

Recovery Centered Clinical System

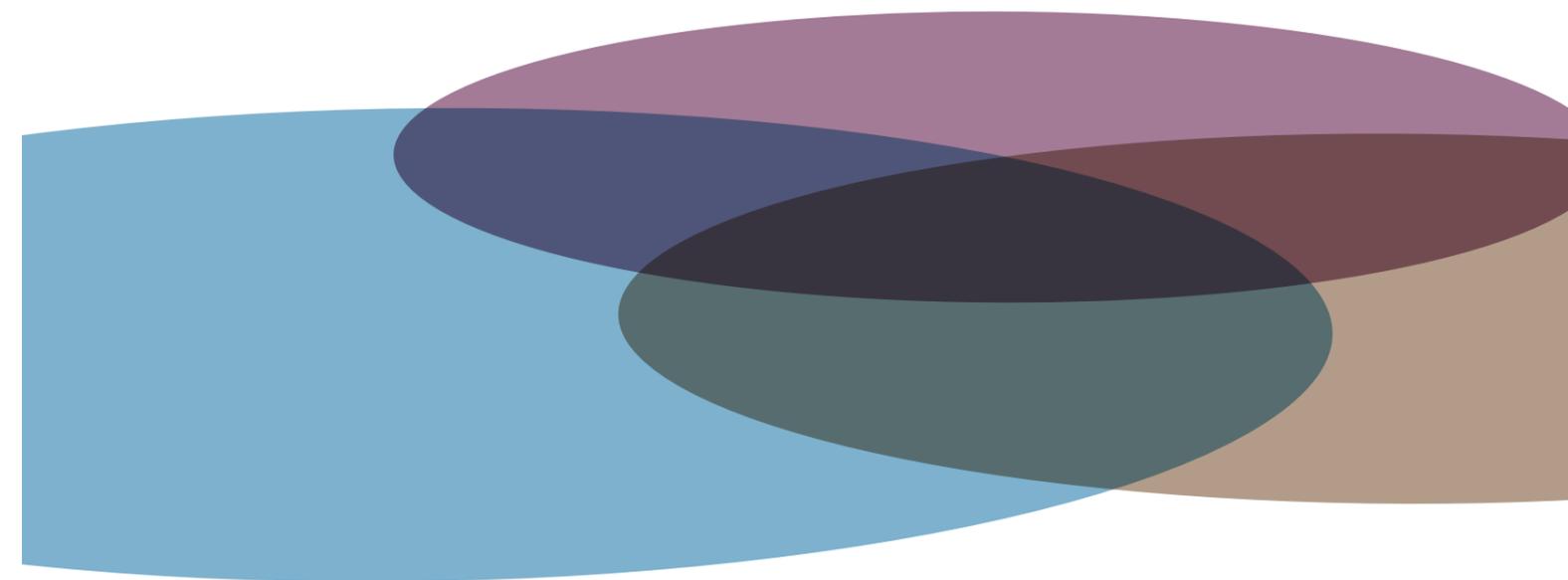
An Introductory Overview

Recovery Centered Clinical System (RCCS)

The RCCS strives to support people in recovery from serious mental illness (SMI) in two distinct but complementary ways. **The Culture** is focused on the recovery environment including individuals served, staff and the interpersonal relationships that create a supportive program setting. It is made up of five “awarenesses” which help cultivate an environment where recovery can grow and thrive. **The Conversations** are focused on the individual. It encompasses five components which focus on awakening and enlivening recovery within the individual.

We welcome you to explore.

Visit www.telecarecorp.com/RCCS to explore and download. Materials are free, but registration is required. We use your registration information to contact you with updates, advances and new materials.



Recovery Begins with an Awakening of Hope Within an Individual

The Recovery Centered Clinical System (RCCS) is a comprehensive wellness and resilience approach that focuses on transforming mental health systems, programs, staff, and interactions with people served that awaken hope and enliven recovery. The RCCS is a framework to inspire individuals to identify their unique hopes and dreams and learn to make choices that move them toward those hopes and dreams.

The RCCS increases staffs' awareness of interpersonal relationships, values, attitudes, and behaviors that when combined, create a recovery-centered program culture that serves as a primary intervention.

What is Taken or Lost?

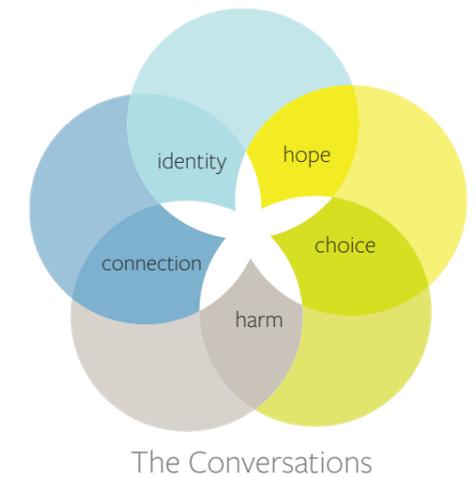
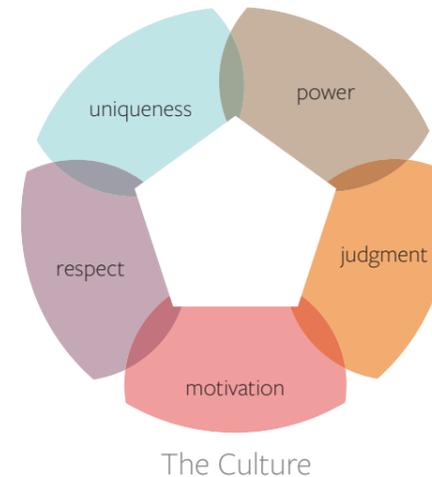
What is Recovered?

- Personal Power
- Hopes and Dreams: The Future
- Uniqueness
- Motivation
- Identity: A Person with Pride
- Judgment: Self-evaluation
- Connections
- Dignity and the respect of others
- Choice-Making Skills
- Opportunities: Life Roles, Education
- Self-control
- Self-responsibility
- Self-determination

The Evolution of Disability Attributed to Mental Illness

- Individual receives a diagnosis of a serious mental illness
- Results in fear, shame, loss of uniqueness and an uncertain future. Individual retreats from life.
- Living in stigmatizing culture results in losses of dignity, identity and hope. Lost opportunities for life roles, learning choice-making skills.
- Traditional treatment with culture of control causes loss of self-control, self-responsibility. Further loss of personal power, self-respect, sense of uniqueness, motivation.
- The Good News: Losses can be reversed by a power-*with*-people culture which awakens recovery.

Culture is the primary intervention.



The Program Culture

The program culture is the environment created by staff behavior and the interactions among each other and individuals served. By teaching staff skills and providing feedback on its effectiveness a program's culture can be changed. Countering stigma and the loss of power resulting from traditional treatment awakens and enhances resilience.

The Culture Management Tool, completed by each staff person and individual served, provides feedback based on perceptions of everyone affected by the program culture. Staff then develops plans to change the culture based on this information.

Recovery Centered Measures

The Recovery Centered Measures (RCM) is a validated tool that Telecare programs use to measure their recovery-centered culture. Staff as well as individuals served give feedback on how the culture impacts them and services being delivered. Results are used to identify and grow strengths within a program as well as provide an opportunity for culture improvement initiatives.

The Conversations

These guided conversations awaken an inner conversation within the individual in five areas. Each area influences the others; for instance, a person who develops a more positive identity will have more hope, make more effective choices and reduce harm in their life.

Or, when hope is awakened and an individual has a future, he/she may make more effective choices for tomorrow rather than simply reducing the pain of today. Many tools are available to guide conversations.

Individuals served also learn to make better choices by reducing interference from symptoms, substances, and extreme emotions.



“If you can measure it, you can change it.”
- Lord Kelvin