

Effective Supervision



Training the CRSS Professional
(Certified Recovery Support Specialist)
Date: July 9, 2020

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Thank you for joining today's call!

Date & Topic for Next Call:
October 8, 2020
10am - 11am
Evaluating CRSS Performance

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 for internal purposes. Please exit the webinar now if you do not want your participation recorded.
- **Participant list:** To see the list of participants in today's training, click on participants in upper right-hand corner of your screen.
- **Raise Hand Feature:** You will find the raise hand feature at the bottom of the participant list. It is a hand icon - the first one on that icon toolbar.
- Please **be patient with the technology** as we are all learning together.

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Meet the Presenters

- *Cindy Mayhew*, Recovery Support Specialist, Illinois Department of Human Services Division of Mental Health
- *Ellen Auten*, Recovery Services Supervisor, Human Resource Center of Edgar & Clark Counties
- *Community Speaker*
 - *Shelly Lustrup*, Director of Recovery Support Services, NAMI Metro Suburban



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Objectives

Participants will learn:

- The roles and responsibilities of the CRSS based on the credential's performance domains and core functions
- How to train recovery support specialists to appropriately self-disclose.
- How to effectively utilize recovery support services as a billable service or a grant funded service.



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Community Speaker

Shelly Lustrup
Director of Recovery Support Services



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Comparison of Foundational Principles of Wellness and the 4 Domains of CRSS

Foundational Principles

- Hope
- Personal Responsibility
- Support
- Education
- Self-Advocacy
- Spirituality

Professional Domains

- Advocacy (A)
- Professional Responsibility (PR)
- Mentoring (M)
- Recovery Support (RS)

The Goal is Recovery

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Hope

- Self-disclosure: developing mutuality through personal challenges that each person can learn from.
- Serve as a role model for individuals in recovery (M)
- Promote the development of recovery plans (M)
- Assure that the individual's choices define and drive the recovery planning process (A)

Goals are dreams with deadlines

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Guidelines for Appropriate Self-disclosure

- Convey hope
- Individuals receiving services are the priority
- Listen more than share
- Avoid pushing or “fixing” a person
- Mutuality matters while maintaining the role of the professional

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Personal Responsibility

- Promote the individual's use of self-determination in recovery (RS)
- Partner with individuals to assist them in identifying their strengths, resilience's, and challenges to recovery (RS)
- Assist the individual in developing problem-solving skills (RS)

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Support

- Assist the individual in identifying natural supports (A)
- Partner with the individual to access the services and supports that will help them attain their personal recovery goals (RS)
- Assure that relationships, services, and supports, reflect individual differences and cultural diversity (PR)



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Education

- Advocate for employment and education as pathways to recovery (A)
- Support individuals to acquire life skills (M)
- Assure that individuals know their rights and responsibilities (M)
- Inform individuals of their options regarding decisions that affect their recovery (RS)

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Effective Communication

Self-Advocacy

- Serve as an individual's advocate (A)
- Educate individuals on how to self-advocate (A)
- Assure that the individual's choices define and drive the recovery planning process (A)
- Participate as an active member of the individual's treatment team(s) (RS)

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Spirituality

- Hope is the "what" Spirituality is the "why"
- Spirituality can be defined as what brings a person meaning and purpose.
- Recovery emerges from hope and the goals and dreams a person has are based on what matters the most to them,
- The RSS assists an individual in exploring what gives their life meaning and purpose
- While religion may be a part of someone's spirituality, spirituality does not always include religion.

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Professional Responsibility Training

- Respond appropriately to risk indicators
- Report suspicions of abuse/neglect
- Maintain confidentiality
- Documentation of service provision
- Utilize de-escalation techniques
- Utilize supervision for dual/complex relationships
- Utilize wellness-focused and trauma informed care approaches.

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Making Your Grant Funded program Sustainable

- Grant funded programs can be run as though they are billable services.
- The individual' progress is measured through the progress/case notes.
- The progress/case notes have to be there for:
 - *Monitoring the success of the program*
 - *Liability*
 - *Continuity of care/wrap around services*

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Training on Documentation for the RSS

- Concurrent documentation is when the case/progress note is written with the individual present and giving input.
- How to record notes related to medical necessity (billable service)
- Importance of setting boundaries with person served to allow time for progress notes



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Example of Concurrent Progress/Case Note

Therapeutic Intervention: I coordinated/assisted with identifying strengths, resources, preferences, and choices.

Therapeutic Intervention continued: Discussed setting goals and getting rid of bad habits

Consumer's response/interaction: He reported he is doing well and that he recently got 100% on a paper he wrote that he was worried about. We discussed setting goals and getting rid of bad habits. He expressed that he would like to stop getting on his phone while he was trying to go to sleep and that he would like to lose some weight so that he feels better for an upcoming play that he is in. He expressed interest in getting a gym membership at Anytime fitness and would like to research the cost.

Comment on goals progress (Professional Opinion): Is utilizing his coping skills and doing better in obtaining and maintaining relationships with others. He is also considering setting goals for himself physically and eliminating bad habits that he has identified.

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Take Aways

- The RSS can perform many functions at the agency or organization.
- RSS services are complementary, not a replacement for other services.
- RSS are valuable members of the treatment team.
- RSS services are billable.
- Grant funded programs can be run as billable services to sustain your program.
- Concurrent documentation is a best practice.

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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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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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