



Mid-America (HHS Region 7)

MHTTC

Mental Health Technology Transfer Center Network

Funded by Substance Abuse and Mental Health Services Administration

Recovery Oriented Care for Assertive Community Treatment Teams June 2022

Marla Smith, M.S., LMHP, LMHC



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The MHTTC Network uses affirming, respectful and recovery-oriented language in all activities. That language is:

STRENGTHS-BASED
AND HOPEFUL

INCLUSIVE AND
ACCEPTING OF
DIVERSE CULTURES,
GENDERS,
PERSPECTIVES,
AND EXPERIENCES

HEALING-CENTERED/
TRAUMA-RESPONSIVE

INVITING TO INDIVIDUALS
PARTICIPATING IN THEIR
OWN JOURNEYS

PERSON-FIRST AND
FREE OF LABELS

NON-JUDGMENTAL AND
AVOIDING ASSUMPTIONS

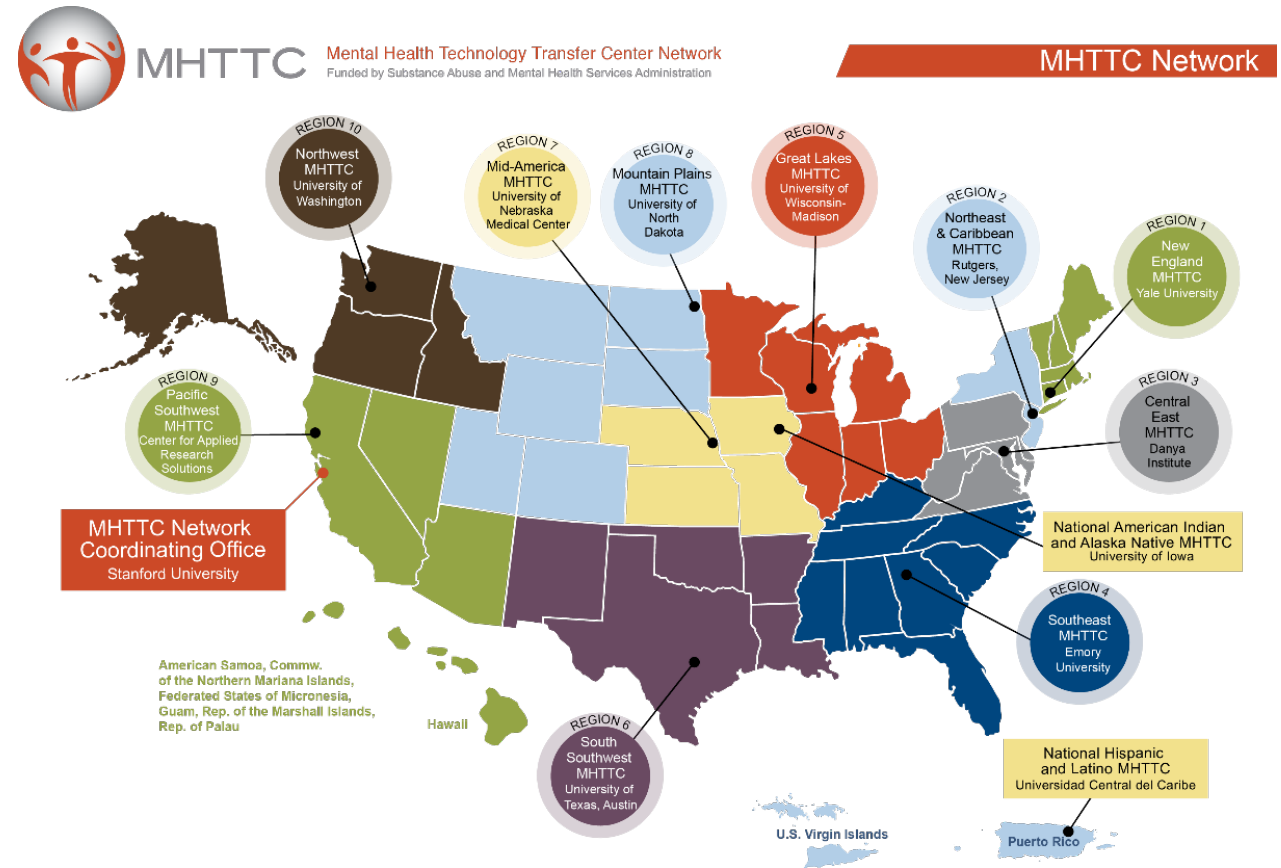
RESPECTFUL, CLEAR
AND UNDERSTANDABLE

CONSISTENT WITH
OUR ACTIONS,
POLICIES, AND PRODUCTS

Mid-America Mental Health Technology Transfer Center

Established to increase utilization of evidence-based mental health practices.

- Missouri, Iowa, Nebraska, and Kansas.
- Free training and technical assistance.
- SAMHSA grant awarded to the Behavioral Health Education Center of Nebraska at University of Nebraska Medical Center.
(5 years, \$3.7 million, grant number: H79SM081769)



Marla Smith, M.S. M.S. LMHP, LMHC

University of Nebraska Medical Center

Behavioral Health Education Center of Nebraska

Mid-America Mental Health Technology Transfer Center

I, Marla Smith attest that I have no financial, personal, or professional conflicts of interest in this training titled Implementing Assertive Community Treatment in Kansas: Recovery Oriented Care.

Agenda

How to promote the active involvement of the services

Implement the person-centered approach to enhance the chances of success in the road to recovery

Understand what makes the person-centered approach different than traditional treatment planning

Recovery

A process of change through which individuals improve their health and wellness, live a self-directed life, and strive to reach their full potential.

- It is...
- Person first
- Strengths-based
- Person centered

The Medical Model

- Mental disorders have physiological causes and can be placed into categories
- Focus is on the use of medication which changes brain chemistry

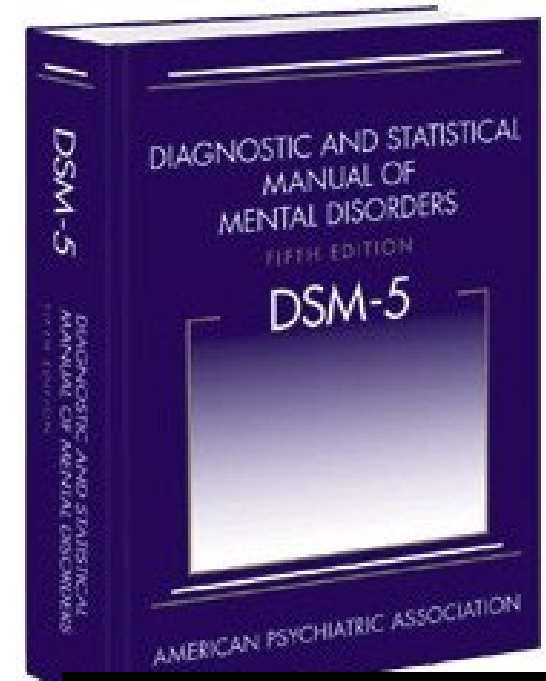


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Pros and Cons of the Medical Model

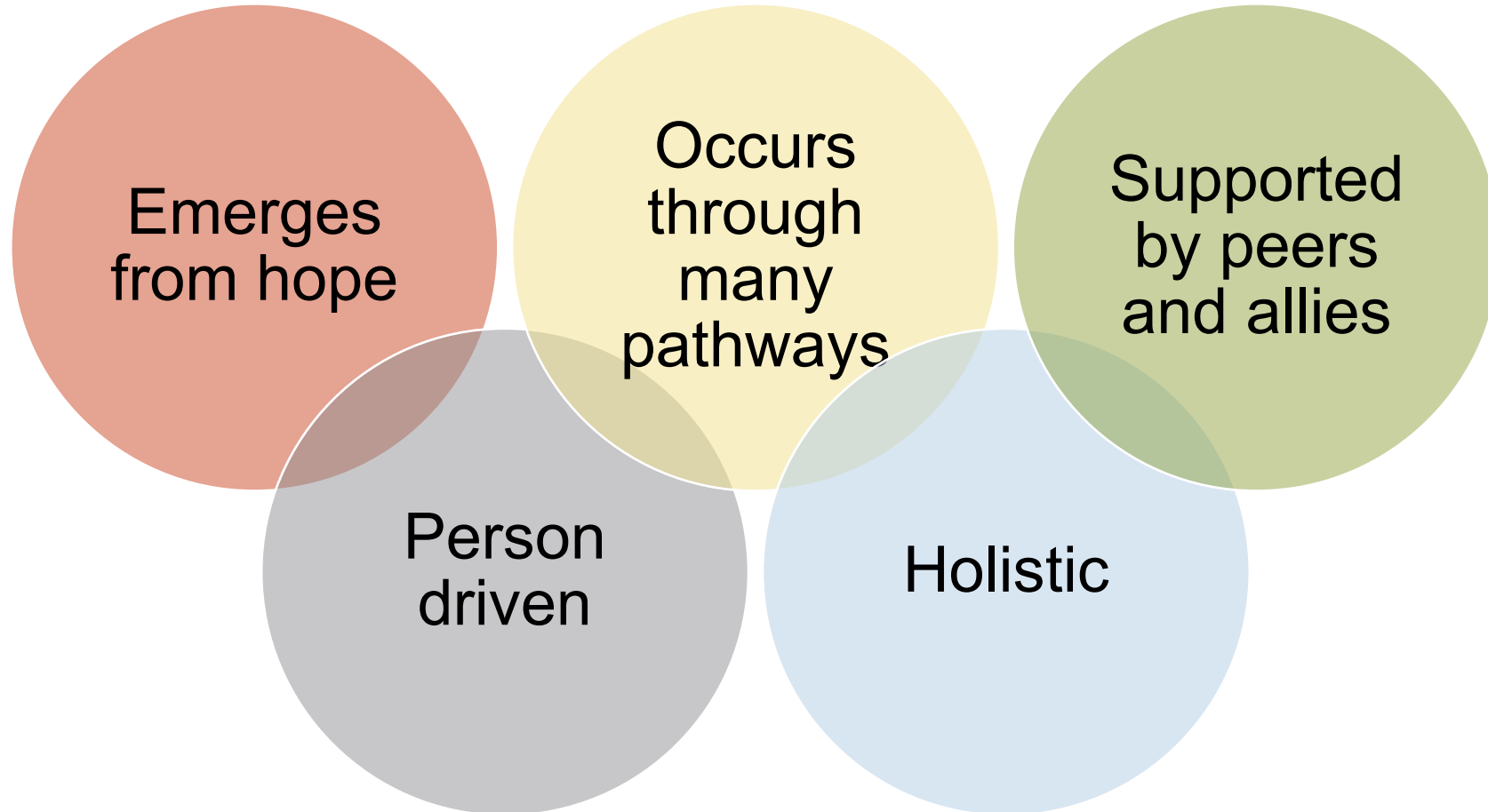
- ⊕ Viewed as objective, based on science
- ⊕ Given insight into causes of some conditions
- ⊕ Treatment is quick and easy to administer
- ⊕ Reduced the fear of those with mental disorders
- ⊖ Treatments can have serious side effects
- ⊖ Reliability of diagnosing mental disorders has not improved over last 30 years
- ⊖ Diagnostic manuals are not works of objective science but works of culture



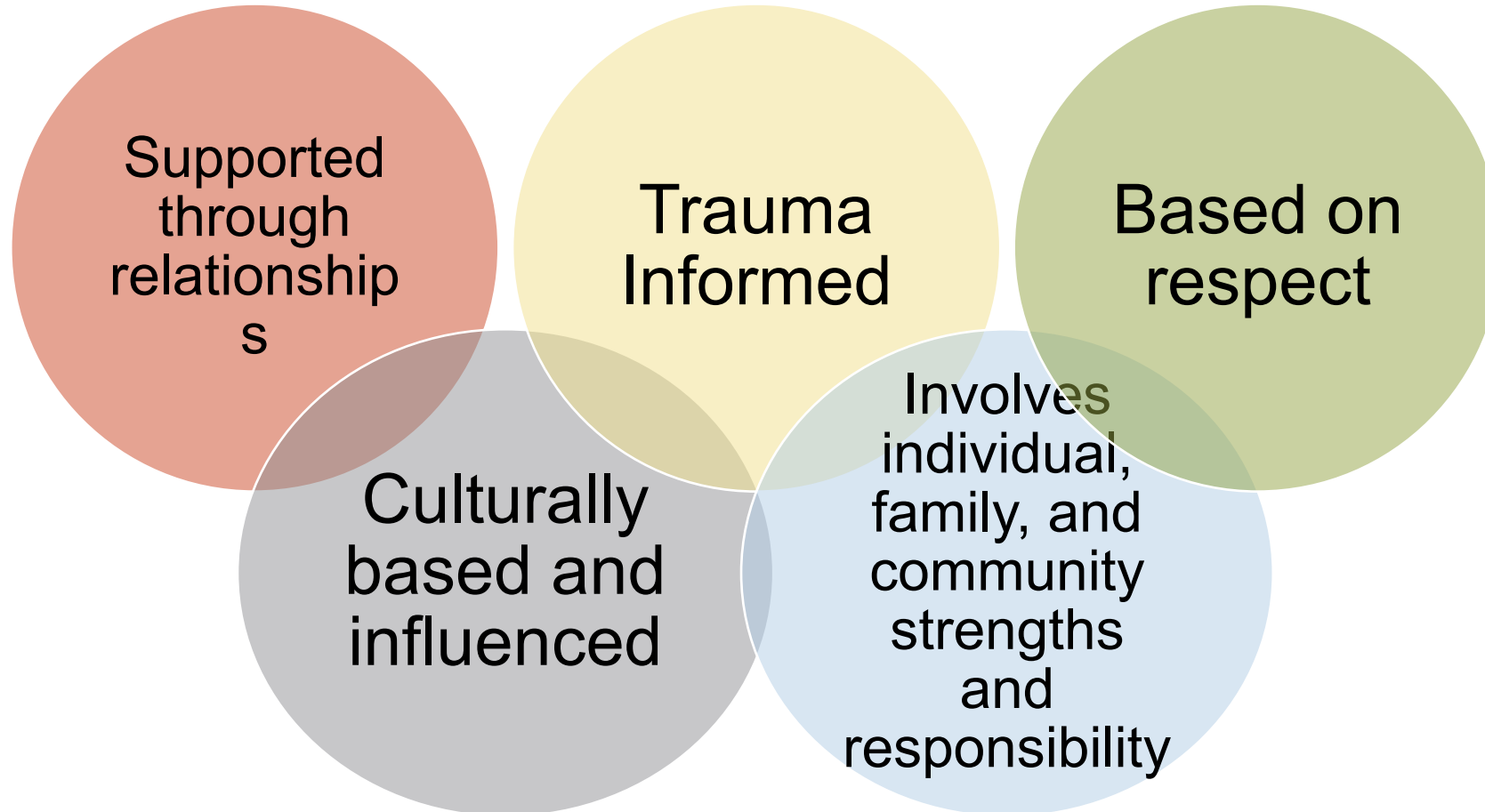
It is possible to recover from a mental health condition.

The most effective recovery is client-directed.

Principles of Recovery Oriented Treatment



Principles of Treatment



Recovery Oriented Approach

- Supportive
- Individualized
- Empathetic
- Optimistic
- Promotes independence



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Success is the sum
of small efforts,
repeated day in
and day out

- Robert Collier





Person Centered Language

See the person first, not their condition

People often identify in roles where they find meaning

Can be used to empower and promote recovery

What to say instead....

- Illness based language
 - Joe is schizophrenic/a borderline/mentally ill
 - Steve doesn't accept he is mentally ill
 - Lillian is manipulative
 - Clark has a history of noncompliance
- Person- centered language
 - Joe lives with a mental health condition/Joe has been diagnosed with...
 - Steve disagrees with his diagnosis
 - Lillian is trying hard to get her needs met
 - Clark is choosing not to...

Give thought to...

- How the language we use is perceived by the person
- How it may positively or negatively contribute to their health and well being
- What meanings we present to people to live by



Tips to remember

- Do put people first
- Do emphasize ability
- Do inquire how a person would like to be addressed
- Do validate a person's experiences
- Do allow people time to find the words and express what they need to say
- Do ask what has been helpful and unhelpful in the past
- Do be mindful of the importance of a person's identity but be particularly sensitive to people's fears



4 dimensions that guide recovery

- Health
 - Overcoming or managing one's disease(s) or symptoms
- Home
 - A stable and safe place to live
- Purpose
 - Meaningful daily activities
- Community
 - Relationships and social networks that provide support, friendship, love and hope

Framework for Recovery Oriented Practices

Promoting a culture of hope

Promoting autonomy and self-determination

Collaborative partnerships

Focus on strengths

Holistic and personalized

Family, carers, support people and significant others

Community partnership and citizenship

Responsiveness to diversity

Reflection and learning

Promoting a Culture of Hope

Behaviors

- Use optimistic language
- Celebrate recovery efforts

Attitudes

- Sustain and express hope and optimism

Skills

- Use hopeful recovery-oriented language in all interactions and documentation

Promoting Autonomy and Self-determination

Behaviors

- Provide necessary information
- Inform of rights
- Support people to exercise rights

Attitudes

- Recognize and support right to choose and self-determination
- Acknowledge and value lived experience and expertise

Skills

- Support self-determination, decision making and informed risk taking
- Support self-advocacy and advocate on their behalf

Collaborative Partnerships

Behaviors

- Demonstrate genuine care, warmth, consideration, honesty, transparency and empathy
- Communicate respectfully and sensitively
- Respond to self-defined goals and aspirations

Attitudes

- Value collaborative approaches
- Commit to promoting choice and personal agency

Skills

- Actively seek and incorporate people's preferences and expertise
- Fully inform people of their options
- Support people to find meaning in their experiences

Focus on Strengths

Behaviors

- Identify, utilize and build on strengths, resourcefulness and resilience
- Facilitate self-management of mental health

Attitudes

- Acknowledge and value strengths and resilience

Skills

- Utilize strengths-based approach
- Support people to further develop their resilience

Holistic and personalized care

Behaviors

- Support people to access opportunities, resources and services to meet their needs and attain their goals
- Use practices that are sensitive and age-appropriate
- Provide relevant, appropriate and responsive care

Attitudes

- View people in context of their whole selves
- Value and support aspirations and recovery efforts

Skills

- Sensitive and respectful
- Support people to live lifestyles of their choosing
- Advocate, coordinate and collaborate with non-mental health providers

Family, Carers, Support People and Significant Others

Behaviors

- Identify their support needs
- Strengthen existing support networks
- Build new support networks

Attitudes

- Value the role of families and support systems

Skills

- Work effectively with support systems
- Support to engage, re-engage, or develop meaningful relationships
- Assist in identifying supports needs

Community Partnership and Citizenship

Behaviors

- Actively support and encourage opportunities in the community
- Actively challenge stigmatizing attitudes, discrimination and social exclusion
- Promote positive attitudes

Attitudes

- Recognize and promote people's right and ability to contribute in meaningful ways
- Recognize the importance and value of social and community engagement

Skills

- Identify and utilize social and community networks to support recovery
- Assist in identifying and accessing social networks in the community

Responsiveness to diversity

Behaviors

- Engage in ongoing conversations about beliefs, values, practices and needs
- Make effort to support people to actively practice their cultures and practices
- Actively consider how to incorporate the wishes and needs into their practice

Attitudes

- Acknowledge and promote right to live in accordance with their identities, values and beliefs
- Recognize and respect diverse perspectives

Skills

- Work competently, sensitively, and responsively
- Flexible in adapting to tailoring to fit needs

Reflection and Learning

Behaviors

- Actively pursue professional learning, supervision, and development opportunities
- Seek feedback from others to identify strengths and needs

Attitudes

- Committed to ongoing improvement of practice
- Value opportunities to reflect
- Committed to enacting recovery values and principles

Skills

- Have knowledge of and utilize a wide range of treatment models and services
- Continually update knowledge of diverse range of support options available
- Able to use their own experience to communicate and empathize with others

References

- The Recovery Model in Mental Health Care [The Recovery Model in Mental Health Care \(verywellmind.com\)](#)
- What is a recovery-oriented approach [What is a recovery oriented approach? - Principles for effective support \(nsw.gov.au\)](#)
- Recovery and Recovery Support [Recovery and Recovery Support | SAMHSA](#)
- Tip Sheet: Using Person Centered Language [Tip Sheet: Using Person-Centered Language - Resources For Integrated Care](#)
- Framework for Recovery-Oriented Practice [Recovery-oriented practice in mental health](#)



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