

Competencies For Direct Service Staff
Who Work With Adults With Serious Mental Illness
In Public Mental Health / Managed Care Systems

Condensed Competency Set

Adult Panel of the Managed Care Initiative
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BACKGROUND

- Definition of Competency:

Attitudes, values, knowledge, and skills that staff need to deliver high quality services.

- Adult Panel:

28 experts balanced across disciplines, consumers, family members, state providers, and managed healthcare executives.

- Reviewed the literature on:

Competency statements, standards of care, clinical guidelines, outcome studies, evaluation measures, views of stakeholders.

- Consensus Conference:

Seven adult panel members built a competency statement modelled on that of Laurie Curtis, Vermont Department of Mental Health.

- Extensively revised and added 5 new sections:

Five additional revisions.
Extensive bibliography.

APPRECIATIONS

- Members of the Adult Panel:

Denise Aiello, Susan Azrin, Tom Backer, Jean Campbell, Paul Carling, Victoria Conn, Laurie Curtis, Dwight Dickinson, Daniel Fisher, Jeanne Fox, Cynthia Feiden Warsch, Howard Goldman, Charles Goldman, Courtenay Harding, Scott Hinkle, Colanda Howard, Ruth Hughes, Dale Johnson, Catherine Kane, Michael Kelley, Nancy Lane, Susan Lee, Anthony Lehman, Alicia Lucksted, Diane Marsh, Noel Mazade, John McKena, Scot McNary, Robert Miller, Betsy Patullo, Bob Paulson, Charles Ray, Joseph Rogers, Leroy Spaniol, Kathy Sternbach, Sandra Sundeen, Laura Van Tosh, and Jim Zahniser.

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BASIC COMPETENCIES FOR DIRECT SERVICE STAFF

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.

SPECIFICATION OF COMPETENCIES LEVEL 2

- 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**
 - A. Enhances the dignity of individuals with mental illness
 - B. Fosters client empowerment
 - C. Fosters consumers' recovery
 - D. Demonstrates holistic understanding of adults with mental illness
 - E. Works in partnership with service recipients in all aspects of service
 - F. Provides needed information and education
 - G. Helps clients achieve a normal lifestyle
 - H. Works to diminish stigma

2. Where relevant, includes family members and caring others in all aspects of service planning, delivery, and evaluation

- A. Understands the unique issues facing family members
- B. Engages families in the treatment and rehabilitation process
- C. Knows about family support resources and intervention strategies
- D. Addresses the expressed needs of individual families

3. Demonstrates current knowledge of issues related to mental illness

- A. Up-to-date knowledge of different characteristics and courses of mental illnesses, as well as risk factors
- B. Recognizes the unique needs of individuals with mental illness and co-occurring disorders (e.g., substance abuse)
- C. Knows about societal, cultural, racial, and gender issues related to mental illness and its treatment

4. Knows and uses best practices of intervention and support strategies

- A. Demonstrates basic communication and other intervention skills
- B. Teaches both simple and complex skills
- C. Knows a variety of program models and their philosophies
- D. Knows about crisis prevention and crisis intervention approaches
- E. Understands the principles of community support, rehabilitation, and managed behavioral healthcare
- F. Knows about psychotropic medications

5. Designs, delivers, and documents highly individualized services and supports

- A. Facilitates personal growth and development toward recovery and wellness
- B. Routinely solicits personal goals and preferences
- C. Designs treatment plans based on individual choices and preferences
- D. Ensures individualized services and supports
- E. Facilitates natural support networks
- F. Designs, delivers, and documents services that meet the requirements of state, regulatory, and funding agencies

6. Effectively accesses and employs community resources

- A. Develops, and maintains good relationships and linkages with a wide range of community resources
- B. Knows about entitlement and benefit programs
- C. Integrates community resources and entitlement programs into services
- D. Participates in public education and advocacy

7. Knows legal issues and civil rights relevant to work

- A. Knows legal issues applicable to provider's mental health setting
- B. Knows about individual rights
- C. Recognizes ethical guidelines and boundaries for community treatment
- D. Knows and connects individuals to legal and advocacy resources

8. Works collaboratively within and across the service system

- A. Knows how own agency fits within the mental health care system
- B. Assists in building positive working relationships within and across the service
- C. Skilled in working within a managed behavioral healthcare framework

9. Conducts activities in a professional and ethical manner

- A. Adheres to recognized ethical and other relevant standards
- B. Performs work in a positive manner
- C. Shows commitment to professional development
- D. Values accountability and observes appropriate procedures

10. Conducts activities in a culturally competent manner

- A. Understands and values cultural and racial differences, their views on mental illness, help-seeking, alternative healing practices, lifestyles, goals, family, etc.
- B. Able to clearly understand and communicate effectively with the client
- C. Makes diagnoses that are culturally informed
- D. Makes assessments that are culturally informed
- E. Develops treatment plans that are culturally informed
- F. Provides culturally competent treatment

11. Knows methods of evaluation and applies them to own work

- A. Knows research findings relevant to work
- B. Uses evaluation and feedback in own work