



Riding in the Passenger's Seat: Utilizing Collaborative Recovery Processes to Enhance Service Outcomes

March 13, 2025

Agenda

Collaborative Recovery Processes:

What it is

What it isn't

Why we use it

How we do it

Breadth of knowledge and expertise

- Years of experience
- Breadth of experience
- Education
- Life Experience



- This training is not about the services we provide, it's about *the way we provide those services.*

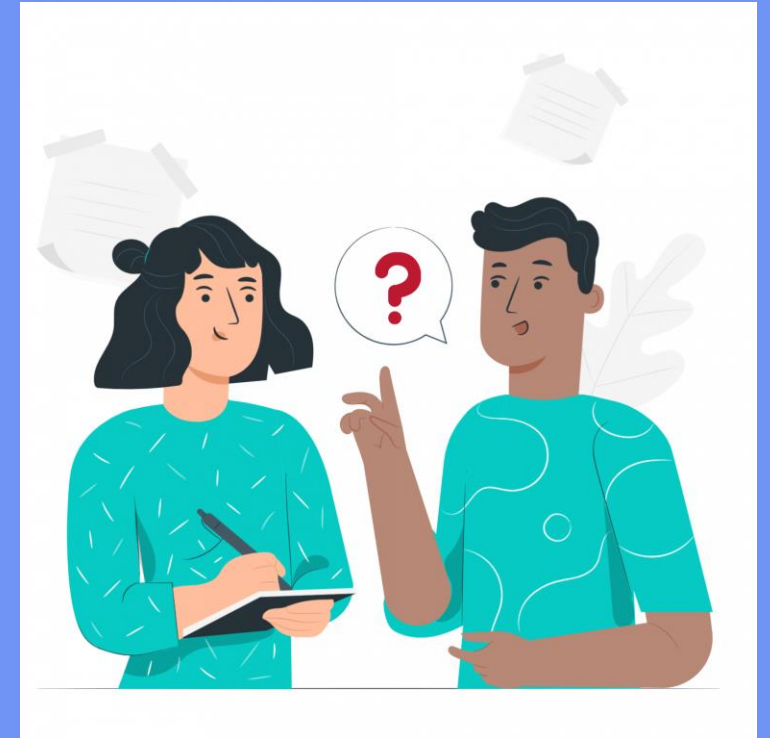
“Can you give me directions?”



- Tell them that they have to get their vision tested and address any vision issues before you will give them directions?
- Ask them who they have received directions from in the past, and if they complied with those directions?
- Refer them to a Direction Specialist?
- Give them directions?

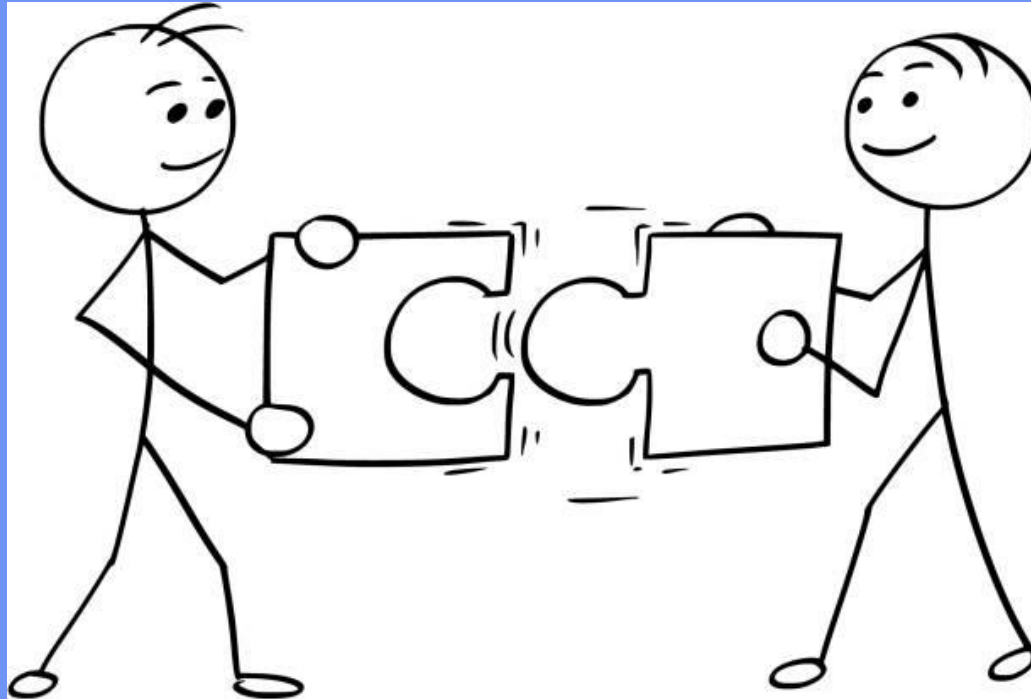
Gather Information

- How do you know where they are trying to go?
 - Call their doctor?
 - Call their family?
 - Review their records of past trips?
- How are they going to get there?
 - Bus route?
 - Train times?
 - Driving directions?



- Ask them

Collaboration



Integrated Care Settings



Traveling together

- Guides
- Educators
- Facilitators
- Specialists
- Role Models
- Peers

What /S Collaborative Treatment?

Riding in the Passengers Seat



What IS Collaborative Treatment?

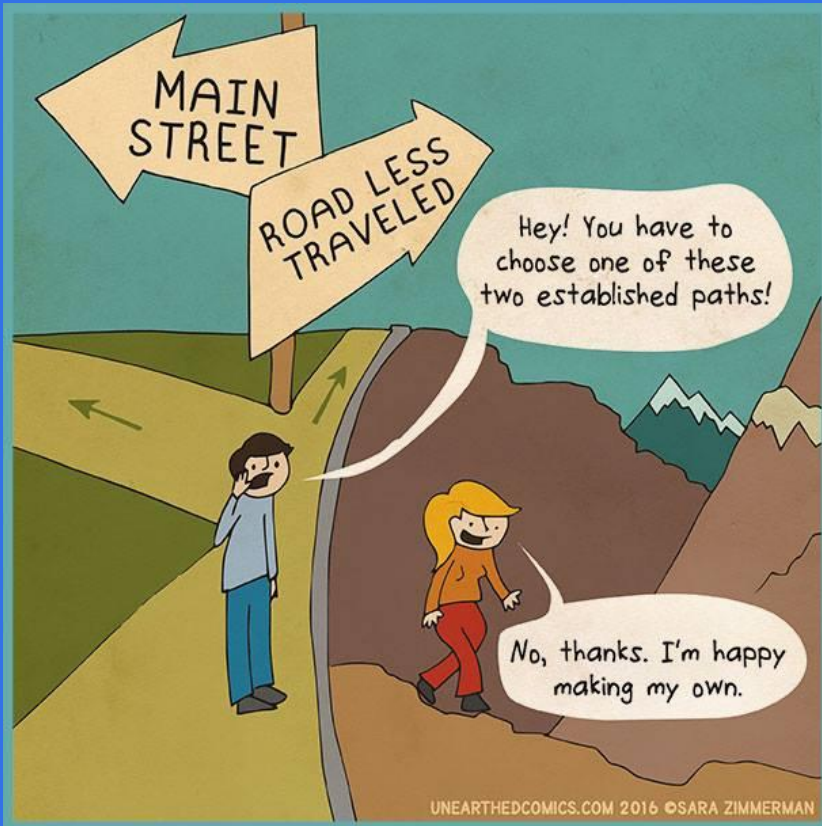
Who's driving?

- Acknowledging expertise
- Recognizing autonomy
- Letting go of control
- Offering
 - support
 - resources
- Supporting choice



What IS Collaborative Treatment?

Personal Goals



The driver determines the destination.

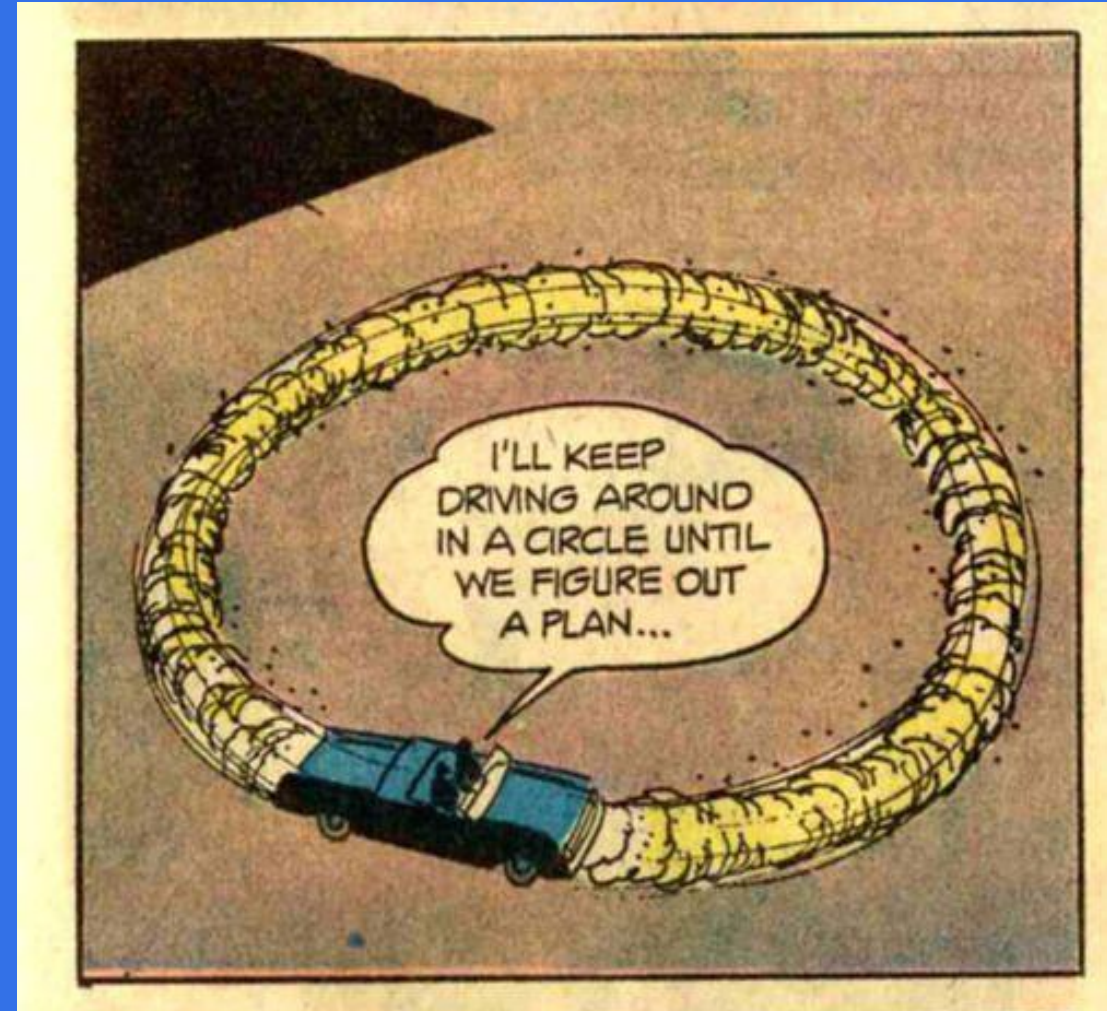
- Identified by the individual
- Relevant to their interests

What *IS* Collaborative Treatment?

Perception of Ability is Prioritized

The destination *can* be reached!

- The provider's job is not to take the individual to their goal, but rather, to support the individual in increasing their sense of self-efficacy so they believe they can get their themselves.



What is *NOT* Collaborative Treatment

Medical Model

- Specialists determine individuals:
 - Abilities
 - Goals
 - Interventions
 - Success



What is *NOT* Collaborative Treatment

Control and Coercion



What is **NOT** Collaborative Treatment

Authoritative Treatment Approaches

- Treatment approaches which do not account for individual interests or barriers.
- Single recovery paths



What is *NOT* Collaborative Treatment

Hands-off Service Provision



- “Client led” \neq “Client Only”
- Active support is necessary
- Interventions are targeted

Why Use A Collaborative Treatment Approach?

Increased Engagement

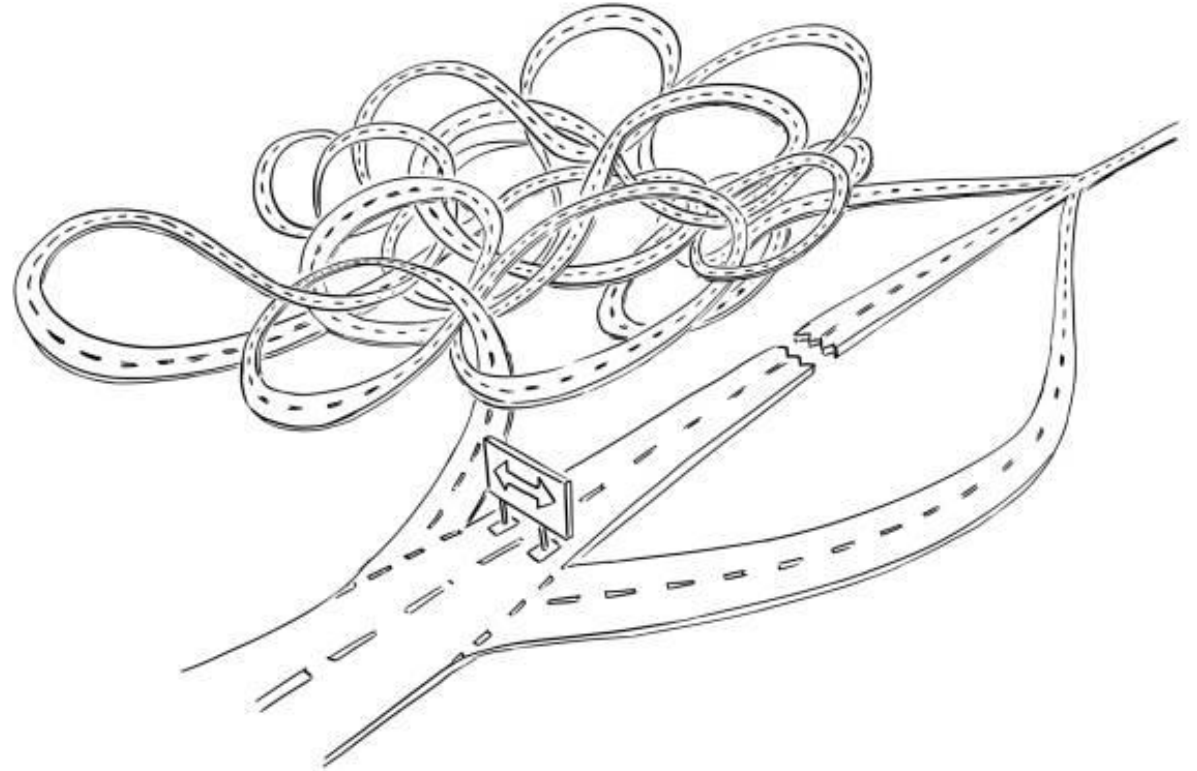
- Offering choices increases rates of engagement.
 - (Swift and Callahan, 2009)
- Engagement with stage-appropriate services is positively correlated with engagement with additional social services.



Why Use A Collaborative Treatment Approach?

Accurate Identification of Needs/Assessment

- Identification of individual barriers
- Stage-based needs assessment
- Accurate goal identification



Why Use A Collaborative Treatment Approach?

Meaningful and Effective Treatment Approaches



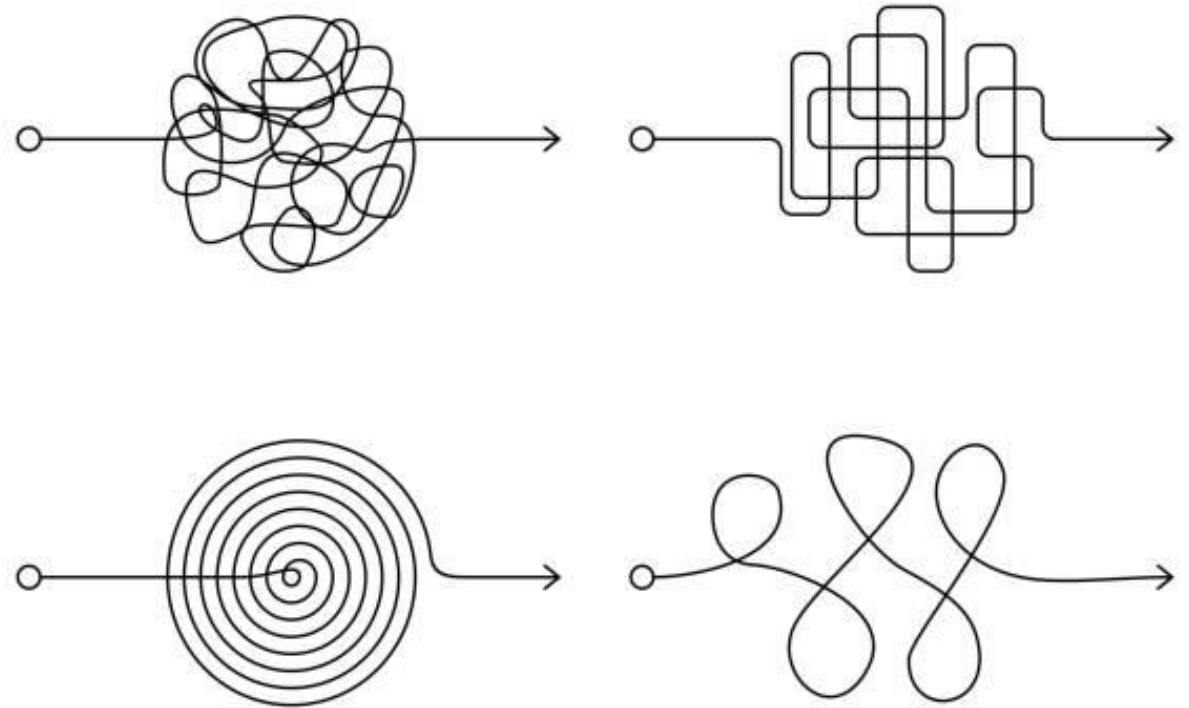
- All efforts are targeted to the individuals' specific concerns.
 - Reduced frustration
 - Reduced drop-out rates
 - Reduces time commitments
- Progress is meaningful and valued.

Why Use A Collaborative Treatment Approach?

Enhanced Treatment Outcomes

- Increased Self-Efficacy
 - (Bandura & Adams)

- Multiple Choices



Why Use A Collaborative Treatment Approach?

Reduction of Staff Burnout

- Reduced power struggles
- Reduced focus on compliance
- Increased focus on successes



How Do We Do It?

Focus the Locus of Control

- Soliciting vs Instructing



How Do We Do It?

Offer Choice



- Remember the Importance of multiple choices.

How Do We Do It?

Increase Self-Efficacy

- Experience
- Vicarious experience
- Social persuasion
- Physiological Feedback



How Do We Do It?

Anticipate Challenges



- Hang in there

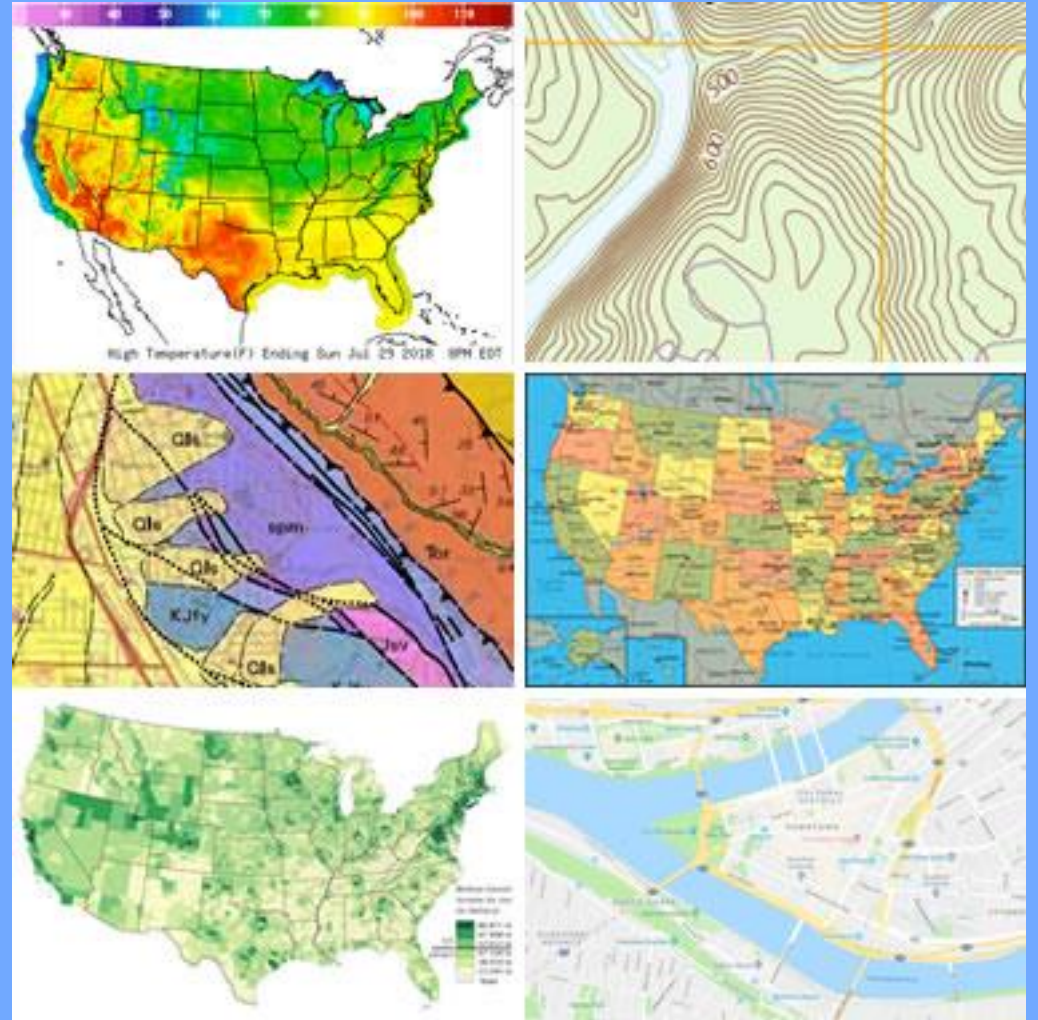
- Sometimes the road gets a little rough



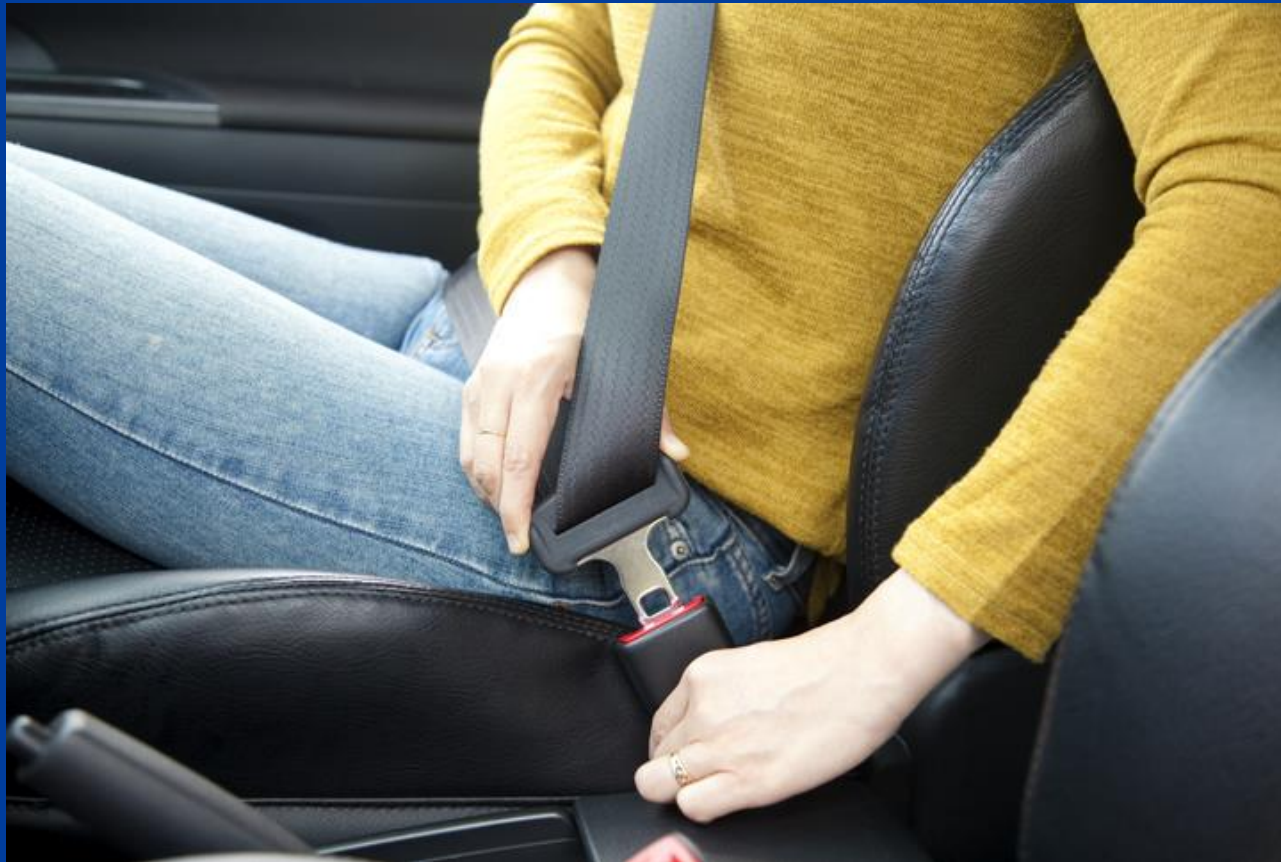
How Do We Do It?

Use Evidenced Based Methods

- Motivational Interviewing
- Stages of Change
- Person-Centered Planning
- Harm Reduction



Enjoy the Ride!



References

- Bandura, A., Adams, N.E. Analysis of self-efficacy theory of behavioral change. *Cogn Ther Res* **1**, 287–310 (1977). <https://doi.org/10.1007/BF01663995>
- CARROLL, M. (1980). Collaboration with Social Work Clients: A Review of the Literature. *Child Welfare*, *59*(7), 407–417. <http://www.jstor.org/stable/45393702>
- James Drisko, Active Collaboration with Clients: An Underemphasized but Vital Part of Evidence-Based Practice, *Social Work*, Volume 62, Issue 2, April 2017, Pages 114–121, <https://doi.org/10.1093/sw/swx003>
- Swift, J. K., & Callahan, J. L. (2009). The impact of client treatment preferences on outcome: A meta-analysis. *Journal of clinical psychology*, *65*(4), 368-381.