

**Consumer Education
and Support:
Statewide Call-In**

July 26, 2007



Welcome!

- Thank you, Brenda Hampton!
- Thank you, Region Directors and Recovery Support Specialists!
- Thank you, all who have joined today's call!



Objectives for this Call

1. Participants will have a common understanding of recovery/resilience and the role of the new mental health services in facilitating recovery/resilience
2. Participants will have an opportunity to ask questions and offer suggestions regarding the new mental health services



What Are the New Services?

- Community Support – a brand new service
- Psychosocial Rehabilitation (PSR) – has been revised
- Assertive Community Treatment (ACT) – has been revised
- Vocational – 5 new services
- Outreach & Engagement – a brand new service
- Stakeholder Education – a brand new service



Recovery and Resilience

The Goal of Services in a Transformed Mental Health System



Recovery

- Refers to a process
- The outcome of the process of recovery is that individuals are able to live, work, learn and participate fully in their communities
- The life picture of recovery is unique for each individual
- According to research, hope is an essential element in recovery



Facilitating Recovery: Ten Fundamental Components

1. Hope
2. Self-Direction
3. Individual and Person-Centered
4. Empowerment
5. Holistic



Facilitating Recovery: Ten Fundamental Components (cont.)

6. Non-Linear
7. Strengths-Based
8. Peer Support
9. Respect
10. Responsibility



Recovery Components: Hope

- The catalyst to the recovery process
- Provides the essential and motivating message of a better future
- People can and do overcome the barriers and obstacles that confront them
- Hope is internalized, but it can be fostered by peers, families, friends, providers and others



Recovery Components: Self-Direction

- By definition, the recovery process must be self-directed by the individual
- The individual defines his or her own life goals and designs a unique path towards those goals



Examples of Self-Direction in Mental Health Services

- Strengthening ACT service planning to be a participatory process
- Community Support: promote active participation in decision-making
- Psychosocial Rehabilitation: participating in curriculum/strategy choices and selection



Recovery Components: Individualized and Person-Centered

- There are multiple pathways to recovery
- Services take into consideration: an individuals' unique strengths and resiliencies; his/her needs, preferences and experiences; past trauma; cultural background



Examples of Individualized and Person-Centered Mental Health Services

- Community Support: point out strengths and suggest ways to use them; consider barriers and suggest ways to overcome them
- Community Support: include the development of such examples as crisis contingency and Wellness Recovery Action Plans (WRAP)



Recovery Components: Empowerment

- Individuals with mental illnesses have the authority to choose from a range of options
- Individuals with mental illnesses have the authority to participate in all decisions that will affect their lives, and are educated and supported in so doing



Recovery Components: Empowerment (cont.)

- Individuals with mental illnesses have the ability and opportunity to join with one another to collectively and effectively speak for themselves about their needs, wants, desires and aspirations
- Through empowerment, an individual gains control of his or her own destiny



Examples of Empowerment in Mental Health Services

- ACT: person-centered service planning as evidenced by person’s participation in service planning meetings with the team
- PSR: inclusion of individuals with mental illnesses in program design, development, planning, implementation, evaluation



Recovery Components: Holistic

- Encompasses an individual’s whole life, including
 - > Mind
 - > Body
 - > Spirit
 - > Community



Recovery Components: Holistic (cont.)

- Embraces all aspects of life, including
 - > Housing
 - > Employment
 - > Education
 - > Mental Health and Healthcare Treatment Services
 - > Complementary and Naturalistic Services
 - > Addictions Treatment
 - > Spirituality, Creativity, Social Networks, Community Participation, and Family Supports as determined by the person



Examples of Holistic Strategies in Mental Health Services

- Community Support: Encourage identification and enhancement of the existing natural supports in the individual's social system
- Community Support: Assist the individual to maximize the degree to which natural supports can be used



Recovery Components: Non-Linear

- Not a step-by-step process
- Based on continual growth, occasional setbacks, and learning from experience
- Begins with an initial stage of awareness in which a person recognizes that positive change is possible



Examples of Non-Linear Components of Mental Health Services

- If a person is receiving Community Support and has a temporary increased need:
 - Add PSR for a period of time
 - Intensify Community Support
- When increased need has resolved or changed, the person can elect discontinuance of PSR and/or reduction in Community Support



Recovery Components: Strengths-Based

- Focuses on valuing and building on the multiple capacities, resiliencies, talents, coping abilities, and inherent worth of individuals
- By building on strengths, individuals with mental illnesses leave stymied life roles behind and engage in new life roles



Examples of Strengths-Based Focus in Mental Health Services

- Designing ACT interventions to build on the strengths of the persons served
- PSR: identifying, using and promoting strengths



Recovery Components: Peer Support

- Mutual support, including the sharing of experiential knowledge and skills and social learning
- Individuals with mental illnesses encourage one another and engage each other in recovery
- Individuals with mental illnesses provide each other with a sense of belonging, supportive relationships, valued roles and community



Examples of Peer Support in Mental Health Services

- Strengthening ACT teams to have solid peer support opportunities for all persons served
- Peer support is encouraged throughout the taxonomy via the RSA credential



Recovery Components: Respect

- Includes respecting persons' rights and eliminating discrimination and stigma
- Ensures the inclusion and full participation of persons in all aspects of their lives
- Self-acceptance and regaining belief in oneself are particularly vital



Recovery Components: Responsibility

- Individuals have a personal responsibility for their own self-care and journeys of recovery
- Taking steps toward one's own personal goals may require great courage
- Identifying coping strategies and healing processes to promote one's own wellness



Examples of Responsibility in Mental Health Services

- Community Support: Teaches “how,” does not “do for”
- Community Support: Assists the individual to do for self rather than doing for the person



Resilience

- Refers to the ability to harness inner strengths and rebound from setbacks or challenges
- People who are less resilient may dwell on problems, feel victimized, become overwhelmed and turn to unhealthy coping mechanisms
- Allows individuals to go on with life with a sense of mastery, competence and hope
- If you aren't as resilient as you'd like, you can teach yourself to become more resilient.



Building Resilience: Eleven Essential Skills

1. Getting Connected
2. Using Humor and Laughter
3. Learning From Your Experiences
4. Remaining Hopeful and Optimistic
5. Taking Care of Yourself



Building Resilience: Eleven Essential Skills

- 6. Accepting and Anticipating Change
- 7. Working Toward Goals
- 8. Taking Action
- 9. Learning New Things About Yourself
- 10. Thinking Better of Yourself
- 11. Maintaining Perspective



Thank You!

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Supplemental Materials



Building Resilience

Eleven Essential Skills



Resilience Skills: Getting Connected

- Building strong, positive relationships with family and friends
- Getting involved in civic groups, faith groups or volunteer organizations
- Fulfilling the need for a sense of belonging and banishing loneliness through relationships/connectedness



Resilience Skills: Using Humor and Laughter

- Remaining positive/finding humor in distressing situations does not mean a person is in denial
- Humor is a helpful coping mechanism
- Funny books and movies can add humor to life



Resilience Skills: Learning From Our Experiences

- Recalling how you have coped with hardships in the past, either in healthy or unhealthy ways
- Building on what helped you through the rough times; not repeating actions that did not help
- Figuring out what lessons you learned and how you will apply them when faced with similar situations



Resilience Skills: Remaining Hopeful and Optimistic

- Looking toward the future, even if it's just a glimmer of how things might improve
- Finding something in each day that signals a change for the better
- Believing things happen for a reason often helps to sustain people



Resilience Skills: Taking Care of Yourself

- Tending to your own needs and feelings, both physically and emotionally
- Participating in hobbies you enjoy; exercising regularly
- Getting plenty of sleep; eating a well-balanced diet



Resilience Skills: Accepting and Anticipating Change

- Being flexible: change and uncertainty are part of life
- Trying not to be so rigid that even minor changes upset you or that you become anxious in the face of uncertainty
- Expecting changes to occur makes it easier to adapt to them, tolerate them, and even welcome them



Resilience Skills: Working Toward Goals

- Doing something every day that gives you a sense of accomplishment
- Recognizing that even small, everyday goals are important
- Having goals which help direct you toward the future



Resilience Skills: Taking Action

- Figuring out what needs to be done
- Making a plan to do it
- Taking action to resolve your problems
- Wishing problems away, or ignoring them, does no good



Resilience Skills: Learning New Things About Yourself

- Looking back on past experiences and thinking about how you've changed as a result
- Recognizing that you may be stronger than you thought
- Exploring new interests, such as taking a cooking class or visiting a museum



Resilience Skills: Thinking Better of Yourself

- Congratulating yourself for enduring hard times, loss or stress
- Being proud of yourself
- Trusting yourself to solve problems and make sound decisions
- Thinking positive thoughts about yourself
- Nurturing your self-confidence and self-esteem so that you feel you're a strong, capable and self-reliant person



Resilience Skills: Maintaining Perspective

- Recognizing that perspective is not about comparing yourself to others
- Comparing yourself to someone who may be worse off may only make you feel worse or feel guilty
- Perspective is about looking at your situation in the larger context of your own life, and the world
- It is about keeping a long-term perspective and knowing that your situation can improve if you actively work to make it better



References

- New Freedom Commission on Mental Health, Achieving the Promise: Transforming Mental Health Care in America. Final Report. SAMHSA/Center for Mental Health Services. 2003.
- National Consensus Statement on Mental Health Recovery. SAMHSA/Center for Mental Health Services. 2006.
- Mayo Clinic Website. 2007.


