Recovery-Oriented BH HCBS Services: Challenges and Opportunities

Presented by Technical Assistance Training Partners
HCBS Roadmap Partners

- Center for Practice Innovations
- McSILVER Institute
- NYU Silver Program
- New York State Office of Alcoholism and Substance Abuse Services
- NYAPRS
- MCTAC
- CASA
- New York State Office of Mental Health
Learning Objectives

By the end of this session:

• Participants will be able to identify two important recovery-oriented competencies: person-centered planning and motivational interviewing, and why they are important for BH HCBS providers.

• Participants will be able to apply a recovery-oriented perspective to specific BH HCBS services.

• Participants will learn importance of engaging other provider agencies to enhance the coordination of BH HCBS and other clinical services.
BH HCBS & Recovery

We’ve talked a lot about recovery these past few months.

What type of BH HCBS services are you providing?

How do you apply a recovery-oriented perspective to you work?

Can you please provide examples?
How do we move recovery to practice?
Person-Centered Planning

- How many of you are using person-centered planning in your work for BH HCBS?

- How does this look?
  - Evaluation
  - Service Planning
What is Person-Centered Planning?

Person-centered planning is the process of creating a plan with the individual.

It incorporates the individual’s preferences and strengths.

It includes goals and desired outcomes that are chosen by the individual.

It also includes list of (BH HCBS) services that the individual would like to participate in.
Why is Person-Centered Planning important?

• Promotes buy-in from individual and recovery success
• Increases self-determination
• Assures that the plan is dynamic and not prescriptive
Starting the Conversation

• Utilize SNAP to put the participant in the driver’s seat. Identify the following: What are the person’s….
  – Strengths
  – Needs
  – Abilities
  – Preferences
Generating Person-Centered Goals & Objectives

Questions to ask: How would your life be different? What kinds of things would you do everyday? What kinds of things might you enjoy?

Goals are stated in person’s own words using positive language: “I want to be less depressed so that I can finish college”.

Identify and prioritize a few (3 or so) goals: short- or long-term

Make goals action-oriented and relevant

(Adams & Grieder, 2005)
Person-Centered Planning: Goals & Objectives

- Specific
- Measurable
- Action-oriented
- Relevant
- Time based

(Adapted from Adams & Grieder, 2005)
Person-Centered Planning: Goals & Objectives

Goals and objectives in the plan can be tied to any aspect of the individual’s recovery or wellness including:

- Managing own life
- Managing cravings and urges
- Work/education
- Cultural/Spiritual community life
- Relationships
- Adequate housing that supports recovery
- Recovery-oriented social activities
- Health and well-being

(Adams & Grieder, 2005)
Meet Sheila

Shelia is a 27 year old, single, African-American female recently paroled after serving 3 of a 5 year sentence in a New York State prison for a criminal sale of a controlled substance conviction. Upon her release, Shelia relapsed, resuming her use of alcohol and heroin. Prior to her incarceration Shelia reported, during her intake interview, that she lived with her parents in Chautauqua County. During her incarceration, however, both parents passed away and she is presently estranged from her sibling, an older brother whom she has not seen in over 5 years. Shelia, also, reported during the intake interview that while incarcerated she obtained her GED, vocational training as a maintenance worker, and received therapy for feelings of depression.
Role play #1

Health Home care manager
(Developing a plan of care for BH HCBS)
Role play #2

Meeting with Intensive Supported Employment
BH HCBS provider

(Conducting intake/evaluation to create an
Individual Service Plan to establish scope, duration and frequency)
Person-Centered Planning

• How would you develop a person-centered plan with Sheila?
• What additional information would be important to obtain?
• How would you approach Sheila in working with her?
What does Person-Centered Planning look like?
Motivational Interviewing

- How many of you are using motivational interviewing in your work for BH HCBS?

- How does this look?
What is Motivational Interviewing?

“What Motivational Interviewing is a collaborative conversation style for strengthening a person’s own motivation and commitment to change.”

It incorporates elements of both directing and following the conversation with an individual, but not arguing for change with the individual.

Acknowledges that ambivalence to change is normal and expected part of the process. (Miller & Rollnick, 2013, p. 12)
Why is MI Important?

• Motivational interviewing is an evidence-based practice that has been shown to be effective in decreasing unhealthy behaviors, such as smoking and drinking excessive alcohol, and increasing healthy behaviors, such as exercise.
• It can be effective even in very short-term work.
• It is client-centered; change is brought about by the individual not imposed by the worker.
• Helps to increase an individual’s belief in his/her ability to commit to change

(Miller & Rollnick, 2013; Rubak, Sandboek, Lauritzen, & Christensen, 2005).
Core Skills in Motivational Interviewing

OARS

- Open-ended questions
- Affirmations
- Reflective Listening
- Summarizing
MI: Open-Ended Questions

• How can I help you today?
• What would you like to work on?
• How would you like things to be different?
• What have you tried before to make a change?
MI: Affirmations

• Statements that are positive or complimentary
• Direct statements supportive of the individual’s characteristics
• Can be in the form of appreciation, confidence or reinforcement
• Must be congruent and genuine
• Demonstrate understanding and appreciation
MI: Reflective Listening

• A guess at what a person means by what they just said

• Is always in the form of a statement, never a question

• Can be simple or complex
  • Complex reflections add meaning or emphasis to what has just been said

• Is collaborative/non-authoritarian
MI: Summarizing

• A form of reflective listening

• Summarize by grouping several reflections together

• Gather what was said and present them back to the individual

• Summary statements link together and reinforce material that has been discussed
What does MI look like?
Operationalizing Motivational Interviewing and Person Centered Planning into BH HCBS
BH HCBS Services

- Rehabilitation
  - **Psychosocial Rehabilitation (PSR)**
  - Community Psychiatric Support & Treatment (CPST)

- Habilitation

- Crisis Respite
  - Short-Term Crisis Respite
  - Intensive Crisis Respite

- Education Support Services
  - Individual Employment Support Services
    - Pre-Vocational
    - Transitional Employment
    - **Intensive Supported Employment**
    - Ongoing Supported Employment

- **Empowerment Services – Peer Support**

- **Family Support & Training**
Stitching together BH HCBS and Recovery

A. Psychosocial Rehabilitation
B. Intensive Supported Employment
C. Empowerment Services-Peer Support
D. Family Support and Training
Who is providing Psychosocial Rehabilitation Services? How do you incorporate a recovery-perspective into this work?
Psychosocial Rehabilitation

Definition:
• Services that help people eliminate barriers that are associated with a behavioral health condition to restore the person’s functioning to the fullest potential.

Skills:
• Rehabilitation counseling focused on independent living, social relationships, community engagement, personal autonomy, health and wellness, social skills, and personal care
## Recovery-Oriented PSR Services

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<tr>
<th>Skill</th>
<th>Example</th>
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<tbody>
<tr>
<td>Health and wellness</td>
<td>Nutrition education</td>
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<tr>
<td>Increase community</td>
<td>Using community resources to get needs met</td>
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<tr>
<td>engagement</td>
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<td>Social skills</td>
<td>Communication skills, conflict resolution skills training</td>
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Who is providing Intensive Supported Employment Services?

How do you incorporate a recovery perspective into this work?
Intensive Supported Employment (ISE)

Definition:
• This service is intensive, individualized and person-centered. It utilizes the principles of Individual Placement and Support to help individuals obtain and maintain competitive employment.

Skills:
• Job placement, development, coaching, training and retention strategies. These include a counseling and a training component.
Recovery-Oriented ISE

Don’t

- Limit options
- Tell person his/her employment goal is unattainable
- Make employment dependent on decreased symptoms or substance use

Do

- Start with individual’s employment goal
- Present wide range of employment options
- Help individual think through pros and cons of disclosure to employer
Who is providing Empowerment Services-Peer Support?

How do you incorporate a recovery perspective into this work?
Empowerment Services-Peer Support

**Definition:**
Peer-delivered services designed to promote skills for coping with and managing symptoms while facilitating the utilization of natural resources.

**Skills:**
Advocacy, outreach and engagement, self-help tools, recovery supports, transitional supports, and pre-crisis and crisis supports
Recovery-Oriented Empowerment Services

• Promote hope and resiliency
• Foster engagement in recovery-oriented life roles
• Use motivational interviewing
• Relapse prevention planning
• Connections to self-help groups
• Wellness self-management
Who is providing Family Support and Training?

How do you incorporate a recovery perspective into this work?
Family Support and Training

Definition:
• This service provides the training and support necessary to facilitate participation of the family in the treatment recovery process, provided only at the request of the individual.

Skills:
• Problem solving skills, coping mechanisms, strategies for behavior management and relapse prevention
Recovery Oriented FST

**Don’t**
- Include families without the individual’s permission
- Limit who is defined as “family”
- Exclude the family

**Do**
- Provide education to families about what the individual is experiencing
- Teach families respectful communication
- Work with families to support autonomy and growth in the individual

(Sowers, 2005)
Coordinating with Other Providers

- Are you working with individuals who are receiving services or care in other agencies as well?
- How are you now coordinating your efforts with these other agencies?
- What challenges do you face with coordination?
- Going forward, what would be additional ways to enhance coordination?
Summary

• What are the main points you’ll take away today?

• What will you apply to your work?

I like a teacher who gives you something to take home to think about besides homework.

~ Author Unknown
## Additional Resources

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<tr>
<th>Agency</th>
<th>Person-Centered Planning</th>
<th>Motivational Interviewing</th>
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<tr>
<td><strong>NYAPRS</strong></td>
<td>On-Site Training on:</td>
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<tr>
<td></td>
<td>- Integrating Person Centeredness in Day-to-Day Practices</td>
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<td>- Recovery thru Person-Centered Treatment Planning</td>
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<td><strong>MCTAC</strong></td>
<td>• Hallmarks of Person-Centered Practices and Service Planning in a Managed Care Environment: <a href="#">Link here</a></td>
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<td>- Person and Family-Centered Planning and Leadership: Implementing Recovery-Oriented Planning at the Organizational Level: <a href="#">Link here</a></td>
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<tr>
<td><strong>Center for Practice Innovations:</strong></td>
<td>• ACT: Person-Centered Treatment Planning in Assertive Treatment</td>
<td>• FIT Module 08: Motivational Interviewing</td>
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<td>- CoreComp: Person-Centered Planning</td>
<td>- FIT Module 09: Motivational Interviewing II</td>
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<td>- Recovery and Person-Centered Care</td>
<td>- FIT Module 10: Motivational Interviewing III</td>
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Access these modules via the Learning Management System ([http://practiceinnovations.org/Learning-Community-Login](http://practiceinnovations.org/Learning-Community-Login))
References

• New York State Office of Mental Health and the Office of Alcoholism and Substance Abuse Services. *HCBS Manual*.
Additional Questions?

Contact us at:

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For slides and additional resources:

http://ctacny.org