Amplifying the Well-Aspects of a Person - Identifying and Mobilizing a Person’s Strengths

Advancing Recovery Webinar #2
Wednesday, February 3, 2016

Funded by California Department of Health Care Services
Presented by California Institute for Behavioral Health Solutions
Presenters

Expert Faculty
- Rick Goscha, Executive Director, University of Kansas Center for Mental Health Research and Innovation

Panelists from San Francisco Behavioral Health Services
- Lisa Winch, Senior Psychiatric Social Worker, Sunset Mental Health Services
- Gloria Frederico, MFT, Wellness and Recovery Coordinator

Moderator
- Karin Kalk, Associate Director, CIBHS
Using the Control Panel

• Minimizing and maximizing
• Audio
• Typing in a question

Practice:
• Type “yes” if you received the materials
• Type “need” and your email address if you didn’t

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To Sign Up for Continuing Education Credits

• In the question box, enter the name and email of each individual who will be requesting educational credits (within first 15 minutes of session)

• Attend the entire session

• Complete the CE packet (to be provided by CIBHS after the session) and submit it to CIBHS per instructions in the packet

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Session II Agenda

1. Revisiting Elizabeth: Her Strengths, Goals and Progress
2. Overview of the Strengths Assessment
3. Introducing Jacob, His Case Manager (and the Supervisor)
4. California Success Stories: San Francisco
5. Strengths Practice Orientation Scale (1st two items)
6. Next Steps and Wrap Up
Strengths Model Practice Orientation Scale

• Developed to generate discussion related to how our practices are currently oriented
• Help to focus agency policy, system redesign and practice development
• Five Elements/Items
  – Client centered goal identification and achievement
  – Identification and Use of Client Strengths
  – Goal Planning
  – Contacts with Individuals
  – Individual Movement through the System
<table>
<thead>
<tr>
<th>ITEM</th>
<th>LEVEL D</th>
<th>LEVEL C</th>
<th>LEVEL B</th>
<th>LEVEL A</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>#1</strong> Client Centered Goal Identification and Achievement</td>
<td>Considering all the clients you serve: Focus of the work is on diagnosis and treatment of illness and/or problem behavior. Goals are written in clinical terms and focus on diagnosis and symptoms (medical necessity and functional impairment) rather than goals than are meaningful and important to the person.</td>
<td>Considering all the clients you serve: Focus of the work is on diagnosis and treatment of illness and/or problem behavior. Client centered goals are acknowledged, but subservient to deficit-based/symptom focused goals.</td>
<td>Considering all the clients you serve: Focus of the work takes into account both client-centered and deficit-based/symptom focused goals, but it is not always clear how the two are integrated/related.</td>
<td>Considering all the clients you serve: Focus of the work is on client-centered goal identification and achievement. Problems, barriers, and challenges are discussed in the context of meaningful and important goals and in relation to their relevancy to these goals.</td>
</tr>
<tr>
<td>#2 Identification and Use of Client Strengths</td>
<td>Identification of client strengths occurs primarily at intake or initial assessment. Strengths are fairly vague and loosely tied to goal achievement.</td>
<td>Identification of client strengths occurs at least annually or during treatment plan updates. Strengths vary in specificity and are loosely tied to goal achievement.</td>
<td>Identification of client strengths occurs in routine practice with clients but not in any systematic way. Strengths vary in specificity and are often tied to goal achievement.</td>
<td>The work revolves around continuous identification, organization, and mobilization of highly specific strengths to achieve a meaningful and important goal or remove a barrier to a specific step toward goal achievement.</td>
</tr>
<tr>
<td>#3 Goal Planning</td>
<td>Goal planning occurs annually as a part of treatment planning. Goals and objectives rarely change until this formal process occurs.</td>
<td>Goal planning occurs quarterly or bi-annually as a part of treatment planning. Goals and objectives rarely change until this formal process occurs.</td>
<td>Goal planning occurs monthly (in addition to formal treatment planning). Goals may or may not remain the same from one month to the next, but objectives are continuously evolving.</td>
<td>Goal planning occurs during every contact with a person (it is an iterative process; each week’s work determines next week’s steps toward achieving a goal).</td>
</tr>
<tr>
<td>#4 Contacts with Individuals</td>
<td>Most contacts tend to be crisis/reactive driven. Little evidence of proactive, planned, purposeful contact in relation to goal achievement. Most contacts are in the office.</td>
<td>Most contacts tend to be crisis/reactive driven. Some evidence of proactive, planned, purposeful contact in relation to goal achievement. Some interactions are out in the community.</td>
<td>Most contacts are proactive, planned, and purposeful in relation to goal achievement (outside of crises). Crisis/reactive interactions are no longer the main focus. At least half of interactions with clients in out in the community.</td>
<td>Most contacts are proactive, planned, and purposeful in relation to goal achievement (outside of crises). Crisis/reactive interactions are infrequent and associated mainly with new clients. More than 75% of contacts with client are out in the community.</td>
</tr>
<tr>
<td>#5 Individual Movement through the System</td>
<td>Stabilization and maintenance is considered a positive outcome of services. Few individuals exit from services or graduate to a lower level of care.</td>
<td>Stabilization and maintenance is considered a positive outcome of services, with focus on individual achieving a life of meaning and purpose outside of the formal system of care considered for some with less than 1% of individuals exiting from services or graduating to a lower level of care each month.</td>
<td>Individual achieving a life of meaning and purpose outside of the formal system of care is considered an important outcome of services with 1-3% of individuals exiting from services or graduating to a lower level of care each month.</td>
<td>Individual achieving a life of meaning and purpose outside of the formal system of care is considered a key outcome of services. High rates (more than 3%) of individuals exiting from services or graduating to a lower level of care.</td>
</tr>
</tbody>
</table>
Strengths Model Practice

Orientation Scale

• If you haven’t yet, score Items #1 and #2
• As you learn more about these practices, reconsider your scores and revise them if you need to
• We aren’t going to ask for your scores today, but will later in the webinar series

.....Build awareness of where you are versus where you want to be
Introducing Rick Goscha

• Director, University of Kansas Center for Mental Health Research and Innovation

• Co-author with Charles Rapp on the book The Strengths Model: A Recovery-Oriented Approach to Mental Health Services (now in its 3rd edition)

• Has been practicum student, case manager, team leader, program manager, and director of an agency. Now involved in systemic implementation of evidence-based practices, policy, research, and program design.
Definition of Strengths Model

• The Strengths Model is both a philosophy and a set of tools and methods to promote recovery for people with serious mental illnesses

• **Philosophy**
  » The way we view the people we serve
  » A way of being in relationship with the people we serve

• **Tools & Methods**
  » Strengths Assessment
  » Personal Recovery Plan
  » Group Supervision
  » Field Mentoring
The Context of Strengths Model Practice

Engagement
- Understanding
- Hope
- Alliance

Methods/Tools
- Strengths Assessment
- Personal Recovery Plan
- Group Supervision

Recovery
- Meaning
- Purpose
- Identity
Principles of the Strengths Model

1. People have the capability to recover, reclaim, and transform their lives

2. Focus is on strengths versus deficits

3. The community is viewed as an oasis of potential resources

4. The client is the director of the helping process

5. The worker-client relationship is primary and essential

6. The primary setting for our work is in the community
Strengths Model Studies

• Ten studies have tested the effectiveness of the Strengths Model.
  – Four experimental or quasi-experimental
  – Six non-experimental (mostly pre-post)

• Positive outcomes were found in the areas of hospitalization, housing, employment, reduced symptoms, leisure time, social support, and family burden
# Types Of Strengths

<table>
<thead>
<tr>
<th>Qualities/Personal Characteristics</th>
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<tbody>
<tr>
<td>Talents and Skills</td>
</tr>
<tr>
<td>Environmental Strengths</td>
</tr>
<tr>
<td>Interests/Aspirations</td>
</tr>
</tbody>
</table>

1. Qualities/Personal Characteristics
2. Talents and Skills
3. Environmental Strengths
4. Interests/Aspirations
<table>
<thead>
<tr>
<th>Current Strengths: What are my current strengths? (i.e. talents, skills, personal and environmental strengths)</th>
<th>Individual’s Desires, Aspirations: What do I want in my life?</th>
<th>Past Resources – Personal, Social, &amp; Environmental: What strengths have I used in the past?</th>
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</thead>
<tbody>
<tr>
<td><strong>Home/Daily Living</strong></td>
<td></td>
<td><strong>Assets - Financial/Insurance</strong></td>
</tr>
<tr>
<td>- Currently living with parents (nice to have someone to eat meals with and do things with)</td>
<td>“I want my own apartment at Hitchcock Towers”</td>
<td>- Had own apartment in Stillwell, OK for 5 months in 2004</td>
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<tr>
<td>- has own room: a place to get away if needed</td>
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<td>- Did my own laundry, cooking cleaning, etc.</td>
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<tr>
<td>- grocery store close by</td>
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<td></td>
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<tr>
<td>- “I’m able to do almost everything on my own”</td>
<td></td>
<td></td>
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<tr>
<td><strong>Employment/Education/Specialized Knowledge</strong></td>
<td></td>
<td><strong>Supportive Relationships</strong></td>
</tr>
<tr>
<td>- Currently receives $573 in SSI</td>
<td>“I want to be able to make my own decisions about what I spend my money on”</td>
<td>“I have always been close with my mom and brother”</td>
</tr>
<tr>
<td>- Has Medicaid</td>
<td></td>
<td>Ex-boyfriend (Kevin) used to be good support (“He helped build my confidence in myself”)</td>
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<td>- Mom is rep payee (nice not to have to think about paying all the bills)</td>
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<td>- Will qualify for food stamps if I get my own place</td>
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<td></td>
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<td>“I would like to have more friends here in Kansas”</td>
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<td><strong>Supportive Relationships</strong></td>
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<tr>
<td>- Mom (Sarah) is my biggest support (listens to me and can cheer me up)</td>
<td>“I would like to have more friends here in Kansas”</td>
<td>“I have always been close with my mom and brother”</td>
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<td>- Brother (Roy) can take me places if I need anything</td>
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<tr>
<td>Friend (Hanna in Oklahoma) – we still talk on the phone occasionally</td>
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*Strengths Assessment For Elizabeth W. (2010)*
Wellness/Health

- Lamictal helps with the depression – “I don’t feel suicidal as much”
- “Talking to others about how I’m feeling helps with depression”
- “Doing something active helps me feel healthy”

“Going out and doing things made me feel better about myself” (e.g. movies, sporting events, shopping, etc.)

Leisure / Recreational

- Enjoys music (Country), listing to radio, singing, and dancing (two-step, line dancing)
- Talking on the phone

- I want to make more friends and spend time with them
- used to be in girl scouts
- went out for track and basketball in high school
- used to go camping and canoeing

Spirituality/Culture

- Spending holidays with family is important to me, especially when we visit my mom’s side of the family in Mississippi.
- I have a strong faith in God, which has helped me overcome difficult times.

- Having the entire family together for Easter, Thanksgiving, and Christmas dinner has always been an important part of our family.
- Going to Sunday church service as a family.

What are my priorities?

1. I want my own apartment
2. I want a job working with children
3. I would like to have more friends to do things with
4. __________

Additional comments or important things to know about me:

It is really important to me to have my own place. I still want my family in my life, but I want to show others I can do things on my own. Someday, I would like to have my own family.

This is an accurate portrait of the strengths we have identified so far in my life. We will continue to add to these over time in order to help me achieve the goals that are most important to me in my recovery journey.

I agree to help this person use the strengths identified to achieve goals that important and meaningful in their life. I will continue to help this person identify additional strengths as I learn more about what is important to their recovery.

My Signature Date

Service Provider’s Signature Date
## Strengths Assessment (2011)

### For Elizabeth W.

#### Current Strengths:
What are my current strengths? (i.e. talents, skills, personal and environmental strengths)?

- Has own apartment at Hitchcock Towers
- Has own apartment at Hitchcock Towers
- apartment has small exercise room
- have most things I need (bed, furniture, TV, microwave, pots/pans, silverware)
- grocery store close by

#### Individual's Desires, Aspirations:
What do I want in my life?

- “I want to slowly start replacing my current furniture with newer stuff”
- “I wouldn’t mind getting a cat”

#### Past Resources – Personal, Social, & Environmental:
What strengths have I used in the past?

- Had own apartment in Stillwell, OK for 5 months in 2004
- Lived with parents from 2005-2009
- Did my own laundry, cooking cleaning, etc.

#### Home/Daily Living

- Currently receives $573 in SSI
- Has Medicaid
- Receives food stamps
- Mom is rep payee (nice not to have to think about paying all the bills) “I am making the decisions about my money”

#### Assets - Financial/Insurance

- “I want to earn more money so I have the freedom to do more things”
- “I would like to be my own payee”

#### Employment/Education/Specialized Knowledge

- Knowledgeable and skilled around housekeeping responsibilities
- Knowledgeable about basic childcare
- Knows basic first aid
- I am learning a lot about recovery “This is a new thing for me”

- “I want to get a job in a daycare center or some type of job working with kids”
- Worked with mother doing housekeeping at several different motels
- Graduated from high school in Mississippi
- Took childcare course when I was a teenager
- Has done babysitting for family members and others

#### Supportive Relationships

- Mom (Sarah) is my biggest support (listens to me and can cheer me up)
- Brother (Roy) can take me places if I need anything
- Friend (Hanna in Oklahoma) – we still talk on the phone occasionally
- Neighbor (Sue) – “friendly older woman - lives in the next apartment, made me feel welcome”
- Rynette (my CM) – helped me get my apt and learning about recovery

- “I would like to have more friends here in Kansas”
- “I have always been close with my mom and brother”
- Ex-boyfriend (Kevin) used to be good support (“He helped build my confidence in myself”)
### Strengths Assessment (2011)

**For Elizabeth W.**

**Wellness/Health**

| Lamictal helps with the depression – “I don’t feel suicidal as much” | “I want to continue to be healthy” | “Going out and doing things made me feel better about myself” (e.g. movies, sporting events, shopping, etc.) |
| “I am just starting to use WRAP “It has been helpful to think about what triggers my depression and what I can do about it” | “I would like to learn pilates” |
| “Talking to others about how I’m feeling helps with depression” | |
| “I have started using the treadmill in the exercise room” | |

**Leisure / Recreational**

| - Enjoys music (Country), listing to radio, singing, and dancing (two-step, line dancing) Talking on the phone Watching Grey’s Anatomy and crime shows like CSI | “I want to make more friends and spend time with them” | - used to be in girl scouts - went out for track and basketball in high school - used to go camping and canoeing - used to love to swim |
| - Spending holidays with family is important to me, especially when we visit my mom’s side of the family in Mississippi. | “I would like to find a church home where I felt accepted” |
| - I have a strong faith in God, which has helped me overcome difficult times. | - Having the entire family together for Easter, Thanksgiving, and Christmas dinner has always been an important part of our family. -Going to Sunday church service as a family. |

What are my priorities?

1. Meet new people to do things with
2. I want a job working with children
3. Continue to learn more ways to deal with depression
4.

Additional comments or important things to know about me:

_I love having my own place. I know some days life might be difficult, but I know I can do this. It’s important for me to have people in my life who believe this as well._

_This is an accurate portrait of the strengths we have identified so far in my life. We will continue to add to these over time in order to help me achieve the goals that are most important to me in my recovery journey._

_I agree to help this person use the strengths identified to achieve goals that important and meaningful in their life. I will continue to help this person identify additional strengths as I learn more about what is important to their recovery._

My Signature  Date

Service Provider’s Signature  Date
Organization of the Strengths Assessment

- Seven Life Domains
- Three Temporal Orderings
- Encompasses both simplicity and complexity
<table>
<thead>
<tr>
<th>Critical Components of the Strengths Assessment (Content)</th>
</tr>
</thead>
</table>
| Written in a context that is meaningful and important to the person | “I want my own place”  
“I would like more friends to do things with” |
| Hope-inducing for the person | The process of exploring possibilities and visualizing tangible strengths created an aura of hope |
| Thorough, detailed and specific | * Brother (Roy) can take me places if I need anything  
* Lamictal helps with the depression – “I don’t feel suicidal as much” |
| Written from the person’s perspective and using his/her own words | “I want...”  
“I have.....” |
### Critical Components of the Strengths Assessment (Process)

<table>
<thead>
<tr>
<th>Component</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Evolves at the person’s pace</td>
<td>As opposed to a rush to fill out paperwork. Most important is that person is engaged.</td>
</tr>
<tr>
<td>Conducted in a conversational manner</td>
<td>As opposed to an interview. Uses the boxes to record, not guide.</td>
</tr>
<tr>
<td>Occurs in the person’s natural environment whenever possible</td>
<td>As opposed to a majority of meeting occurring in the office. The nature of the goal will often dictate setting.</td>
</tr>
<tr>
<td>Part of an ongoing process in which information is updated on a regular basis</td>
<td>As opposed to a one-time assessment. You are creating a portrait or building a narrative, not completing a form.</td>
</tr>
<tr>
<td>Current Strengths:</td>
<td></td>
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<tr>
<td>-------------------</td>
<td></td>
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<tr>
<td>&quot;Lives in motel&quot;</td>
<td></td>
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<tr>
<td>&quot;Has had apartments in past&quot;</td>
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</table>

<table>
<thead>
<tr>
<th>Examples of Life Experiences/Explanations:</th>
</tr>
</thead>
<tbody>
<tr>
<td>&quot;Looking for other jobs&quot;</td>
</tr>
<tr>
<td>&quot;Finished 8th grade&quot;</td>
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<table>
<thead>
<tr>
<th>Supportive Relationships:</th>
</tr>
</thead>
<tbody>
<tr>
<td>&quot;Family (dad) - now deceased, but I think about him and what he would want - he my life.&quot;</td>
</tr>
<tr>
<td>&quot;Brother - helped me stay out of trouble when I was young.&quot;</td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>Home/Daily Living</th>
</tr>
</thead>
<tbody>
<tr>
<td>&quot;Needs social security and a steady paying job&quot;</td>
</tr>
<tr>
<td>&quot;Wants to find a place on my own&quot;</td>
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</tbody>
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<table>
<thead>
<tr>
<th>Work History:</th>
</tr>
</thead>
<tbody>
<tr>
<td>&quot;Would like to work as a stock person or dishwasher&quot;</td>
</tr>
<tr>
<td>&quot;My goals: work for 10-15c&quot;</td>
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</tbody>
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<table>
<thead>
<tr>
<th>Earned skills:</th>
</tr>
</thead>
<tbody>
<tr>
<td>&quot;More help me&quot;</td>
</tr>
<tr>
<td>&quot;Meet new people&quot;</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Education:</th>
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</thead>
<tbody>
<tr>
<td>&quot;I don't read or write&quot;</td>
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<tr>
<th>Individually's Dreams, Aspirations</th>
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<tbody>
<tr>
<td>&quot;I need to get a new job before I think about living somewhere else&quot;</td>
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</table>

<table>
<thead>
<tr>
<th>Past Resources - Personal, Social, &amp; Environmental:</th>
</tr>
</thead>
<tbody>
<tr>
<td>&quot;Works in family business&quot;</td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>Notes:</th>
</tr>
</thead>
<tbody>
<tr>
<td>&quot;Skilled at laying carpet. Enjoy manual labor, 'I am not afraid to work hard.'&quot;</td>
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<table>
<thead>
<tr>
<th>Reviewer:</th>
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<tbody>
<tr>
<td>&quot;Signed 12/13. I need to get my ID&quot;</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Comments:</th>
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<tbody>
<tr>
<td>&quot;I need health insurance. I try to save money for bus fares 10/24&quot;</td>
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</table>

<table>
<thead>
<tr>
<th>Recommendations:</th>
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<tbody>
<tr>
<td>&quot;Need to work on my relationship with my brothers. 8/12&quot;</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Original:</th>
</tr>
</thead>
<tbody>
<tr>
<td>&quot;Meet more people 10/24&quot;</td>
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<table>
<thead>
<tr>
<th>Monthly:</th>
</tr>
</thead>
<tbody>
<tr>
<td>&quot;Sober people&quot;</td>
</tr>
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<table>
<thead>
<tr>
<th>Notes:</th>
</tr>
</thead>
<tbody>
<tr>
<td>&quot;Meets with Mike, group leader, &quot;gives me confidence I can stay clean.&quot;&quot;</td>
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<thead>
<tr>
<th>Work on:</th>
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<tbody>
<tr>
<td>&quot;Find occasional work.&quot;</td>
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<table>
<thead>
<tr>
<th>Current:</th>
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<tbody>
<tr>
<td>&quot;Meet new people 10/24&quot;</td>
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</tbody>
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<table>
<thead>
<tr>
<th>Original:</th>
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<tbody>
<tr>
<td>&quot;Meet new people who I can stay clean with.&quot;</td>
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Multiple Uses of the Strengths Assessment

The Strengths Assessment is a tool and methodology can be used to.....

✓ Get to know the other person as part of initial engagement

✓ Develop a context for beginning the helping relationship

✓ Help the person envision and communicate his/her recovery journey

✓ Amplify the well aspects of the person
Multiple Uses of the Strengths Assessment

The Strengths Assessment is a tool that can be used to.....

- Develop strategies toward achieving a goal that are unique to the person
- Celebrate a person’s accomplishments over time
- Highlight the seemingly ordinary things in a person’s life that contribute to his/her recovery.
Progress Notes for Elizabeth

• Example #1: Using the Strengths Assessment to align with Elizabeth on a meaningful goal and build hope.

• Example #2: Using Strengths Assessment to help Elizabeth overcome a barrier to goal achievement
Key Ingredients: \textit{GIRP+}

- Goal
- Intervention
- Response
- Plan
- Important observations that have relevance to the person’s goal or well-being.
Case manager met with client at home to continue work on goal of staying out of hospital. Client reported no suicidal ideation since last meeting. Worked on Strengths Assessment as a means of identifying a meaningful and important goal that might increase her reasons for wanting to stay out of the hospital and improve her well-being. Discussed her goal of getting her own apartment. Client reported being nervous about living on her own again and expressed the importance of regaining her mom’s support. Client reported having lived on her own in 2007 for five months. Discussed learning from this experience and what might be helpful if she decides to take steps toward this goal.
#1 (cont’d): Used the Strengths Assessment to document specific personal and environmental strengths that would help her with this goal. Client reported that using the Strengths Assessment gave her hope that living on her own again could be possible. Confirmed next appointment at clients home to work on strengths assessment. Client will start a list of potential challenges she sees to living on her own as well as ideas to overcome them. These will be discussed at next meeting.
<table>
<thead>
<tr>
<th>GOAL</th>
<th>Met with client at home to continue work on goal of staying out of hospital.</th>
</tr>
</thead>
<tbody>
<tr>
<td>INTERVENTION</td>
<td>Worked on Strengths Assessment to identify a meaningful and important goal that might increase her reasons to stay out of the hospital and improve her well-being. Discussed her goal of getting her own apartment. Client reported having lived on her own in 2007 for five months. Discussed learning from this experience and what might be helpful if she decides to take steps toward this goal. Used Strengths Assessment to document specific personal and environmental strengths that would help her with this goal.</td>
</tr>
<tr>
<td>RESPONSE</td>
<td>Client reported no suicidal ideation since last meeting. Client reported being nervous about living on her own again and expressed the importance of regaining her mom’s support. Client reported using the Strengths Assessment gave her hope that living on her own again could be possible.</td>
</tr>
<tr>
<td>PLAN</td>
<td>Confirmed next appointment at clients home to work on strengths assessment. Client will start a list of potential challenges she sees to living on her own as well as ideas to overcome them. These will be discussed at next meeting.</td>
</tr>
</tbody>
</table>
#2: Case manager met with client at home to continue work on goal of getting an apartment. Client reported being anxious about moving in next month. Client is primarily worried about how she will cope with command voices that lead to self-harming behaviors. Continued to work on Wellness Recovery Action Plan (WRAP) and identifying triggers associated with onset of command voices. Discussed what worked or did not work in the past. Identified possible strategies to soften impact of the voices using her strengths assessment. Client wrote down the top three strategies she wanted to try.
#2 (cont’d): Client reported that identifying and writing down the strategies was helpful. Added steps to client’s personal recovery plan to ask her brother to pick up furniture at St. Marks for her apartment and to store these in her garage until next month. Will meet next week to discuss next steps and report on use of strategies for dealing with voices.
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<tr>
<th><strong>GOAL</strong></th>
<th>Case manager met with client at home to continue work on goal of getting an apartment.</th>
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<tr>
<td><strong>INTERVENTION</strong></td>
<td>Continued to work on Wellness Recovery Action Plan (WRAP) and identifying triggers associated with onset of command voices. Discussed what worked or did not work in the past. Identified possible strategies to soften impact of the voices using her strengths assessment. Client wrote down the top three strategies she wanted to try.</td>
</tr>
<tr>
<td><strong>RESPONSE</strong></td>
<td>Client reported being anxious about moving in next month. Client is primarily worried about how she will cope with command voices that lead to self-harming behaviors. Client reported that identifying and writing down the strategies was helpful.</td>
</tr>
<tr>
<td><strong>PLAN</strong></td>
<td>Added steps to client’s personal recovery plan to ask her brother to pick up furniture at St. Marks for her apartment and to store these in her garage until next month. Will meet next week to discuss next steps and report on use of strategies for dealing with voices.</td>
</tr>
</tbody>
</table>
Live on my own

Suicidal thoughts

Voices

Depression

Storyline that follows Elizabeth along her journey of recovery

Strategies to manage voices when living on own
Help practitioners become highly skilled at effective practices and then teach how to document the weaving of those practices into an evolving storyline.

Never Teach to Documentation
Introducing Jacob
Overview of Jacob at the beginning of his road to recovery (2013)

26 year old, African-American, gay man

Living with brother, sister-in-law, and two nephews

Has partner named Jeffery

Lived in psychiatric residential treatment facility as a teen for 18 months

Dropped out of school before his senior year of high school
Overview of Jacob at the beginning of his road to recovery (2013)

Frequent use of alcohol and drugs
Multiple suicide attempts
Last psychiatric hospitalization was in 2012, but viewed as high risk
Difficult to engage and not often compliant with treatment plan
Working on GED
Where Jacob is now (2016)

Has his own apartment living with Jeffrey
Finished GED
Enrolled in Community College (Fine Arts)
Sober and off hard drugs for 2 years (longest time since he was 14 years old)
Still works hard to keep moods regulated
<table>
<thead>
<tr>
<th>Current Strengths: (What are my current strengths? (i.e. talents, skills, personal and environmental strengths))</th>
<th>Individual’s Desires, Aspirations: (What do I want in my life?)</th>
<th>Past Resources – Personal, Social, &amp; Environmental: (What strengths have I used in the past?)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Great at helping with brother's kids</td>
<td>“I want to have my own place”</td>
<td>I used to live alone in my own apartment. Residential treatment housing</td>
</tr>
<tr>
<td>SSI - $664</td>
<td>I need rental assistance, 1st months and last months rent deposit.</td>
<td></td>
</tr>
<tr>
<td>Currently working on GED</td>
<td>“I want to go to community college eventually”</td>
<td></td>
</tr>
<tr>
<td>Family – mom, brother, sister-in law. All provide housing and food assistance Help with money management Jeffrey “best friend and lifelong partner”</td>
<td>Family has been supportive in the past – helped with temporary places to stay, transportation</td>
<td></td>
</tr>
</tbody>
</table>
Strengths Assessment (prior to supervisor feedback)

for Jacob F.

<table>
<thead>
<tr>
<th>Wellness/Health</th>
</tr>
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<tbody>
<tr>
<td>“Would like to find a primary care doctor”</td>
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</tbody>
</table>

<table>
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<tr>
<th>Leisure / Recreational</th>
</tr>
</thead>
<tbody>
<tr>
<td>“I am very creative. I love to do art”</td>
</tr>
<tr>
<td>“More art. Art is my coping skill”</td>
</tr>
<tr>
<td>Have taken art classes before in high school</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Spirituality/Culture</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
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<tr>
<td></td>
</tr>
</tbody>
</table>

**What are my priorities?**

1. Get my own apartment
2. 
3. 
4. 

**Additional comments or important things to know about me:**

This is an accurate portrait of the strengths we have identified so far in my life. We will continue to add to these over time in order to help me achieve the goals that are most important to me in my recovery journey.

I agree to help this person use the strengths identified to achieve goals that important and meaningful in their life. I will continue to help this person identify additional strengths as I learn more about what is important to their recovery.

My Signature  Date

Service Provider’s Signature  Date
Jacob’s Initial Strengths Assessment

• Review Jacob’s initial SA (approx. 5 minutes):
  – What feedback would you offer Jacob’s case manager if you were the supervisor
Strengths Assessment (revised after supervisor feedback) for Jacob F.

<table>
<thead>
<tr>
<th>Current Strengths:</th>
<th>Individual’s Desires, Aspirations:</th>
<th>Past Resources – Personal, Social, &amp; Environmental:</th>
</tr>
</thead>
<tbody>
<tr>
<td>What are my current strengths? (i.e. talents, skills, personal and environmental strengths)</td>
<td>What do I want in my life?</td>
<td>What strengths have I used in the past?</td>
</tr>
<tr>
<td>Currently living with brother and sister-in-law. “I love being around my two nephews” Great at helping with brother’s kids (babysits, plays with kids, does art projects with them, etc.). I watch my brother’s kids and he helps me to doctor’s appointments and shopping.</td>
<td>“I want to have my own place with Jeffrey” My new place would be located close to the busline, a grocery store, and a coffee shop” “I would like to get a car someday so I have the freedom to go wherever I want.” “I would like to have a cat or two.”</td>
<td>I used to live alone in my own apartment. I lived close to my mom and brother which was important. -used to have a car to get around to the places I needed. Residential treatment housing</td>
</tr>
<tr>
<td>Home/Daily Living</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Assets - Financial/Insurance</td>
<td></td>
<td></td>
</tr>
<tr>
<td>SSI - $664 “Brother will help me out with a few extra bucks when needed”</td>
<td>I need rental assistance, 1st months and last months rent deposit. “If I ever go back to work again, it will be important for me to have insurance to buy my medications and have services.”</td>
<td>Used to earn money from previous jobs Family has helped me out financially when I have been in a jam”</td>
</tr>
<tr>
<td>Employment/Education/Specialized Knowledge</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Currently working on GED “I am good at math so that is the easiest subject for me. Jeffrey helps me with the rest.”</td>
<td>“I want to go to community college eventually and get a degree in teaching” “I would like to be an art teacher in an elementary school”</td>
<td>Worked at a shoe store (I know how to size people up for the right shoe, since everyone usually has one foot slightly longer than the other) Tried working at a few fast food places and decided it wasn’t for me.</td>
</tr>
<tr>
<td>Supportive Relationships</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Family – mom (takes an interest in my art, is always encouraging me todo something with my art), brother (gave me a place to stay, has car), sister-in-law (makes me laugh – we watch Modern Family together). Jeffrey “best friend and life long partner” (Support in everything – listens, pushes me when needed, enjoys my art, helps me shop, etc.)</td>
<td>“It’s important that Jeffrey is involved in all the decisions I make”</td>
<td>Family has been supportive in the past – helped with temporary places to stay, transportation Mom used to be a teacher and is very artistic. She taught me many things I know about art.</td>
</tr>
</tbody>
</table>
Strengths Assessment (revised after supervisor feedback)
for Jacob F.

**Wellness/Health**

- I have been walking to stay in better shape.
- Wellbutrin helps the depression and always helped when I stopped smoking earlier this year.
- Lamactal seems to help me from getting “too low”
- Painting helps when I’m feeling anxious. Re-directs my focus.
- “Would like to find a primary care doctor who will help me stay on top of my diabetes”
- “I want a doctor who will not be judgmental about me, but will give me guidance on how I can stay healthy and live longer.”
- Used to play tennis to stay in shape.

**Leisure / Recreational**

- “I am very creative. I love to do art”
- I am skilled at drawing and painting animals. I sometimes go to the park or zoo and take my sketch pad.
- I love the TV shows Modern Family and Arrested Development.
- “More art. Art is my coping skill”
- I would like to buy more art supplies
- “I wouldn’t mind taking another art class”
- Have taken art classes before in high school

**Spirituality/Culture**

- “I would like to pass down my knowledge to art to my nephews or maybe my own kids someday just like my mom did with me.”

**What are my priorities?**

1. get my own apartment with Jeffrey
2. Find a doctor who listens to me
3. Explore more options related to art
4. 

**Additional comments or important things to know about me:**

This is an accurate portrait of the strengths we have identified so far in my life. We will continue to add to these over time in order to help me achieve the goals that are most important to me in my recovery journey.

I agree to help this person use the strengths identified to achieve goals that important and meaningful in their life. I will continue to help this person identify additional strengths as I learn more about what is important to their recovery.

My Signature Date

Service Provider’s Signature Date

University of Kansas, School of Social Welfare 2010
Jacob’s Updated Strengths Assessment

• Review Jacob’s updated Strengths Assessment (5 minutes):

  – What are your reactions to the more detailed version and how useful would this information be to you in practice?
Progress Note Examples: Jacob
Case manager met with client to more clearly define goals for the helping relationship and the role of the case manager in these goals. At intake, client requested help dealing with anxiety and difficulties in his relationship with his current partner. Client reported that these remain his top priorities for case management. Case manager asked client if he had any questions from last week’s meeting where case management services and recovery were explained. Client stated he would like more information on recovery, specifically for people diagnosed with bi-polar disorder. Case manager gave client two articles on recovery and will provide additional materials at next meeting. Case manager introduced the strengths assessment tool to the client, specifically to better understand what important areas of his life were being impacted by anxiety and what strengths he has previously used to deal with anxiety. Family, specifically his mother, brother, and partner Jeffery, were noted as key strengths. Art was identified as a key coping mechanism, but client noted he has not been able to do as much art as he used to.
Using the strengths assessment, client identified being able to get an apartment with Jeffery as his top priority. Client noted that lack of support for his relationship with Jeffrey contributed to his anxiety. Client report that tensions between the family and Jeffery were not high at the present time, but in the past has led to thoughts of suicide and hospitalization. Client reported no suicidal ideation at this time. Client reported the strengths assessment helped him to think more about what he wanted out of life. Getting an apartment with Jeffrey will be added to clients treatment plan and exploring options to increase his involvement in art will be added as an objective under the goal of decreasing anxiety. Case manager taught client a few simple breathing techniques he could try if he experiences any episodes of anxiety between now and next appointment. Case manager and client will meet again on 02/10/2013, to continue to work on strengths assessment to better define clients goals, explore potential barriers, as well as strengths to build upon.
Example Progress Note (condensed version)

Met with client to further define his goals for the relationship and role of the case manager in these goals. At intake, client requested help dealing with anxiety and relationship difficulties. Client reported these remain his top priorities. Answered questions about services and recovery. Client requested more information on recovery and bi-polar disorder. Gave client two articles on recovery and will provide additional materials at next meeting. Introduced the strengths assessment tool, focusing on how anxiety is impacting important areas of his life and strengths used to manage anxiety. Family members were noted as key strengths. Art was identified as a key coping mechanism.
Example Progress Note (condensed version)

Client’s top priority shifted to getting an apartment with Jeffery while doing the strengths assessment. Client stated relationship difficulties and past tensions with family have contributed to his anxiety and past thoughts of suicide and hospitalization. Client reported no suicidal ideation at this time. Client reported the strengths assessment was helpful to think about what he wanted out of life. Agreed to add getting an apartment and exploring options to increase his involvement in art to his treatment plan. Introduced breathing techniques for client to practice to reduce anxiety. Will meet again next week to continue to better define clients goals, explore potential barriers, as well as strengths to build upon.
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<td>INTERVENTION</td>
<td>Answered questions about services and recovery. Client requested more information on recovery and bi-polar disorder. Gave client two articles on recovery. Will provide additional materials at next meeting. Introduced strengths assessment tool, focusing on how anxiety is impacting important areas of his life and strengths used to manage anxiety. Practiced breathing techniques to reduce anxiety. Family members were noted as key strengths. Art was identified as a key coping mechanism.</td>
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<td>RESPONSE</td>
<td>Client’s top priority shifted to getting an apartment. Client stated relationship difficulties and past tensions with family have contributed to his anxiety and past thoughts of suicide and hospitalization. Client reported no suicidal ideation at this time. Client reported the strengths assessment was helpful to think about what he wanted out of life.</td>
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<td>PLAN</td>
<td>Added getting an apartment and exploring options to increase his involvement in art to his treatment plan. Will meet again next week to continue to better define goals, explore potential barriers, as well as strengths to build upon.</td>
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# Item 1: Client-Centered Goal Identification and Achievement

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<tr>
<th>Components</th>
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<th>Level C</th>
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<tbody>
<tr>
<td>Client Centered Goal Identification and Achievement</td>
<td>Considering all the clients you serve: Focus of the work is on diagnosis and treatment of illness and/or problem behavior. Goals are written in clinical terms and focus on diagnosis and symptoms (medical necessity and functional impairment) rather than goals that are meaningful and important to the person.</td>
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</tr>
<tr>
<td>0</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
</tr>
</tbody>
</table>
Client Centered Goal Identification and Achievement

Continual attention to finding out what is meaningful and important to Jacob

“I want my own apartment with Jeffery” “I want to be an art teacher”

Problems, Barriers, and Challenges viewed in context of goal

Worker helped Jacob explore possible barriers to achieving this goal: anxiety, alcohol and drug use, depression and isolating from others, mania and overspending

Intervention strategies should be relevant to the person

Motivational interviewing to explore reasons for using and identifying reasons for change; dialectical behavioral therapy to help manage mood dysregulation which affected his relationship with Jeffrey
Orienting Your Practice & Your Agency

**Item 1: Client-Centered Goal Identification and Achievement**

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## Item #2: Identification and Use of Client Strengths

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<td>Identification of client strengths occurs primarily at intake or initial assessment. Strengths are fairly vague and loosely tied to goal achievement.</td>
<td>Identification of client strengths occurs at least annually or during treatment plan updates. Strengths vary in specificity and are loosely tied to goal achievement.</td>
<td>Identification of client strengths occurs in routine practice with clients but not in any systematic way. Strengths vary in specificity and are often tied to goal achievement.</td>
<td>The work revolves around continuous identification, organization, and mobilization of highly specific strengths to achieve a meaningful and important goal or remove a barrier to a specific step toward goal achievement.</td>
</tr>
<tr>
<td>0 1 2</td>
<td>3 4 5</td>
<td>6 7 8</td>
<td>9 10 11</td>
</tr>
</tbody>
</table>
### Identification and Use of a Person’s Strengths

<table>
<thead>
<tr>
<th>Continual attention to getting strengths in their most useable form</th>
<th>“Painting helps when I am feeling anxious. Re-directs my focus”</th>
</tr>
</thead>
<tbody>
<tr>
<td>Seeing power in what is seemingly ordinary</td>
<td>I am skilled at drawing and painting animals. I sometimes go to the park or the zoo and take my sketch pad</td>
</tr>
<tr>
<td>Helping people find the “perfect niche”</td>
<td>Jacob’s niche became a world that included Jeffrey, his family, his art, and eventually the community college.</td>
</tr>
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### Item #2: Identification and Use of Client Strengths

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HOW IT ALL FITS TOGETHER
Continual attention is paid to finding out what is meaningful and important to Jacob.
Problem, barriers, and challenges are not ignored, but rather viewed in the context of how they impact the achievement of meaningful and important goals.
Getting to Level A Practice

- **CLIENT GOAL**: ...in relation to those goals
- **MEDICAL NECESSITY**
- **DOCUMENTATION**
- **PROVIDER INTERVENTIONS**

Strengths are identified, organized, made detailed and specific, and applied to achievement of a goal or removing barriers.
Our intervention strategies should have relevance to the person in relation to these goals... AND need the involvement of a mental health professional.
Importance of helping people see and use their own strengths. Seeing power in what is seemingly ordinary and shifting to a recovery narrative, which is an evolving process.
Getting to Level A Practice

CLIENT GOAL

MEDICAL NECESSITY

DOCUMENTATION

PROVIDER INTERVENTIONS

Documentation: Written description of how everything fits together (to the extent you understand it so far)
Strengths Model Practice & Organizational Structure/Design
Making the Shifts:
Rick Goscha
Gloria Frederico
Lisa Winch
My journey using the Strengths Assessment
As a case manager.....

• Ran covert strengths operation
• Still learning the tool. Started with a few clients, then kept expanding. Learned what worked and what didn’t in various situations
• Strengths assessments kept in a folder, not in chart
• Outcomes were being noticed (i.e. employment, hospitalization, housing tenure, etc.)
As a team leader...

• Made SA more visible. Leadership decided tool would be optional, but if completed needed to be put in chart

• Taught CM’s who wanted to learn the tool how to use it. Set aside time each week to review SA’s and give feedback to CM’s.

• Went out in field with CM’s to model doing SA and learning from clients. Beginning of what we now call field mentoring
As a director....

• Made the Strengths Model the foundational approach we used.

• Use of tools and methods (including SA) reflected in job descriptions and performance evaluations

• Eliminated barriers to using tools and methods in practice

• Ensured role of supervisor was structured to help staff build skills (e.g. review tools, provide feedback, group supervision, provide field mentoring, etc.)

• Generated program goals and used data to assess effectiveness of interventions
San Francisco Behavioral Health Services

Lisa Winch, Senior Psychiatric Social Worker
Sunset Mental Health Services
About Jonathan

Jonathan is a 52 year old Ethiopian/Latino male referred by PCP to address chronic depressive symptoms: insomnia (per clt due to long-term graveyard shifts), irritability, history of aggressive bx when awoken from sleep. Also has symptoms of social withdrawal, isolative, low energy, low motivation, difficulty concentrating. Clt was seen here a few years ago, moved out of the area, came back in July of 2015 still dealing with some of the same symptoms. He lives in an SRO hotel and works part-time as a massage therapist, which is no longer rewarding for him. He's considering changing fields and may want to study accounting. Jonathan has a history of homelessness, as well as a long work history in various fields, including warehouse and grocery work.
### Current Strengths:
- What are my current strengths? (i.e., talents, skills, personal and environmental strengths)

- Stay a room in a hotel
  - "It's a spot over my head."
  - I like being near downtown. 
  - Near ice skating, bowling

### Individual's Desires, Aspirations?
- What do I want?

- Move into a place with a kitchen so I can bake
- Explore getting a fridge or big oven, convection oven, portable gas for char-broil, toast, canning, etc.
- Get the kitchen stuff back to my house. 
- Get stuff to Vegas or elsewhere

### Past Resources - Personal
- Social & Environmental:
- What strengths have I used in the past?

- Las Vegas
  - East Bay
  - SF
  - Has lived alone and with roommates, which was "not too bad."

### Assets - Financial/Insurance
- Always paid my way
- Sold baked goods with baked goods
- Entrepreneur

### Employment/Education/Specialized Knowledge
- Worked at massage therapist
- I have some baking skills
- Special recipes (broccoli casserole, beef casserole)

- Get a different job
  - Warehouse work
  - Consider bakery work to learn about the business
  - Consider returning to school to study accounting
  - Get more chain massage work

### Supportive Relationships
- Friends in Las Vegas
  - Talk a couple x per week
- Maintain contact with my Las Vegas friends
- Had a lot of friends:
  - Friends in Las Vegas
### Wellness/Health

- Walk almost daily, 10-15 miles from work (16 miles/week)
- Dr. USA - need help to sleep
- Get into speed walking
- I'd like to get back into bike-racing and weight-lifting in the spirit of it
- Get a good night's sleep regularly

### Leisure/Recreational

- Good hiker - creative
- Baking
- Bike racing
- Weight-lifting

### Spirituality/Culture

- Mormon since 2005
- Has strong spiritual beliefs
- Attend church more frequently
- Baptist church in Joplin

What are my priorities?

1. 
2. 

### Additional things to know about me:

This is an accurate portrait of the strengths we have identified so far in my life. We will continue to add to those over time in order to help me achieve the goals that are most important to me in my recovery journey.

I agree to help this person use the strengths identified to achieve goals that are important and meaningful in their life. I will continue to help this person identify additional strengths as I learn more about what is important to their recovery.

---

My Signature __________________________ Date __________

Service Provider's Signature __________________________ Date __________
About Helen

Helen is a 64 year old Caucasian woman who came to Sunset MH in 2010 following 2 serious suicide attempts. She's struggled with long-term depression throughout her lifetime. She lives with her long-term male partner who has serious health and chronic pain issues (Parkinson's, sciatica). Helen got a dog recently. She volunteers at the local Jewish Community Center, although she's not Jewish, and really enjoys it. She and her partner have a long-term plan to move to Central California to be closer to her step-daughter's family, especially as they are getting older.
Strengths Assessment
for Helen

Current Strengths
What are my current strengths? (i.e. talents, skills, personal and environmental strengths)

- Hopes lived in the same stable home for 50+ years
- Has disease(s) related illness - they support each other
- Easy Control
- Has free time now when she could work on house

Individual's Degree, Aspirations:
What do I want?

- I want my garage space back so I can do things like papier mache
- I want to clear out boxes in the house
- I want to move to a single house with steps

Past Resources – Personal, Social & Environmental:
What strengths have I used in the past?

- Very long term stability at current location
- Pays rent (bill) on time
- Helps meet to build a story house - a story house with kids of yours be near children kids

Assets – Financial/Insurance

- Very long work history
- Independent living
- Long work history for many years

Employment/Education/Specialized Knowledge

- Volunteers at TJX 2 days/week
  - Helps older people use the elderly
  - I enjoy walking with them so they’re not lonely
  - I enjoy playing the piano
  - I like socializing with the other staff/ vol

- Great 3 days/week for 2 types
- Long work history at 45 yrs
- 3 jobs, last Entry

Supportive Relationships

- Упяп does dishes, cleans the bathroom, helps around to help sort boxes.
- He listens & can be emotionally supportive at times.
- Has a girlfriend she’s known since high school
- Friends in Australia - 2 sons, 2 brothers, 2 nephews
- Christa, daughter in law
- Women’s Support Group

- I’d like to meet some women to socialize with
- In-home support?
- I really wanna go back to Australia but a visit’s long

- In stable relationship with son
- A girlfriend she’s known since high school
- Stayed in contact
### Wellness/Health
- Medication is working. Still helpful.
- Walks the dog daily.
- Park nearby.
- Start new therapy group in May.
- Uses wellness groups.
- Improve mood especially during stressful times.
- Maintain good regular sleep.
- Help with recovery while taking care of myself.
- Got connected with mental health services.
- Visit to Capricorn Health Center since 2010.
- Help made great strides in self-care and mood.

### Leisure/Recreational
- Day trips every other week.
- Highly creative.
- Classes.
- Appreciates nature.
- Goes to parties.
- Likes people-watching.
- I want to do more creative things, like art, knitting, reading, movies.
- Get out of the house more. Downtown, SF, center, movies, etc., cafe.
- Did pottery in high school.
- Interested in art till all her life.

### Socialise
- Connected with Australian culture.
- Return to Australia if I can afford it someday for a quiet (2 months).
- Find out more about my heritage, especially on my father's side.
- Mother's family from Australia.
- Two family branches.
- Grandmother had huge Celtic family clan.

### Priorities
1. Clear boxes - bedroom
2. Socialise
3. Get out of the house (3 days a week)
4. Go to Australia to see my family

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Additional comments: My priorities are important, and the other two are more general.
San Francisco Behavioral Health Services

Gloria Frederico, MFT
Wellness and Recovery Coordinator
The San Francisco Experience with the Strengths Assessment – OMI Family Center and Beyond

• OMI Family Center –
  – Dedicated, hard working staff.
  – Underlying belief in recovery but not incorporated into infrastructure.
  – Staff working in silos much like a private practice.

• Formed a small team – commitment to meet weekly.

• Create a safe, fun, hopeful environment to learn – successes are celebrated and failures are welcomed.

• Clinic leadership learning alongside staff. Exec Leadership learning too.

• Test out different ways to use Strengths Assessment (intake, treatment planning, off-site at residential setting, hospital setting.)
Changing a Culture

• Clinic leadership sets tone for clinic.
  – Start or End each meeting with Successes (client or personal successes).
  – Bring the “cheer” back to “leader” – Be the first to clap and “whoop it up!”... Make it F-U-N.

• Refine and align front desk welcoming to be hopeful and recovery-based.

• After initial assessment – thank new member for choosing your clinic. Restate the clinic belief that we can help you on your journey of recovery.

• Post Recovery-Based Mission Statement in Waiting Room.

• Create a Tree of Hope for Waiting Room.
W&R System-Wide Expansion

• Transformation of OMI contributed to Exec. Leadership decision to fund a full-time Wellness and Recovery Coordinator

• Lessons learned at OMI set foundation to spread change to other clinics (Outpatient, FSP, ICM, Jail) within systems of care

• W&R Coordinator is the “Holder of the Hope” and brings this lens to all meetings

• On-site coaching, team development to 10+ sites currently
Next Steps:
Getting Answers to Your Questions
Try it!!

Contact Karin Kalk (kkalk@cibhs.org) about your experience and willingness to share about it and what you learned during the next webinar.
<table>
<thead>
<tr>
<th>SESSION</th>
<th>DATE AND TIME</th>
</tr>
</thead>
<tbody>
<tr>
<td>Session I: Overview &amp; Orientation</td>
<td>Wednesday, January 6, 2016 Complete/Recorded</td>
</tr>
<tr>
<td>Session II: Amplifying the Well-Aspects of the Person - Identifying and Mobilizing a Person’s Strengths</td>
<td>Wednesday, February 3, 2016 Recording to be available shortly</td>
</tr>
<tr>
<td><strong>Session III: Identifying Meaningful Goals and Developing a Plan to Achieve Them</strong></td>
<td>Wednesday, March 2, 2016 12:00 – 1:30 pm</td>
</tr>
<tr>
<td>Session IV: Using Shared Decision-Making Around the Use of Psychotropic Medications</td>
<td>Wednesday, April 6, 2016 12:00 – 1:30 pm</td>
</tr>
<tr>
<td>Session V: Achieving Goals and Advancing Recovery</td>
<td>Wednesday, May 4, 2016 12:00 – 1:30 pm</td>
</tr>
<tr>
<td>Session VI: Supporting Individuals to Prepare to and then Exit the System</td>
<td>Wednesday, June 1, 2016 12:00 – 1:30 pm</td>
</tr>
</tbody>
</table>
SESSION III: IDENTIFYING MEANINGFUL GOALS AND DEVELOPING A PLAN TO ACHIEVE THEM
Wednesday, March 2, 2016

- Understanding why goals are not achieved
- Setting meaningful and important goals
- Using highly individualized and specific strengths to support goal achievement
- Planning to achieve goals by breaking them into smaller, measurable steps
- Tools, methods and strategies to keep things moving forward
Complete the Strengths Practice Orientation Scale
Thank You!

Please complete the evaluation to follow!