

SOAR

Systems Operating to Achieve Recovery



Center for Innovative Recovery Practices

RECOVERY PRESENTATION

Rochelle Steinberg, Executive Director, Community Mental Health
and Recovery Board of Licking and Knox Counties

Moving Recovery

- **Moving Recovery from a Concept to a Practice**
 - System Change
 - Developing a recovery culture
 - Clinical practice going beyond the illness, becoming recovery focused and developing partnership between clinician and the individual receiving services
 - Consumer leadership and peer support
 - Embracing community

President's New Freedom Commission Report

- **Goal 1 – Americans understand that mental health is essential to overall health.**
- **Goal 2 – Mental health care is consumer and family driven.**
- **Goal 4 – Early mental health screening assessment and referral to services are common practice.**
- **Goal 5 – Excellent mental health care is delivered and research is accelerated.**

Licking and Knox

- Goal 2- Use of process steps in the development of Individual Care Plan (Recovery Management Plan) and the involvement of consumers and families in orienting and training the system toward recovery (individuals and consumers organization).
- Goal 4- RMP being used with co-occurring, and grant from the Columbus Medical Foundation for the development of relationship with primary care and mental health
- Goal 5- Moving this Recovery Model from practice to science to become evidence based

Consumer Driven

- Use of National consumers learnings
- Development of Consumer Operated Service.
- Consumer Involvement in policy development, implementation, training and research.
- Hiring of consumers in key places

Elements of a System

- Administration Management
- Financial Business
- Personnel
- Products/Services
- MIS
- Other Components

Administration/Management

- **Mission/Vision**
- **5 Year Strategic Plan with Goals, Objectives, Actions, Outcomes**
- **5 Year Financial Plan that is aligned with specifications of the Strategic Plan**
- **Policies and Procedures**
- **Contract iterations of Recovery Focus**

Financial/Business

- **Activation of 5 Year Financial Plan**
- **Flexibility to take advantage of “Recovery” opportunities**
- **Sustained infusion of dollars for various Recovery efforts**
- **Local Medicaid Waiver to allow for billable Peer Services, appropriate UR and follow-through to ensure system not devastated by Medicaid.**

Personnel

- Ongoing training in Recovery that is funded through the Board for entire system staff
- Hiring practices for all staff that include a “Recovery” focus
- Evaluations based upon Recovery based focus
- Using data to improve training and hiring practices

MIS

- Collecting and Analyzing “Recovery” research data, including “outcomes”.
- Analyzing data that underlies the elements of “Recovery” (e.g., employment, independent living) so as to recognize “where the system is at” as baseline.
- Development of consumer recovery satisfaction tool.

Services/Products

- Realignment of Services and QI Process: Community Support and Clinical.
- Increased efforts, including training, of private Physicians.
- Single “recovery-focused” treatment plan (e.g., RMP) shared by local agencies and allowed by State Rules.
- Add Substance Abuse services/agencies to mix of services that have “Recovery” focus.

Other Elements

- Development of Consumer operated services multiple year Strategic Plan.
- Ensuring that consumer operated services are a “part of the system”
- Ensuring adequate training/consultation for consumer-driven services to grow.
- Support both State and National certification of consumer operated services.

Getting Started

– Recovery Readiness Assessment

- Training
- Site-visit
- Training of Trainers
- Implementation

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Consumer & Family Driven & Recovery Focused

Glenn Hopkins, Executive Director, The Main Place, Inc.

Building off the work of National Consumers

- **TMP established in 1986 - \$6,000.00**
- **Consumer Operated Service Grants**
 - * **Project open and applying the project of possibilities.**
- **Observations of consumers**
 - * **Some consumers thriving/some surviving.**
- **Defining recovery and developing EBPMHR**

Recovery Systems Change Grant - 1999

- **Establishment of Recovery Steering Committee**
- **Developing a plan - Holistic Approach**
 - * **Consumers, family members, administrators and providers.**
 - * **Many different initiatives.**

Primary Initiatives

- **Strengthening Consumer Operated services**
- **Implementing EBPMHR within the system**
- **Communication**
 - * **Staying focused on plan**
 - * **Trusting Relationships**
 - * **Working Partnerships**
- **Ongoing Support**

Consumer Operated Services

Scope of Practice – Role in Continuum of Care

- **Gate Keeper; keeping recovery alive and visceral.**
- **Point of entry into the MH System.**
- **Provides an immediate access into the MH System.**

- Connecting people served with treatment system and the community.
- Providing consumer leadership and participation in community events.
- Bringing consumer perspectives to the table.
- Innovative Practices in recovery.
 - * **Consumer Recovery Information System**
- Stage and level specific strategies for recovery and facilitating recovery.

Impact on the System

- Change Agents
- Partners in Recovery
- Empowerment
- Social Connectedness

Experience + Knowledge = Wisdom

The Wisdom Of Recovery

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AGENCY IMPLEMENTATION

Frances Deutschle, Executive Director, Moundbuilders Guidance Center, Inc.

Review Process Steps of Facilitating Consumer Recovery Through Best Practices

1. **Ranking the Components**
2. **Selecting where you are in your Recovery**
3. **Deciding whether to strengthen your current skills or develop new skills**
4. **Selecting your best practice (What do you want to improve about your life)**
 - **Put the best practice in your own language**
 - **This is equal to the person's goal!!**

Review Process Steps of Facilitating Consumer Recovery Through Best Practices

5. **What are the skills and knowledge you will need to make this improvement?**
 - **What are the action steps you will need to do to achieve this improvement?**
 - **This is equal to objectives.**
6. **How will Community Supports be involved**
7. **What are the Best Practices that the clinician is going to use to help me (facilitate) in accomplishing these action steps**

Review Process Steps of Facilitating Consumer Recovery Through Best Practices

8. **Complete the Recovery Management Plan**
9. **Did you accomplish what you set out to do? How will we know?**
 - **These Are Personal Outcomes**

Mental Health Recovery Components

Ten Components

1. **Clinical Care**
2. **Peer Support and Relationships**
3. **Family Support**
4. **Work/Meaningful Activities**
5. **Power & Control**

Ten Components

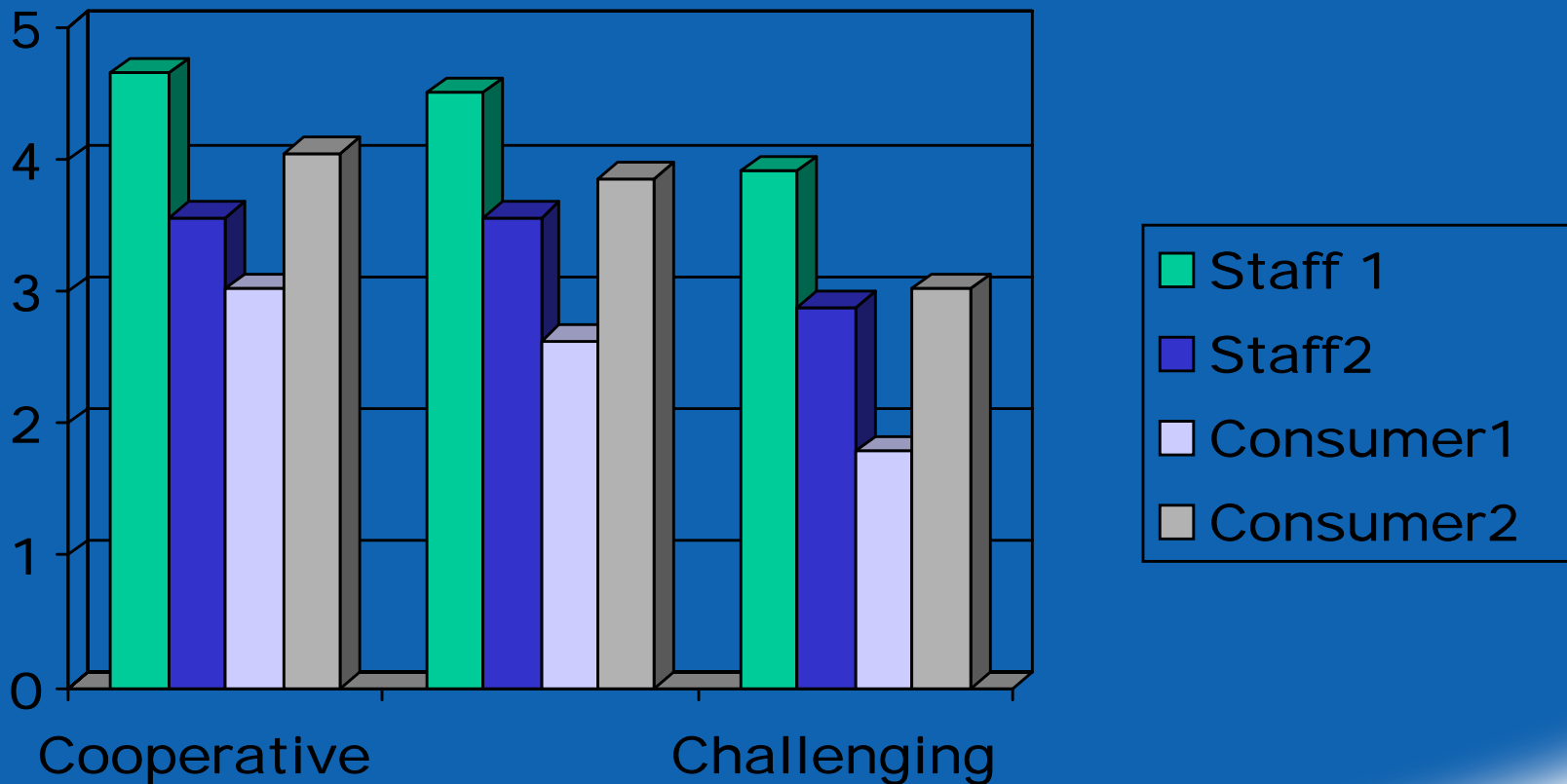
6. Elimination of Stigma/Discrimination
7. Community Involvement
8. Access to Resources
9. Education
10. Spirituality

Mental Health Recovery Domains

Recovery Domains

- Consumer's Status
- Clinician's Role
- Community Supports' Roles

Staff vs. Consumer Assessments of Service at Time 1 and Time 2 - Sample Responses



Cooperative = working in cooperation with case manager;
Partnership = working in partnership with service providers;
Challenging = challenging ideas of service providers when appropriate

Recovery is what consumers do

- Facilitating recovery is what clinicians do
- Supporting recovery is what the system and community does

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