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

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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
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

- 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.
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...