



Northern Lakes CMH Progress on Recovery Blueprint

Status Report 9/25/08 by Dimension

Dimension 1 – Design

The Recovery Council took an in-depth look at what is needed to address holistic wellness and recommended a focus on activities connected to “Mind, Body, Spirit.” Sampling classes on various aspects of wellness have been incorporated into Learning Community meetings; an upcoming Living Well consumer conference on October 14, 2008 is being designed to focus on these issues as well. Some of the classes we intend to develop and offer through the new Anti-Stigma and Recovery block grants will focus on various aspects of wellness and chronic disease self-management. In addition to having trained Pathways to Recovery facilitators in each office, we now have trained and certified WRAP (Wellness, Recovery, Action Planning) facilitators to provide WRAP classes in each office. We will be adding capacity to provide classes in PATH (Personal Action Toward Health) Self-Management Program which helps individuals to manage their chronic health conditions and live a healthier lifestyle. We will be participating with the state roll-out of a new peer supported whole health program.

Dimension 2 – Evaluation

A workgroup comprised of Dave Branding and Recovery Council volunteers met several times to plan for implementation of the REE (Recovery Enhancing Environment) evaluation tool at NLCMH. However, the REE, which the state has identified to be the tool we use in Michigan to measure both individual recovery and recovery orientation of programs, has been delayed pending additional workgroup planning. Greg Paffhouse serves on this workgroup and NLCMH will be one of two CMHSP who will pilot the REE likely prior to the end of this calendar year. As it has been our intent to use results obtained through use of the REE to design changes at NLCMH, some of these plans have been on hold as well.

Dimension 3 – Leadership

The foundation for recovery transformation leadership is in place with Mary Beth Evans as Recovery Coordinator, the Recovery Council seated and effectively tackling issues, and Learning Communities continuing to grow. Staff continue to step up to tackle developing the correct operational framework as well. Improvements in self-determination will be addressed in the coming year. Positively our work is consistent with the new MDCH Concept Paper.

Dimension 4 – Management

A recovery policy has been drafted and reviews of this and selected existing administrative policies are underway to continue to ensure a strong operational foundation for recovery. We anticipate both projects will be completed consistent with the updated Recovery Blueprint. Many activities are underway to create recovery-oriented environments. Groups of staff and consumer volunteers have begun office transformation projects with the group at Houghton Lake leading the way. They challenged the other offices to change their environments and improvements are now underway. Inspirational words and phrases, consumer artwork, and photobiographies are being displayed in lobbies, halls and meeting rooms. All the offices have “recovery towers” with rotating information displayed in a recovery corner of their lobby. The *Five Stages in the Recovery Process* training video is completed, a training manual is being written, and facilitators trained. The Staff Development and Training Committee will be integrating the use of this video in our FY 09 Training Plan.

Dimension 5 – Integration

As of 9/1/08, we are fully implementing a consistent Individual Plan of Service (IPOS) and person centered planning process

organization wide. This was a huge task and we are very pleased to have accomplished it. Work continues on preplanning documents and will begin on a common assessment. We have identified existing community resource directories and linked them to our web site (Helpful Links: Local). We have developed a survey to collect information from consumers on gaps in community resources so we will be able to know what is needed. We have reviewed our community partner coordination agreement to make sure it reflect recovery and now have new signed agreements with local health departments, Intermediate School Districts, and Department of Human Services offices.

Dimension 6 – Comprehensiveness

We have developed an initial first draft “welcoming” packet that will replace existing applications for services. Our goal is to include language consistent with the NLCMH Ends Policy to assist with outcome management.. The goal is to ensure that consumer hopes and dreams in where they live, learn, work and socialize are included and that the natural and agency supports they have or need to support these goals are identified.

Dimension 7 – Consumer Involvement

Leadership development continues on a number of levels. Consumers attended an in-depth training in September to gain a deeper understanding of NLCMH and the broader mental health system so as to be able to be better advocates and ambassadors in the community. Consumers are stepping up to volunteer on office transformation committees. Both the number of participants and quality of participation in Learning Communities continues to increase. There is much enthusiasm about the current art groups and the new group scheduled to begin in Traverse City.

Dimension 8 – Cultural Relevance

A review of our interpreter capacity and availability was completed and information is included in an updated Provider Directory (posted on our web site under Publications).

Dimension 9 – Advocacy

A presentation using Ambassador Training material was developed which can be easily tailored to suit various types of presentations for varying kinds of groups; staff and consumer have been trained on using it and the other advocacy and education materials which are available. The Consumer Advocacy Council continues to implement its advocacy plan which focuses on housing, transportation and employment and plans a series of candidate forums for October, 2008. Ernie Reynolds has been selected to provide a Board Works presentation at the October Michigan Association of Community Mental Health Boards conference. Club Cadillac and Traverse House members and staff have been active in Michigan Association of Clubhouse activity (Traverse House will be hosting the fall Michigan meeting in October). Both will be attending the Midwest Clubhouse conference and Club Cadillac will be presenting.

Dimension 10 – Training

A recovery training video has been completed and a facilitator manual is being written. A next step is to revise the training plan to include recovery as a mandatory training for all staff and to include components for consumers and contract providers. As mentioned earlier, facilitators were trained and certified to provide WRAP in all offices.

Dimension 11 – Funding

We have finalized a plan to sustain commitments for recovery and anti-stigma block grants and prioritized initiatives to continue beyond the initial grant period. We have also applied for and received notice that we have received new three-year grants from the Michigan Department of Community Health for both recovery and anti-stigma. Block grant funding has also been received to assist with relocating Traverse House to a community location.

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

Barb McNitt and Barb Quinn have been designated to join Greg Paffhouse, Val Bishop, Mary Beth Evans, and Deb Freed to focus on recovery system transformation as change managers. We are beginning to see the kind of system we intended to build and our commitment as an organization is unwavering. The network of people in our system who understand, deeply believe in, and want to help promote recovery principles is growing daily and our skilled and dedicated staff members are stepping up to help out with building the operational framework in all kinds of ways. Discussion continues on how to best broadly oversee overall organization system transformation beyond recovery. A separate steering committee may be created as a next step to develop a plan to tie together and lead successful change supporting all our transformation initiatives.