

National Association of Case Management

Philadelphia, PA

October 21-23, 2014

Professional Development Series



IdeaBuilding

THE MIDNIGHT MISSION + idea generation

## Overall Goal:

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IdeaBuilding sessions are designed to help Case Managers in Addiction Treatment & Recovery agencies build their knowledge base, improve business management skills, and develop a vision for their growth as professionals. The main objective is to help Case Managers develop their own vision and create a blueprint for success in the field as they gradually set their sights on mid-level management and upper-level executive roles.

With a focus on competence, commitment, and charisma our team helps professionals manage change, enhance program efficiency, and build innovative environments for client and staff.

## Objectives:

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- Improve understanding of key elements specific to professional development in Addiction Treatment & Recovery facilities.
- Understand the business side in Addiction Treatment & Recovery agencies.
- Be able to transform innovative ideas into real strategies with leading-edge goal setting capabilities.
- Develop Individual Development Plans (IDP) for professional growth into mid-level and executive management.
- Strengthen the ability to manage change and improve program efficiency.
- Improve client satisfaction and retention by creating healthy, innovative Tx environments.
- Understanding the real value of volunteer support

## Core IdeaBuilding Topics at The Midnight:

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**Managing a Recovery-Oriented System of Care**

**Team-Building**

**Successful Strategy Execution**

**Creating Environments for Change**

**The Real Value of Volunteer Support in Addiction Treatment Programs**

**Total Quality Management**

**Evaluation**

**Use of Technology**

**Ethics**

**Best practices (NIDA)**

**Tap 21**

**Certification and licensure**

**Individual Development Plans (IDPs)**

**Balanced scorecards**

**Innovation**

**Talent**

## Professional Development 2014

Handout

**Health & wellness strategies**

**Signs and symptoms of burnout**

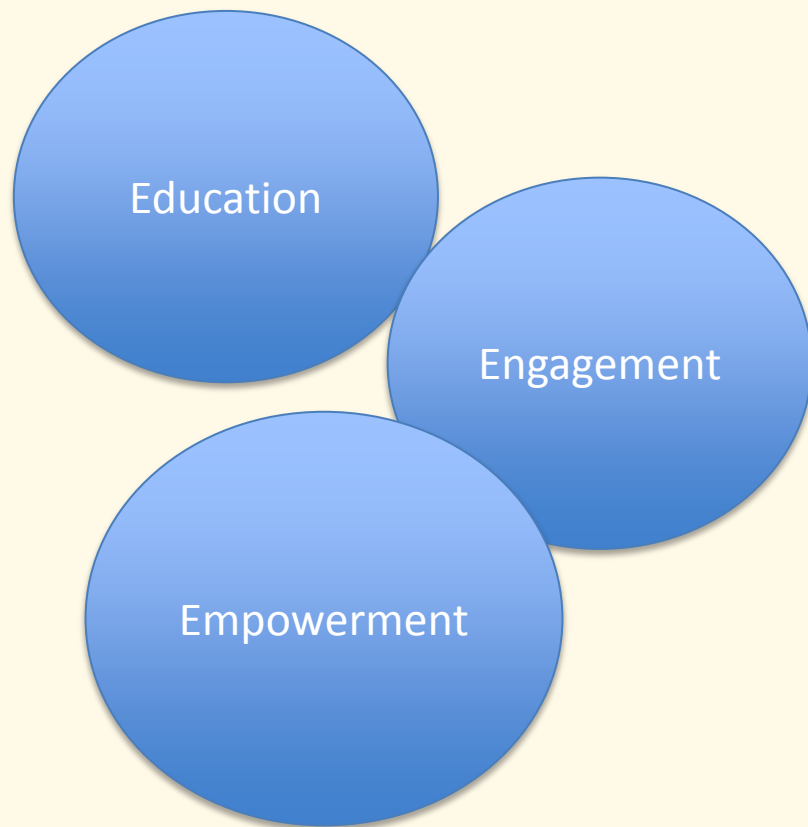
**Dealing with high-risk situations**

**Personal development**

**Transference issues**

**What makes a happy employee / staff member**

**Burnout**



## Three E's

*“So many dreams at first seem impossible. And then they seem improbable. And then, when we summon the will, they soon become inevitable.”*

*– Christopher Reeve*

**Barriers to Case Manager advancement:**

- |                                   |                                       |
|-----------------------------------|---------------------------------------|
| <b>Insufficient training</b>      | <b>Unclear goals &amp; objectives</b> |
| <b>Incompatible rewards</b>       | <b>Lack of measurements</b>           |
| <b>Resistance</b>                 | <b>Time constraints</b>               |
| <b>Lack of planning</b>           | <b>Lack of access to information</b>  |
| <b>Lack of Management support</b> | <b>Groupthink</b>                     |
| <b>Lack of business education</b> | <b>Insufficient empowerment</b>       |

Start solving



**Education, education, education**

**Leadership & management styles**

**Gaining trust**

**Getting personal, listening well, and creating dialogue**

**Interactivity with mid-level and executive management**

**Being a thought leader**

**DO Innovation**

**Make yourself indispensable**

**Identify, build, and magnify your strengths**

From Case  
Management to  
Leadership

*If you're a leader, authenticity is your most precious commodity, and you'll lose it if you attempt techniques that don't fit your strengths.*

Handout

**Build knowledge**

**Communicate powerfully**

**Problem-solve**

**Be efficient**

**Trail-blaze**

**Be honesty and practice integrity**

**Engage in self-development**

**Focus on results**

**Establish of stretch goals**

**Inspire and motivate others**

**Develop strategic process**

**Champion change**

**Connects others to outside world**

**Builds healthy relationships**

**Fosters teamwork**

**Emotionally engage others**

**Partner with stakeholders**

**Innovate**

**Self-organize**

**Exhibit expertise**

**Grow**

Handout

Set your path...  
and be happy

*In a sweeping meta-analysis, researchers found that happy employees have, on average, 31% higher productivity; their sales are 37% higher; their creativity is 3X higher.*

## What is a Recovery-Oriented System of Care (ROSC)

### Components and core elements of an effective ROSC

System level of change

Continuity of care

Optimal use of resources

Integrated Tx philosophy

Cultural competency

Client identity

Beliefs and values

## Recovery-Oriented Systems of Care (ROSC)

*Recovery from alcohol and drug problems is a process of change through which an individual achieves abstinence and improved health, wellness, and quality of life.*

Innovate

**Encourage individuality**

**Promote accurate & positive portrayals of recovery**

**Focus on strengths**

**Use language of hope and possibility**

**Offer a variety of Tx options, recovery, and support**

**Support risk-taking, even when failure is a possibility**

**Actively involve clients, family members, and other natural supports in the system of care**

**Encourage user participation in advocacy activities**

**Help develop connections within the community**

**Help clients develop valued social roles, interests, hobbies, and other meaningful activities**

## ROSC Characteristics

*Recovery permits an individual to make healthy choices and improve the quality of his or her life.*

**Creating a positive client experience**

**What about donors? Service providers?**

**Understanding what the clients need**

**Helping clients interact with each other**

**Client engagement – getting them involved**

**Keeping an open mind**

**Incentives & rewards**

**Trust-building**

**Embedding client experiences & suggestions into services**

**Add value**

**You're so  
client-centric !!!**

*Being a client-centric organization requires an approach to long-term success through client satisfaction where all members of the organization participate in improving processes, products, services, and the culture in which they work.*

## Strategy Execution



## Components of an effective strategy

### Building blocks

Clarifying decision rights

Information flow

Aligning motivators

Making structural changes

More on motivation

Creating and managing change

Succeed

**Translate strategy into reality.**

**What do good companies do?**

**Why develop powerful teams?**

**Communication**

**Strategies for building a strong workforce**

**Mapping teamwork**

energy      engagement

creativity      exploration

commitment      shared responsibility

**Benefits of a strong, well-developed team**

**Project management fundamentals**

**Beliefs and values within an organizational culture**

**Team-Building**

Cooperate

**Distinctive characteristics of a volunteer**

**Identifying, recruiting, training, placing, and supporting**

**an A-Caliber group**

**Elements of transformational leadership with volunteers**

**RIO Program – Rewards / Incentives / Opportunities**

**The Big Picture and the leader's role**

**How volunteers are part of your team-building goals**

## The Real Value of Volunteers

Incentive-ize it...!!!

**Options and choices**

**Positive diversion**

**Access to social supports**

**Resiliency**

**Reducing environmental stressors**

**Leadership levers (trust-building, consistency, communication,  
emotion)**

**Developing values statements / personal mission statements**

**Environments for  
Change**

Relax

**Get your pen ready.**

Putting it ALL  
together



**Suit up.**

**Show up.**

**Keep your door open.**

**Live well.**

**Focus**

***“Be the change you want to see in the world”***



# Q & A

Thank You

