



## **Person-Centered Recovery Planning (PCRP) Coaching Competencies**

### Role of Coaching in PCRP Implementation

Coaching is an important aspect of implementing PCRP and recovery-oriented care. After initial exposure and training to PCRP principles and practices, practitioners often return to a work environment that reinforces a different approach to care. Practitioners must test out and reflect on new approaches to their work and explore different ways of thinking about recovery. Engaging in effective person-centered planning often requires that practitioners make a significant shift in the role they play with people receiving services. This is most effectively done with the support of routine coaching and clinical supervision (in addition to organizational changes).

### Role of PCRP Coach

Much like the role of a PCRP practitioner with a person in recovery, a PCRP coach acts as a guide, facilitator, and educator toward a common goal. There is shared responsibility for meaningful changes, therefore engagement and collaboration by the practitioner are key. PCRP coaches also have access to important information about systemic and organizational barriers to PCRP implementation. Outside of the coaching process, coaches often serve on leadership teams to coordinate and evaluate organizational change efforts across the organization.

### Effective Coaching

PCRP Coaches must have methods for evaluating the effectiveness of coaching sessions and developing coaching skills. Coaching can be done by pairs or individually, but should always involve some opportunity for observation, debrief, and feedback from a fellow coach[es]. The following lists provide a framework for evaluating the coaching session/process and the specific coaching skills/competencies.

### **Evidence of Effective PCRP Coaching**

1. Practitioners understand the purpose of coaching, including roles and expectations.
2. Practitioners learn strategies/practices that can be applied beyond the person/plan being reviewed.
3. Practitioners demonstrate an understanding and commitment to core recovery concepts.
4. Practitioners understand the relationship between the planning process, the recovery plan, and an individual's recovery.
5. Practitioners are interested, engaged, and focused throughout the coaching session.
6. Practitioners play an active role in developing practical and creative solutions to implement person-centered practices within the structure of their team/unit/organization.
7. Practitioners understand how current planning practices do/do not reflect person-centered and recovery-oriented principles.
8. Practitioners communicate actions they'll take to improve recovery planning.
9. Practitioners understand the function of core recovery plan components in the planning and recovery process.

## PCRP Coach Competencies

1. Coach effectively orients practitioners to the **purpose of PCRP coaching** including roles, format, and expectations.
2. Coach facilitates discussion of planning related to a particular person/plan with an **ultimate focus on practitioners' broader practice/skills**.
3. Coach promotes PCRP best practices by emphasizing opportunities to support **core components of recovery**.
4. Coach continuously draws **connections** between elements of the **planning process, the plan, and a person's recovery**.
5. Coach uses **language** that conveys **clear and consistent messaging** within and across coaching sessions.
6. Coach **actively listens**, making sure to playback and confirm important points.
7. Coach models a **strengths-based approach**.
8. Coach effectively **manages discussion** and scope of content covered **within the allotted time**.
9. Coach uses strategies to maintain focus of the practitioner/group on issues within the **scope of PCRP coaching**.
10. Coach has strategies to **assess practitioner readiness and competencies** related to PCRP (beyond review of documentation).
11. Coach incorporates **understanding of team dynamics, unit/organizational culture** when assessing practitioner needs.
12. Coach **individualizes** coaching content and approach based on the needs of practitioners.
13. Coach effectively **engages** practitioners in a **collaborative process** of examining how to improve recovery planning.
14. Coach **prepares examples** that illustrate key learning points.
15. Coach has a strategy for **when and how to deliver examples** effectively.
16. Coach **provides clear feedback** on how current practices do/do not reflect recovery-oriented and person-centered principles.
17. Coach prompts practitioners to consider **specific actions** they might take as the result of the coaching session.
18. Coach is able to effectively communicate the **purpose and function** of each **recovery plan component**.

*This tool was originally developed by Via Hope in partnership with Texas Institute for Excellence in Mental Health (TIEMH) evaluators & PCRP coaches at Austin State Hospital during the 2014 PCRP Pilot program. It was last updated in March 2021.*