Competencies for Direct Care Staff in Coordinated Specialty Care Programs

Foundational Knowledge

Be knowledgeable about the development of adolescents, transition age youth, and young adults.

Remain current on the literature regarding early stages of psychosis and its treatment.

Interpersonal Abilities

Display strong abilities to communicate clearly, with sensitivity and tact.

Convey hope and optimism, while remaining vigilant for symptoms and signs of risk.

Demonstrate comfort and flexibility in interacting with clients, families, and other caregivers.

Effectively engage clients and families into treatment.

Develop and maintain a trusting therapeutic alliance with clients and their families.

Adapt the approach to the diverse characteristics of clients and families.

Function effectively as a member of a team.

Collaborate with staff in other programs, community agencies, schools, and the criminal justice system.

Manage conflict between others, including clients and families.

Screening & Assessment

Detect, screen, and differentially diagnose relevant mental health, substance use, and medical conditions.

Embrace diagnostic uncertainty.

Conduct brief screens and assessments of client risk to self or others.

Conduct neuropsychological assessment with a focus on the cognitive symptoms of psychosis.

Intervention

Embrace recovery oriented practices in delivering CSC.

Employ interventions appropriate for the phase of illness and stage of treatment.

Implement evidence-based interventions and best practices, such as

- Motivational enhancement therapy (MET)
- Motivational interviewing (MI)
- Cognitive behavioral therapy for psychosis, relapse prevention, substance use, and
- other disorders Social skills training
- Psychoeducation
- Supported employment and education (supported employment/education specialist)
- Cognitive enhancement and remediation
- Harm reduction
- Group therapies
- Individual resilience training
- Medications
- Trauma informed care

Collaborate and intervene with families using evidence-based practices, such as

- CBT for Relapse Prevention
- Behavioral Family Therapy (BFT)
- Multifamily Group Psychoeducation and Support (MFG)
- Family Focused Therapy (FFT)

Support client and family access to age-appropriate educational and community resources.

Formulate safety plans.

Intervene assertively in times of heightened risk or crisis.

Prescribe and manage medications using guidelines and best practices designed for CSC.

Monitor and measure outcome.

Use technology to deliver services.

Adapted from

Pollard, J.M. & Hoge, M.A. (2017). Workforce Development in Coordinated Specialty Care Programs. Alexandria, VA: National Association of State Mental Health Program Directors.