

A
CONNECTICUT
MENTAL HEALTH
TRANSFORMATION
SCRAPBOOK

Featuring
Mental Health Transformation
Mini-Grant Projects 2008

CT MHT-SIG Existing Initiatives

- Connecticut's MHT SIG presently supports the following on-going initiatives:
 - CT Continuous Quality Improvement Collaborative
 - Wraparound
 - 6 Workforce Development projects

Continuous Quality Improvement Collaborative (QuIC)

To implement a consumer/family/youth driven evaluation process that promotes recovery-oriented mental health services.



Wraparound

- Through an MOA with the Department of Children & Families, Court Support Services Division (CSSD) and Dept. of Mental Health & Addiction Services:
 - **Create parent-driven system of care in 2 communities and divert at-risk children and youth from court involvement.**

CT's Workforce Initiatives

- Workforce Collaborative
- Intensive home-based services
- Parent leadership development
- Supervisor competency development
- Training of health & human service providers
- CT Recovery Employment Consultation Service (C-RECS)



Mini-Grant Projects
2008

Funding CT's Mental Health Transformation Mini-Grant Projects

\$1.3 million to...

- state and local government agencies,
- private non-profit organizations and,
- Consumer/Individual in Recovery,
Youth and Family organizations.

Overall Goal of CT's Mini-Grant Projects

Achieve the President's New Freedom Commission Goals;

Support Connecticut's Comprehensive Mental Health Plan;

Build on existing Mental Health Transformation initiatives; and,

Engage consumers, youth and family members at every level of the project.

CT's Mini-Grant Projects: Selection Process

We received over 70 proposals...

...and funded 35.

52% of proposal reviewers were consumers or family members.

ALSO Cornerstone

Implementation
of a comprehensive
Behavioral Care
Management
System.



ALSO Cornerstone



The Behavioral Care Management System collects, stores, and manages quantitative and qualitative client data.

ALSO Cornerstone

- The BCMS allows 8 de-centralized service locations to interface.
- The BCMS improves care coordination, program administration and service quality.
- The project will be continued for the foreseeable future.

Artreach: Mindfulness Based Stress Reduction



Training to enhance a peer run organization through meditation, yoga, and tai chi.

The Pilot included:

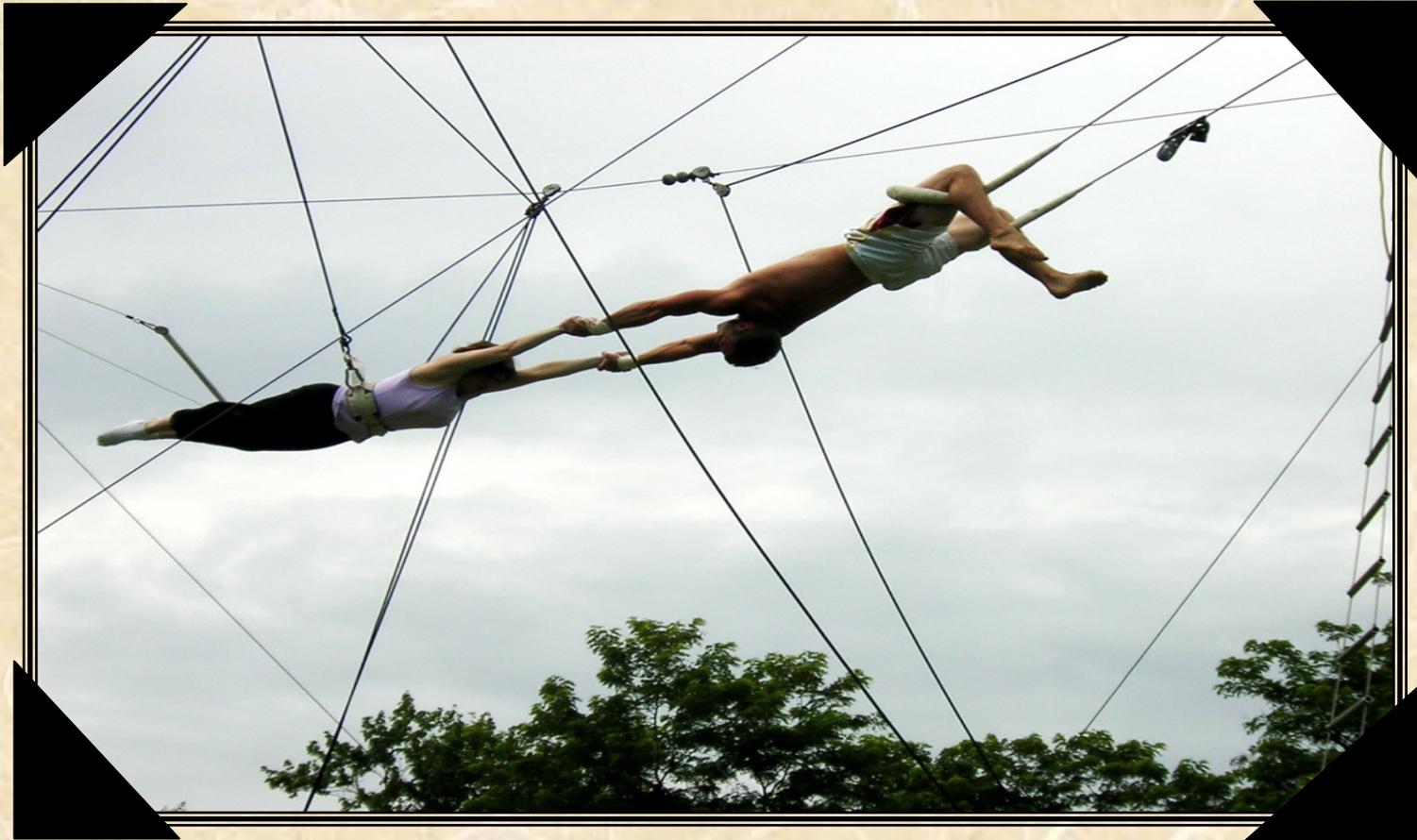
- Training in MBSR and “Radical Acceptance”...

Artreach: Mindfulness Based Stress Reduction

- Post-training meditation practice; and
- Strategic planning to integrate MBSR principles into program activities.



Artreach: Mindfulness Based Stress Reduction



Wellness is supported when we manage stress.
This in turn, reduces symptoms.

Artreach: Skill Building & Artistic Development



Goal: To explore how learning the arts can be generalized into recovery and employability.

Artreach: Skill Building & Artistic Development



Training in Improvisational Comedy and Awareness-based Theater Skills fostered confidence, through lightheartedness and play.

Artreach: Skill Building & Artistic Development



The project will be sustained and expanded to include African drumming and dance, vocal classes, and songwriting workshops.

Birmingham Group: CommonGround Program

Goal: To introduce the concepts of Shared Decision Making (SDM), Personal Medicine, and Power Statements through the use of Pat Deegan's CommonGround Program.



Birmingham Group: CommonGround Program

CommonGround, a software program designed to support shared decision making in the context of a psychiatric medication clinic.



Birmingham Group: CommonGround Program



The CommonGround program includes:

- peer run support in the waiting area,
- peer-to-peer workshop,
- case management training and
- staff/consumer participation.

Bridges: Jail Diversion

- Goal: To educate key community members and decision-makers about the link between mental illness/addiction and the impact of arrest and/or incarceration on consumers.

Bridges: Jail Diversion

- The training program prepared 9 individuals who have had prior involvement with the criminal justice system to step into the role of Consumer Advocates (CA's).
- Participants received eight hours of classroom instruction in:
 - skill building in interpersonal effectiveness,
 - public speaking,
 - prevention planning, and
 - enhanced knowledge of the legal system.

Bridges: Jail Diversion

- The newly trained CA's then presented their stories of recovery to graduate social work students, police and probation officers, superior court prosecutors, attorneys, and bail commissioners.

Bridges: Open Door Social Club

- To develop leadership skills of social club members by fostering relationships, recovery and independence.
- To support the transition of the club to a separate and independent entity.

Bridges: Open Door Social Club

- 25 club members attended 4 full day trainings.

Bridges: Open Door Social Club

- 3 areas of future work were identified:
 - Obtaining a vehicle to provide transportation to club activities;
 - Increasing cultural inclusion and competence;
 - Developing a stronger relationship with Bridges Board of Directors.
- 3 committees have been formed to complete the work.

Central CT State University & Laurel House, Inc.



A train-the-trainer program to promote statewide planning for supported education, collaboratives and best practice programs.

Central CT State University



A panel of student consumers shared stories of emotional pain, hope, success and recovery.

Central CT State University



Students motivated each attendees to embark on a commitment to host 2 supported education meetings in each of the 5 DMHAS regions.

Charlotte Hungerford Hospital

- Goal: to provide consumers with training to initiate and sustain support groups.

Charlotte Hungerford Hospital

- Paid Consumer Co-facilitators to plan and implement the program.
- 11 participants attended a 6 week training program.

Charlotte Hungerford Hospital

- The project transformed the mindset of providers by demonstrating the benefit of consumer involvement in the design and development of resources and services.

Child First: Bridgeport Hospital

Goal: To prevent serious emotional disturbance, abuse and neglect, and developmental/ learning problems among high risk children and families.



Child First: Bridgeport Hospital



The Project focused on developing the infrastructure to replicate the Child First model in other regions of the state by...



Child First: Bridgeport Hospital



Replicating manuals and other training materials;
Training early childhood professionals; and
Development of the Child First web site.

Community Mental Health Affiliates



Goal: Plan and purchase call center technology to improve access to treatment.

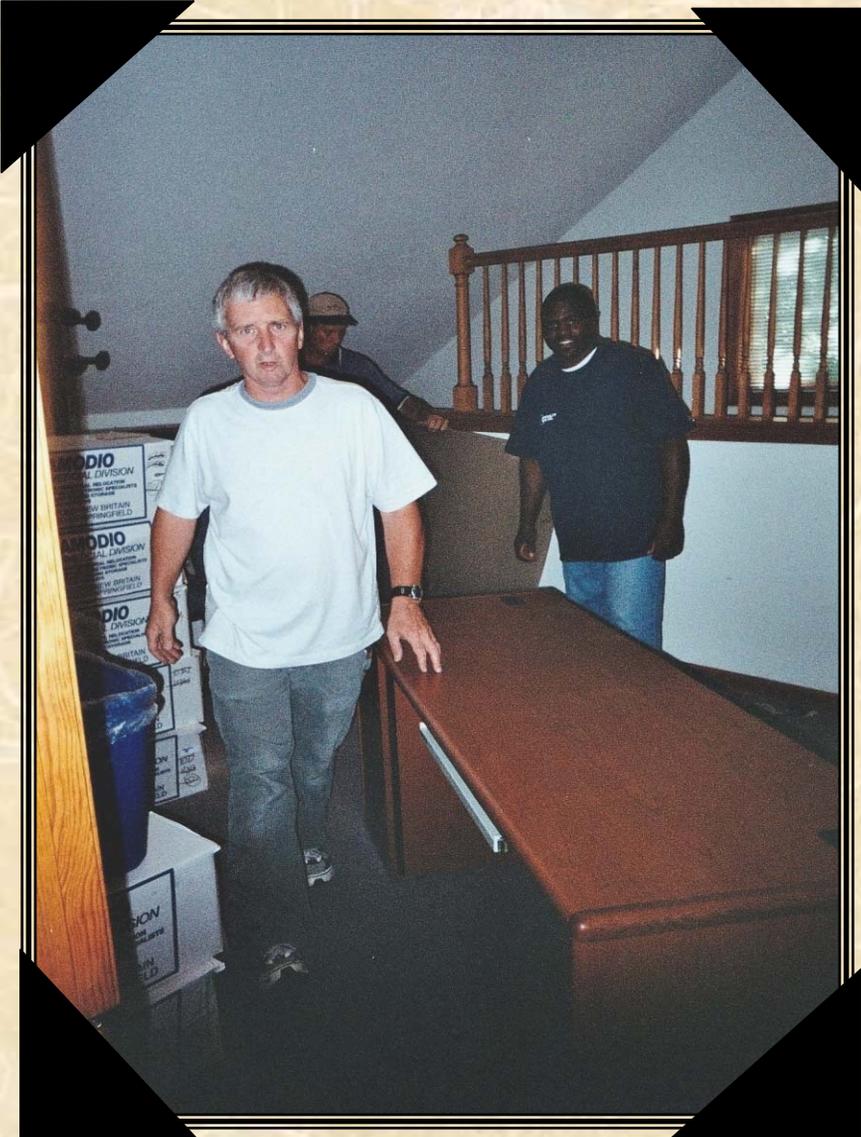
Community Mental Health Affiliates

Consumers:

Participated in the development of the Request for Proposal

Identified the need for the call center

Will participate in training center staff.



Community Mental Health Affiliates

The technology will enable:

- Prompt appointments;
- Reduction in no-show rates; and
- Services that address consumer needs with priority.



Community Renewal Team

Goal: To improve services through the use of technology and staff training.



Community Renewal Team



Anticipated
outcomes:

- Enhanced outreach.
- Clients' families engaged in care.

Community Renewal Team



Technology will allow for analysis of outcomes by ethnicity, race, gender and age... ensuring cultural inclusion, cultural competence and gender and age-responsiveness.

C.A.B.L.E.

From Crisis to Opportunity: Transforming Emergency Mental Health Care



C.A.B.L.E.

From Crisis to Opportunity: Transforming Emergency Mental Health Care

A mental health training curriculum developed by Emergency Department staff and consumers/family members to train emergency department staff in hospitals across the state.

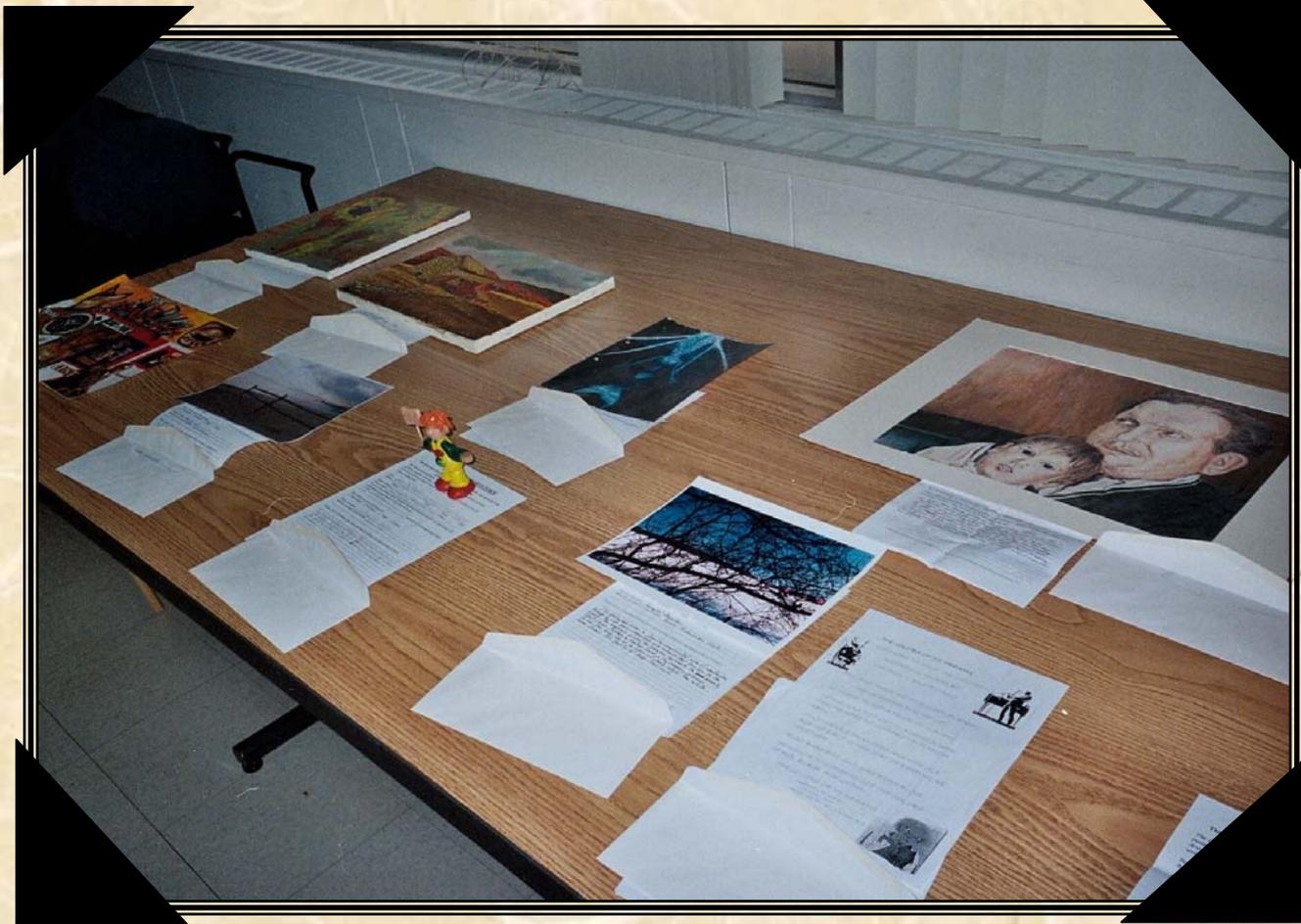
C.A.B.L.E.

From Crisis to Opportunity: Transforming Emergency Mental Health Care

MHT funding enabled:

- Expansion of outreach activities to mental health advocates, medical professionals and consumers and family members.
- Conversion of the curriculum into a web-based learning tool that incorporates videos of consumers' experiences.

CMHC: Handbook



A user friendly, recovery oriented consumer handbook to help people navigate services at CMHC.

CMHC: Handbook

The handbook included original personal recovery stories and artwork by people who have received services at CMHC.



CMHC: Handbook

The booklet promises to present a grounded, realistic hope of recovery.



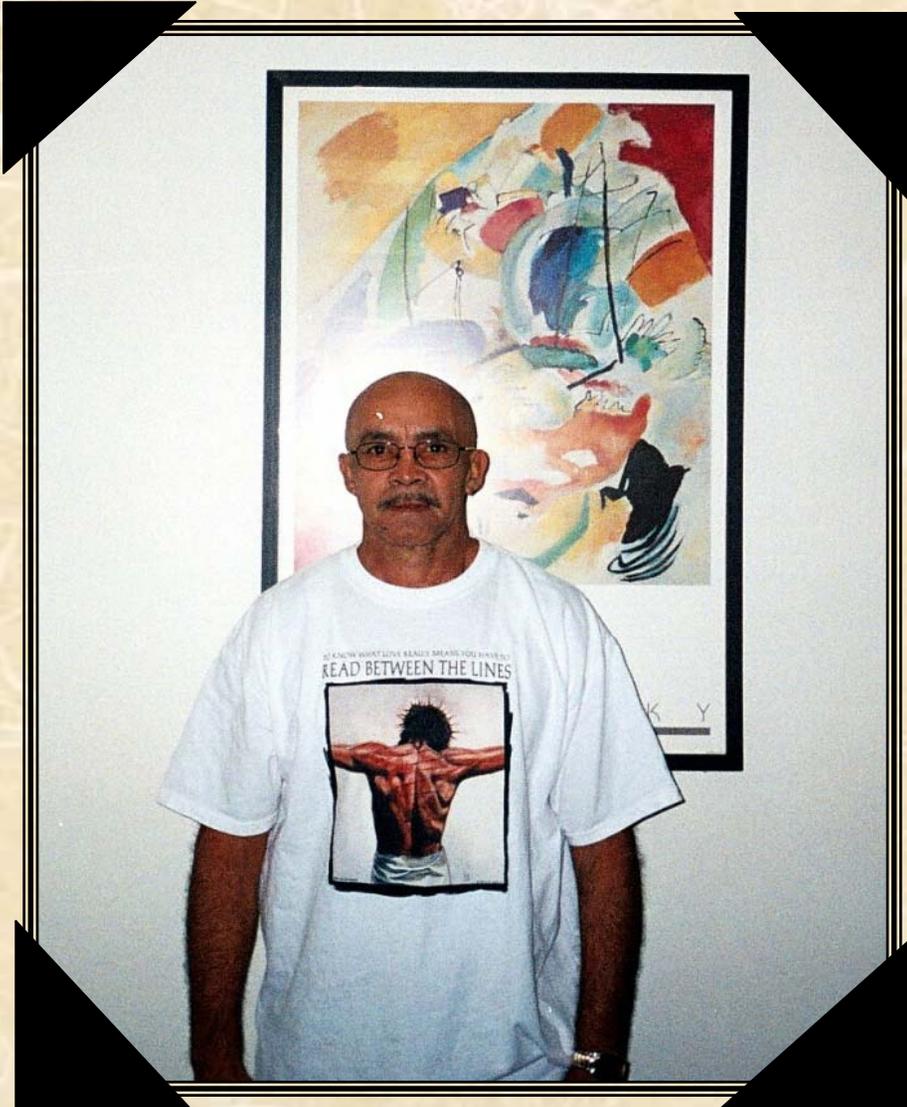
CMHC: Be Hip!



Be HIP (Health Information Program) promotes healthy living through peer support, health education, social supported exercise, and incentive-based motivational tools.

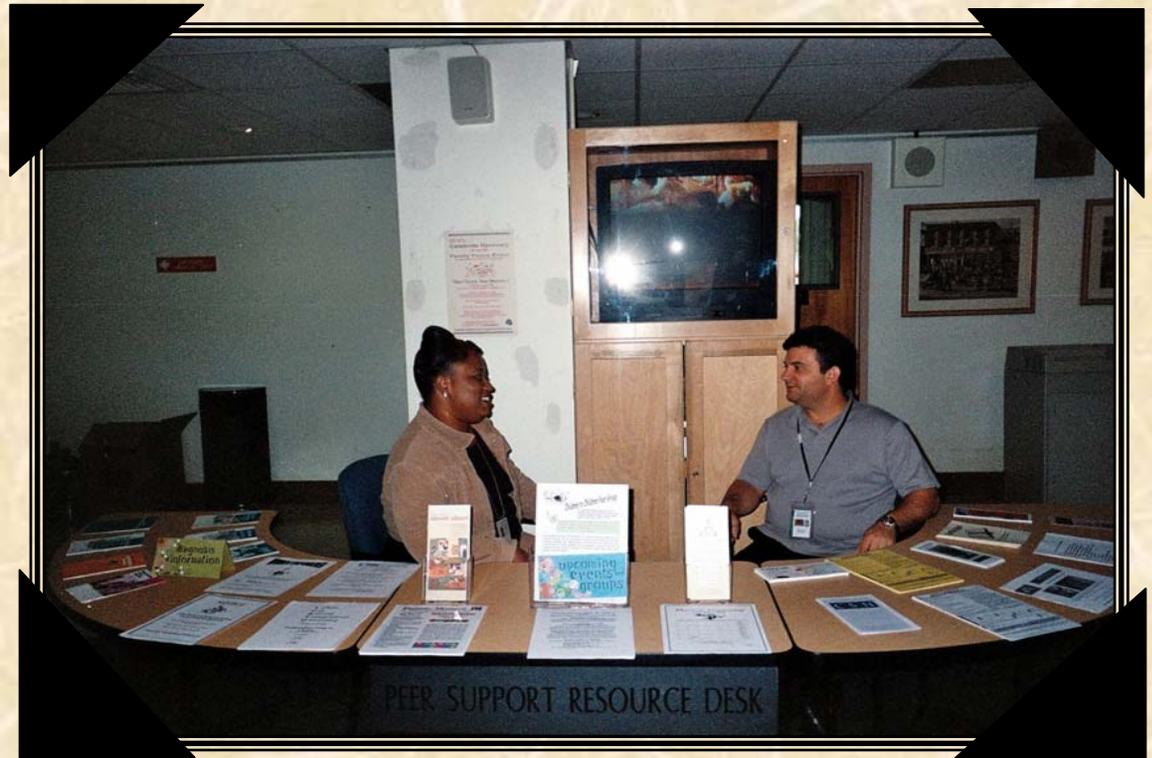
CMHC: Be Hip!

HIP trains peer-support providers to provide assistance in healthcare access and wellness behaviors to fellow mental health consumers.



CMHC: Be Hip!

A peer support model builds infrastructure and capacity that compliments the CMHC Peer Support Program, run by South Central Behavioral Health.



CT Public Television: Opening Doors, Opening Minds

- Goal: To educate ourselves and others about mental illness, and to confront the attitudes, fear and misunderstanding that serve as barriers to recovery.

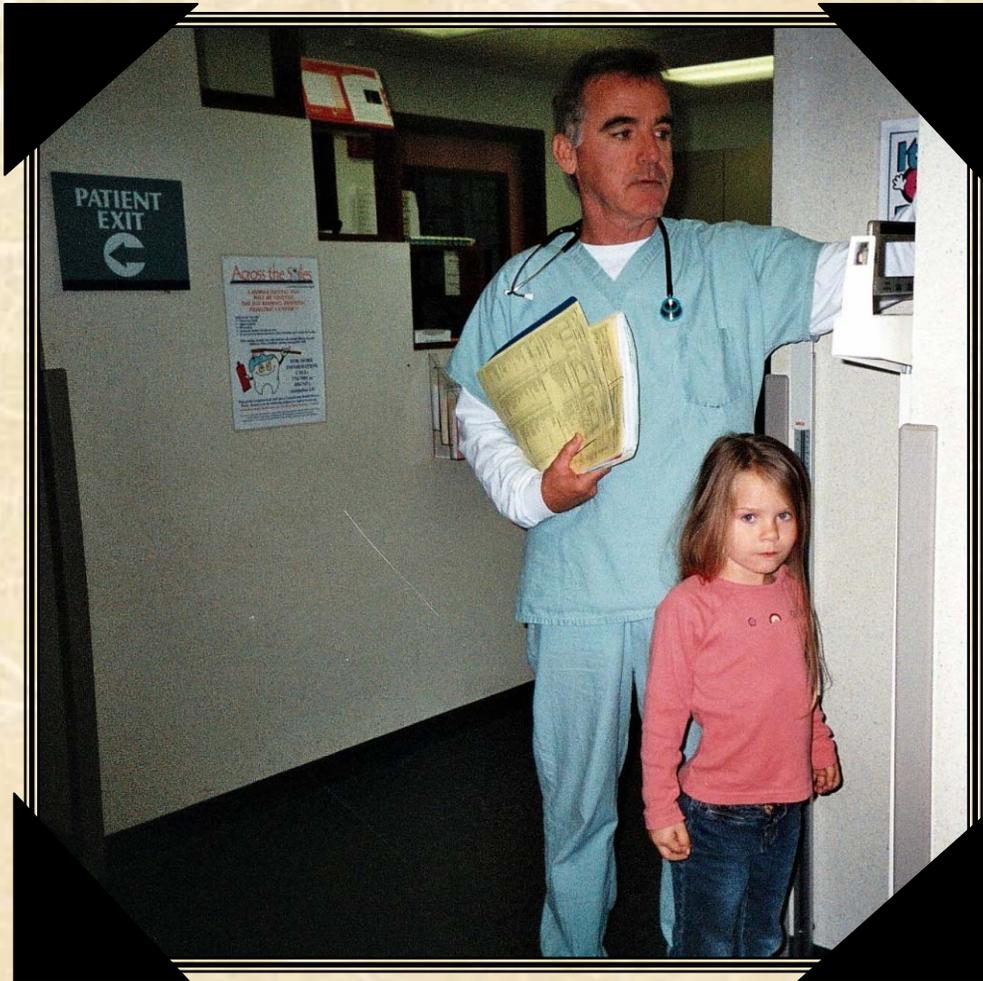
CT Public Television: Opening Doors, Opening Minds

- The Project consists of:
 - Three half-hour television documentaries,
 - A one-hour live Town Meeting broadcast and
 - An extensive multimedia educational awareness campaign.

CT Public Television: Opening Doors, Opening Minds

- The television series *Opening Doors, Opening Minds* focuses on removing the stigma associated with mental illness in the mainstream media.
- The series and web site demonstrate how understanding and acceptance can reduce stigma, and illustrate mental illness as a chronic disease that can be managed with treatment and support.

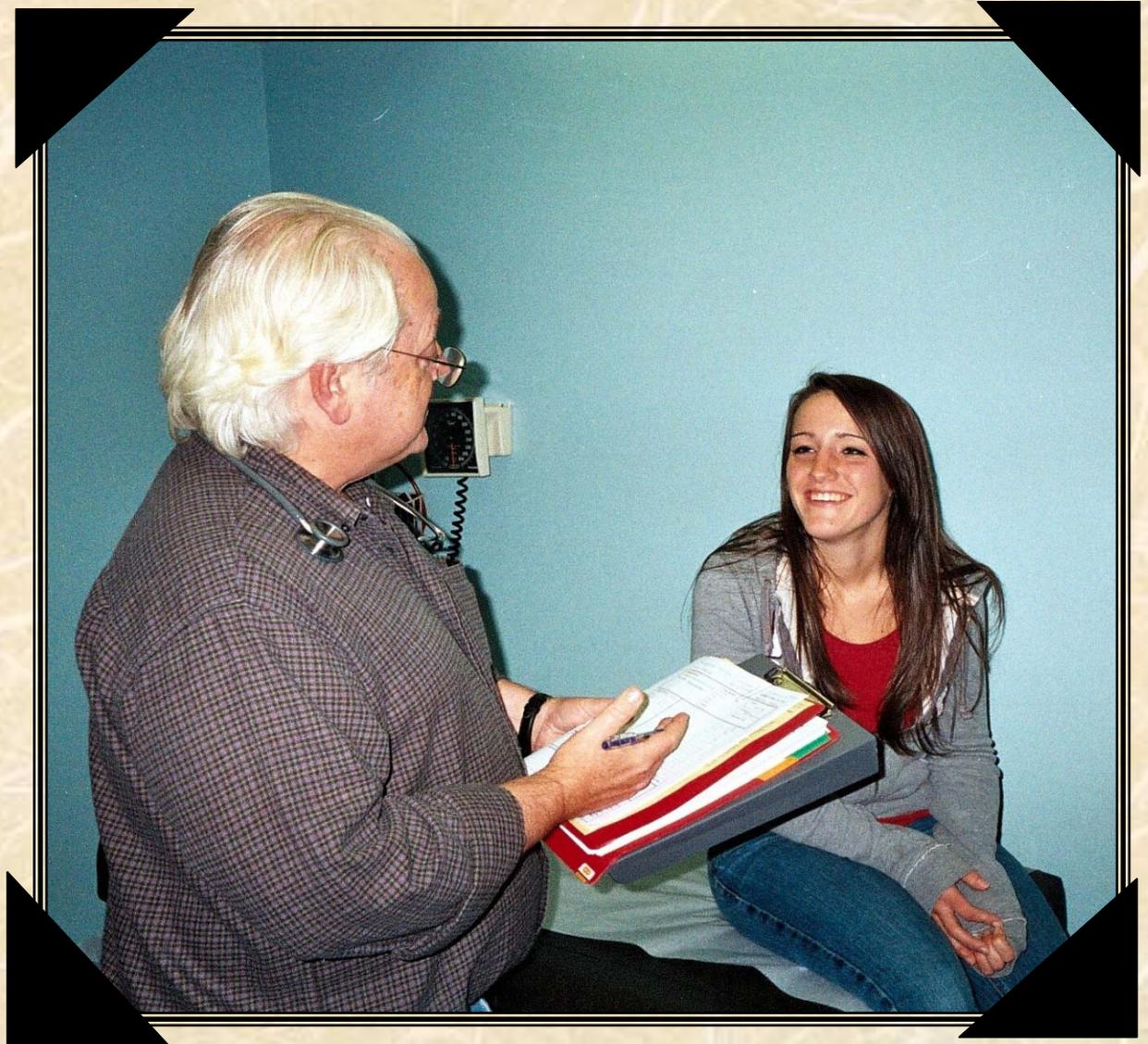
Day Kimball Hospital: Common Plan



Goal: To strengthen the child mental health delivery system and its relationship with the Pediatric Center.

Day Kimball Hospital: Common Plan

Children have improved access to services as a result of a Memorandum of Understanding between Day Kimball and United Services.



Day Kimball Hospital: Common Plan

Transformative Outcomes include:

Active involvement of foster families motivated providers to improve inter-agency communication.



A Memorandum of Understanding to provide Emergency Mobile Psychiatric Services in the hospital Emergency Department.

A collaborative of partners are seeking funding to build on these successes.

Department of Children & Families



Enriched
the Peer
Leadership
Group
at

High Meadows
Residential Treatment
Facility.

Department of Children & Families



- Goal: To reinforce residents' personal recovery, inspire their peers, and demonstrate the value of consumer-driven, recovery-oriented initiatives to the High Meadow's community.
- Group Members developed, planned, and implemented 5 new projects.

Department of Children & Families

- Residents learned independent living skills and increased their awareness and ability to be self-advocates.
- All 5 projects will continue.



Fairfield '08: Homeless Services Consumer-Driven Needs Assessment

- To create a research document to inform service improvements for the homeless in Greater Bridgeport.

Fairfield '08: Homeless Services Consumer-Driven Needs Assessment

- Target Population: Homeless and recently housed (up to 6 mos.) with and w/out mental illness, substance abuse, dual diagnosis or criminal histories.

Fairfield '08: Homeless Services Consumer-Driven Needs Assessment

- Conducted focus groups with 100+ homeless or recently housed consumers.
- Results will be shared with more than 50 member agencies of the Greater Bridgeport Continuum of Care.

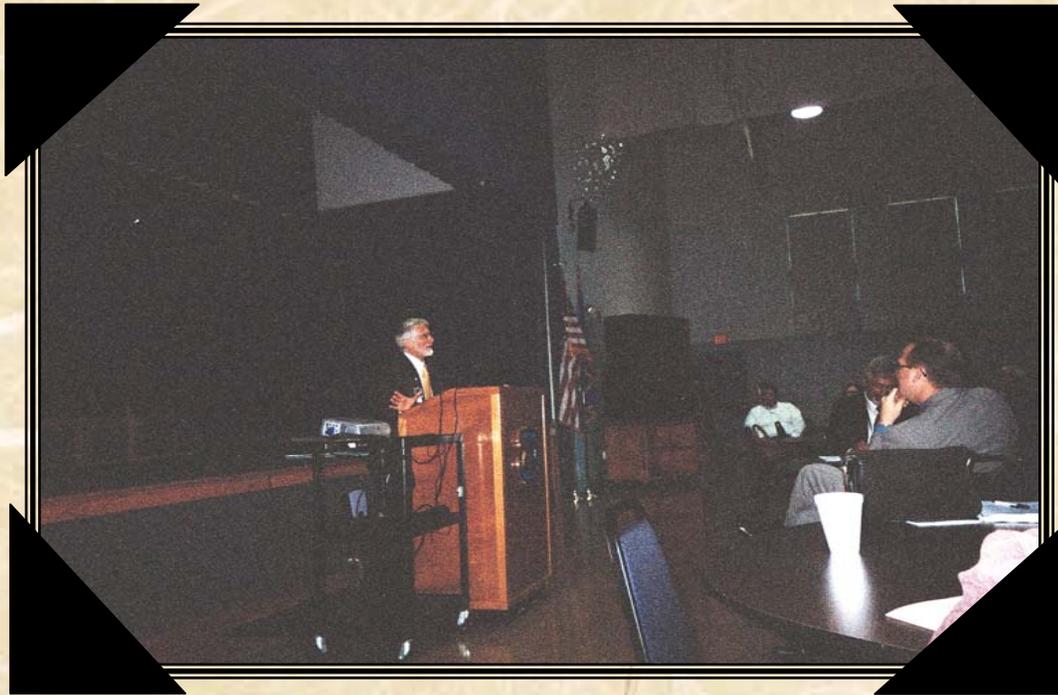
Department of Correction



Goal: To integrate three professional approaches of medicine, behavioral health, and addiction services into one holistic approach to care.

Department of Correction

Developing a workforce capable of integrated care benefits clients by integrating treatment for a variety of problems into one unified treatment plan.



Department of Correction

A Conference hosting 60 addiction services staff and supervisors, nurses, social workers, psychologists and psychiatrists provided the opportunity to meet and discuss the possibilities for integrated treatment within the DOC.



Families United

Goal: To implement a “Family & Youth Driven System of Care Assessment” process by conducting an electronic survey and holding family and youth focus groups across the state.



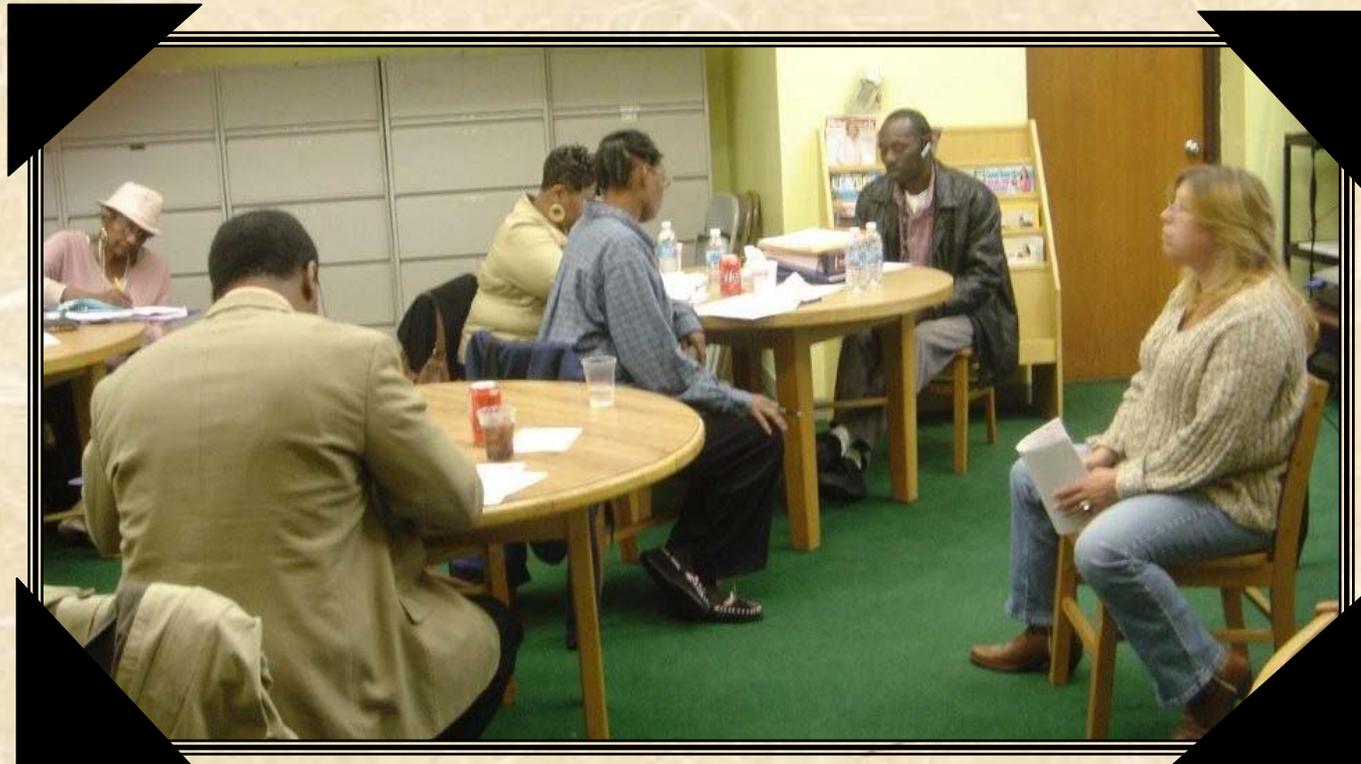
Families United

18 youth and 22 family members participated in focus groups in Hartford, Willimantic, Norwich, Waterbury and Bridgeport.



Families United

For our system of care to become family and youth driven it is necessary to support families and youth in participating in all system of care activities.



Focus on Recovery-United: Intentional Peer Support

This project contracted with Shery Mead and associates to develop Intentional Peer Support (IPS) Trainers in Connecticut.

Focus on Recovery-United: Intentional Peer Support

Individuals from Connecticut who had already been trained in Intentional Peer Support were selected to attend a 5 day Train the Trainer workshop.

Focus on Recovery-United: Intentional Peer Support

Each trainee has since been responsible for conducting a training for their respective organization (s) or community settings.

This will increase the ability for persons in recovery in CT to experience this relational approach to peer support.

Focus on Recovery-United: Picnic

411 people attended the third annual statewide consumer/family/supporter picnic in September at Camp Harkness in Waterford.



Focus on Recovery-United:

Picnic

Input on picnic planning and consumer outreach was collected through focus groups in New London, Manchester and Torrington .

Focus on Recovery-United:

Picnic

The picnic provided opportunities for networking, sharing of ideas and experiences, informational and recreational activities and exhibits, and creative and musical events staged by programs and individuals.

Focus on Recovery-United: Snap It!

Snap It! was conceived by and run by people in recovery to decrease self-stigmatization and promote awareness of the unique needs of young adults receiving mental health services.



Focus on Recovery-United: Snap It!



The project targeted 18-25 year old persons in recovery whose voices often go unheard.

Focus on Recover-United: Snap It!

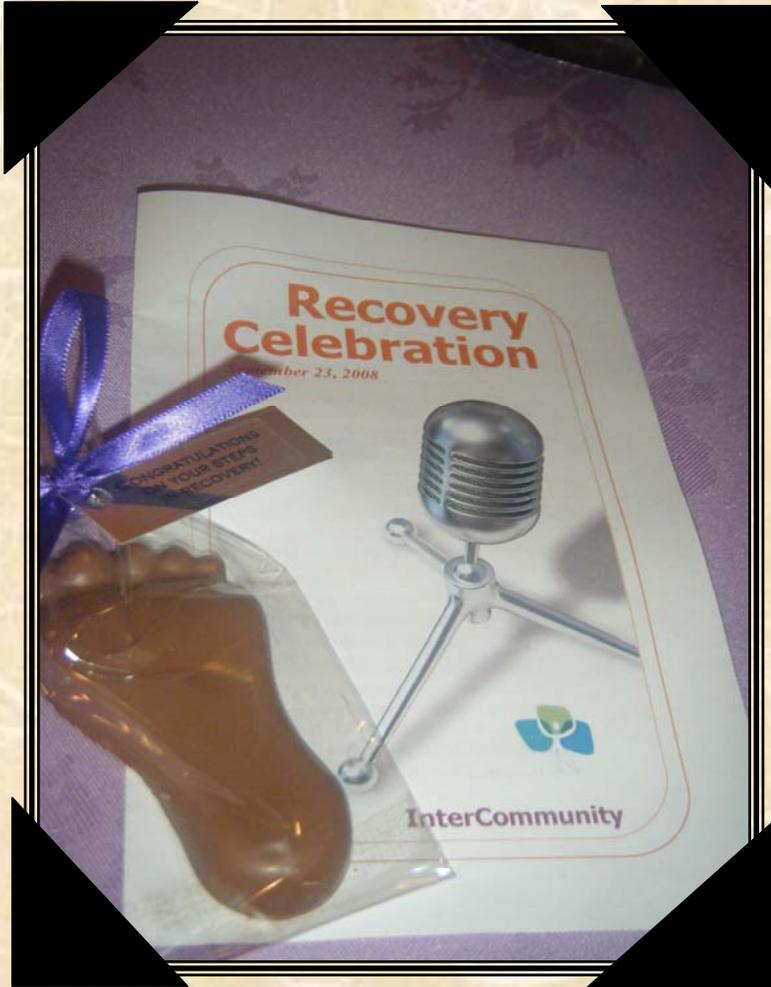
10 young adults
attended weekly
support groups run by
persons in recovery.

Participants used
cameras to document
their experiences.



InterCommunity Mental Health

Goal: To expand and enhance the Recovery Oriented System of Care at InterCommunity through unique and creative events developed by people in recovery.



InterCommunity Mental Health



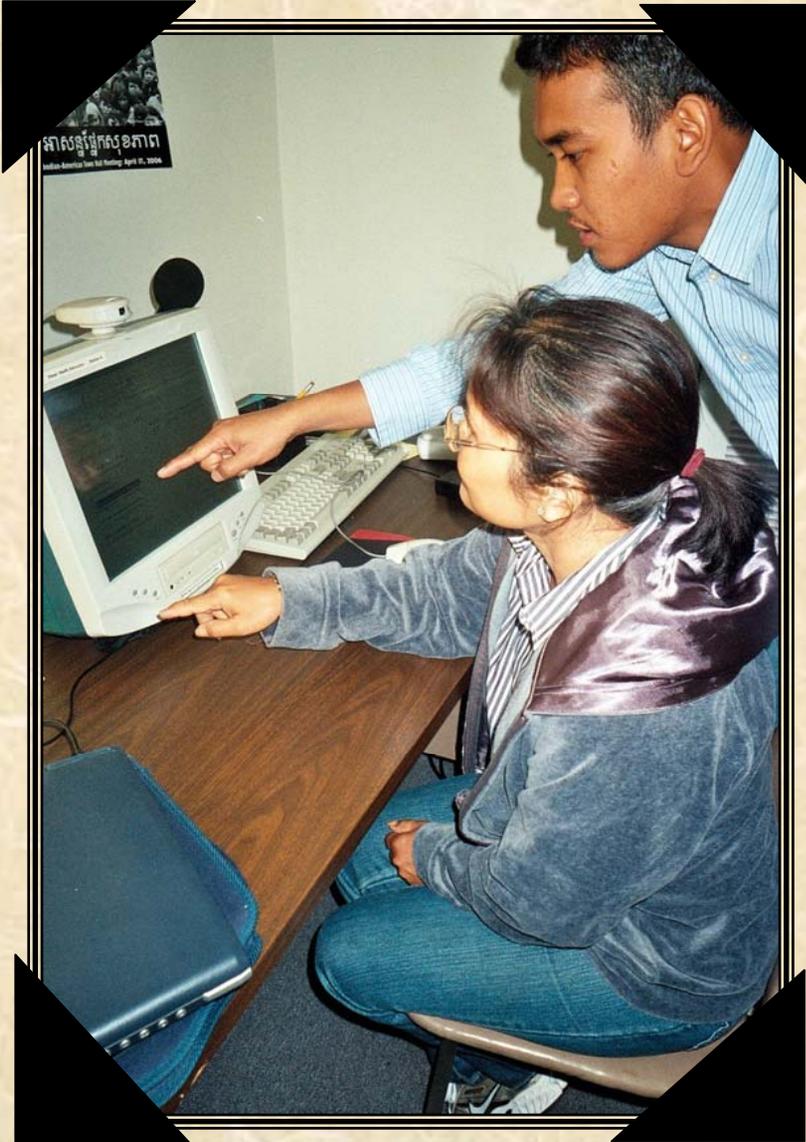
The initiative also aimed to reduce the stigma associated with mental illness within the community.

InterCommunity Mental Health



Over 170 people attended a Recovery Celebration, enjoying dinner, entertainment, and awards.

Khmer Health Advocates: Implementation Plan



Development of a telemedicine system to improve mental health care for Cambodian survivors living in Connecticut.

Khmer Health Advocates: Implementation Plan

MHT funding supported technical assistance to develop a business plan to move toward a Medical Home Model allowing Cambodians to see Khmer speaking physicians, health educators and community workers via the internet.



Khmer Health Advocates: Implementation Plan

By 2012, Cambodians in Connecticut and across the U.S. will benefit from health education, trained health care providers, electronic medical records, mental health services and data to support research and quality control.



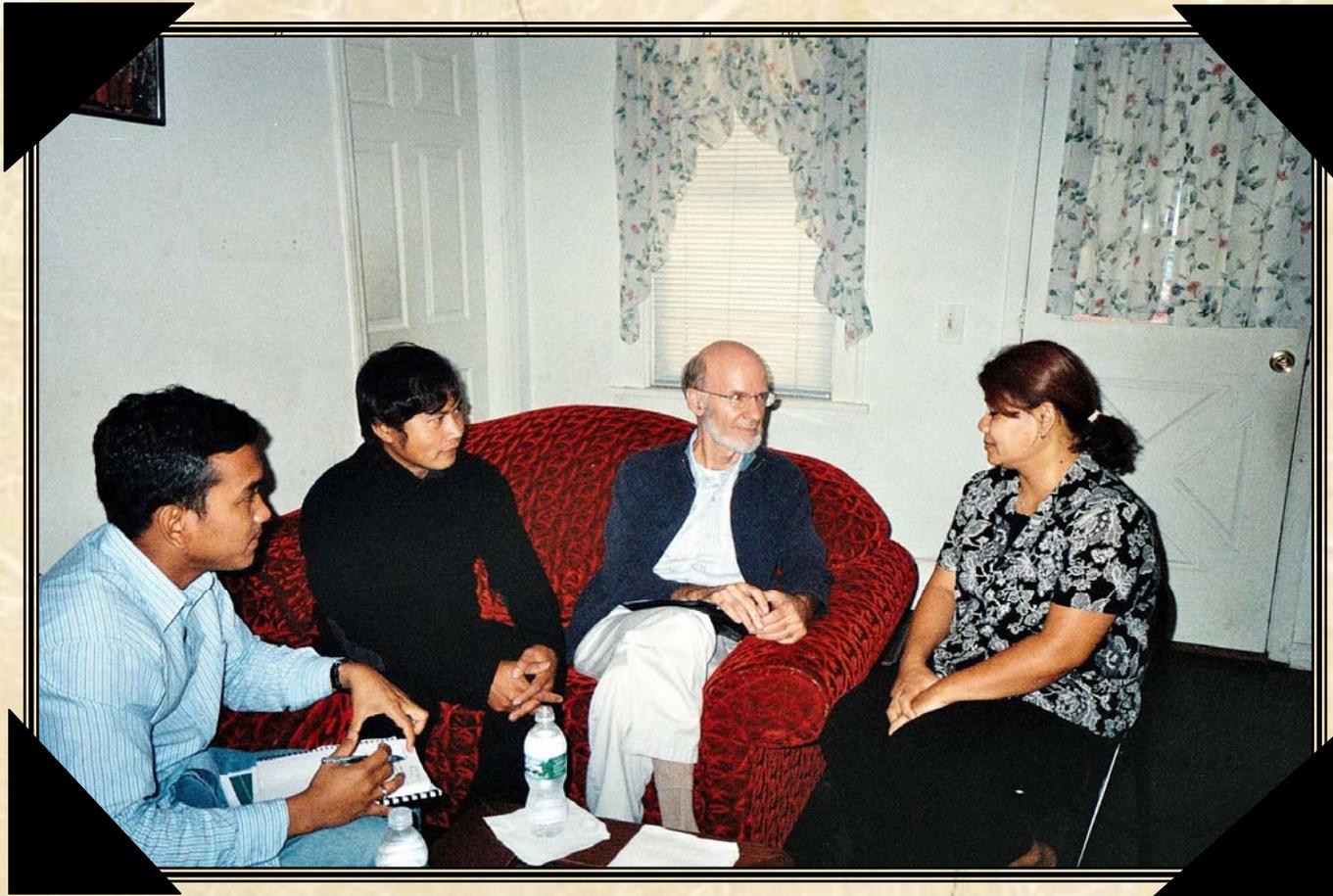
Khmer Health Advocates:

Cambodian Information Management System

Creation of a internet based data collection system that links spoken format assessment tools to the existing Cambodian Information Management System and includes a 500 item question set.



Khmer Health Advocates: Cambodian Information Management System



The spoken format tool was tested with survivors of torture who reported ease of use and more privacy.

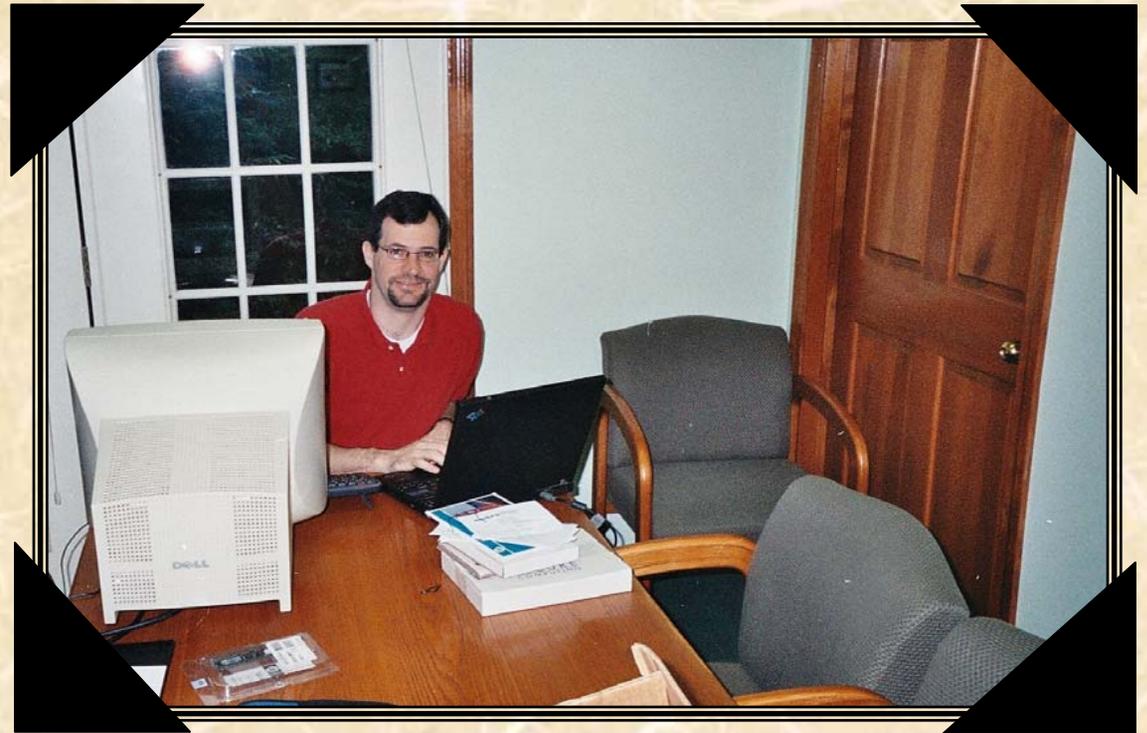
Khmer Health Advocates: Cambodian Information Management System

The system enables
Cambodian survivors
to participate in their
own care.



Living in Safe Alternatives (LISA)

Goal: To enable remote access to software applications and file/data sharing over the agency network and the internet.



Living in Safe Alternatives (USA)

Citrix delivers applications and desktops to any agency user, anytime, anywhere from a secure central location.



Living in Safe Alternatives (LISA)

- This project:
 - improves staff efficiency
 - increases capacity to conduct analyses and track performance and outcome data
 - allows aggregate analysis of key demographics
 - improves ability to make management and service decisions based on data
 - meets HIPAA requirements for portability/interoperability
 - advances data sharing and exchange with state and other agencies
 - more effectively coordinates care and collaboration with health care providers

Mental Health Association of CT: Creative Strokes



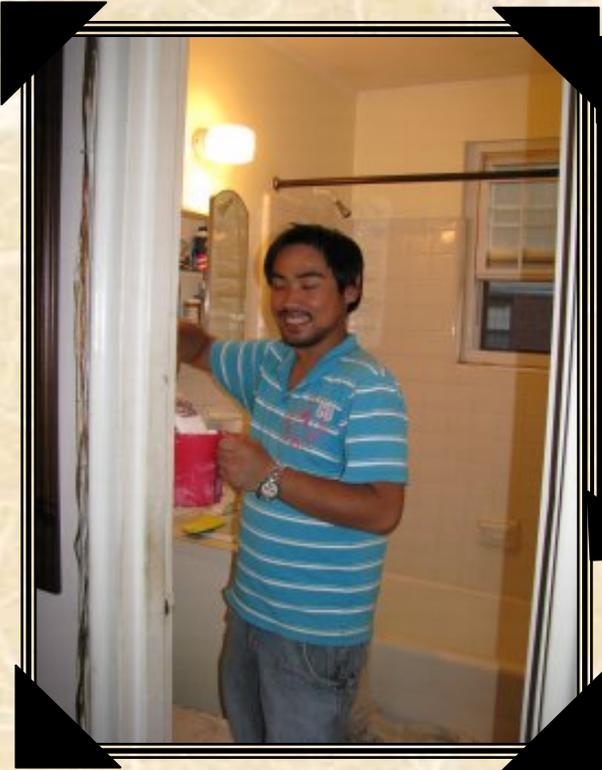
The Creative Strokes Network model allows persons in recovery to help each other improve their personal living space.

Mental Health Association of CT: Creative Strokes



The Project fosters empowerment,
peer support and benevolence.

Mental Health Association of CT: Creative Strokes



We all deserve a decent home.

We are unlocking our creativity.

We help ourselves as we help others.

We come together to celebrate
special days.

We are 21st century pioneers (like the
pilgrims).

We give thanks for giving.

We value all blessings.

NAMI-CT: *Promotoras de Salud Mental*

Addressing: Cultural inclusion, cultural competence and gender and age responsiveness

Goal: To increase understanding of mental illness among children and adolescents in the Latino community by providing culturally specific training from members of the culture.

NAMI-CT: *Promotoras de Salud Mental*

Develop a cadre of locally trained community members to provide Spanish-language mental health education program in each of the DMHAS five regions

- Train six Spanish speaking trainers

NAMI-CT: *Promotoras de Salud*

Mental

New relationships forged with key stakeholders in the Latino community.

Commitment to identifying unique, evidence-based methods of reaching under-served populations demonstrated.

Connecting with previously unknown community resources.

Provides real, day to day resources that family members can use to support their loved ones.

Reliance House

Goal: To provide educational opportunities for the Norwich community and improve service provision with technology.



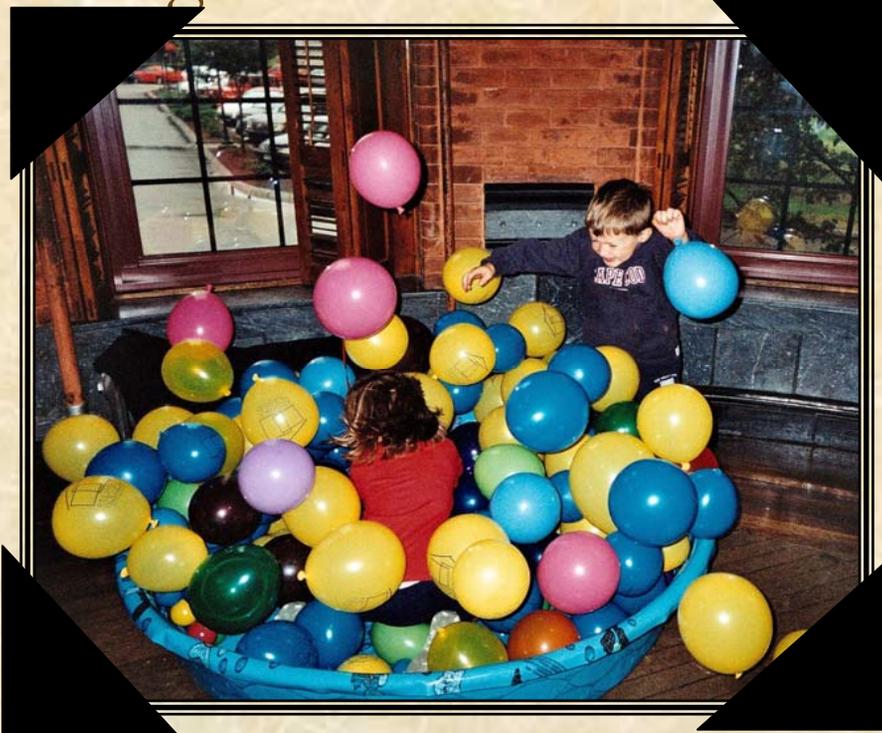
Reliance House

Emphasizing community relations and education fostered lasting relationships between local businesses, boards, media and advocacy groups.



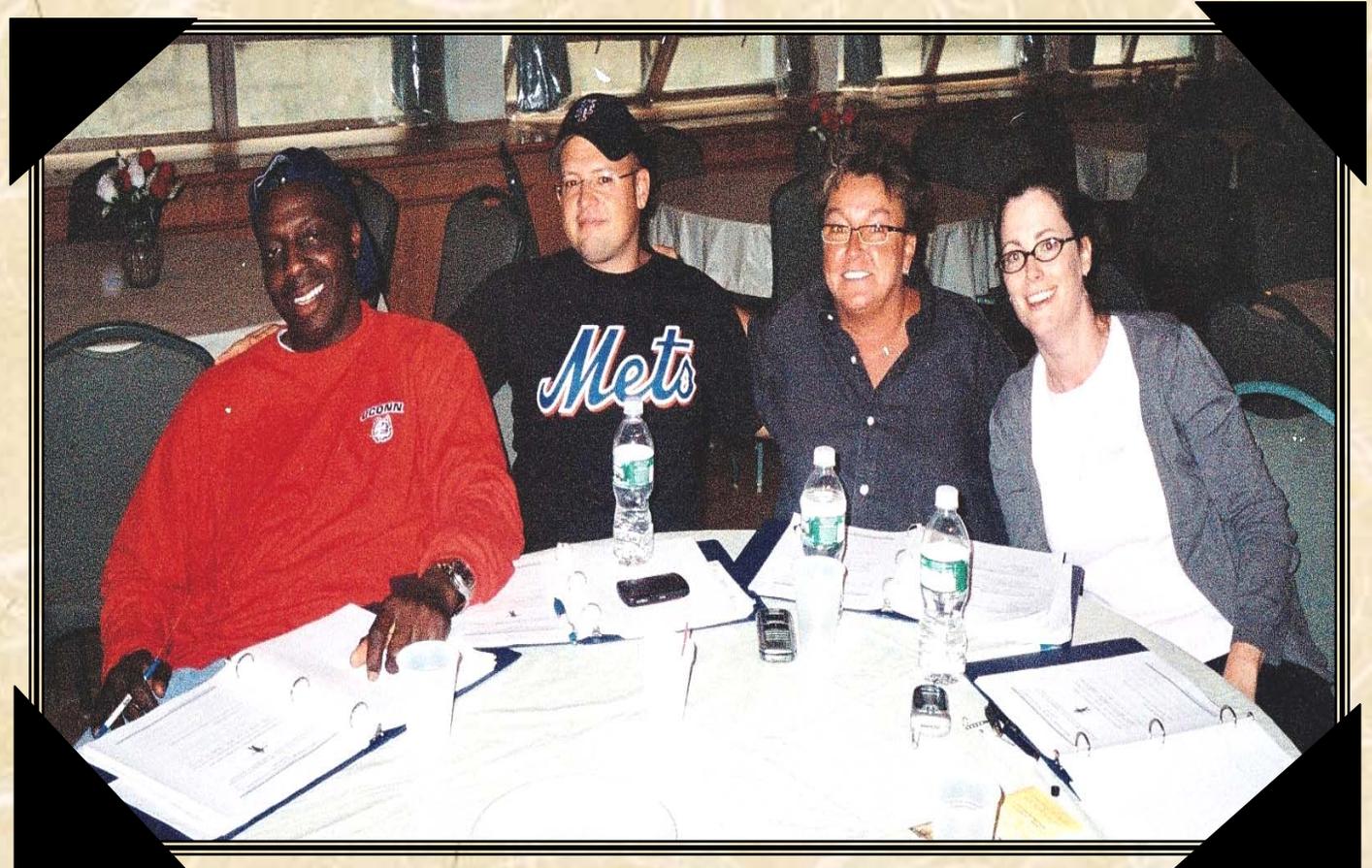
Reliance House

This project brought prominence to the agency's mission and the concept of recovery through media, community events and networking.



Southwestern CT Mental Health System

Goal: To transform case management into a recovery-focused, strength-based activity.



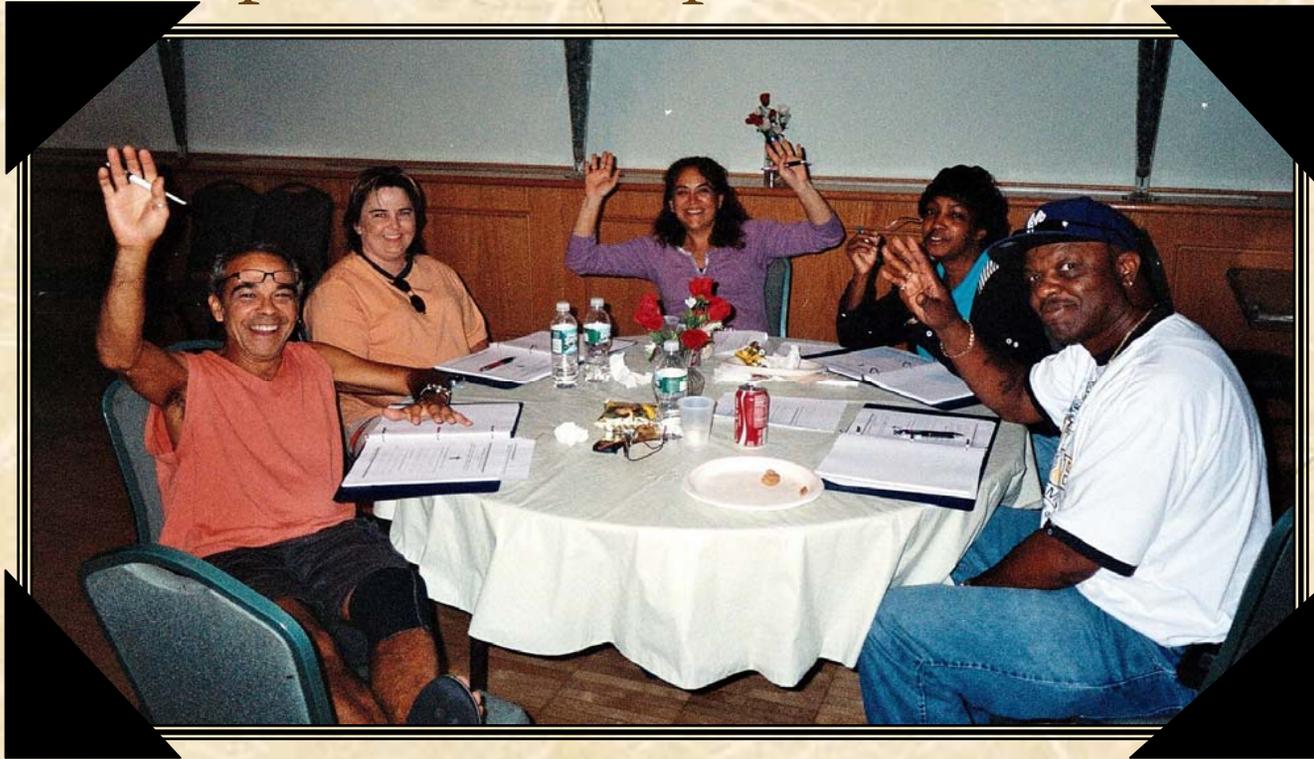
Southwestern CT Mental Health System



Method: To train case managers and supervisors in the Strengths-Based case management.

Southwestern CT Mental Health System

The Strengths-Based Case Management training was completed on September 19th, 2008.



It will
become a core,
ongoing
practice.

Southwest Regional Mental Health Board



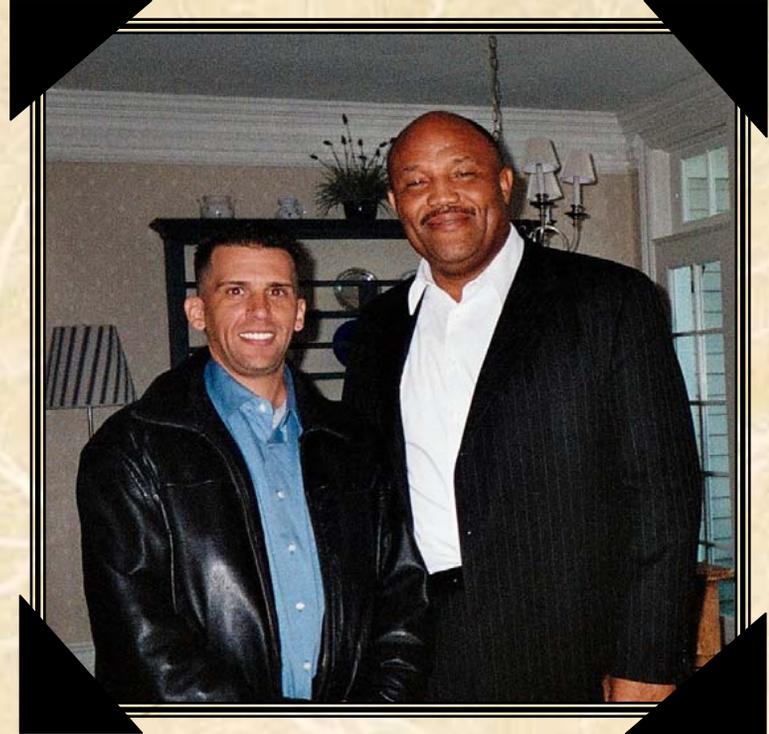
Goal: To transform prevailing public attitudes towards mental health by providing instant access to real stories of recovery.

Southwest Regional Mental Health Board

It is not only the “product” of this project but the process that has and/or will change lives.



Southwest Regional Mental Health Board



The Caring Network brings to citizens of Connecticut first hand perspectives of how people struggle with mental illness and how they can overcome their difficulties.

Western CT Mental Health Network

Goal: To educate people in recovery to become peer employment practitioners.



Western CT Mental Health Network

Outcomes:

- Renewed vision of Recovery;
- Staff educated in recovery and person centered concepts;
- Peer Supervision supported.



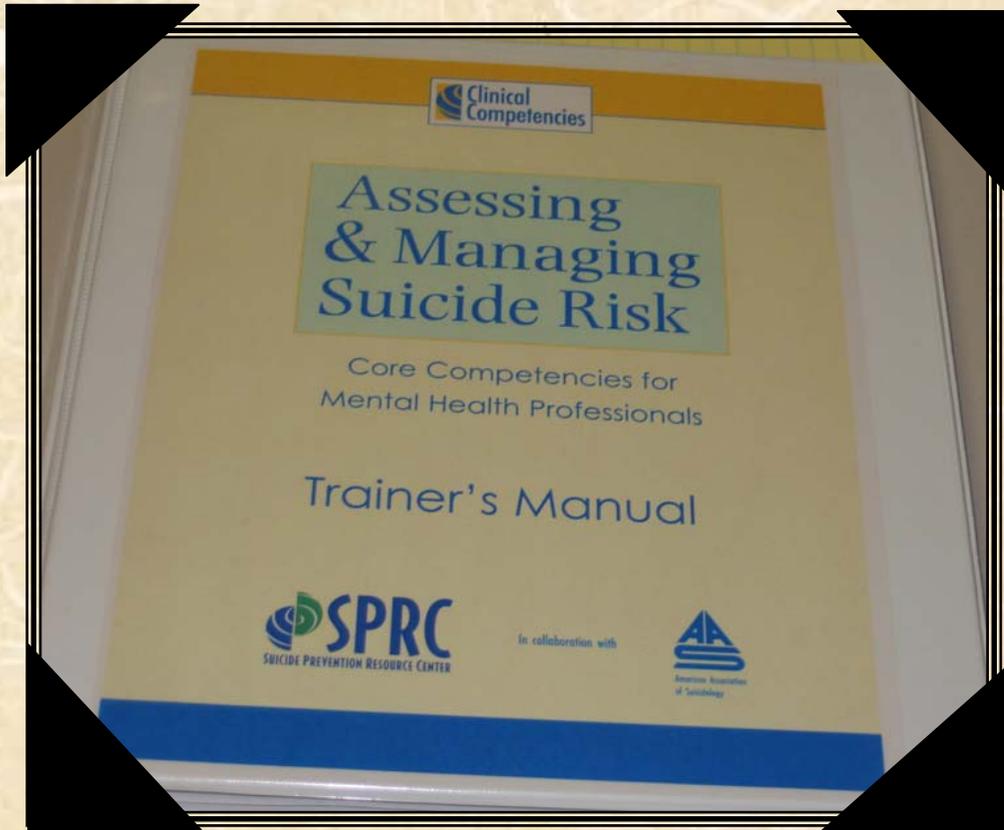
Western CT Mental Health Network

Individual impacts

- Moved to independent living
- Pursued job opportunities
- Applied for and started job
- Applied for and received college credit
- Made new friends
- Approached the Bureau of Rehabilitation Services to resolve entitlement concerns
- Serve on committees as “experts”



Wheeler Clinic



Goal: To train behavioral health professionals in assessing suicide risk and motivational interviewing.

Wheeler Clinic



Prior to this project, CT had only one AMSR certified trainer and MINT certified trainers are limited.

Wheeler Clinic



This project will produce six CT staff trained in AMSR, and one in MINT.

The result is a bettered trained workforce and improved care for consumers.

Yale Program for Recovery and Community Health: Take the Wheel

- Goal: to develop a web-based consumer toolkit for building a person centered treatment plan.
- The toolkit will be available through the CT.NetworkofCare website.

Yale Program for Recovery and Community Health: Take the Wheel

- We trained 9 people in recovery as focus group co-leaders.
- These co-leaders conducted 10 focus groups, (two in Spanish, co-facilitated by bilingual people in recovery).
- Results from these focus groups informed the development of the toolkit.

Yale Program for Recovery and Community Health: Take the Wheel

- This is part of a broader movement to have people in recovery conduct research and evaluation on the services they receive... transforming the system from the inside out.