



BUILDING AN
ORGANIZATIONAL
RECOVERY-ORIENTED
SYSTEM OF CARE

A SEVEN-PART SERIES

TRAINING OVERVIEW: WHY ARE WE HERE?

- To recognize that, despite many difficult and life-changing experiences, recovery is possible for people with mental health and/or substance use conditions.
- To identify beliefs, principles and practices that are critical in guiding our work to help those we serve rebuild meaningful, valued and satisfying lives.



TRAINING OVERVIEW: WHY ARE WE HERE?

Four key components of recovery:

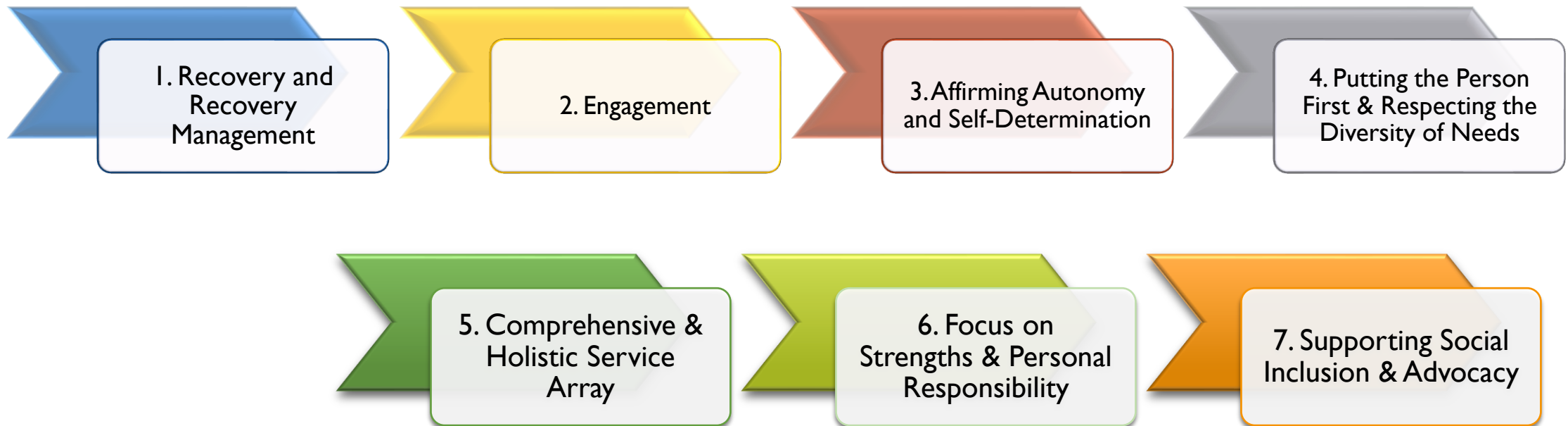
1. Finding and maintaining hope
2. Addressing the personal aspects of recovery (a person's life situation is to be viewed holistically, with practitioners partnering with individuals to build on their strengths and foster autonomy)
3. Building a meaningful life (recovery occurs within the context of and alignment with the person's life; family, friends, work, communities, etc.)
4. Affirming autonomy and personal responsibility to take control of one's life

TRAINING OVERVIEW: GOALS



- Develop a shared conceptual framework and language to transform our organization's culture and practices.
- Embrace the principles, values, knowledge, skills and behaviors that underlie recovery-oriented services and supports.
- Explore a foundational approach to recovery-oriented care that can be adapted to the wide variety of services and supports provided by our organization.

STRUCTURE OF THE COURSE : 7 MODULES



STRUCTURE OF EACH MODULE

- Core Principle
- Values and Attitudes
- What We Know From Research
- Application of the Principle
- Opportunities for Reflection



RECOVERY AND RECOVERY MANAGEMENT

MODULE 1

MODULE 1 OUTLINE

1

Learning Objective 1

Review national and state movements in establishing a recovery-orientation for persons with mental health and substance use conditions

2

Learning Objective 2

Define recovery and explore recovery principles

3

Learning Objective 3

Examine the values surrounding recovery-oriented practice and implications for service delivery

4

Learning Objective 4

Introduce recovery management concepts and delineate factors for successful implementation



CORE PRINCIPLE
RECOVERY ORIENTATION

TIMELINE OF THE RECOVERY MOVEMENT

1990s: The recovery movement was principally advanced by people with lived experience with either mental health or substance use conditions, caregivers and advocates who sought greater influence and control over their experiences in the service system.

2002: The New Freedom Commission on Mental Health created a transformational roadmap for excellence for caring for persons with mental health conditions.

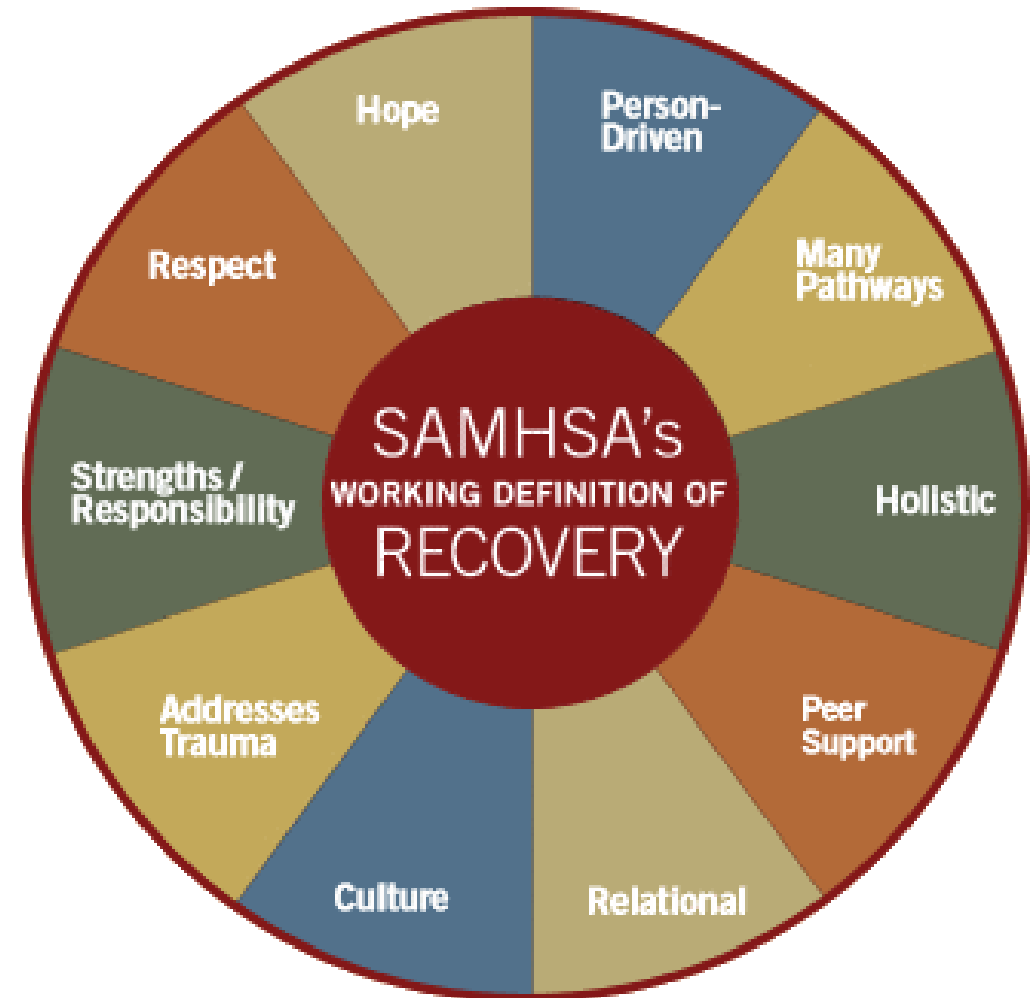
2010: The Substance Abuse and Mental Health Services Administration (SAMHSA) advances many activities to foster a better understanding of recovery, recovery-oriented practices, and the roles of the various professions in promoting recovery.

2016: *The Surgeon General's Report on Alcohol, Drugs, and Health: Facing Addiction in America (2016)* is the first report to address substance use disorders and bring a modern understanding of recovery.



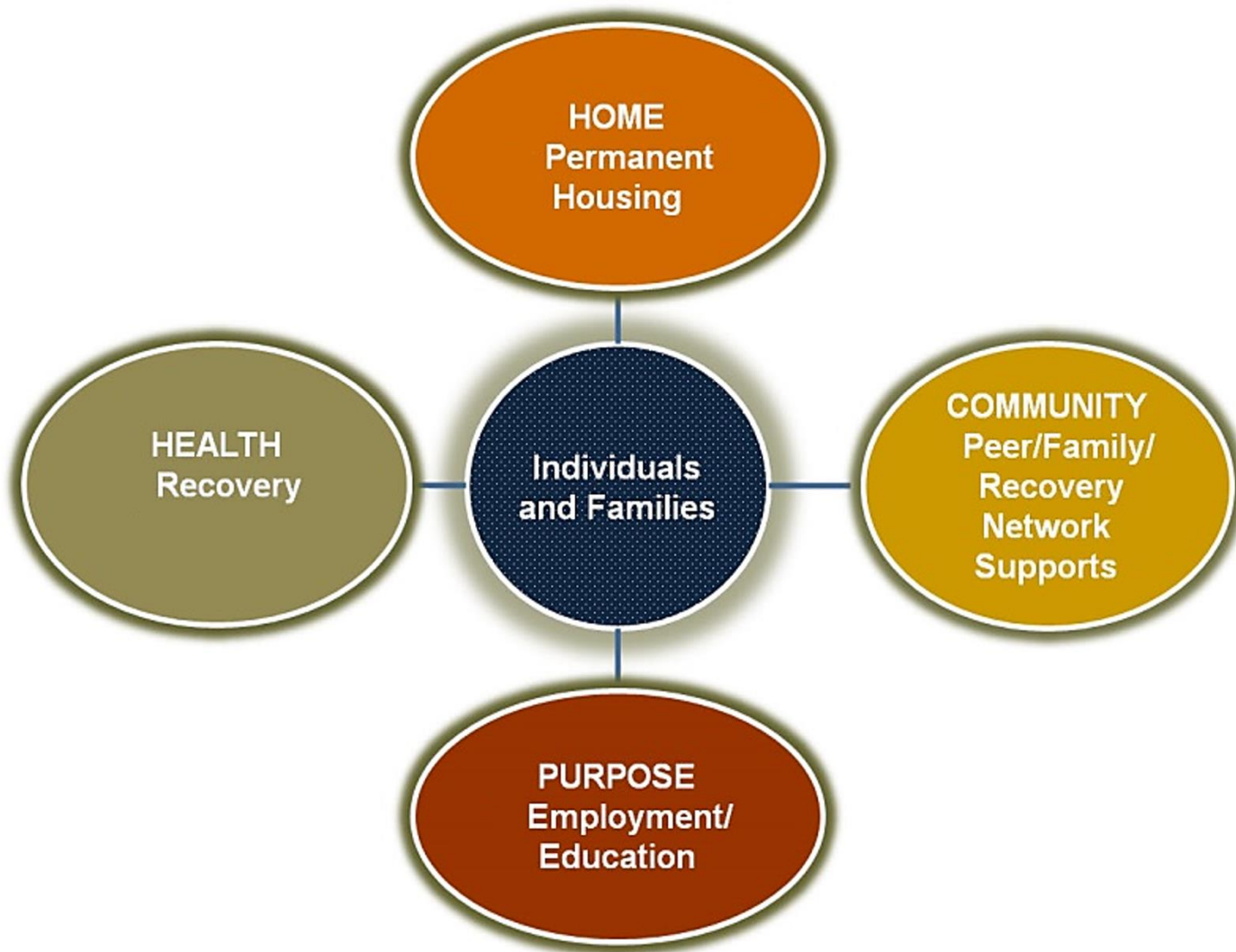
RECOVERY

“Recovery is a process of change whereby individuals improve their health and wellness, to live a self-directed life, and strive to reach their full potential.” Substance Abuse and Mental Health Services Administration (2014).



DISTINCTIONS IN RECOVERY DEFINITION

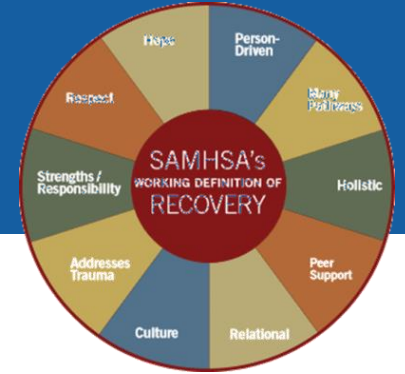
- Distinctions have been made within the definition of recovery
- The distinctions include:
 - **Clinical recovery** (symptom remission or abstinence)
 - **Functional recovery** (getting a job and coping with daily life demands)
 - **Personal recovery** (improvements in wellbeing and life satisfaction, regaining a positive sense of identity)
 - **Social recovery** (developing strong and supportive social networks)



SAMHSA HAS
DISTINGUISHED FOUR
AREAS THAT SUPPORT A
LIFE IN RECOVERY.

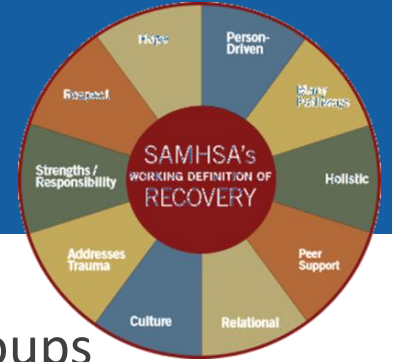
RECOVERY DIMENSIONS

10 RECOVERY PRINCIPLES



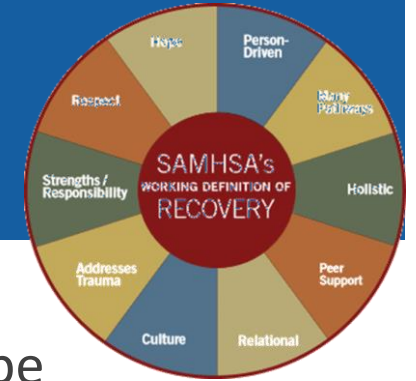
- 1. Recovery emerges from hope:** The belief that recovery is real provides the essential and motivating message of a better future.
- 2. Recovery is person-centered:** Self-determination and self-direction are the foundations for recovery as individuals define their own life goals and design their unique path(s) towards those goals.
- 3. Recovery occurs via many pathways:** Recovery pathways are highly personalized. Recovery is non-linear, characterized by continual growth and improved functioning that may involve setbacks.
- 4. Recovery is holistic:** Recovery encompasses an individual's whole life, including mind, body, spirit, and community.

10 RECOVERY PRINCIPLES



- 5. Recovery is supported by peers and allies:** Mutual support and mutual aid groups play an invaluable role in recovery. Peers encourage and engage other peers and provide each other with a vital sense of belonging, supportive relationships, valued roles, and community.
- 6. Recovery is supported through relationship and social networks:** An important factor is the presence and involvement of people who believe in the person's ability to recover. Family members, peers, providers, faith groups, community members, and other allies form vital support networks.
- 7. Recovery is culturally-based and influenced:** Culture and cultural background - including values, traditions, and beliefs - are keys in determining a person's journey and unique pathway to recovery.

10 RECOVERY PRINCIPLES



- 8. Recovery is supported by addressing trauma:** Services and supports should be trauma-informed to foster safety (physical and emotional) and trust, as well as promote choice, empowerment, and collaboration.
- 9. Recovery involves individual, family, and community strengths and responsibility:** Individuals have a personal responsibility for their own self-care and journeys of recovery. Families and significant others have responsibilities to support their loved ones, especially for children and youth in recovery.
- 10. Recovery is based on respect:** Community, systems, and societal acceptance and appreciation for people affected by mental health and substance use disorders are crucial in achieving recovery. Self-acceptance, developing a positive and meaningful sense of identity, and regaining belief in oneself are particularly important.

RECOVERY PRINCIPLES AND CHANGE

The overarching goal for these recovery principles is to protect the process of recovery that is unique to each person.

For many individuals with behavioral health conditions, the concept of recovery is about staying in control of their life and achieving a better quality of life.

The new recovery philosophy challenges not only how we view individuals with these disorders, but how we design and deliver services.



QUESTIONS?

- Which of the recovery principles and values resonate most with you?
- Why are these important?



VALUES & ATTITUDES
RECOVERY ORIENTATION

DO WE?...DO YOU?...

- Believe that hope is the foundation on which a journey of recovery is built?
- Respect and value a person's inherent worth and importance?
- Believe in a person's capacity to recover, thrive and lead a meaningful and contributing life?
- Agree to celebrate each person's effort and achievements?
- Commit to embedding optimism and the expectation of positive outcomes in language, relationships and service delivery?

HOW DO WE?...HOW DO YOU?...

WHERE'S THE EVIDENCE?



- Foster hope as the foundation on which a journey of recovery is built?
- Show respect and value each person?
- Believe in a person's capacity to recover, thrive and lead a meaningful and contributing life?
- Demonstrate a recovery orientation built upon optimism and the expectation of positive outcomes?



WHAT WE KNOW
FROM RESEARCH
RECOVERY ORIENTATION

RECOVERY-ORIENTED SYSTEM OF CARE



***A Recovery-Oriented System of Care** (ROSC) is person-centered and wellness-focused, and builds on the strengths and resources of the individual, his/her/their family and community to promote overall improvements in functioning.*

A RECOVERY- ORIENTED FOCUS SHIFTS PRACTICE IN THREE WAYS...



The way individuals in recovery
are viewed.

The way services are designed to
be comprehensive and holistic.

The way service delivery aligns
more closely with the individual
and the specific needs of that
individual.



FLORIDA ROSC INITIATIVES

Chapter 2016-241, Laws of Florida, provides that Florida's behavioral health services are based on *recovery-oriented principles*.

Established state goals include:

- Promote good quality of life, community health, and wellness for all.
- Prevent the development of behavioral health conditions.
- Intervene earlier in the progression of illnesses.
- Reduce the harm caused by substance use disorders and mental health conditions on individuals, families, and communities.
- Provide the resources to assist people with behavioral health conditions to achieve and sustain their wellness and build meaningful lives for themselves in their communities.



WHAT DOES THIS MEAN FOR OUR ORGANIZATION?

- Secure the best alignment with state mandates and ROSC principles.
- Ensure that service funding and community resources are used to reach the highest level of health and functioning of the individuals and families we serve.
- Review the structure and delivery of services and support for people we serve to meet individuals' expectations, recovery goals, and unique needs.
- Prepare staff to deliver services in accordance with these objectives.

ADOPTING A “RECOVERY MANAGEMENT” STANCE

Recovery Management is an approach which includes a variety of activities that promote and strengthen internal and external resources to help individuals secure the services they need to stabilize behavioral health conditions and maintain healthy levels of functioning.

Recovery Management is based on the belief that recovery is seldom achieved from a single episode of intervention or treatment, and that practitioners, as well as individuals in recovery, families, and policymakers, should not be disappointed or discouraged by the fact that there may be no quick fixes.

ROSC RECOVERY MANAGEMENT SYSTEM

- Shifts the service orientation from an intensive short-term mode to a service commitment of long-term supports and wellness
- Focuses on providing a full spectrum of care
- Coordinates access to resources
- Changes within multiple layers of the organization
- Affects each layer within the organization to address challenges and barriers to policy and procedure implementation (ROSC Guidelines, 2010)

RECOVERY MANAGEMENT - FULL SPECTRUM OF SERVICES



1. Pre-service identification and engagement
2. Recovery initiation and stabilization (recovery activities/treatment)
3. Recovery maintenance (post-treatment recovery support services)



APPLICATION TO
PRACTICE
RECOVERY ORIENTATION



TRANSFORMATION: BUILDING BLOCKS

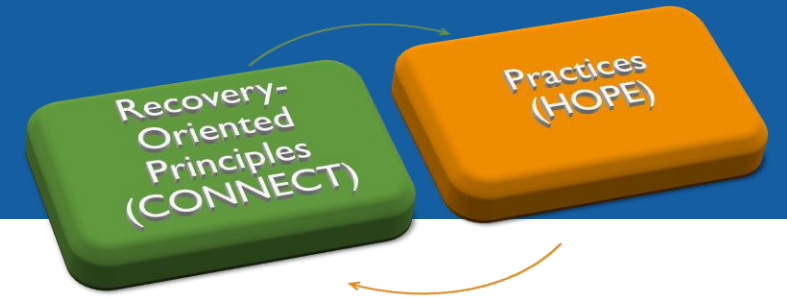
1. Aligning treatment and recovery support services
2. Providing individualized and high-quality services
3. Integrating recovery support services
4. Developing meaningful connections with peers
5. Building a network of recovery-oriented services
6. Facilitating processes and partnerships
7. Aligning administrative structures and policies to support a recovery-oriented system

HELPFUL TOOL TO STRUCTURE ACTIONS

- **Mnemonic device:** a memory technique that can help increase your ability to recall and retain information.
- **CONNECT & HOPE**



THE ACTION PLAN: CONNECT TO HOPE



Create a culture and language and hope

Offer a comprehensive and holistic service array

Non-judgmental

Navigating diverse needs

Engagement strategies

Collaborative relationships and reflective practice

Transforming services and systems

Honor the differences and diverse needs of each individual served

Offer various opportunities and resources that support the recovery journey

Provide an environment to encourage personal control

Engage in personal recovery by understanding personal recovery narrative in the treatment process and within the community



ACTIVITY

Break into groups. Reflect on the key principles that contribute to an intentional recovery focus for services and supports.

Discuss the following:

What are some ways you have noted that our organization can increase its use of recovery-oriented practices? Please describe them.



QUESTIONS FOR
REFLECTION
RECOVERY ORIENTATION



REFLECTIVE PRACTICE

Please reflect on the following questions and write down your responses.

Direct Service provider: What impact does an intentional recovery focus have on your day-to-day work? How do you model “hope” and create a climate of optimism/encourage positive outcomes with the people you serve?

Management: Consider the transformation process towards a Recovery-Oriented System. What are your strengths? What do you want to work on first within the framework? What are your challenges and barriers?

Administrative (to include support staff): How welcoming are you when someone in need of help calls or comes through our door? Do you practice patience for a lost individual? How can you be an extension of the ROSC framework?

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THANK YOU!

QUESTIONS?