

Competencies for Direct Service Staff Who Work with Adults with Serious Mental Illness in Public Mental Health/Managed Care Systems

- 1. Regards adults with serious mental illness as persons with dignity and competence and engages them as full collaborators in service planning, delivery, and evaluation.**
- 2. When appropriate, includes family members and caring others in all aspects of service planning, delivery, and evaluation.**
- 3. Demonstrates current knowledge of issues related to mental illness.**
- 4. Comprehends and uses best practices of intervention and strategies for support.**
- 5. Designs, delivers, and evaluates highly individualized services and supports.**
- 6. Effectively accesses and employs community resources.**
- 7. Demonstrates knowledge of relevant legal issues and civil rights.**
- 8. Works collaboratively within and across the service system.**
- 9. Conducts activities in a professional and ethical manner.**
- 10. Conducts activities in a culturally competent manner.**
- 11. Knows methods of evaluation and applies them appropriately to own work.**

Background

Competencies were defined as attitudes, values, knowledge, and skills that staff need to deliver quality services to people with serious mental illness in public mental health systems. Dr. Robert Coursey was chair of the Adult Panel of 28 experts that was balanced across disciplines, consumers, family members, state providers, and managed behavioral healthcare executives. They reviewed standards of care, clinical guidelines, outcome studies, and the views of the various stakeholders. They wrote nine and reviewed 11 other relevant competency statements. The background documents and references used in this endeavor can be found at WWW.med.upenn.edu/CMHPSR/. See "Adults with SMI Reports" under "Managed Care Consensus."

A consensus conference consolidated the information, building on a competency document developed by Laurie Curtis, MSW, for the Vermont Department of Mental Health. The Center for Mental Health Policy and Services Research at the University of Pennsylvania coordinated the larger Managed Care Initiative funded by CMHS at SAMHSA.