

# USPRA Certification Exam Blue Print

## BECOME A CERTIFIED PSYCHIATRIC REHABILITATION PRACTITIONER

This blueprint gives you an indication of the breadth of information you need to know in order to be successful in completion of the Certified Psychiatric Rehabilitation Practitioner examination. Included in the blueprint are the seven performance domains that have been identified through various Role Delineation Studies conducted by USPRA. Within each domain, the core knowledge and skills needed to demonstrate competence in practice are identified. These are the areas that will be addressed on the examination. In addition, this blueprint outlines the number of items that will be included on the exam for each domain. The examples given under each discipline are for guidance only; they are not inclusive of all aspects covered under each learning domain.

### **DOMAIN I. Interpersonal Competencies** **[20% (30 items)]**

#### ***Communicate with persons with psychiatric disabilities in order to develop a collaborative relationship.***

##### ***The CPRP demonstrates knowledge of and skills in:***

- How a disorder and its symptoms may affect communication
- Interpersonal communication theories and techniques (e.g., listening, paraphrasing, asking facilitative questions and responding clearly in verbal and non-verbal ways)
- How questions and questioning techniques impact response

#### ***Use collaborative relationships in order to facilitate personal change in persons with psychiatric disabilities***

##### ***The CPRP demonstrates knowledge of:***

- The Core Principles of Psychiatric Rehabilitation
- Strengths Model
- Distinctions between medical and rehabilitation models
- Impact of serious mental illness on behavior
- Empowerment theories/approaches
- Recovery
- Normalization
- Various cultural differences in help-seeking behaviors

##### ***The CPRP demonstrates skills in:***

- Individualizing the following to match the needs of the person:
  - Establishing trust
  - Reassuring
  - Mentoring
  - Teaching
  - Rewarding
  - Supporting
  - Guiding
  - Setting goals
  - Reinforcing achievements
  - Prompting/Reminding

#### ***Instill hope by engaging in positive interactions (verbal and non-verbal communication) regarding an individual's potential for recovery from psychiatric disability***

##### ***The CPRP demonstrates knowledge of:***

- Recovery process
- Social learning theory
- Goal setting process
- Motivational strategies
- Strengths-based approaches

##### ***The CPRP demonstrates skills in:***

- Affirming individual's accomplishments
- Setting and modifying measurable and incremental steps toward objectives and goals
- Highlighting opportunities to learn from disappointments
- Explaining the recovery process, including varying courses
- Pointing out accomplishments of peers
- Involving peer support
- Designing recognition activities
- Using self-disclosure appropriately

#### ***Facilitate groups in order to engage persons with psychiatric disabilities in a wide range of activities***

##### ***The CPRP demonstrates knowledge of:***

- Theories of group dynamics
- Strategies for developing cohesion, group leadership, and group activities
- The difference between rehabilitation and therapy groups
- Strategies for developing a group curriculum
- Tools to evaluate individuals in groups and group outcomes
- Tools to conduct a group meeting
- How to assist with group selection
- Social skills training and other behavioral-based groups

##### ***The CPRP demonstrates skills in:***

- Creating opportunities to interact in a group
- Preparing group activities in which individuals can learn specific skills
- Teaching problem solving and conflict resolution
- Modeling leadership skills
- Providing feedback
- Reinforcing newly learned skills and behaviors
- Fostering group acknowledgement of accomplishments of each other

### **DOMAIN II. Professional Role Competencies** **[13% (20 items)]**

#### ***Acquire knowledge and skills in order to provide services that are evidence-based and emerging best practices and consistent with USPRA Practice Guidelines***

##### ***The CPRP demonstrates knowledge of:***

- Sources of relevant research findings
- USPRA practice guidelines

##### ***The CPRP demonstrates skills in:***

- Interpreting and understanding applicable professional/scholarly journals
- Gathering information from professional meetings
- Sharing relevant research with colleagues, clients and families
- Observing and critiquing other programs

#### ***Conduct all professional activities in compliance with the USPRA Code of Ethics and applicable laws and regulations***

##### ***The CPRP demonstrates knowledge of:***

- USPRA code of ethics
- Confidentiality regulations
- Ethics and helping relationships

##### ***The CPRP demonstrates skills in:***

- Applying ethical guidelines
- Resolving ethical dilemmas
- Consulting with others who have knowledge and expertise in ethics and law
- Reflecting on one's own actions and emotional reactions
- Reflecting on one's own worldview including values, beliefs, perceptions and culturally learned assumptions

**Facilitate informed decision making by persons with psychiatric disabilities by communicating information about laws and regulations affecting their rehabilitation and recovery**

**The CPRP demonstrates knowledge of:**

- Benefits applicable to persons being served in the areas of housing, employment, health, rehabilitation and disability
- Confidentiality regulations
- Laws and regulations in the community where you practice

**The CPRP demonstrates skills in:**

- Communicating confidentiality regulations to staff, clients, families and others
- Communicating knowledge about benefits in the areas of housing, employment, health, rehabilitation and disability
- Applying knowledge in the areas of housing, employment health, rehabilitation and disability

**Emphasize choices for persons with psychiatric disabilities to help them achieve their goals**

**The CPRP demonstrates knowledge of:**

- Rehabilitation choices
- Treatment choices
- Housing options
- Social supports
- Vocational services

**The CPRP demonstrates skills in:**

- Communication rehabilitation choices to persons with psychiatric disabilities
- Matching the goals of persons with psychiatric disabilities with service options
- Communicating treatment options to persons with psychiatric disabilities
- Identifying opportunities to develop social supports
- Assisting persons with psychiatric disabilities with choosing, getting and keeping jobs

**Provide practical and meaningful activities to persons with psychiatric disabilities to live in the environment of choice**

**The CPRP demonstrates knowledge of:**

- The advantages of natural environments as places in which to learn practical living skills

**The CPRP demonstrates skills in:**

- Designing activities in natural settings consistent with an individual's needs, interests and choices
- Facilitating activities in natural settings which are consistent with an individual's needs, interests and choices

**Advocate that persons with psychiatric disabilities need to make informed choices to further their own recovery**

**The CPRP demonstrates knowledge of:**

- The range of relevant stakeholders
- The range of choices open to persons in recovery

**The CPRP demonstrates skills in:**

- Communicating clearly with stakeholders
- Speaking on behalf of persons consistent with their wishes and interests

**Promote the effectiveness of psychiatric rehabilitation with colleagues and the service delivery system**

**The CPRP demonstrates knowledge of:**

- USPRG Practice Guidelines
- Evidence-based practices and emerging practices
- Literature relevant to psychiatric rehabilitation and recovery

**The CPRP demonstrates skills in:**

- Developing workshops to present at conferences
- Utilizing material learned from in-service training
- Imparting relevant information about guidelines, best practices and research at formal and informal staff meetings

**Maintain personal wellness to ensure the effective provision of services to others**

**The CPRP demonstrates knowledge of:**

- Influence of stressors on physical and mental health
- Wellness promotion activities (e.g., exercise, weight management, and nutrition monitoring)
- Stress reduction techniques

**The CPRP demonstrates skills in:**

- Monitoring the level of one's personal stress
- Seeking interventions to reduce stress and increase wellness
- Choosing appropriate wellness activities

**Take intentional personal action to support the recovery of persons with psychiatric disabilities**

**The CPRP demonstrates knowledge of:**

- Definitions of recovery
- The range of possible interventions to enhance recovery
- The range of possible courses of recovery

**The CPRP demonstrates skills in:**

- Choosing actions which facilitate the recovery goals of persons with psychiatric disabilities
- Choosing actions appropriate to the stage and goals of an individual's recovery

**Seek input and feedback from stakeholders in order to determine ways of improving services**

**The CPRP demonstrates knowledge of:**

- The relevant stakeholders
- Confidentiality policies

**The CPRP demonstrates skills in:**

- Obtaining input and feedback from stakeholders by using the following:
  - Active listening
  - Asking facilitative questions
  - Explaining information clearly
  - Considering input collected in decision-making

**Recognize one's own role during conflict in order to facilitate resolution**

**The CPRP demonstrates knowledge of:**

- Interpersonal conflict resolution techniques
- One's worldview including values, beliefs, perceptions and culturally learned assumptions

**The CPRP demonstrates skills in:**

- Tracking sequential events in dialogue
- Identifying personal contributions to that conflict from the sequence of events
- Identifying changes in one's own behavior that contribute to a resolution of conflict

**DOMAIN III. Community Integration**  
**[13% (20 items)]**

***Develop linkages with a wide range of community resources specific to meet the needs and goals of persons with psychiatric disabilities***

***The CPRP demonstrates knowledge of:***

- The relationship between community integration and recovery from serious mental illness
- Community resources including awareness of benefits and risks associated with various resources

***The CPRP demonstrates skills in:***

- Networking with community and organizational leaders
- Building relationships with key community resource personnel

***Link persons with psychiatric disabilities to appropriate entitlement and benefit programs***

***The CPRP demonstrates knowledge of:***

- Basic eligibility requirements, application procedures, and appeals process for entitlement and benefit programs

***The CPRP demonstrates skills in:***

- Assessing potential eligibility for entitlement and benefit programs
- Forwarding appropriate referral information and medical/rehabilitation assessments to entitlement/benefit program as per client request in a timely manner
- Providing support as needed to assist the person in obtaining entitlements and benefits, e.g., completing forms, transportation, etc.

***Integrate community resources and entitlement programs into assessment, planning and outcomes***

***The CPRP demonstrates knowledge of:***

- Community support system principles
- Available relevant resources and entitlements and how to incorporate them into a plan

***The CPRP demonstrates skills in:***

- Completing a resource assessment, a plan and projected outcomes
- Matching individual's needs/goals with community resources

***Promote the use of natural supports within the neighborhood and community of persons with psychiatric disabilities***

***The CPRP demonstrates knowledge of:***

- Natural community supports
- The benefits of the person's use of natural community support systems and reduced dependency on the mental health system

***The CPRP demonstrates skills in:***

- Assessing available natural community supports
- Promoting the use of natural support systems
- Providing linkages with natural community support systems

***Challenge situations in the community that discriminate against persons with psychiatric disabilities***

***The CPRP demonstrates knowledge of:***

- Legal client/patient rights
- The effects of stigma and discrimination
- Negotiation and mediation principles
- How to teach people the skills to recognize and respond to discrimination

***The CPRP demonstrates skills in:***

- Identifying stigmatizing behaviors, events, etc.
- Advocating for individuals when inappropriately denied benefits/entitlements
- Negotiating and mediating access to benefits/entitlements
- Teaching self-advocacy skills

***Connect persons with psychiatric disabilities to legal and advocacy resources as needed and/or requested in order to promote self-advocacy***

***The CPRP demonstrates knowledge of:***

- Formal advocacy services and the referral/intake process for them

***The CPRP demonstrates skills in:***

- Connecting persons with advocacy resources

***Provide information on alternatives and complementary supports to traditional psychiatric treatment***

***The CPRP demonstrates knowledge of:***

- The efficacy and goals of support groups, peer-run self-help groups, and peer-directed service and advocacy associations peer support programs and wellness programs (e.g., WRAP, and culturally based wellness programs)
- Alternative and complementary supports available in the community

***The CPRP demonstrates skills in:***

- Locating appropriate informational programs for individuals
- Collaborating with the person as to how he/she can initiate his/her own alternative programs
- Promoting the person involvement in alternative programs

***Develop community resources to meet needs of persons with psychiatric disabilities***

***The CPRP demonstrates knowledge of:***

- Community Support systems
- Empowerment principles

***The CPRP demonstrates skills in:***

- Partnering with persons and other stakeholders to develop needed resources in the community

**DOMAIN IV. Assessment, Planning, and Outcomes**  
**[15% (22 items)]**

***Assist persons with psychiatric disabilities to identify personal priorities, preferences, strengths and interests in order to help them establish goals that are consistent with their worldview***

***The CPRP demonstrates knowledge of:***

- Rehabilitation readiness assessment techniques (e.g., satisfaction/dissatisfaction with current situation, current commitment to change, awareness of self/personal preferences and relationships with natural supports)
- Values clarification techniques
- Engagement techniques
- Motivational interviewing techniques
- Advance directive options

***The CPRP demonstrates skills in:***

- Conducting rehabilitation readiness assessments
- Conducting values clarification exercises
- Teaching goal setting (i.e., SMART goals – Specific, Measurable, Action oriented/Achievable, Responsible, Time-limited)
- Identifying multiple pathways for achieving specific goals
- Supporting individuals in using advanced directive

***Perform holistic assessments across multiple life domains with persons with psychiatric disabilities in order to identify strengths, supports and barriers***

***The CPRP demonstrates knowledge of:***

- Rehabilitation process including rehabilitation goals, functional assessments, resource assessments, clinical assessments, and assessments of needed specialty services
- Strengths-based assessment techniques
- Holistic assessment techniques
- Available treatment/rehabilitation options
- Treatment options which support individual strengths
- The relationship between choice and individual outcomes

***The CPRP demonstrates skills in:***

- Using appropriate protocols for assessing functional, resource, clinical and specialty service needs
- Eliciting individual's involvement in collecting subjective and objective data for them
- Sharing information collected with the person to facilitate understanding
- Collaborating with the person in identifying strengths/needs for achieving success in the chosen environment
- Identifying needed supports and potential barriers

***Collaborate with persons with psychiatric disabilities to help them identify their individual preferences in dealing with crises***

***The CPRP demonstrates knowledge of:***

- Coping mechanisms for dealing with crisis (e.g., problem-solving techniques)

***The CPRP demonstrates skills in:***

- Facilitating individual's choice of preferences for dealing with crises
- Identifying individual coping strategies and skills
- Developing a proactive plan with the individual which specifies steps to take in a crisis

***Collaborate with persons with psychiatric disabilities to write goals with specific action steps in order to develop effective treatment/rehabilitation/recovery plans***

***The CPRP demonstrates knowledge of:***

- The elements of a goal statement

***The CPRP demonstrates skills in:***

- Utilizing SMART approach to goal setting

***Inform persons with psychiatric disabilities of service options in order for them to choose the appropriate types and levels of service***

***The CPRP demonstrates knowledge of:***

- Empowerment principles
- The rationale for flexibility in setting the intensity of services and levels of services

***The CPRP demonstrates skills in:***

- Identifying service options with the individual
- Providing services with flexibility

***Identify opportunities that empower persons with psychiatric disabilities transition from professional provider service so natural community supports***

***The CPRP demonstrates knowledge of:***

- Alternatives to professional support
- Natural support systems
- Skills training methods
- Self-help approach

***The CPRP demonstrates skills in:***

- Facilitating connectedness to natural support systems
- Encouraging persons to use natural support systems
- Identifying useful natural supports
- Collaborating with natural support systems
- Assessing necessity with the individual of professional provider services

***Regularly evaluate with the service recipient, his/her satisfaction with progress toward rehabilitation goal***

***The CPRP demonstrates knowledge of:***

- The definition of goals
- Diversity of potential goals
- Rationale for assessing individual satisfaction
- Limitations of individual's self-reported satisfaction measures
- Needs assessment techniques
- The importance of immediate assessment and planning of goals
- Components of a rehabilitation plan
- The need to assess goals

***The CPRP demonstrates skills in:***

- Writing rehabilitation plans in understandable language
- Collecting data regarding the achievement of goals
- Assessing individual's needs at regular intervals

***Modify the rehabilitation plans based on service recipient's evaluation of progress toward rehabilitation goal***

***The CPRP demonstrates knowledge of:***

- Range of goals
- Range of available interventions
- Range of available assessment methods

***The CPRP demonstrates skills in:***

- Collaborating to identify alternative objectives and goals
- Collaborating to identify alternative intervention options
- Listening to feedback from persons with psychiatric disabilities
- Making requested changes in plans
- Honoring person's choice or preference for all alternative plans or modified plans

***Consult with individuals and their self-identified participants in their recovery about the individual's satisfaction with current services***

***The CPRP demonstrates knowledge of:***

- Confidentiality laws and regulations
- Surveys, satisfaction studies, interviews and focus groups

***The CPRP demonstrates skills in:***

- Assessing confidentiality issues
- Meeting/communicating with families and/or significant others
- Selecting measures of satisfaction for available services

**DOMAIN V. Interventions for Goal Achievement**

**[17% (25 items)]**

***Use outreach techniques, including telephone, mail and personal visits, in order to engage persons with psychiatric disabilities in interventions***

***The CPRP demonstrates knowledge of:***

- Methods to determine if and when outreach is necessary
- Difference outreach techniques based on need and individual preference
- Strategies to locate individuals who may need services
- Privacy and confidentiality laws and regulations

***The CPRP demonstrates skills in:***

- Determining that the outreach is needed
- Choosing crisis intervention techniques based on the individual's needs and preferences
- Choosing engagement techniques based on the individual's needs and preferences

***Teach communication skills to persons with psychiatric disabilities to help them achieve their goals***

***The CPRP demonstrates knowledge of:***

- Skills of verbal and non-verbal communication
- Goal setting techniques

***The CPRP demonstrates skills in:***

- Planning of a skill development program which includes:
- Choosing the relevant skills to improve
- Teaching specific communication skills
- Demonstrating/modeling communication skills
- Arranging with the individual opportunities for skill practice
- Giving useful feedback on skill performance

***Provide interventions for change to persons with psychiatric disabilities in order to promote the recovery process***

***The CPRP demonstrates knowledge of:***

- Definitions of recovery

***The CPRP demonstrates skills in:***

- Teaching skills training exercises
- Facilitating participation in social and community activities
- Facilitating groups
- De-escalating crises
- Developing leadership among persons with psychiatric disabilities
- Learning and applying outreach techniques

***Teach persons with psychiatric disabilities problem-solving skills to help them achieve their goals***

***The CPRP demonstrates knowledge of:***

- Steps in problem-solving
- The impact of specific disorders on the ability of the individual to solve problems
- Learning styles

***The CPRP demonstrates skills in:***

- Assisting the individual in defining problems
- Generating alternative solutions
- Writing problem solving plans in understandable language
- Explaining problem solving steps in understandable language
- Explaining steps in understandable language to others who are assisting in the plan
- Using feedback from persons in all steps

***Develop relapse prevention strategies for mental and physical health and co-occurring disorders***

***The CPRP demonstrates knowledge of:***

- Psychiatric relapse prevention strategies
- Physical health/wellness strategies
- Medication therapeutic effects
- Medication side effects
- Interrelationship of psychiatric disorders and other medical conditions
- Psychiatric, substance abuse, and physical symptoms that can often be confused
- Wellness Recovery Action Plans (WRAP)

***The CPRP demonstrates skills in:***

- Assessing changes in psychiatric symptomatology
- Assessing changes in behavior or appearance that may be indicative of relapse
- Assessing the individual's concerns about psychiatric symptoms
- Assessing the individual's other medical concerns
- Linking appropriate psychiatric, substance abuse and medical services
- Conducting follow-up of referrals to collaborative providers

***Utilize group formats to engage persons with psychiatric disabilities in a wide range of activities***

***The CPRP demonstrates knowledge of:***

- The benefits of peer support and feedback
- Cognitive deficits that may require specialized interventions

***The CPRP demonstrates skills in:***

- Creating opportunities to interact in a group

***De-escalate crises experienced by persons with psychiatric disabilities in order to avoid negative outcome***

***The CPRP demonstrates knowledge of:***

- The impact of various stressors and triggers that contribute to relapse and crisis
- The role of medication
- Specific interventions that de-escalate crisis and the removal of the person from stressors
- Stress theory
- Advanced directives
- Commitment laws and procedures
- Procedures for access to psychiatric emergency, hospitalization, respite and diversion services
- Assessment tools designed for specific sets of symptomatology
- Reasons that people discontinue medications
- Signs of imminent dangerous behavior
- When to involve police or other safety personnel
- When and how to provide transportation

***The CPRP demonstrates skills in:***

- Maintaining a calm demeanor
- Reassuring person that they will receive that they need
- Persuading person to receive services and/or take medication
- Accompanying person to needed services or supports 58
- Involving appropriate providers, healers, family members, friends, religious representative (social network)
- Assessing level of functioning stability, risk
- Developing a plan for implementation of crisis stabilization services
- Following procedures for voluntary and involuntary hospitalization
- Using methods to inform of the effect of their behaviors (personal assertion)
- Using direct instruction to guide client behavior
- Applying appropriate de-escalation techniques

***Modify environments of persons with psychiatric disabilities strategies to initiate and sustain the recovery process***

***The CPRP demonstrates knowledge of:***

- Group dynamics
- "Reasonable accommodations" in adapting the physical and social environment
- Community support systems strategies
- Models of supported education, supported employment, supported housing
- Functional and resource assessment
- Recovery process

***The CPRP demonstrates skills in:***

- Facilitating the development of peer support groups
- Advocating effectively
- Involving persons in program development and program evaluation
- Establishing linkages with formal and informal community supports

***Use motivational enhancement and readiness development strategies to initiate and sustain the recovery process***

***The CPRP demonstrates knowledge of:***

- Readiness assessment and readiness development
- Motivational theory
- Motivational interviewing and stages of change
- Benefits of peer role models and supports

***The CPRP demonstrates skills in:***

- Assessing and developing readiness
- Sharing information with person served
- Using motivational interviewing techniques including reflecting, affirmation, rolling with resistance and developing discrepancies
- Facilitating the individual's exposure to and interactions with successful peer role models

**Encourage persons with psychiatric disabilities to continue fulfillment of desired roles**

**The CPRP demonstrates knowledge of:**

- Program models used to promote role achievement in living, learning, working and social environments
- A range of interventions used to promote role achievement

**The CPRP demonstrates skills in:**

- Assisting an individual in recognizing his/her strengths and interests to explore possible options
- Assisting an individual in implementing their chosen intervention
- Assisting an individual in choosing a program model approach that fosters the person's chosen role

**Provide education on issues related to psychiatric disabilities (e.g., etiology, course and biological factors of psychiatric disorders; psychiatric rehabilitation, psychotropic medication and other mental health approaches; and legal issues, benefits and entitlements)**

**The CPRP demonstrates knowledge of:**

- Psychiatric rehabilitation
- Etiology, course and biological factors of psychiatric disorders
- Basic psychotropic medication issues including therapeutic and side effects
- Legal issue relevant to mental illness and its treatment
- Benefits and entitlements
- Other mental health approaches

**The CPRP demonstrates skills in:**

- Gathering, assessing and summarizing information in all knowledge areas
- Using written or verbal communication to facilitate informed choice

**Provide best-practice procedures, treatments, and approaches which help persons with psychiatric disabilities achieve their goals.**

**The CPRP demonstrates knowledge of:**

- Personal definition of recovery and goals
- Best practice interventions that have been replicated and reported in peer reviewed literature (i.e., medication, supported employment, family's psycho education, assertive community treatment, integrated dual disorder treatment, illness management and recovery)
- Emerging practice interventions (e.g., supported housing, peer run services, WRAP)

**The CPRP demonstrates skills in:**

- Choosing interventions based on the individual's needs, preferences, interests and goals
- Providing best-practice/emerging interventions
- Evaluate with the individual progress toward his/her personal goals

**DOMAIN VI. Systems Competencies  
[9% (13 items)]**

**Intervene to stop stigma, oppression, discrimination, and prejudice against persons with psychiatric disabilities in order to increase their access to jobs, housing and community activities**

**The CPRP demonstrates knowledge of:**

- Forms of discrimination in housing, employment and community
- Applicable housing regulations
- Equal opportunity laws
- Employment discrimination law
- Range of strategies to counteract discrimination
- Protection and advocacy systems
- Disability legislation

**The CPRP demonstrates skills in:**

- Accessing regulations and laws regarding disability rights and discrimination
- Advising persons of their rights
- Advising persons of strategies they can use to protect their rights
- Presenting concerns to appropriate parties

**Advocate for better access to public services and resources for persons with psychiatric disabilities in order to facilitate their recovery and fill integration into the community**

**The CPRP demonstrates knowledge of:**

- Admission criteria
- How public resources are allocated at local and national levels
- Agency policy regarding advocacy
- Agency policy regarding public statements

**The CPRP demonstrates skills in:**

- Educating individuals to admissions criteria
- Advocating with public resources to ensure access
- Advocating for increased resources
- Using cost and outcome data as an advocacy tool
- Collaborating with other advocates
- Advocating to agency management of your own organization

**Advocate for needed regulatory policies related to persons with psychiatric disabilities in order to reduce discrimination and to increase resources for services and accommodations**

**The CPRP demonstrates knowledge of:**

- Relevant legislation regarding discrimination
- Limitations of existing legislation, laws and regulations
- Law regarding accommodations
- Protection and advocacy systems
- Benefit and entitlement programs

**The CPRP demonstrates skills in:**

- Communicating with relevant public officials
- Explaining limitations in existing laws and regulations to public officials
- Explaining proposals for improvements in laws and regulations

**Advocate for system integration among public resources and community resources in order to expand opportunities for persons with psychiatric disabilities**

**The CPRP demonstrates knowledge of:**

- How public resources are allocated
- Community resources
- How public and community resources interact

**The CPRP demonstrates skills in:**

- Gathering information about public and community resources
- Facilitating visits and meetings between providers

**Advocate for system changes to make services responsive to the needs of persons with psychiatric disabilities**

**The CPRP demonstrates knowledge of:**

- Governmental regulatory systems
- Needs of people with psychiatric disabilities
- Agency functioning at different governmental levels
- Strengths and limitations of agencies at different governmental levels
- Features of various service delivery systems
- Strengths and limitations of local treatment delivery systems
- Lack of integration among systems
- The role of national and local psychiatric rehabilitation organizations in advocacy

**The CPRP demonstrates skills in:**

- Assessing relevant needs of the person served
- Advising persons and their natural support systems on the navigation of service systems
- Initiating meetings of individuals from different systems
- Suggesting changes for integrating services and resources
- Advocating for flexibility in the service systems
- Using services and resources from diverse systems

**Advocate civil rights and protections as well as human rights and protection for persons with psychiatric disabilities**

**The CPRP demonstrates knowledge of:**

- Civil rights laws and regulations
- Human rights advocacy information and activities

**The CPRP demonstrates skills in:**

- Teaching civil rights and protection to persons so they can self advocate
- Quoting law to persons/programs in violation and advocate for change
- Linking with others to bring legal action

**Assist persons with psychiatric disabilities in their use of other service systems to meet their personal goals**

**The CPRP demonstrates knowledge of:**

- Service systems outside psychiatric rehabilitation
- Holistic needs of persons
- Diverse strengths and goals of persons

**The CPRP demonstrates skills in:**

- Explaining service systems outside psychiatric rehabilitation
- Suggesting strategies for using systems
- Assisting persons to speak on their own behalf
- Designing opportunities for persons to practice skills of navigating systems

**Develop leaders among persons with psychiatric disabilities in order to advocate for and work with peers**

**The CPRP demonstrates knowledge of:**

- Peer leadership development theories
- Peer leadership development methods
- Leadership training activities and programs

**The CPRP demonstrates skills in:**

- Recognizing the capacity for various levels of leadership
- Assisting persons to identify preferences in leadership roles
- Providing opportunities for persons to perform a variety of leadership roles
- Providing coaching, feedback, modeling, reinforcement, reassurance and recognition of achievement

**DOMAIN VII. Diversity and Cultural Competency  
[13% (20 items)]**

**Engage and include persons with psychiatric disabilities from all the diverse backgrounds (e.g., socio-economic status, race, ethnicity, gender, sexual orientation, age, nationality, disability status, religion, spirituality) that comprise the demographics of the community where services are provided.**

**The CPRP demonstrates knowledge of:**

- Community assessments, techniques and procedures for determining the presence of diverse cultural groups
- Diverse cultural demographics of the community
- Help-seeking behaviors of diverse cultural groups
- Cultural parameters (surface culture, music, etc., family involvement, leadership, cognitive and institutional styles, ID development, healing practice) of diverse groups
- Rehabilitation/treatment modalities that match cultural preferences
- Diverse cultural group communication styles and language
- Diverse cultural groups that provide services
- The principals that govern the development of relationships in diverse cultural groups

**The CPRP demonstrates skills in:**

- Finding information regarding demographics of persons with psychiatric disabilities from diverse cultural groups
- Using techniques and modalities that match specific cultural parameters
- Making referrals to the appropriate cultural providers and healers

**Identify one's own culturally learned assumptions (e.g., ethnocentrism, cultural encapsulation) to promote culturally competent collaborative relationships with persons with psychiatric disabilities and their natural support systems (e.g., families, significant others, friends, community supports)**

**The CPRP demonstrates knowledge of:**

- One's own culture and heritage
- One's own perceptions and assumptions of cultural groups served
- Dynamics of stigma, oppression, discrimination and prejudice
- When guidance is necessary to determine the impact of one's own culturally learned assumptions

**The CPRP demonstrates skills in:**

- Using awareness and knowledge of one's own cultural background and assumptions to enhance the collaborative relationship

**Assess cultural factors to ensure culturally competent diagnoses, goals, planning, and rehabilitative interventions**

**The CPRP demonstrates knowledge of:**

- How cultural factors influence diagnosis and assessment
- Cultural limitations of assessment and diagnostic tests
- Culture specific [emic] and cultural general [etic] symptoms and syndromes
- Culture specific [emic] and cultural general [etic] rehabilitation/treatment modalities and interventions
- Role of interpreters
- Cultural providers and healers in the community being served
- Cultural influences that impact goals and expectations

**The CPRP demonstrates skills in:**

- Incorporating cultural factors into the rehabilitation processes of diagnosis, assessment, goals, planning and interventions
- Selecting and using appropriate interpreters
- Involving healers and providers
- Incorporating cultural expectations of natural support systems into all aspects of the rehabilitation process

**Conduct all rehabilitation activities in the preferred language and communication style (e.g., verbal and non-verbal, slang, eye-contact, personal space) of individuals and their natural support systems**

**The CPRP demonstrates knowledge of:**

- Culturally diverse communication styles
- Linguistic services in the community

**Remove institutional barriers that sustain stigma, oppression, discrimination, add prejudice in order to provide culturally competent service**

**The CPRP demonstrates knowledge of:**

- Cultural and discriminatory barriers to services in areas such as language, agency policies, regulatory environment, and understanding of diverse cultural groups
- Cultural identity development theory and its relationship to staff assignment
- Evaluation of services to determine their impact on diverse cultural groups including client satisfaction surveys
- Strategies for soliciting and incorporating input from natural support systems on the development of culturally appropriate services
- Laws relating to the rights of people with disabilities
- Organizational grievance procedures

**The CPRP demonstrates skills in:**

- Identifying the impact of cultural barriers
- Advocating to reduce the impact of discriminatory practices on the person
- Facilitating self-advocacy
- Teaching coping skills in response to institutional barriers
- Explaining laws relating to the rights of people with disabilities
- Teaching clients when and how to use organizational grievance procedures

***Teach persons with psychiatric disabilities and their natural support systems the skills to recognize and overcome cultural barriers***

***The CPRP demonstrates knowledge of:***

- Cultural and discriminatory barriers to services in areas such as language, agency policies, regulatory environment
- Skills the client needs to address cultural barriers
- Impact of cultural barriers on person's readiness to change
- Community organizations that work to remove cultural barriers and discriminatory practices
- The effects of discrimination on psychiatric symptoms and diagnosis

***The CPRP demonstrates skills in:***

- Recognizing client behaviors as a result of discriminatory experiences
- Teaching coping skills in response to institutional barriers
- Facilitating self-advocacy by teaching clients and families to access services and resources
- Referring clients to community organizations that work to remove cultural barriers and discriminatory practices

***Receive input and provide feedback to persons with psychiatric disabilities and their natural support systems in order to provide services that meet their needs***

***The CPRP demonstrates knowledge of:***

- Differential treatment experienced by members of diverse communities

***The CPRP demonstrates skills in:***

- Gathering oral and written information from members of diverse groups regarding the quality of services
- Providing members of diverse groups oral and written findings regarding quality of service

***Evaluate service utilization rates to determine consistency with community demographics***

***The CPRP demonstrates knowledge of:***

- Demographics and utilization rates for diverse cultural populations

***The CPRP demonstrates skills in:***

- Reviewing number of persons using services by cultural groups
- Reviewing client improvement in outcomes by cultural groups
- Interpreting demographic data and utilization rates