

Riverside CARE Awards

William Rollins

Primary Clinician, Adult Community Clinical Services



Integrity. William Rollins once shared with his team that this value is the most important in his life. Most of us probably try to adhere to that idea, but in William's case it is continually evident that this is truly his guiding principle. Whether working as a clinician with individuals served by Adult Community Clinical Services who are living in the community or in group living environments, or mentoring young adults in his personal life, William is creative, kind, and ever-patient.

In his therapeutic work, William's ways produce remarkable effects with residents – from developing a schedule to calm a resident and reduce behaviors, to setting up clear guidelines for respectful interaction based on a trauma-informed sensitivity and working within an individual's cognitive capacity. Always interested in learning, he has become a certified trauma professional, expanding his knowledge around suicide and people who are grieving.

William serves his co-workers by guiding them through the intricacies of Evolv (an electronic health records system), setting up an easy-to-follow visual guide for documenting assessments and action plans. Staff feel his commitment to them in countless ways, making them more confident and skilled in their own jobs.

Not only clinically and technically but musically talented, William uses his background in music to build relationships and engage those served in the group living homes. He plays piano and sings, offering the gift of music to help residents work through their challenges and find moments of joy in the day. He even helped a young man on his team produce an emotionally expressive compilation of rap songs, complete with CD cover and title.

Over a year ago, William founded the CommUNITY choir and defined it as a musical space for individuals in recovery to experience togetherness, share expressively, and build skills. William's initiative to form the CommUNITY choir has made a difference in people's lives and is an endorsement of Riverside's vision that people can grow and change, that there is power in collaboration and partnership, and that learning and innovation is encouraged.