



Consumer Integration in Policy and Program Development

Group Leader Guide

Opening

Slide 1



Group Leader Note: Length of This Section

- It is important not to take too long with setting the stage
- It is equally important to set the stage properly
- Setting the stage properly helps to avoid problems with the group process or specific participants during the course of the training

Purpose

The purpose of this module is to set the stage for learning through the following:

- Welcome participants, introduce the training (including its purpose and focus)
- Introduce co-group leaders, support staff and training participants
- Connect with participants and engage them in a group process
- Establish an open training environment
- State training focus, goals, tasks and values
- Clarify logistics
- Conduct opening activities

Time: 60 minutes

Introduction

- Partnering with people in recovery to guide the behavioral health system, promote system transformation, increase supports, reduce barriers and support the vision that all persons with mental illness can recover
- In order to effectively meet the challenge of system transformation, consumers of mental health services must be integral to the planning process, including development of policies and procedures

Learning Objectives

Upon completion of this module, participants will be able to:

- Engage in a positive interactive process with the group

Consumer Integration in Policy and Program Development

- Discuss the purpose of this workshop
- Relate respect as the key underlying value of this workshop and three additional values

Slides: 1 - 12

Activities

- Activity A: Introductions
- Activity B: Concerns & Assumptions
- Activity C: Getting to Know You

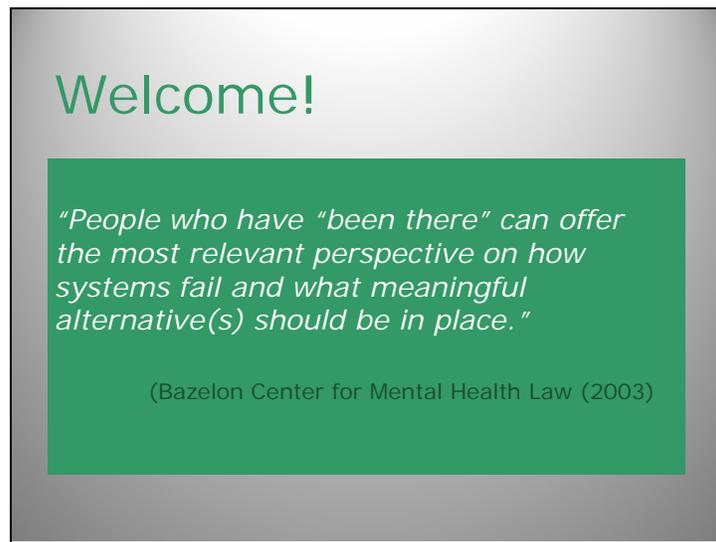
Materials

- Workbook
- Seating chart
- Prepared easel pad paper with the title “Assumptions” to post at the back of the room
- Post-it type notes or index cards and tape

Group Leader Note: Joining with the Group

- Prior to visiting a community, see what you can learn about it during the consultation call or from other sources such as the internet (perhaps a Web site or local newspaper)
- Try to learn about local culture
- When you arrive, pick up a local newspaper or watch a local television news cast
- From the very first contacts with the participants (while meeting and greeting), try to get a sense of the culture
- Throughout the training, appropriate use of humor can be very useful in connecting with the group

Slide 2



Welcome!

"People who have "been there" can offer the most relevant perspective on how systems fail and what meaningful alternative(s) should be in place."

(Bazelon Center for Mental Health Law (2003))

Welcome the Group

Group Leader Note:

- Begin by welcoming the group to the workshop
- Group Leaders should thank participants for coming -- acknowledge the time participants are taking from their jobs, busy schedules, and other priorities and thank them for their participation
- Briefly introduce the topic by reading the statement and explaining that this workshop is about the integral role of consumers in mental health policy and program development

Slide 3



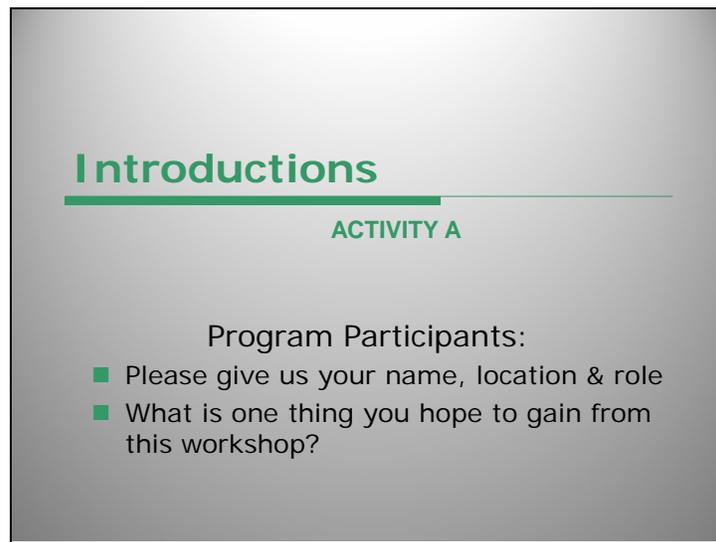
Policy Research Associates, Inc.

- Take the opportunity to introduce PRA, the developer of the Consumer Integration Training
- Make the following points:
 - Since 1987, PRA has been a national leader in mental health research and it's application to social change
 - PRA has provided technical assistance and training to over 100 communities
 - Promote best known practices to advance mental health services to vulnerable populations
 - Strong value for helping communities to embark on a trajectory of systems change
 - Three divisions: criminal justice, juvenile justice and homeless/housing
 - This program is brought to you by ...

Sponsoring Local Agency

- Acknowledge the sponsoring local agency

Slide 4



Introductions

ACTIVITY A

Program Participants:

- Please give us your name, location & role
- What is one thing you hope to gain from this workshop?

Activity A: Introductions

Group Leader Note: Prepare in Advance

- Take time before the workshop begins to review how the program will begin and what kinds of introductions will be made
- Some groups may wish to have opening remarks by the training planning committee and/or sponsoring agency
- Limit remarks from agency leaders or political figures as this can take away from the time available to accomplish the work

Purpose

- This is an opportunity for everyone to find out who is there and who is not!
- Participant introductions acknowledge the experience and knowledge of participants
- Introductions are very important for beginning the group process and establishing a safe training environment

Time: 10 minutes

Set Up

- Large group

Instructions

- Facilitator introductions
- Prior to the training delivery, add the names of the team on the slide
- Each Group Leader should introduce him or herself
- Give a brief background of qualifications
- Group Leaders must establish their expertise (why participants should listen to this person)
- Participant introductions

Consumer Integration in Policy and Program Development

- For relatively small groups, less than 25 participants, allow each person to introduce him or herself, stating name and agency affiliation
- If the group is larger, more than 25 participants, ask more general questions that allow people to raise their hands

Processing

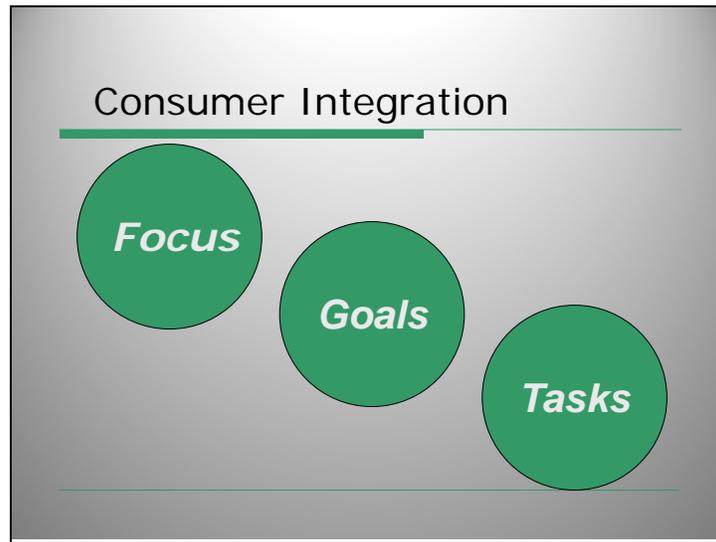
Make a summary statement to the group that includes these points:

- Clearly there is a great deal of experience and knowledge in this group
- One of our tasks as facilitators is to help this group begin the process of sharing their knowledge
- A common base of knowledge is helpful in developing (or furthering) partnerships

Group Leader Note: Acknowledge Experience

- Acknowledging the experience and knowledge in the group helps the facilitators make a connection to the group
- It also establishes a partnership in the learning process

Slide 5



Group Leader Note:

- This is a placeholder slide, introducing the next three slides
- For example, the Group Leader might state: “Let’s begin by clarifying the focus, goals and tasks of this cross-training program”

Slide 6

Focus

Consumers

Men and women ...
Serious mental illness
Co-occurring substance use disorders
Involved in the criminal justice system

Willing to share their experiences of recovery

Focus on Consumers

- Men and women
- With serious mental illness
- Many of whom have co-occurring substance use disorders
- Many of whom have a history of involvement in the criminal justice system
- Many of whom are homeless
- Many of whom have extensive histories of trauma

Slide 7

Goals & Tasks

Consumers are integral to system transformation

Integrate consumers as effective partners

- Establish common understanding
- Administrators and policy makers -- information and direction
- Consumers -- information and skills

Develop a local strategic plan

Group Leader Notes:

- This slide presents the workshop goals and tasks
- It is important to review goals and tasks as these help define the purpose of the workshop and the keep participants and facilitators on track with discussion and activities

Goal

- In order to effectively meet the challenge of system transformation, consumers of mental health services must be integral to the planning process, including development of policies and procedures

Tasks

- Provide administrators and policy makers with information and direction to facilitate integration of consumers into policy and program development
- Provide consumers with information and skills to become effective partners and participants in this process
- Develop a strategic plan for local change

Slide 8



Agenda

OPENING:
Consumer Integration in Policy & Program Development

MODULE I:
Consumers as Partners in Policy & Program Development

MODULE II: A & B
Becoming Effective Partners in Systems Change

MODULE III:
Creating a Local Strategic Plan

Logistics

Opening: Consumers Integration in Policy and Program Development

- Introduces the workshop

Module I: Consumers as Partners in Policy and Program Development

- This module provides information to establish a common understanding
- This module provides an opportunity to begin or build upon the partnership between consumers, administrators and policy makers

Module II: Becoming Effective Partners in Systems Change

- This module is presented in two parts, at the same time
- Administrators and policy makers will gain information about steps to take to ensure consumer integration
- Consumers and family members will gain information and skills relevant to a variety of roles (primarily as a task force member or employee in human services)

Module III: Creating a Local Strategic Plan

- The two groups will reconvene as one large group
- Keys to success will be presented
- The local activities will be assessed
- Priorities will be established
- An action plan will be created

Group Leader Note: Logistics

- At this point, take an opportunity to provide participants with the logistical information
- Session
 - Explain the general organization of the day or the program
 - Schedule - start time, end time, breaks, lunch
- Services
 - Location of bathrooms and telephones

Consumer Integration in Policy and Program Development

- Restaurants if applicable
- Emergency telephone messages
- Regulations and courtesies
 - Identify any rules specific to the training site
 - Be sure to specify smoking regulations
 - Request that participants clean up after themselves
 - Request that cell phones and PDAs be turned off during program discussions and activities

Slide 9

Values

Respect, compassion, and concern for people ...

- Recovery is possible
- Abolishing stigma
- Use of “person first” language
- Instilling hope
- Choice and self-management
- Celebrate diversity

Values

- Each system will have its own values and language
- Protecting rights and eliminating discrimination and stigma are crucial to achieving recovery
- It is in the best interest of everyone in the community to make these things work
- In support of this program, we would like to urge the following:
 - Respect, compassion and concern for people with mental illness, co-occurring substance use disorders and who may be homeless --respect ensures the inclusion and full participation of consumers in all aspects of their lives
 - Abolishing the stigma often held in regard to mental illness, substance use and criminal history
 - Use of “person first” language
 - Belief in the hope of recovery, that recovery is possible
 - Choice and self-management – that people should be strongly encouraged and supported in taking charge of their own recovery
 - Diversity should be celebrated and its impact should be considered in all aspects of service delivery
- Ask the group if anyone sees the omission of an important value that should be added

Group Leader Note: Values

- Depending upon the group, participants may hold more or less to these values
- Group Leaders must be prepared to politely, but firmly reinforce them
- Group Leaders should take a firm stance against any kind of stigma
- Be sure to politely correct any trespass on these values
- Group Leaders may choose to write these values on a page of easel pad paper and post them in the room

Slide 10

Concerns & Assumptions

ACTIVITY B

- What are your concerns or assumptions about working with the other stakeholders in this room?
- Write these on the cards placed on the table
- Do not share your responses or write your name on them

Activity B: Concerns & Assumptions

Purpose

The purpose of this exercise is to begin an interactive process within the group.

Set Up

- Participants will remain at their assigned tables for this exercise
- Place index cards or “Post-It” type notes at the center of each table
- Place easel pad paper on the wall

Materials

- Workbook
- Index cards or “Post-It” type notes
- Easel pad paper

Instructions

- Review the instructions on the slide:
 - Each person should think about his or her concerns or assumptions about working with the other stakeholders in the room
 - These concerns or assumptions should be written on the index card or “Post-It” type notes
 - Allow a few minutes for completion; when the group seems to be finished proceed
- Ask each person to tape/stick his or her card to the wall, reaching as high as possible
 - Group Leader may choose to put easel pad pages on the wall to protect the wall
 - Group Leaders may choose one large area at the front of the room, or designated areas around the room for different group

Processing

- Say to the group, “Think about what we have just done-- we have suspended our concerns and assumptions”
- “This of course, is often necessary when learning to work with a new group of individuals”
- Move to the next slide, Working Agreement, to complete processing

Group Leader Note: Acknowledgment
Thanks to James Wuelfing, developer of this activity.

Slide 11

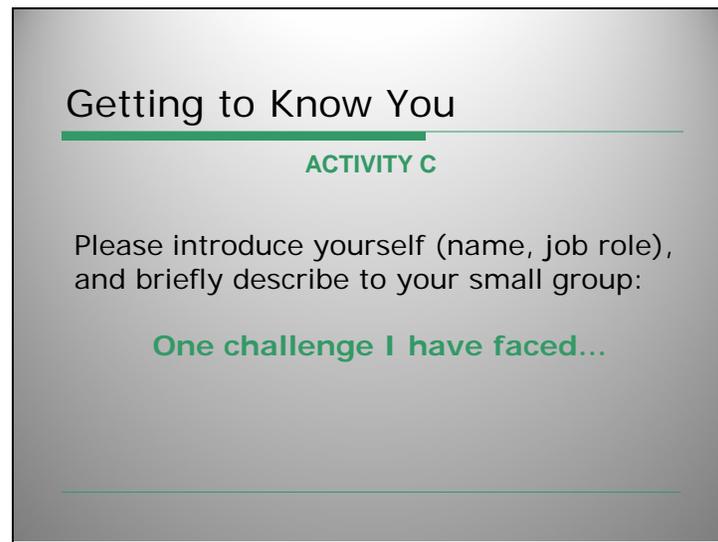
Working Agreement

- Take an “asking stance”
- Be open and honest about your own experiences in working with consumers or as a consumer participant
- Maintain confidentiality of all personal disclosures
- Participate as fully as you can
- Other

Group Leader Note: Working Agreement

- A key feature of this workshop is to learn from others in the group
- Therefore, we are asking you to make this working agreement
 - Take an “asking stance”
 - Be open and honest about your own experiences in working with consumers or as a consumer participant
 - Maintain confidentiality of all personal disclosures
 - Encourage full participation
- Also, ask the group if anyone else would like to add to this working agreement

Slide 12



Getting to Know You

ACTIVITY C

Please introduce yourself (name, job role),
and briefly describe to your small group:

One challenge I have faced...

Activity C: Getting to Know You

Purpose

- The purpose of this activity is to provide an opportunity for the disparate groups to work as a team toward a set of common goals by respecting each person's or group's experiences and viewpoints

Set Up

- Participants will work in small groups
- If a seating chart has been used, they can remain at their assigned tables for this exercise

Instructions

- Each group will designate a recorder
- Each person will take a moment to think about the statement on the slide
- Each individual then introduces him or herself: my name is ..., I work as ... I hope to learn ...
- Other individuals in the small group are asked to listen empathically, that is, to try to understand the questions or concerns from this person's point of view; and to ask any questions necessary to clarify the communication
- The recorder will ask any questions that help to clarify the statements, repeat the statement and then record the statement on a post-it chart
- Allow 10 minutes for these introductions
- At the end of the allotted time, ask each group to post it's chart in a designated area

Processing

- Ask for responses (randomly): What did you learn from the responses in your group?
- When responding have each person give his or her first name and job role

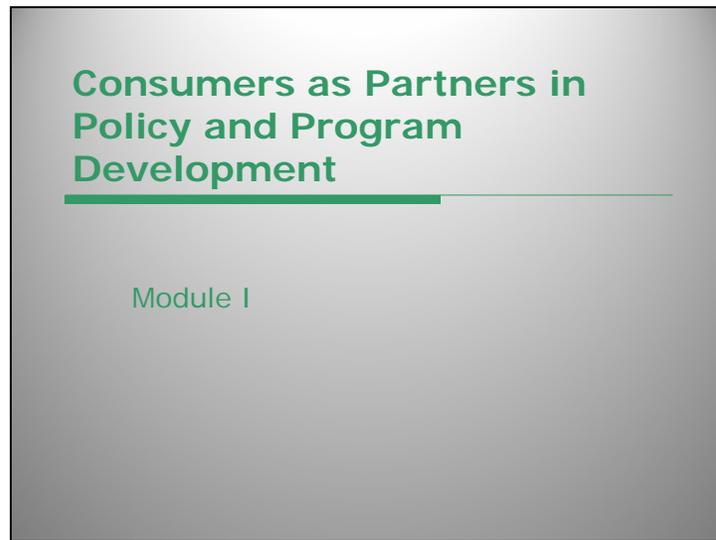
Summary

- Our goal is for these disparate groups to work as a team toward a set of common goals
- In order to do so, each must understand the questions, concerns, views and perhaps the biases of the others, to respect each person's or group's experiences and viewpoints, and to work toward a common understanding

Alternative Exercise

- Prior to the workshop, contact participants and ask them to bring something of value with them
- Have each person describe the object and explain why it holds value
- This alternate activity is very useful when getting individuals from different regions together

Slide 13



Purpose

The purpose of this module is to establish a common base of information for administrators, policy makers, consumers and other advocates through interactive education

Time: 45 minutes

Introduction

- In this module we will discuss who consumers are and what roles they can play to help advance the community's goals.
- It is essential to understand the benefits to integrating consumers in order to develop the will for change.

Learning Objectives

At the end of this module participants will be able to:

- Describe the basic tenets and values that underlie this work
- Define the term "consumer"
- Describe recovery as a process
- Describe consumer integration
- Identify two examples of integrating consumers in program development and delivery
- Identify two examples of integrating consumers in policy development
- Discuss the benefits of consumer integration to the community, to the program, to the person
- List three challenges to integration for systems and for consumers
- Describe at least three strategies to meet these challenges
- List three major keys to success

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Activities

- Activity D: Challenges to Consumer Integration

Slide 14

Defining “Consumers”

What set of experiences defines “who”?

- Previous diagnosis of mental illness
- Personal experience with recovery from mental illness
- Experience with the public mental health system
- Self-identification
- Other?

Group Leader Note: Defining Consumers

- Begin by asking the group to define the term “consumer”
- Ask the group to note how it compares
- Move on to Salzer’s definition (next slide)

Slide 15

Consumer

"...someone who has experienced, or is currently experiencing symptoms associated with a diagnosable mental illness, and has received services to address these symptoms." (Salzer, 2005)

Forensic background = significant criminal justice involvement

Group Leader Notes:

- Ask the group for a response to Salzer's definition
- Who does this leave out?
- How does one define or qualify "services"

Forensic Background

- A person with significant involvement with the criminal justice system
- Not only persons who have been arrested (many are for lack of services)
- An individual accused or convicted of a crime
- An individual who has served time in jail, prison, community corrections or diversion program

Slide 16

Recovery

How would you define recovery? What are some significant elements?

- A process
- Unique for each person
- Live, work, learn, and participate fully in one's community
- Live a fulfilling and productive life despite a disability
- Reduction (any) or complete remission of symptoms
- Hope is integral to recovery

Group Leader Note: Recovery Defined

- Ask participants to volunteer their own definitions of recovery
- Encourage them to specify various elements of recovery
- List these on easel pad chart

Recovery

- Refers to the process in which people are able to live, work, learn, and participate fully in their communities.
- For some individuals, recovery is the ability to live a fulfilling and productive life despite a disability
- For others, recovery implies the reduction or complete remission of symptoms
- Science has shown that having hope plays an integral role in an individual's recovery
- (SAMHSA's Recovery Support Initiative, 2010)

Recovery -- Alternate Definitions

- An ongoing journey in achieving wellness and optimal mental health
- Recovery is a journey of healing and transformation enabling a person with a mental health problem, substance abuse disorder or justice involvement to live a meaningful in a community of his or her choice while striving to achieve his or her full potential (SAMHSA, National Consensus Statement, 2005)

Slide 17

Recovery Model

- Self-direction, choice, personal responsibility
- Individualized and person-centered - strengths
- Process – change is possible; set-backs and progress
- Peer Support – sharing, belonging, community

Group Leader Note: Recovery Model

- This slide provides an opportunity to discuss/describe some of the elements of recovery
- This discussion may be simultaneous with the previous slide interaction

Self-direction and Personal Responsibility

(Individuals...)

- Determine their own path of recovery
- Exercise choice over treatment and services
- Optimize autonomy, independence and control of resources to achieve self-determined life
- Take personal responsibility

Individualized and Person Centered

- Recovery is holistic, it encompasses a person's whole life – mind, body, spirit, community
- Recovery covers all aspects of life including housing, employment, education, services, treatment, family, friends, communities
- Strengths and Resilience
 - Valuing and building on multiple capabilities
 - Resiliencies
 - Talents
 - Coping abilities
 - By building on these strengths, consumers leave stymied life roles behind and create and engage in new life roles as a partner, caregiver, friend, student, employee

Process

- Recovery begins with initial stage of awareness and recognition that positive change is possible
- Recovery builds from
 - Personal progress

Consumer Integration in Policy and Program Development

- Occasional setbacks
- Learning from experience
- Mental illness is not curable
 - A cycling of symptoms is to be expected

Peer Support

- Sharing experiential knowledge, skills and social learning
- Encourage and engage others
- Belonging
- Supportive relationships – mutually beneficial
- Role models – social roles
- Community

Slide 18



Group Leader Note: Respect and Hope

- Use this slide to summarize the discussion of recovery
- These are the two key elements

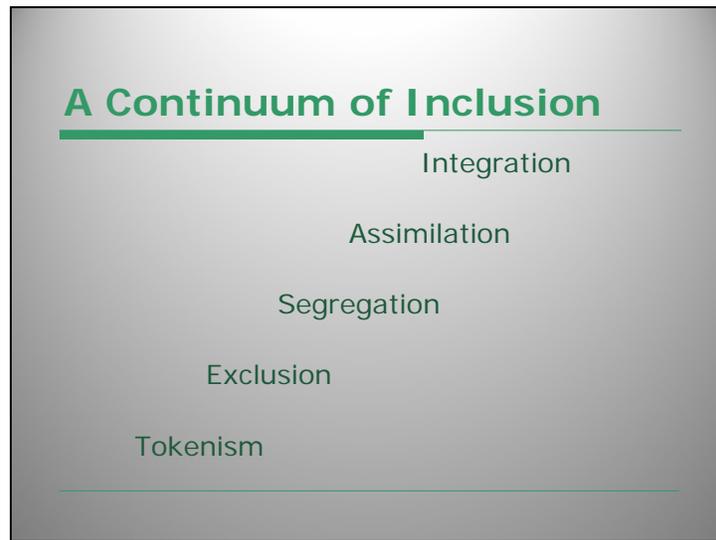
Respect Is the Foundation

- Respect ensures the inclusion and full participation of consumers in all aspects of their lives
- Protecting rights and eliminating discrimination and stigma are crucial to achieving recovery
- Self-acceptance and regaining belief in one's self are particularly vital in recovery

Hope Is the Catalyst

- People can and do overcome barriers and obstacles
- Hope is internalized but can be fostered by peers, families, friends, providers and others

Slide 19



Tokenism

- One person invited or only a family member invited
- Often a family member
- One person expected to represent all consumer perspectives
- No meaningful involvement or decision making

Exclusion

- Not involved in any way
- A recipient of services only

Segregation

- Invited
- Perhaps more than one
- Role is only to provide information (not input)
- No decision making or voting

Assimilation

- Include a number of consumers
- But limit involvement
- Limit decision making
- Assimilation is a process by which the “consumer” becomes like all the other group members
 - Loses benefit of personal disclosure/experience
 - Premium of individual’s experience is lost
 - When difference is discouraged, everyone begins to look through the same lenses

Integration

- Full and equal membership

Consumer Integration in Policy and Program Development

- Include participation in decision-making and voting
- Provide information, input and vote

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Consumer Integration

- Include significant number of consumers from diverse populations served
- Involved in all aspects of programs or projects
- Have full decision making / equal participation
- Stay the course – meet the challenges

Diverse Populations

- Brings multiple consumer perspectives to table
- Men and women
- Various cultural backgrounds
- Varied experiences: jail, prison, probation, parole

All Aspects

- Task force, policy, programs
- Advisory roles or in service delivery

Equal Participation

- Respectful
- Ensure rounded and complete perspectives

Stay the Course

- Identify local challenges
- Meet these challenges as they arise

Slide 21

Benefits of Consumer Integration

- Mental health services – consumer and family driven
- Offer a critical perspective
- Bring different attitudes, motivations, insights, and behavioral qualities to the table

(President's New Freedom Commission, 2003)

- SAMHSA Mandate

President's New Freedom Commission (2003) states

- Mental health services should be consumer and family driven
- Offer a critical perspective
- Bring different attitudes, motivations, insights, and behavioral qualities to the table

SAMHSA Mandate

- The Substance Abuse and Mental Health Services Administration mandates the inclusion of consumers and family members on advisory boards in order to meet grant requirements

Slide 22

Benefits ...

Consumer expertise can improve design, implementation and evaluation of services

- Expands range and availability of services
- Engages other consumers
- Increases recovery options
- Decreases recidivism rates
- Improves program outcomes

Benefits of Consumer Perspective

- The primary tasks involve improving the client's utilization of services to promote full community integration

Expands Range and Availability of Services

- For example, using Forensic Peer Specialists can bring services to people in jail (jail in-reach)
- In-reach also increases recovery options

Engages Other Consumers

- Consumers with forensic backgrounds understand and respect the lack of trust toward providers (especially if the person is incarcerated, recently incarcerated or incarcerates for many years)
- FPS understand the culture of incarceration and its overflow into community life

Recidivism and Program Outcomes

- Help increase access to recovery which in turn
- Helps to decrease recidivism

Slide 23

Varied Roles

- Participation in policy development
- Educate stakeholders and community
- Involvement in program design, implementation and evaluation
 - Incorporate peer methods
- Consumer staffing
 - Administrative and oversight
 - Line staff
 - Program evaluation

Participants in Policy Development

- Consumers should serve as members of all Board of Directors, Steering Committees and Advisory Boards
- The primary tasks involve improving the client's utilization of services to promote full community integration

Educate

- Consumers can play a key role in educating all stakeholders and the community about mental illness and recovery

Significant Involvement Of Consumers In

- Program design, implementation, evaluation
- Incorporation of peer services and methods

Consumer Staffing

- Consumers can also be employed as human service providers
- Roles might include:
 - Administrative and oversight
 - Line staff
 - Program evaluation

Slide 24



Peers Can Work in Roles as Providers in a Variety of Ways

- Peer employees – hire consumers as staff
- Peer partnerships – partner with peer run organizations around specific projects
 - Example – consumer satisfaction survey
- Peer-run or operated services
 - Specific services operated by individuals in recovery
- Peer delivered services
 - Services provided by a peer run organization or a provider organization where individuals in recovery serve as the staff to deliver services

Types of Services

- Outreach / In-reach –
 - Outreach = going out into the community seeking individuals in need of services
 - In-reach = going into an institution such as a jail, prison, or hospital to enlist individuals in treatment and other support services
- Case management
 - A service through which individuals are linked to treatment and support services
 - Support is provided to ensure engagement in services and continuity of care
- Counseling/mentoring
 - Direct services helping individuals to gain insight or to increase recovery skills
 - Facilitate self-help groups
 - Even self-help groups need leadership
 - Consumers can bring self-help groups to a program or community
- Employment services
 - Assistance in gaining the skills to obtain and keep employment
- Professional
 - Many individuals in recovery go on to get undergraduate and graduate degrees which serve as the foundation for full participation in professional capacity
 - Some individuals may be returning to professional status

Slide 25

Benefits of
Consumer-Provided Services

Service Recipients

- Engaged more quickly
- Improved social functioning
- Improved quality of life
- Reduced hospitalization/crisis services
(Solomon, 2004)
- Become stronger self-advocates
- Increased access to self-help
resources (Mead et al, 2001)

Group Leader Note: Service Recipients

- This slide indicates the benefits of consumer provided services to people who are service recipients

Engaged More Quickly

- Individuals can often be engaged more quickly by a peer with similar life experiences
- People who are very difficult to engage respond better to peers

Improved Social Functioning

- Increased ability to develop and sustain relationships
- Increased ability to fulfill social roles (parent, employee, citizen)

Improved Quality of Life

- Feeling better about one's life
- Becoming involved in community life

Reduced Hospitalization/Crisis Services (Solomon, 2004)

- According to Solomon (2004), consumer provided services can reduce the number of hospitalizations and utilization of crisis services

Become Stronger Self-advocates (Mead et al., 2001)

- Increased access to self-help resources

Slide 26

Benefits to Systems

- Reduced recidivism
- Savings – decreased hospitalization, shorter stays
- Alternative to engage those difficult to engage
- Improved effectiveness of treatment
- Staff attitudes – more optimistic about recovery
- What benefits noted in Hillsborough Co.?

Systems

- Reduced recidivism
- Savings – decreased hospitalization, shorter stays
- Alternative to engage those difficult to engage
- Improved effectiveness of treatment (Solomon, 2004)
- Staff attitudes – more optimistic about recovery (Felton, et al, 1995)

Group Leader Note: Participation / Local Experiences

- Ask the group of examples of their own experiences regarding the benefits of consumer provided services

Slide 27

Examples of Consumer Integration

- Consumers in advisory capacities in jail diversion programs nationwide
- Pennsylvania Peer Involvement
 - Forensic peer specialists in programs
 - Representatives on local advisory boards and committees
 - Co-facilitate cross-system mapping workshops

Jail Diversion

- Consumers play an advisory role in all
- In many localities, consumers play a wide variety of roles

Pennsylvania Peer Involvement

- Peerstar LLC
 - Forensic peer specialist services are offered both during incarceration and in the community to individuals involved with the criminal justice system diagnosed with mental illnesses and/or substance use disorders.
 - www.peerstarllc.com
- Bradford County's Main Link Peer Support Center
 - Forensic peer representation on the county's
 - Criminal justice advisory board,
 - Local housing options team, and
 - Mental health planning committee
 - www.themainlink.net
- Pennsylvania Mental Health and Justice Center of Excellence
 - Forensic peer specialists co-facilitate cross-system mapping workshops
 - Four counties have since incorporated peers into their local criminal justice advisory boards
 - www.pacenterofexcellence.pitt.edu

Slide 28

Examples ...

- Working with CIT officers
 - Design and deliver training
 - Respond with CIT officers
 - Set up forums for CIT officer to interact with community when not in crisis situations

- Peer Engagement Specialist Inreach
 - Identify and link to recovery options

Other Examples of Consumer roles

- Working with CIT officers
 - New York
 - Recruit people in recovery and family members from a number of outreach and case management programs, recovery mentor programs and local NAMI assist in delivering the CIT training
- Peer Engagement Specialist In-reach
 - Identify and link to recovery options
 - Assist those in jail or court obtain information to make their own decision on entering diversion or recovery programs
 - Provide linkage to resources

Behavioral Health Jail Diversion Program of Lancaster County

Started in 2003, the Behavioral Health Jail Diversion Program of Lancaster County serves as a reentry point/program. Each individual who is diverted from the jail is linked to four persons immediately:

- Forensic Intensive Case Manager
- Forensic Peer/Recovery Specialist
- Screening Clinician/Program Coordinator/Therapist
- Advanced Psychiatric Registered Nurse

The goal of this program is to work with each individual to address the person's specific and individual recovery needs. Staff at the BHJDPLC work with each person to address the critical gap and to assist them in seeking out services for their individual needs, desires and requests in a recovery and rehabilitation focused manner. The program's Peer Recovery Specialist is a success story and a former participant of the BHJDPLC.

Slide 29

Challenges to Consumer Integration

ACTIVITY D

Consumers – What challenges do they face?	Systems – What challenges do they face? <input type="checkbox"/> Administrators <input type="checkbox"/> Supervisors <input type="checkbox"/> Policy-makers
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Activity D: Challenges to Consumer Integration

Purpose

In this activity, the local group is given an opportunity to brainstorm their own list of experienced or potential challenges

Time: 10 minutes

Set Up

- Small Group

Materials

- Easel pad paper
- Tape
- Markers

Introduction

- Integrating consumers into policy and program development can be challenging for both consumers and providers
- Let's take an opportunity to discuss various points of view

Instructions

- Break into small groups that are a mix of administrators and policy makers / consumers and family members
- Ask each group to brainstorm a list that relates to their own group
- Have each group record responses on easel pad paper
- Return to the large group

Consumer Integration in Policy and Program Development

- Review all responses: Instruct the group to maintain that “asking stance” and open mind requested earlier

Processing

- Ask the group: Are the concerns listed by consumers unique to people with mental illness?
- Ask the group: Are these concerns also faced by anyone with limited work experience, limited life experience, limited educational opportunities?
- Ask the group: Can the challenges listed by administrators and policy makers be ameliorated with help from consumers?
- Use the next slide, Challenges to Integration, to complete processing

Group Leader Note: Consumer Responses

- Anticipate a list that includes:
 - Stigma
 - Discrimination
 - Low expectations
 - Lack of training or education
 - Lack of work experience
 - Lack of natural supports
 - Balancing recovery with other expectations

Slide 30

Challenges to Integration...

Challenges	Systems	Consumers
Recovery is possible	Communicating the paradigm shift	Communicating hope of recovery
Stigma	Acknowledge staff resistance Identify how manifests	Recognizing and combating stigma; stigma-busting protocols
Role shift	Helper to colleague	Consumer to staff
Systems	Accommodations	"Systems savvy"
Financial	Identifying funding sources	Paid or volunteer?
Commitment	Creating the will	Making the work a priority

Group Leader Note: Challenges to Integration

- Use this as a summary slide
- Discuss each of these challenges from each perspective (if not done during the activity)

Slide 31

Meeting Challenges

- Demonstrate administrative support
- Values
- Identify and address barriers
- Clear plan for consumer integration
- Training for all

Meeting These Challenges

- There are a number of “primary” solutions to meeting these challenges
- Clearly demonstrating administrative support for integrating consumers as committee members and/or as employees

Values

- Cannot make assumptions about who holds to the values of recovery
- Promoting the values of recovery throughout organizations
- Promoting these values utilizing an ongoing plan

Identify and Address Barriers

- On a community level
- On an agency level
- Across systems

Clear Plan for Consumer Integration

- A plan that specifically addresses the identified barriers

Training for All

- Include staff from all stakeholder groups at all levels (including Human Resources and support Staff)
- Training about recovery
- Training about consumer integration

Slide 32

Provider Training

- All stakeholders: mental health, substance abuse, criminal justice & other
- All levels of staff
- Recovery is possible
- Recovery model
- Consumer integration and shifting roles
- Identifying and combating stigma

Training for All

- Include staff from all stakeholder groups
- Include staff at all levels (including Human Resources and support Staff)

Training Topics

- Recovery is possible
- Recovery model (SAMHSA, National Consensus Statement, 2005)
 - Self direction
 - Personal responsibility
 - Individualized and person-centered
 - Strength based
 - Change is possible; setbacks and progress
- Consumer integration and shifting roles
- Identifying and combating stigma

Slide 33

Consumer/Peer Training

- Shifting roles
- Identifying and resolving prejudices
- Understanding/awareness of how systems operate (official v. unofficial)
- Politics of negotiations and meetings
- Responding to stigma

Shifting Roles

- Consumers often need help with shifting from consumer to colleague
- Need to learn to offer help rather than ask for help
- Need assistance in responding to providers who have difficulty with this shift

Identifying and Resolving Prejudices

- Many individuals experienced trauma resulting from mental health, substance abuse and criminal justice systems
- They often harbor anger and resentment toward these systems
- Anger can get in the way of provided feedback in a productive way

Understanding/Awareness of How Systems Operate

- Consumers often know how systems operate in the real world
- They are often unaware as to how these systems are “supposed to” or “officially” operate

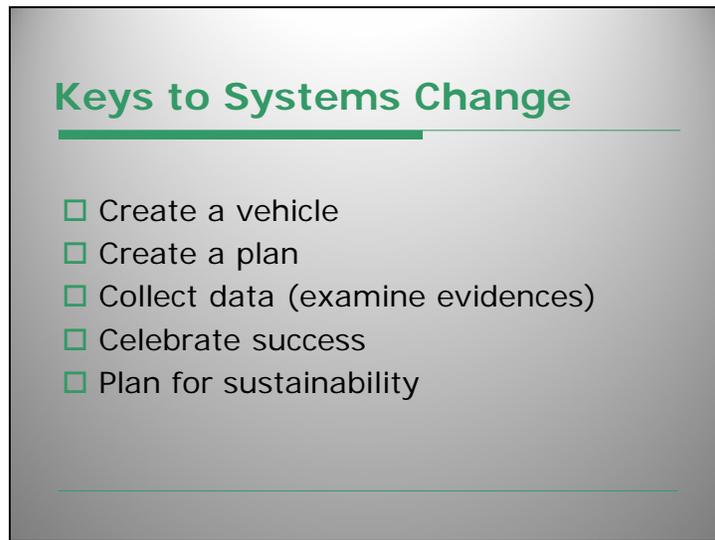
Politics of Negotiations and Meetings

- How does a given meeting operate?
- What is the official format?
- How does one negotiate to achieve goals?
- Diplomacy
- Discussions in the meeting and outside of the meeting

Responding to Stigma

- Stigma exists
- Not necessarily based in ill intentions
- How to respond when faced with stigma, in a way that combats stigma, maintains dignity and achieves goals

Slide 34



Keys to Systems Change

- Create a vehicle
- Create a plan
- Collect data (examine evidences)
- Celebrate success
- Plan for sustainability

Group Leader Note: Keys to Success

- Facilitators should provide recommendations to the community
- This section gives very specific direction
- Four keys are recommended
 - Create a vehicle
 - Create a plan
 - Collect data (examine evidences)
 - Celebrate success
- The next slides go into detail

Slide 35

Task Force

Create a vehicle for systems change

- Establish or refurbish
- Determine who to recruit
 - At least 3 consumers forensic histories
 - Represent varied perspectives
 - Also, 2 family members – of consumers with criminal justice involvement*
- Plan for future recruitment – peer/consumer training

Establish or Refurbish

- A mental health criminal justice task force should integrate consumers who have criminal justice histories

Recruitment

- Place an emphasis on who should be brought to the table
- Encourage the community to recruit a sufficient number of consumers to provide representation of varied groups
- These might be ethnic, racial or other cultural groups, those with varied criminal justice histories, those who have been in prison, both men and women, etc.)
- Plan for future recruits by providing training

Family Members of Those With Criminal Justice Histories

- Caution not to substitute family members for consumers
- However, family members also have significant input

Slide 36

Strategic Planning

Create a plan

- Employ people in recovery
- Support peer support
 - Peer run organizations
 - Mutual support groups
- Values – establish & promote
- Identify and dissolve system barriers
- Develop policies that promote diversity

Create A Plan For Systems Change

- Employ People in Recovery
- Support Peer Support
- Peer run organizations
- Mutual support groups
- Values
- Establish
- Promote
- Identify and Mitigate System Barriers
- Develop Policies that Promote Diversity

Slide 37

Data

Collect data!

- Identify costs
- Project savings
- Enlist consumers in the process

Use data

- Need not be perfect
- Circulate what you have
- Work at getting more data

Group Leader Note: Data

- Offer examples of ways that other communities of used data

Shared Vision and Direction

- Collaboration is strengthened by a shared vision of what the system could be
- Vision statements speak simply clearly and inclusively to engage stakeholders
- Vision statements become a rallying point
- Vision statements validate concepts and solutions
- Agree on where you are going
- Assess progress in that direction consistently
- Assess progress consistently

Using Data

- Identify the **costs**
- Project **savings** from reduced utilization when an effective response is provided
- Data doesn't have to be perfect – circulate what you know and do have available
- Work at getting more data – it may take years to get, and then even longer to make usable

Promising Practice Models

- Do not “re-invent the wheel;” benefit from the research and experience of those engaged in similar efforts
- State and federal funding is increasingly linked to the capacity of systems to replicate Evidence-Based Practice models for providing integrated treatment to persons with CODs

Slide 38

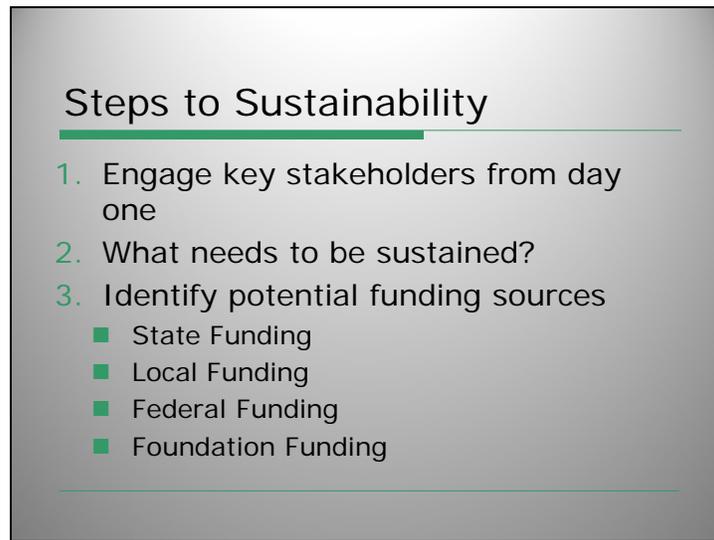
Celebrate Success

- Review progress periodically
- Identify successes
- Advertise these successes!
- Use as a promotional / awareness technique

Celebrate Success

- Set realistic goals that can be accomplished
- Set some goals that can be achieved quickly
- This helps to bolster moral and momentum
- Use success to publicly thank key individuals

Slide 39



Steps to Sustainability

1. Engage key stakeholders from day one
2. What needs to be sustained?
3. Identify potential funding sources
 - State Funding
 - Local Funding
 - Federal Funding
 - Foundation Funding

Sustainability

- How do you sustain achievements and maintain forward movement?
- Begin with making sure you have all the key stakeholders engaged
- Moving forward with policies and programs without including key people can lead to problems down the road

Sustain What?

- Be clear about what has been useful
- What will be necessary to sustain consumer integration?

Identify Potential Funding Sources

- All task force members should review funding announcements
- Seek out foundations as well

Slide 40

Sustainability...

4. Use creative activities and approaches

- Use evaluation data in political presentations
- Make frequent contacts with potential funding sources
- Partner with consumers
- Gain support of influential allies
- Make full use of the media for community outreach

Slide 41

Module One Summary

- Review
- Preview
