

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

Part 4 of 4 – Program Sustainability

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

Tuesday, February 28, 2012

9:00 a.m. – 11:00 a.m.

Welcome to Part 4 of a 4 Part Training Series

- **Today's Session:**
 - **Program Sustainability**
- **Previous Sessions:**
 - Professional Training
 - Complex Relationships
 - Preparation and Planning





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
- **Trenda Hedges, BS, CRSS**
 - Illinois Mental Health Collaborative for Access and Choice
 - Peer and Family Support Specialist



OBJECTIVES

Participants will learn:

- Sources of funding for CRSS services
- Examples of Rule 132 services that can be billed for by Recovery Support Specialists
- How staffing affects sustainability



OBJECTIVES (cont'd)

Participants will also learn:

- Examples of ways to measure recovery support program success
- Where CRSS staff might be most effective in your organizational chart
- How to use collaboration with other organizations to increase your agency's program sustainability

Program Sustainability

How do we sustain a CRSS program?



Program Sustainability

Four considerations for increased sustainability

- Financial
- Staffing
- Organizational
- Collaboration





Financial Sustainability

Examples of funding streams for CRSS services:

- Medicaid
- Non-Medicaid Fee for Services
- Title XX Grant
- 708 Boards (where available)



Financial Sustainability

Can Rule 132 be used to bill for services provided by CRSS professionals?

- Recovery support can and should be provided in conjunction with all comprehensive community mental health services
- Medicaid Rule 132 has been designed to include elements of Recovery Support throughout



Financial Sustainability

Recovery Support activities can be billed under Medicaid Rule 132 services, for example:

- Community Support
- Psychosocial Rehabilitation (PSR)
- Assertive Community Treatment (ACT)
- Crisis Intervention

Financial Sustainability

Some CRSS professionals in different areas of the state are among the highest billing at their mental health agency





Financial Sustainability

Many centers have found it increases their recovery support program's effectiveness and financial viability when CRSS Professionals provide both Individual and Group peer support services, for example:

Individual Activities	Group Activities
<ul style="list-style-type: none">• Recovery Education• Mentoring and Goal Setting• Advocacy• Emotional Support & Active Listening• Housing & Educational Support• Engagement• Wellness Coaching• Resource Connecting	<ul style="list-style-type: none">• Kansas University Recovery to Practice Workbook• SAMSHA 10 Components of Recovery• SAMSHA 10x10 Wellness Campaign• WRAP Class• WRAP After Care Group

Financial Sustainability

CRSS Professionals are not only providing grant based services, but are providing integral, billable services that compliment the services of other mental health staff





Now We Want to Hear YOUR Thoughts!

Share with us examples of the sources of funding your agency has used for Recovery Support programs.

What examples of services do your Recovery Support Specialists bill under Medicaid Rule 132?

What questions do you have for us about financially sustaining and billing for the work of CRSS staff?



Sustainability through Staffing

What have other centers found to be effective?

- Hire more than one CRSS professional
- Have clear job descriptions and expectations
- Train other staff how to work together with recovery support staff



Sustainability through Outcomes

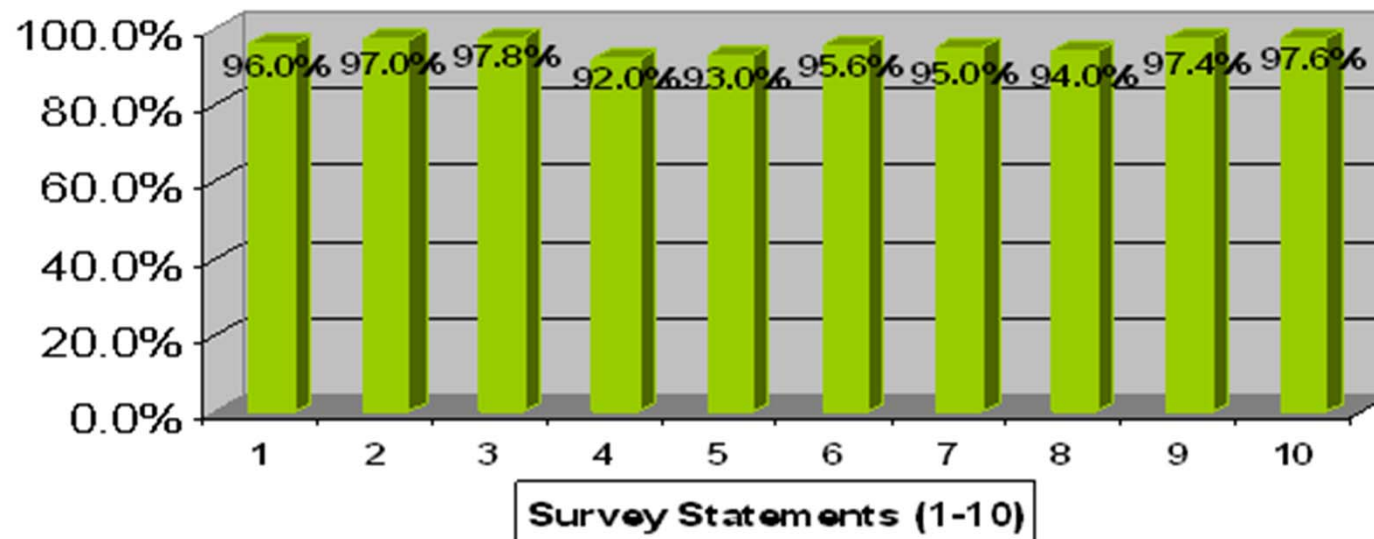
How do we transfer hope into concrete outcomes to demonstrate and celebrate the efficacy of our recovery support program?

Examples:

- Surveys
- Demonstrated billing levels
- Quotes from persons served

Sustainability through Outcomes

The most effective demonstration of recovery support outcomes involves a combination of measurable results and impactful quotes from persons served.



“Talking to the people on the Warm Line gives me hope that I will be able to overcome my challenges”

Sustainability through Outcomes

- This type of information contributes to the value of a recovery support program within an organization
- Reports, brochures and posters may all be good ways to tell everyone about the program outcomes.





Organizational Sustainability

For greatest sustainability, consider where CRSS professionals fit best in your organizational chart

- Consider placement of a Director of Recovery Support on the organization's leadership team alongside Clinical and Quality Management Directors, for example to:
 - Provide greater influence within the organization
 - Help create a career path for recovery support specialists
- Is there room in your program for recovery support interns?
- What other area might benefit from hiring staff with CRSS competencies? (ex- Complaints Resolution)

Organizational Sustainability

For greatest sustainability, consider where CRSS professionals fit into your organizational chart

- Make the Recovery Support Specialist an equal member of the treatment team





Organizational Sustainability

- Place Recovery Support programs and staff with supervisors who are ready to embrace and work effectively with CRSS professionals
- Take care not to place CRSS professionals on a para-professional level within the organization
- In addition to providing direct services, consider how a Recovery Support Specialist may be involved in training other staff



Organizational Sustainability

Consider how CRSS might simultaneously provide new and progressive services which tie directly into the agency's mission

- Providing unique services distinguished from other staff enhances effectiveness
- Providing a program which is clearly tied to the agency's mission makes it easier to justify the program in times of budget constraints



Sustainability through Collaboration

The art of working together...

- Connect with other providers who have hired CRSS professionals
- Request technical assistance from DHS/DMH Regional Recovery Support Specialists
- Seek support from reputable organizations such as the National Empowerment Center or National Association of Peer Specialists (NAPS)



Sustainability through Collaboration

Encourage staff to join consumer run initiatives in order to share ideas and support, for example:

- Regional Recovery Conference Planning Committees
- Regional Consumer Advisory Councils
- Peer Mentorship Learning Collaborative

Participants will learn how to increase the sustainability of their program through collaborative approaches

Stay Tuned

- Coming up next:
 - Question and Response Time





WHERE TO FIND MORE INFORMATION

- **Illinois Mental Health Collaborative website:
CRSS Section Resources**
 - *Employing Persons with the CRSS Credential (Brochure)*
 - *The Successful Employment of Consumers in the Public Mental Health Workforce (Article)*
 - *Effectiveness of Peer Support in Reducing Multiple Psychiatric Hospitalizations (Article)*
 - *Recovery Support Services Resource Handbook*



WHERE TO FIND MORE INFORMATION

- **Illinois Mental Health Collaborative website:**
CRSS Section Resources (cont'd)
 - *Financing Recovery Support Services (Fact Sheet)*
 - *Recovery Through an Integrated Workforce (Article)*
 - ... and many more resources
 - www.illinoismentalhealthcollaborative.com/consumers/consumer_crss.htm
- ***Good to Great and the Social Sectors***
 - By Jim Collins
- **The Association of Community Mental Health Authorities of Illinois (to find 708 Boards)**
 - www.acmhai.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:

- In what ways do you measure success in your recovery support program?
- How are CRSS staff positioned within your organization?
- How important is it to you to have more than one staff person in the recovery support program?
- In what ways have you collaborated with other organizations to increase program sustainability?
- What questions do you have for us on recovery support program sustainability?

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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