



Northern Lakes CMH Progress on Recovery Blueprint

Status Report 3/20/08 by Dimension

Dimension 1 – Design

Pathways to Recovery groups are now operating in each office. Learning Communities and Recovery Council have looked at what is needed to address holistic wellness and the Recovery Council will make prioritized recommendations on improvements within the next quarter. We are reviewing new block grant proposals and have identified some ideas to include in the FY 09 application. We have launched some Recovery education programs, anti-stigma initiatives, and the Virtual Recovery Center blog. Examples such as community presentations, conference presentations, art classes, Pathways to Recovery classes, photobiography classes, special Canvas community movie event, and Walk Rally all help with leadership building.

Dimension 2 – Evaluation

The state has identified the REE to be the tool we will use in Michigan to measure both individual recovery and the recovery orientation of programs. A workgroup comprised of Dave Branding and Recovery Council volunteers has been established to plan for implementation of the REE at NLCMH, consistent with the state program.

Dimension 3 – Leadership

The foundation for recovery transformation leadership has been accomplished with Mary Beth Evans hired as Recovery Coordinator, the Recovery Council seated and tackling issues, and Learning Communities off to a great start. Improvements in self-determination are on the horizon.

Dimension 4 – Management

Environment improvements recommended by Learning Communities and Recovery Council are beginning to be implemented. Recovery Corners with new display towers are being established in each office lobby, inspirational quotes are posted weekly, and recovery stories and artwork are displayed. A list of additional improvements is being prioritized by the Recovery Council for implementation yet this year. Job postings, advertisements, and job descriptions are now being written to reflect the recovery values required in new hires; Mary Beth Evans is reviewing Essential Learning recovery course opportunities to make recommendations to the NLCMH Training Committee for additional staff training opportunities. Our workforce and consumers are beginning to learn about the role and value of certified peer support specialists in our system, with peers attending adult service meetings to explain how they can work together, generating excitement about what can be done.

Dimension 5 – Integration

Work has begun to identify, share information about and advocate for the most critical resources that consumers need for support in the community in important areas such as health, housing, transportation, and employment. The process for improving availability and integration of community resources will involve a wide range of people, including operations managers, recovery council members, clubhouse and drop-in members, and community leaders and partners.

Dimension 6 – Comprehensiveness

Work continues on building a comprehensive system to support consumer goals across residential, work, educational, and social life domains. An important accomplishment was increasing our independent facilitator capacity with new signed

contracts and an informational pamphlet created. In addition, use of technologies such as telepsychiatry and videoconferencing are increasing access to services, supports, and information. Prioritizing and providing assistance to important community partners in supporting recovery within our community are next steps.

Dimension 7 – Consumer Involvement

Consumer focus on self-care, management, and self-advocacy is happening at a number of levels and through a variety of venues including the new Learning Communities and Recovery Council. Job descriptions have been developed for peers providing Peer Specialist services; increased use of temporary peers is helping to ease some of recent staff shortages. Consumers interested in becoming leaders for identifying, creating and promoting holistic wellness are coming forward.

Dimension 8 – Cultural Relevance

New Essential Learning training opportunities have been added to support cultural competence among staff. We have spoken with representatives of the Grand Traverse Band of Ottawa and Chippewa Indians who are willing to provide cultural training for us.

Dimension 9 – Advocacy

Housing, transportation and employment have been identified as key components of an advocacy plan to be developed. The anti-stigma block grant action plan is being implemented. We have started contacting our colleges and universities about including recovery units in their existing courses. Certified Peers may now receive three college credits at Lansing Community College for their training.

Dimension 10 – Training

After almost a year of work, we have finished work to develop a Recovery training video, “*Five Stages of Recovery: A Framework for Dialogue*,” to use to orient staff, providers and independent facilitators about recovery. Final copies of this video are being produced now and the training plan utilizing it will be developed as a next step. A NLCMH group received immersion training at the Village in Los Angeles and a visit was made to the University of Kansas last fall to gain ideas that could be implemented at NLCMH. A new Member Handbook for consumers has been produced which outlines services and supports available at NLCMH and includes language on recovery. Some beginning work has been done by Learning Communities and the Recovery Council to develop Recovery 101 course objectives.

Dimension 11 – Funding

An important accomplishment was increasing our independent facilitator capacity with new signed contracts and an informational pamphlet created. Next steps include finalizing a plan to sustain commitments made for the recovery and anti-stigma block grants beyond the grant and to identify and pursue additional external funding sources to help build and sustain recovery efforts.

Dimension 12 – Access

Video conferencing and telepsychiatry are being used to increase access to services, supports, and information. The access process is under study to determine what revisions to policy and process would make accessing care more consumer friendly and welcoming. A group has examined emerging practices used in places such as Pat Deegan’s University of Kansas Peer Controlled/Friendly Access with recommendations for practice improvements at NLCMH coming as next steps.

Dimension 13 – Change Management

Greg Paffhouse, Val Bishop, Mary Beth Evans, and Deb Freed have been designated to focus on recovery system transformation and have produced this summary of progress report. A steering committee to broadly oversee overall organization system transformation occurring in areas beyond recovery will be created as a next step. This group would develop a plan to tie together all our transformation initiatives and lead successful change. We are beginning to see the kind of system we intended to build, which is one where: change is accepted at the individual, unit and organization level; our skilled and dedicated workforce is a valued partner in the change effort; NLCMH is recognized as a model for state/national systems change; and the culture is one of optimism. At Recovery Council and Learning Community meetings, it is apparent that a clear, inspiring, and achievable picture of the future we are trying to create is emerging.