recovery-oriented material with other RSS.
- Attends relevant seminars, meetings, and in-service trainings whenever possible and apply this information to current RSS techniques.
- Informs participants about community and natural supports and how to utilize these in the recovery process.
- Supports participants in developing empowerment skill through self-advocacy to combat stigma.

EDUCATION / EXPERIENCE / SKILLS

- Obtained or seeking Certified Recovery Support Specialist licensure valid in Illinois.
- A Bachelor's degree in allied health profession is preferred but not required.
- Training in the Illinois Certified Recovery Support Professional Performance Domains: Advocacy, Professional Responsibility, Mentoring, and Recovery Support.
- A work history in mental health service delivery is desirable.
- Experience working with adults preferred.
- Acts within ethical standards and demonstrates healthy boundaries.
- Demonstrated written and oral communication skills.
- Intermediate level of skills in use of Microsoft Office components of Word, PowerPoint and Excel.
- Demonstrated skills in areas of customer service and team leadership.
- Ability to define problems, collect data, establish facts, and draw valid conclusions.

I have read this position description. I understand my responsibilities and will fulfill them to the best of my ability.

Signature _____

Date _____

XYZ AGENCY, Any town, Illinois reserves the right to revise or change job duties and responsibilities as the need arises. This job description does not constitute a written or implied contract of employment.

XYZ AGENCY, Any town, Illinois makes all hiring and employment decisions without regard to race, creed, color, age, gender, gender identity, marital or parental status, religion, ancestry, national origin, physical or mental disability, sexual orientation, sexual identity. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential position functions. Individuals with disabilities requiring accommodations should contact the Executive Director.

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Evaluating the CRSS Professional

DUTIES

I. SERVICE RECIPIENT RELATED

A. Essential Functions:

1. Assists individuals (receiving services transition from an inpatient/crisis setting to an outpatient setting by offering hope, navigating through the process of starting services, and providing ongoing peer support. _____
2. Helps individuals build self-esteem through social learning. _____
3. Facilitates consumer self-direction and empowerment utilizing person-driven approaches. _____
4. Advocates on the consumer's behalf within HRC and the community as necessary to assist the consumer in the recovery independent living process. _____
5. Assists individuals in articulating their personal goals for recovery and determining objectives/steps needed to reach their goals. _____
6. Facilitates peer support groups and individuals' utilization of Wellness Recovery Action Plans (WRAP). _____

RATING

7. Coordinates with first responders, clinicians, and emergency room personnel to provide hospitalization alternatives. _____
8. Improves access and "stand by" options by providing "Open Hours" in the Living Room while HRC is open. _____
9. Assists IPS with Job Club, transportation support, and instruction/assistance (Work Net, etc.). _____
10. Educates local groups on how to use MHFA action plan and increasing mental health literacy. _____
11. Provides transportation when necessary for the individuals to become re-established in the community and with HRC. _____
12. Assists individuals with the development and/or maintenance of relationships with family, friends, neighbors, and significant others in the community. _____
13. Assists individuals in acquisition, development and maintenance of vocational skills. _____
14. Helps individuals to recognize and utilize their own strengths, skills, talents, and abilities to increase the consumer's independence and self-sufficiency in the community. _____
15. Shares own story of recovery to assist individuals in reaching their own recovery goals. _____

Evaluating the CRSS Professional

GENERAL APPRAISAL OF EMPLOYEE PERFORMANCE <i>* Differences between ratings by employee and by supervisor must be discussed.</i>	TO BE COMPLETED BY EMPLOYEE			TO BE COMPLETED BY SUPERVISOR			Insufficient Opportunity to Observe
	Exceeds Expectations	Meets Expectations	Needs Improvement	Exceeds Expectations	Meets Expectations	Needs Improvement	
1. JOB KNOWLEDGE: Knowledge of duties and responsibilities as required for current job or position.							
2. PRODUCTIVITY: Amount of work generated and completed successfully as compared to amount of work expected for this job or position.							
3. QUALITY: Correctness, completeness, accuracy and economy of work - overall quality.							
4. INITIATIVE: Self-motivation - amount of work required - seeks improved methods and techniques - consistency in trying to do better.							
5. USE OF TIME: Uses available time wisely - is punctual reporting to work - absenteeism - accomplishes required work on or ahead of schedule.							
6. PLANNING: Sets realistic objectives - anticipates and prepares for future requirements - establishes logical priorities.							
7. FOLLOW-UP: Maintains control of workloads - allocates resources economically - <u>insures</u> that assignments are completed accurately and timely.							
8. HUMAN RELATIONS: Establishes and maintains cordial work climate - promotes harmony and enthusiasm displays sincere interest in assisting other employees.							

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More information

- Illinois Certification Board:
www.iaodapca.org
- CRSS Orientation video
<https://www.dhs.state.il.us/page.aspx?item=119095>



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DMH Regional Recovery Support Specialists

- Kathryn Dittmore (312) 793-1008, Kathryn.Dittmore@Illinois.gov,
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- Tom Troe (309) 346-2094 Thomas.Troe@illinois.gov
Region 3/Peoria
- Tanya Cooley (217) 786-0043 Tanya.E.Cooley@illinois.gov
Region 4/Springfield
- Cindy Mayhew (618) 474-3813 Cindy.Mayhew@illinois.gov
Region 5/Metro East
- Rhonda Keck (618) 697-4652 Rhonda.Keck@illinois.gov
Region 5/South

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Guidelines for Questions and Comments

- Use Person-First Language
- If you use an acronym, please let the audience know what it stands for
- Keep an open mind about varying perspectives
- Questions and Comments Will Be Relevant to Today's Topic



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Guidelines continued

- Use raise hand feature
- One question or comment per person, no more than two minutes each.
- Conclude with “thank you”



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Q & A Session

- Use raise hand feature to ask a question or make a comment.
- Wait to be called on and your line unmuted
- Use the hand feature again to lower your hand



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Nanette Larson, Deputy Director/Ambassador, Wellness & Recovery Services; IDHS/DMH

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