

LESSONS LEARNED

The Road to a Recovery Organization



PANEL MEMBERS


- Alyssa Shoemaker, MSW, LICSW – Supervisor
- Kim Klose, MPA – Planning Specialist
- Jim Langer – Case Manager / Court Specialist
- Teresa Nordin, MSW, LICSW – Case Manager
- Elizabeth Johansen, MA – Case Manager
- Christine Johnson, CPS – Peer Recovery Specialist



PRESENTATION PLAN

- Overarching lessons learned
- Development of organizational structure
- Lessons Learned by individuals and staff
- Challenges
- Questions/guided reflection on lessons learned






WHY MOVE TOWARDS RECOVERY BASED SYSTEM?



Alyssa Shoemaker MSW, LICSW

WHAT DOES A RECOVERY BASED ORGANIZATION LOOK LIKE?

- Partnership
- All interactions occur within the context of the following
 - Hope
 - Education
 - Personal Responsibility
 - Self Advocacy
 - Support



RAMSEY COUNTY MENTAL HEALTH VALUES RECOVERY

Recovery / Wellness is a way of life based on the 5 key concepts of hope, personal responsibility, education, support, self advocacy**

Hope - All people can recover and find wellness. We believe that possibilities are limitless!

Education - Information allows people to make decisions. We will offer information and create opportunities to teach and practice informed decision making, oriented towards wellness.

Personal Responsibility - It is up to each individual how they receive and incorporate strategies for wellness. There is no wrong path. We take personal responsibility for finding creative service offerings based on each individual's strengths and desires. Letting go of control over outcomes, we accept that recovery happens on individual terms, in individual time.

Self advocacy - Everyone is an expert on themselves. We encourage people to share what they know to be true about/for themselves. We will respect and incorporate that knowledge in our work.

Support - Giving and receiving support enhances life. We will promote the development of community networks, where people can receive support and reach out to support others in return. Family and friends are valued as partners in recovery.

**based on WRAP recovery principles

A RECOVERY ORGANIZATION

- Ramsey County Adult Mental Health has the vision, and goal of becoming a recovery based organization. Why?
 - It works, recovery based services increase the success of interventions while also increasing satisfaction for both the individual served and the person providing the service.



OVERARCHING LESSONS LEARNED

- Organizations need to provide leadership, structure, and foundation for forward movement



OVERARCHING LESSONS LEARNED

- Culture change is hard!!
 - People are starting at different places. A variety of **education** and opportunities need to be made available.
 - Each individual must take **personal responsibility** for deciding how to receive and incorporate recovery into their day to day work.
 - People's Diverse backgrounds and experience must be valued. Personal **self advocacy** is needed on the part of each individual staff to help create an environment that is safe, in which transformation can then occur.
 - People need to **support** their co-workers, seeking to understand diverse perspectives while also identifying and acknowledging our own reactions/interferences.



OVERARCHING LESSONS LEARNED

- It's our job to treat, not control
 - Risk Tolerance
 - Consultation and support
 - Interdisciplinary
 - Constant re-grounding in values
 - Being ok with people processes (pacing)





A RECOVERY ORGANIZATION
Kim Klose MPA

PREPARATION

- Created Leadership Team
- Trip to Phoenix
- Hired a consultant from CSN
- Staff Survey



TRAINING

- For Everyone
- First session
 - Foundation
- Second session
 - Shared Decision making for individual units



EVENTS

- Kick Off (in two buildings)
- Regular activities
 - Using the values
 - Monthly activities using value statements
 - Timeline Handout



PANEL

WHAT WE ARE DOING IN OUR EVERY DAY WORK

- Jim Langer
- Teresa Nordin, MSW, LICSW
- Elizabeth Johansen, MA
- Christine Johnson, CPS



JIM LANGER

- Helping clients with independence
 - Letting clients make mistakes
 - Trying even though you think it might not work
- Using data with people you serve
 - Showing clients their growths, being able to measure actual growth
 - i.e. EOM attendance
 - 13/21 may look bad however
 - it's still 62% of the time!!
- Keeping clients accountable, yet being flexible



TERESA NORDIN

- Approach was to promote self-growth and independence but Recovery Model pushed my approach to a higher level.
- Changes implemented to promote high level of personal recovery and self-advocacy
 - ICSP (TW-MM)
 - CAF renewal forms
 - Telephone calls during appointments
 - Language (recovery words, awareness, social worker not case manager)
- Lessons
 - Recovery means something different for everyone
 - Accept that it is ok to fail and people are responsible for their lives and decisions.
 - Not my life and people get to make mistakes and/or poor choices



ELIZABETH JOHANSEN

- Relief of letting go of needing to control clients lives.
- Balancing act of giving control up
 - Letting clients be “in the driver’s seat”
 - Risk Tolerance
 - Getting support and supervision



CHRISTINE M. JOHNSON

- Role as peer specialist
- Client successes
 - Examples
- Going outside of “comfort zone” in giving clients back control.



CULTURE CHANGE

- Examples
 - Teach vs. Do
- Coming from different levels
 - Top down
 - Co workers
 - Supervisors
 - Supervision and Support
 - Teams



SUPERVISORY LESSONS LEARNED

- Environment is key-a place where it's ok to challenge everyone.
 - Correcting language
 - Mistakes are okay
 - Addressing staff imposed limitations on situations
- Supporting Risk
 - Noticing patterns
 - Counter-transference
 - Model process



SUPERVISORY LESSONS LEARNED

- Reframing consultations
- Making training both required and encouraged
- Bringing dilemmas to administration/leadership



MOVING FORWARD

- Peer Specialist Positions
- Training new staff
- Refreshers for current staff



NEVER MAKE ASSUMPTIONS ON CLIENT CAPABILITIES

Questions/Discussion



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