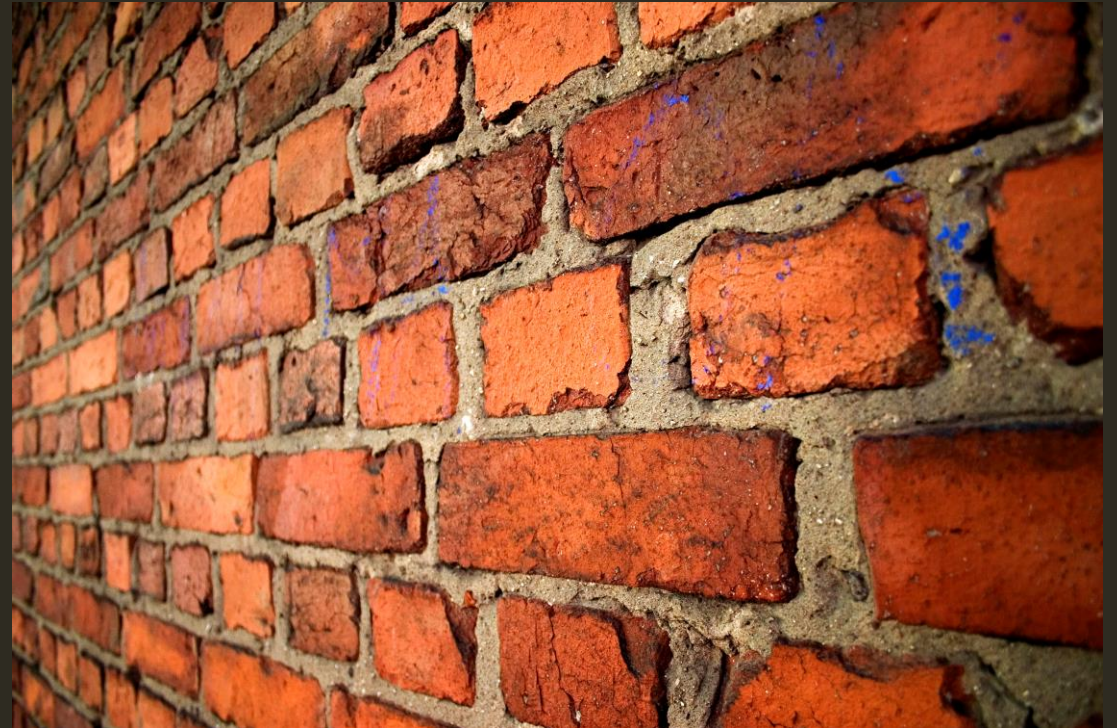


PROGRAM HACKS: TIPS & TRICKS FOR NAVIGATING A HEAVY CASELOAD IN A HIGH-NEEDS POPULATION

Kira Johnson, LMLP
SB 123 Program Director
Gwyn Harvey, B.S., LAC
SB 123 Program Manager

BARRIERS TO EFFECTIVE TREATMENT & CASE MANAGEMENT

- * Time Constraints
- * Personnel
- * Funding
- * Cost Caps & Program Requirements
- * Population Stigma
- * High-Needs, Low-Return Population
- * Insufficient Training
- * Lack of Discharge Planning



ORGANIZATION

Efficiency

Detail

Time Savings

ORGANIZATION

- Attention to Detail
 - Entry of correct information and complete forms
- Preparation
 - Have folders with everything you need for a SB 123 client
 - Reschedule with client/offender while they are in the office
- Knowledge of Program Requirements & Expectations
 - Resources
 - Operations Manual
 - KDOC Standards
 - Certification Training
 - KDADS/BSRB Requirements
 - In-person Trainings
- Treatment Planning
- Agency Policy
- Physical Organization



UTILIZATION OF COST CAPS

Continuum of Care
Maximize Outcome
Referrals

UTILIZATION OF COST CAPS

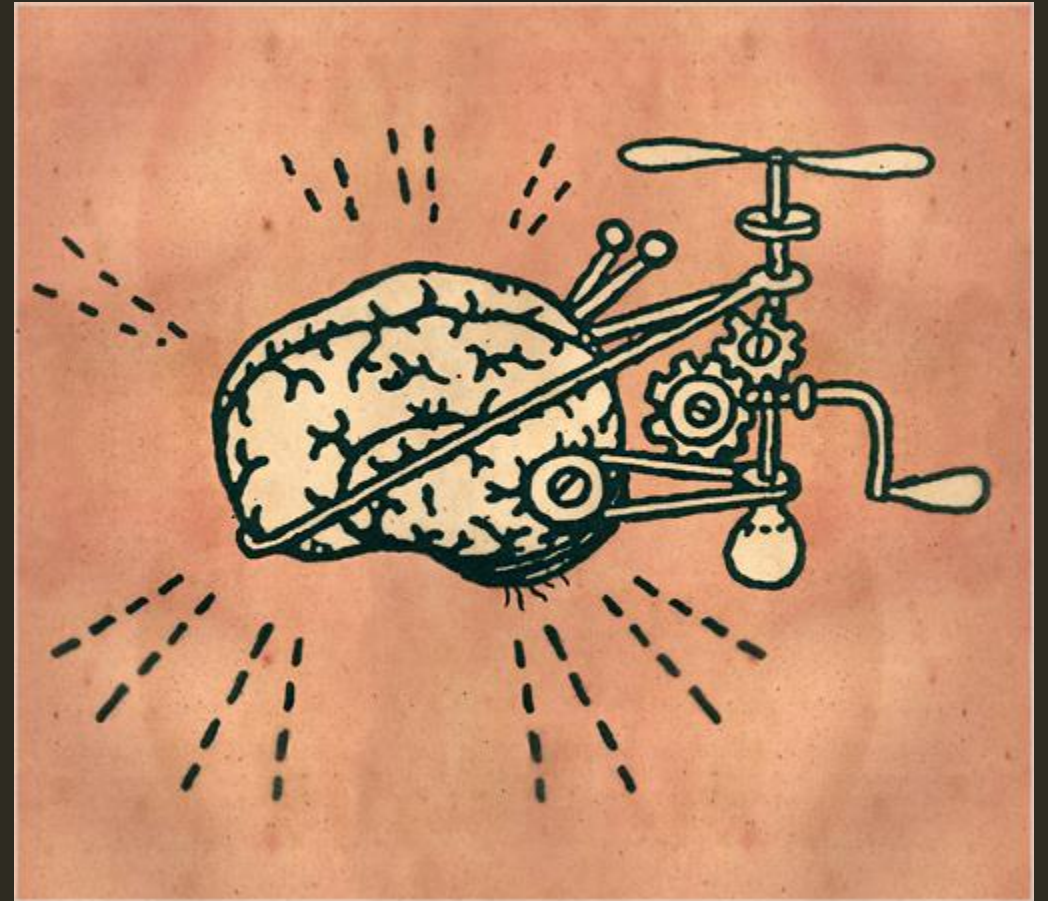
- Maximize Treatment Goals & Outcomes
 - Use of Step-Down Services
 - Continuum of Care
 - Treatment Dosing
 - Treatment Plan
 - Relapse Prevention, Outpatient, & Group
 - Length of Treatment
 - Quality Care & Best Practices
- Referrals
 - When to make a referral
 - Referral Options & Networking

WORKING SMART & HARD

Boundaries
Collaboration
Self-Care

WORKING SMART & HARD

- Time Management
- Discharge Planning
- Collaborative Documentation
 - Saves Time
 - Ensures Current Documentation
 - Engages Client/Offender in Treatment Process
 - Offers Opportunity for Review
- Scheduling
 - Reschedule During Treatment Session
 - Discuss Barriers to Attendance
 - Manage Expectations for Attendance & Participation
 - Model Appropriate Rescheduling Behavior
- Rapport
 - Help Them Help You
 - Eye Contact, Explanations, Expectations, Modeling, & Boundaries
- Checklists



WORKING SMART & HARD

- Motivational Interviewing
 - Get Buy-In
 - Utilize Empathy, Unconditional Positive Regard
 - Believe in the Ability of People to Change
 - Support Self-Efficacy
 - Stephen Rollnick, Ph.D. & William R. Miller, Ph.D.



MOTIVATION

IF A PRETTY POSTER AND A CUTE SAYING ARE ALL IT TAKES TO MOTIVATE YOU,
YOU PROBABLY HAVE A VERY EASY JOB. THE KIND ROBOTS WILL BE DOING SOON.

www.despair.com

WORKING SMART & HARD

- When to Hold 'Em & When to Fold 'Em: A Word about IOP & Other Intensive Services
 - Appropriate Level of Care
 - Encourage Autonomy and Engagement
 - In Vivo Treatment
 - More Intensive Services Don't Necessarily Mean Better Outcomes
 - Ensure Support Continues After Intensive Services are No Longer Needed



WORKING SMART & HARD

- **Self-Care**

- Take an Active Role in Protecting Your Well-Being & Happiness
- Manage Stress
- Seek Help/Advice
- Do What Makes You Happy
- Take Breaks
- Use Resources

- **Burnout**

- Now a Recognized Diagnosis
- Know the Signs
- Give Yourself Permission to be Human



A UNIQUE POPULATION

Stigma

Boundaries

Mindfulness

A UNIQUE POPULATION

- Dealing with Stigma
 - Offenders v Clients
 - Mandatory Treatment v Voluntary Treatment
 - “that element”
 - Why are people committing drug crimes?



A UNIQUE POPULATION

- **Boundaries**
 - Scheduling Strategies
 - Men v Women
 - Age Group
 - Possession v Small Sales
 - Clinical Discretion
 - Terminating Treatment for Violations of Rules/Policies
- **Working with Other Resources**
 - ISO/CSO
 - Referral Sources
 - KSSC, KDOC, Beacon



THINK OUTSIDE THE BOX

Creative Solutions

Getting Stuck

Utilizing Complementary
Methods

THINK OUTSIDE THE BOX

- **Get Creative**
 - Creativity within the Bounds of Requirements & Policy
 - Manualized Treatment Doesn't Have to be Boring (I Promise!)
- **Utilize Complementary Methods & Skills**
 - Positive Regard
 - Mindfulness Skills
 - Gestalt Questions
 - What are you doing?
 - What do you need?
 - Empty Chair
 - Grounding/Tapping/EMDR skills
- **Practiced WITHIN SCOPE**
 - Use skills you already know & get training for those you don't
- **When you get Stuck...**



QUESTIONS?

Thank You for Your Attention!