

INDEPENDENT LIVING SKILLS & RECOVERY ACTION PLAN MODULE **WORKFLOWS:**

We have built a module within CRMS v3, which allows you to complete summarized and scored I.L.S. surveys, along with enhanced customized program goals. This module will give workers an ability to create qualitative and quantitative data for their services and goals with clients. Below you will see the Legend for the rubric score throughout the Independent Living Skills Module.

N.C.G	Not Current Goal (No Opportunity)	
1	NO DEMONSTRATED SKILLS, ABILITY & INDEPENDENCE (Never)	0 to 20%
2	LIMITED DEMONSTRATED SKILLS, ABILITY & INDEPENDENCE (Sometimes)	20 to 40%
3	SOME DEMONSTRATED SKILLS, ABILITY & INDEPENDENCE (Often)	40 to 60%
4	GOOD DEMONSTRATED SKILLS, ABILITY & INDEPENDENCE (Usually)	60 to 80%
5	FULL DEMONSTRATED SKILLS, ABILITY & INDEPENDENCE (Always)	100%

How to Navigate to the Independent Living Skills Module

- 1) Navigate to the Client by searching CRMS Search Engine, highlighting the client of interest, and selecting “View Client” from the entity dialogue

- 2) Now that you're within the Client's record, you will see 2 new modules available for use. Select Independent Living Skills.

Primary Worker

This comprehensive and objective psychosocial assessment is used to identify domains that require attention and to develop SMART goals using the Recovery Action Plan. Primary Worker Domains include areas of focus for individuals in the Focused Recovery Program. The I.L.S. is to be completed from both the client and worker perspective at the beginning of service, 3 months and 6 months. Provided the client requires further support the I.L.S. should be revised every 3 months until discharge. The I.L.S. provides a visual representation of client progress towards goals based on a rubric score.

Steps for populating the Independent Living Skills Module within CRMS are:

- 1) Complete the above steps in the “How to Navigate to the Independent Living Skills Module” instructions.
- 2) Once the module opens, you will select the “green + sign” to start inputting your I.L.S. summary details.



- 3) When the pop-up appears select checkbox beside “Primary Worker”, and select OK button



- 4) The first 12 Domains (Appearance & Clothing, Personal Hygiene, Care of Personal Possessions, Food Preparation / Storage, Health Maintenance, Money Management, Transportation, Leisure and Community, Job Seeking, Job Maintenance, Eating, and Social Relations) to appear within the Primary Worker pop-up are the summarized domains of the Independent Living Skills Survey, and the remainder are the Wellness Recovery Indicators identified by management as program specific goals. When scoring each domain please utilize the legend identified in the “CRMS WORKFLOWS” section, for both the Client and Staff feedback. Should the Client and Staff agree that a domain should be included in the Recovery Action Plan you will then indicate that by selecting the corresponding checkbox in the same row as the domain. When executed it will automatically populate the corresponding domain within the corresponding Recovery Action Plan. You will also need to identify the interval in which this input took place (Admission, 3mths, 6mths, 9mths, 12mths, Transition).

Interval: **Admission** Date: Mar 25, 2022 Worker: Ben Fowler

Primary Worker Domains:			
Domain	Client	Staff	Action Plan
Independent Living Skills Survey			
Appearance and Clothing	1	1	☒
Personal Hygiene	1	1	☒
Care of Personal Possessions	1	1	☒
Food Preparation / Storage	3	3	☐
Health Maintenance	4	4	☐
Money Management	5	5	☐
Transportation	5	5	☐
Leisure and Community	5	5	☐
Job Seeking	NCG	NCG	☐
Job Maintenance	NCG	NCG	☐
Eating	5	5	☐

Client Total: 73 Staff Total: 73 Action Plans: 3

Save Cancel

- 5) Now that you have completed the initial I.L.S. Summary section, you can move to the Recovery Action Plan

Independent Living Skills

Recovery Action Plans

- 6) As soon as you open this module, you will see that all your identified Action Plan items, you agreed upon with the Client, will have already populated. Select each item to complete.

◀ Back

Primary Worker

Appearance and Clothing

Personal Hygiene

Care of Personal Possessions

Test, ILS 3 (05068506-01) - Active

Recovery Action Plan

Skill/Status:

Category:

Skill:

Goal:

Worker Actions:

Client Actions:

Date Achieved:

- 7) Once each Action Plan item has been selected you can input: Overall “Goal” for each specific domain, what the “Staff Actions” will be, what the “Client Actions” will be, and a “Progress”

section to provide progress updates once progress is made (details later in this manual). Should the Client achieve this goal in the future you can indicate that in the “Date Achieved” date picker.

◀ Back

Primary Worker

Appearance and Clothing

Personal Hygiene

Care of Personal Possessions

Show All

Test, ILS 3 (05068506-01) - Active

Recovery Action Plan

Skill/Status: Primary Worker
Category: Independent Living Skills Survey
Skill: Appearance and Clothing
Goal: What is the goal
Worker Actions: What are the Worker Actions
Client Actions: What are the Client Actions
Date Achieved:

Independent Living Skills History

Date	Interval	Worker	Client Rating	Staff Rating	Action Plan
3/25/22	Admission	Ben Fowler	1	1	Yes

- 8) Now populated can print off a copy of the Recovery Action Plan and provide it to the client by selecting “Reports” icon



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Client Name: ILS 3 Test

Client Number: 05068506-01

Primary Worker

Created Date: 3/25/2022 9:59:21AM

Identified Need:

Goal

Worker Actions

Client Actions

Progress

Independent Living Skills Survey

Appearance and Clothing

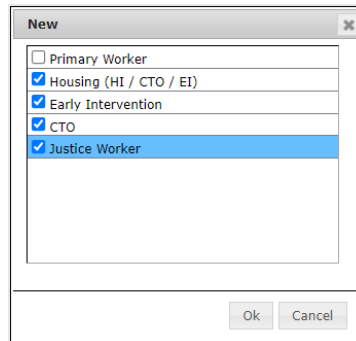
To wear climate appropriate clothing.

Assist client with guidelines of what appropriate clothing is. Provide client with cost effective options.

Review cost effective options, and follow guidelines from worker in order to ensure appropriate clothing during colder winter months.

Housing (HI / CTO / EI) / Early Intervention / CTO / Justice Worker Programs

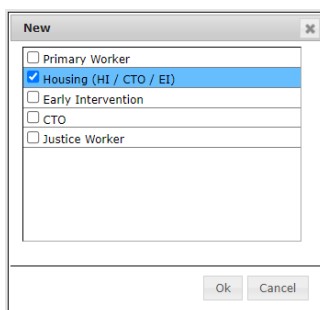
Steps for populating the Independent Living Skills Module within CRMS for Housing (Homelessness Initiative, Community Treatment Order, Early Intervention), as well as Community Treatment Order and Early Intervention workers whom are responsible for the housing aspects of their overall case management responsibilities.



- 1) Complete the above steps in the “How to Navigate to the Independent Living Skills Module” instructions.
- 2) Once the module opens, you will select the “green + sign” to start inputting your I.L.S. summary details.



- 3) When the pop-up appears select checkbox beside “Housing (HI / CTO / EI)”, and select OK button. If executing this workflow for non-Housing related work, please select your respective program (i.e. Early Intervention / CTO / Justice Worker / or any customized programs added later by the Quality & Performance Dept.), as workflows are standardized, and only domains per program differ.



- 4) When scoring each domain please utilize the legend identified in the “CRMS WORKFLOWS” section, for both the Client and Staff feedback. Should the Client and Staff agree that a domain should be included in the Recovery Action Plan you will then indicate that by selecting the corresponding checkbox in the same row as the domain. When executed it will automatically populate the corresponding domain within the corresponding Recovery Action Plan. You will also need to identify the interval in which this input took place (Admission, 3mths, 6mths, 9mths, 12mths, Transition).

Independent Living Skills - New

Interval:
Admission
Date:
Mar 28, 2022
Worker:
Ben Fowler

Housing Stability (Enviromental)

Domain	Client	Staff	Action Plan
Environmental Safety (Fire/Security/Evac Plan)	5	5	☐
Rent Paid/No Arrears	5	5	☐
Housekeeping	2	2	☒
Laundry	4	4	☐
Pest Control	1	1	☒
Menu/Meals/Shopping	5	5	☐
Budget/Finances/Income/Income Tax	5	5	☐
Landlord Relations	4	4	☐

Client Total:
31
Staff Total:
31
Action Plans:
2

Save
Cancel

Independent Living Skills - New

Interval:
Date:
Mar 09, 2022
Worker:
Ben Fowler

Early Intervention:

Domain	Client	Staff	Action Plan
Medication Adherence	0	1	☐
Psychoeducation (involvement / awareness)	0	1	☐
Physical Health / Metabolic Monitoring	0	1	☐

Save
Cancel

Independent Living Skills - New

Interval:
Date: Mar 09, 2022
Worker: Ben Fowler

Community Treatment Order:

Domain	Client	Staff	Action Plan
Medication Adherence (as applied to CTO)	0	1	☐
Independent of Hospital (less Inpatient Days)	0	1	☐
Independent of Incarceration (less days incarcerated)	0	1	☐
Stable Housing (housed not homeless)	0	1	☐

Save Cancel

Independent Living Skills - New

Interval:
Date: Mar 09, 2022
Worker: Ben Fowler

Justice Goals:

Domain	Client	Staff	Action Plan
Identifying positive peers and peer groups	0	1	☐
Developing pro-social skills and coping strategies	0	1	☐
Involvement with criminal enterprises	0	1	☐
Interactions with the criminal justice system	0	1	☐
Participation with criminal justice support	0	1	☐
Harm to others / homicidal ideation / assaults / threats	0	1	☐
Number of days spent in custody	0	1	☐

Save Cancel

- Now that you have completed the I.L.S. Summary section, you can move to the Recovery Action Plan

Independent Living Skills

Recovery Action Plans

- 2) As soon as you open this module, you will see that all your identified Action Plan items, you agreed upon with the Client, will have already populated. As shown in the below image, you can easily identify between your Plan section and the Primary Workers or other Programs. Select each item to complete.

The screenshot shows the 'Recovery Action Plan' form for the skill 'Housing (HI / CTO / EI)'. The left sidebar lists various categories, with 'Housing (HI / CTO / EI)' selected. The main form area contains fields for Skill/Status, Category, Skill, Goal, Worker Actions, Client Actions, and Date Achieved. The 'Goal' field is currently empty.

Primary Worker
Appearance and Clothing
Personal Hygiene
Care of Personal Possessions
Housing (HI / CTO / EI)
Housekeeping
Pest Control

Test, ILS 3 (05068506-01) - Active

Recovery Action Plan

Skill/Status: Housing (HI / CTO / EI)
Category:
Skill: Housekeeping
Goal:
Worker Actions:
Client Actions:
Date Achieved:

- 3) Once each Action Plan item has been selected, the right side of the window will have your field inputs: Overall "Goal" for each specific domain, what the "Staff Actions" will be, and what the "Client Actions" will be. Should the Client achieve this goal in the future you can indicate that in the "Date Achieved" date picker.

The screenshot shows the 'Recovery Action Plan' form for the skill 'Pest Control'. The left sidebar lists various categories, with 'Pest Control' selected. The main form area contains fields for Skill/Status, Category, Skill, Goal, Worker Actions, Client Actions, and Date Achieved. The 'Goal', 'Worker Actions', and 'Client Actions' fields are populated with text.

Primary Worker
Appearance and Clothing
Personal Hygiene
Care of Personal Possessions
Housing (HI / CTO / EI)
Housekeeping
Pest Control

Test, ILS 3 (05068506-01) - Active

Recovery Action Plan

Skill/Status: Housing (HI / CTO / EI)
Category:
Skill: Pest Control
Goal: Have apartment cleaned of bed bugs
Worker Actions: Advocate for the client with landlord in order to get apartment treated for bed bugs.
Client Actions: Client to ensure that their apartment is prepared for bed bug cleaning on date that landlord agrees to execute.
Date Achieved:

- 4) Now you can print off a copy of the Recovery Action Plan and provide it to the client by selecting “Reports” icon. Be advised that the Recovery Action Plan will be Client based and not Program based and thus their complete Recovery Action Plan will print out, not just the sections you completed. (below you will see an example including both: Primary Worker and Housing goals).





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Recovery Action Plan

Client Name: ILS 3 Test
Client Number: 05068506-01

Primary Worker		Created Date: 3/25/2022 9:59:21AM		
Identified Need:	Goal	Worker Actions	Client Actions	Progress
Independent Living Skills Survey				
Appearance and Clothing	To wear climate appropriate clothing.	Assist client with guidelines of what appropriate clothing is. Provide client with cost effective options.	Review cost effective options, and follow guidelines from worker in order to ensure appropriate clothing during colder winter months.	Effective Date: Mar 28, 2022 Created Date: Mar 28, 2022 Worker: Ben Fowler Client has made a trip to Goodwill to purchase additional winter clothes, via an income support opportunity provided by caseworker via ODSP.
Personal Hygiene	To increase hygiene to acceptable levels, through increase in showering, brushing teeth, and utilizing deodorant.	Assist the client through supportive coaching and provide resources for hygiene.	To shower at minimum every other day, brush teeth daily, and utilize deodorant in morning routine.	
Care of Personal Possessions	Keep independent apartment locked at all times.	Worker to monitor client ability to lock door during weekly on site visits.	To ensure that their door is locked every instance of leaving their apartment, and also keeping it locked when in apartment.	

Housing (HI / CTO / EI)		Created Date: 3/26/2022 10:23:09AM		
Identified Need:	Goal	Worker Actions	Client Actions	Progress
Pest Control	Have apartment cleaned of bed bugs	Advocate for the client with landlord in order to get apartment treated for bed bugs.	Client to ensure that their apartment is prepared for bed bug cleaning on date that landlord agrees to execute.	
Houskeeping	The client wishes to keep a clean apartment, including kitchen and bathroom	Provide the client with direction on how to live in a well maintained home such as how to disinfect bathroom and kitchen weekly.	Client to tidy the apartment daily, and execute a deep clean with directions given from work on how to properly disinfect.	

Adding Progress Details to your Recovery Action Plan:

At any point in time while working with the client you have the ability to add a Progress detail.

1. By selecting the green “+” icon in the Recovery Action Plan Module in the Progress section.



2. In the next pop-up you have the ability to input the details and the date they became relevant.

Details

Worker:

Ben Fowler

Effective Date:

Mar 28, 2022

Details:

This is where you would update any major relevant actions completed towards the goal.

Save

Cancel

3. When you save the Progress detail it will be added to the Details section and the Recovery Action Plan print out.

Details

Created: Mar 28, 2022

Effective Date: Mar 28, 2022

Worker: Ben Fowler

Client has made a trip to Goodwill to purchase additional winter clothes, via an income support opportunity provided by caseworker via ODSP.