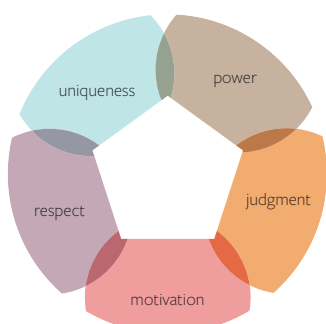


Culture & Conversations

The Basic Framework of RCCS

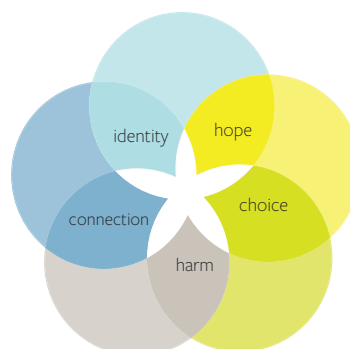
Recovery is a journey. Rarely is an individual's journey a straight line or without disruption. At Telecare, we describe this journey as the awakening of hopes and dreams. The recovery process involves gaining the knowledge to reclaim one's power and achieve one's desires by learning to make choices that lead to self-control, self-responsibility, and self-determination. Recovery involves living a meaningful life with the capacity **to love and be loved**.

In listening to individuals with the lived experience of being diagnosed with serious mental illness, we began to see and hear stories of loss. The losses are many and varied, but the sense of feeling powerless and the loss of hope, motivation, identity, and uniqueness were common. With hope, mindfulness, and specific actions, we can create program cultures and relationships that recover these losses by focusing on the two components that make up our Recovery-Centered Clinical System (RCCS): culture and conversations.



The Culture

Program Culture. Culture is a primary intervention. It addresses losses brought on by years of living in and being served by “power-over” systems and living in the greater dominant culture. The goal is to create increased awareness and behaviors that reverse the loss of power, judgment, motivation, individual uniqueness, and respect and dignity.



The Conversations

Conversations. The RCCS has five conversation areas to help engage staff with clients and begin building relationships that will support an individual's recovery journey. Staff at Telecare have these conversations using conversational tools intended to help re-awaken hope and resume an individual's recovery journey. Find more details about the five conversation areas on the back of this page.

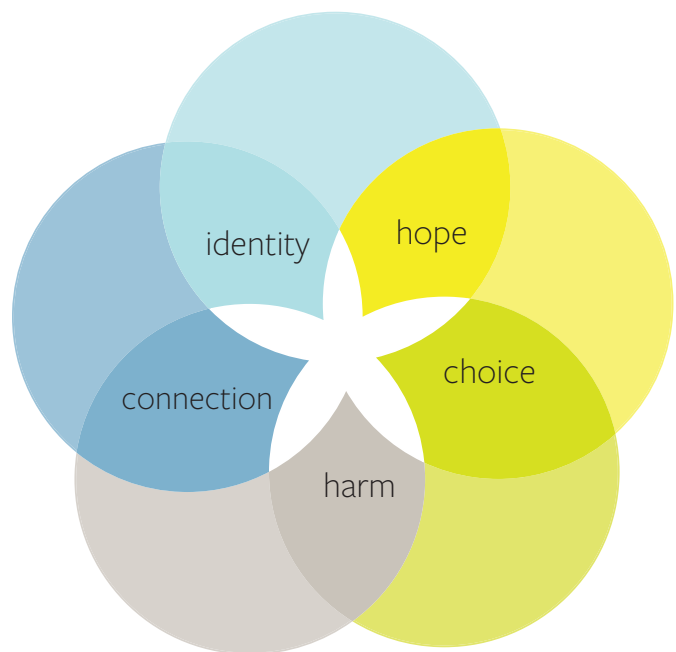
“Recovery is a process, a way of life, an attitude, and a way of approaching the day’s challenges.” – Patricia Deegan

Exploring Identity: Like any journey, we need a vehicle of some sort to take us there. In recovery, that vehicle is who we are. Conversations that help an individual explore his identity can be the beginning of the re-awakening of possibilities and a meaningful future. The conversations titled *My Story*, *My Values*, *My Identity - Now* and *My Identity – the Future* begin this exploration.

Awakening Hope: A vehicle for a journey requires fuel. In a recovery journey, that fuel is hope! Many of the individuals served at Telecare have been in “power – over” systems and services for years. Hope has been diminished or even extinguished. The conversations titled, *A Road to Hope*, *Finding Hope Within*, and *My Recovery Plan* all begin to help re-ignite and build hope.

Making Choices: Steering in the right direction is critical for a journey. In recovery, an individual’s choices helps steer one in the right direction. However, many of the individuals served at Telecare have had choices made for them for many years. Their skill in learning how to make choices has been lost. Using a structure called SOAR (*Situation, Options, Action, Review*), staff begin teaching clients the skill of making choices and reviewing the outcomes of their choices.

Reducing Harm: When individuals reduce harm in their lives it helps them stay on course in their recovery. The conversations titled *My Past Hurts*, *My Resilience*, *My Strengths*, *My Triggers* and *My Readiness* all help individuals understand their unique strengths and how to recognize and reduce personal risk as they move forward.



The Conversations

Making Connections: Lastly, most people want to have others with them on a journey. However, many of the individuals served at Telecare are alone much of their time. For many, families are no longer involved and friends or buddies are only the peers in the programs. The conversations that help reconnect individuals to families, pets, their spirituality, and other meaningful social connections are *Loving and Caring Dialogue* and *Building My Team*.