

Teleconference Agenda

10:00 - Operator – Instructions to Audience
Welcome – James Schuster, MD, MBA, Chief Medical Officer, Community Care Behavioral Health Organization

10:05 - Introductions – Pam Rainer, LMSW, Advocates for Human Potential

10:10 - Presentation by Pat Deegan, Ph.D. and Deborah Anderson, MSW

10:45 – Question & Answer Session

11:00 – Conclude Teleconference

About Community Care Recovery Institute

- Under contract with Community Care, Pat Deegan, Ph.D. & Associates and Advocates for Human Potential, provide consultation and training to support the initiative of implementing recovery-oriented, consumer-directed services in the communities it serves, known as the Community Care Recovery Institute (www.recoverylearning.com).

About Community Care Recovery Institute

- The scope of work includes on and off-site consultation, training, mentoring, and development of a web-based, online recovery learning community. The goals are to transform attitudes, impart knowledge, and build recovery-oriented skills in the members and workforce. The methods reflect Community Care’s belief that the leadership of people with psychiatric disabilities should be incorporated at all levels of the transformation effort – as advisors, co-trainers, peer specialists, and consultants – in addition to including them in all training and technical assistance events.

Training Abstract

The President's New Freedom Initiative cited consumer involvement at all levels of the service system as one of the main indicators of recovery oriented service systems. Are consumers involved on your Board of Directors? Do consumers participate on advisory boards in your organization? Do they have a voice in helping to allocate agency resources? Are consumers involved in program evaluation? In this teleconference two of the nation's leading experts on consumer empowerment will teach you:

- What the barriers are to consumer participation on boards and committees
- How to overcome those barriers
- Strategies for supporting empowered client involvement on boards and committees

Pose A Question

- We invite you to send in your questions via email to prainer@ahpnet.com or follow the operator's instructions for asking a question directly of Pat and/or Deborah.
- Speakers will answer as many questions as possible during the teleconference.
- Please note that sending a question does not guarantee its inclusion in the teleconference. If you provide your name and organization at the time you ask your question, we may use it during the call. Anonymous questions also can be submitted.

Event Speakers

- **Patricia E. Deegan, Ph.D.**
Patricia E. Deegan, Ph.D. is an activist in the disability rights movement, a writer, lecturer and researcher. Pat is also an independent consultant with Pat Deegan & Associates, LLC and an adjunct professor at Sargent College of Health and Rehabilitation Sciences at Boston University. She has many published papers, some of which have been translated into 9 languages. Pat has lectured on the topics of self-directed recovery and empowerment around the world, and has made three films on disability related topics. Pat's current projects include developing software to support shared decision-making in psychiatry, researching a recovery-based approach to using psychiatric medications in collaboration with the University of Kansas, developing recovery-based workforce trainings for mental health practitioners, helping to restore forgotten cemeteries at state hospitals, helping consumers win money for new housing through the sale of state hospitals and developing technical assistance materials for people affected by the U.S. Supreme Court's Olmstead Decision. Pat has lived her own journey of recovery, having first been diagnosed with schizophrenia as a teenager. She received her doctorate in clinical psychology from Duquesne University.

Event Speakers

- **Deborah Anderson, MSW**, is currently co-owner of, and senior associate with, Pat Deegan, Ph.D. & Associates, LLC. For the past 20 years she has worked as an activist with other mental health consumers/psychiatric survivors in the movement for social justice.
- Deborah has an MSW in Community Organizing from Boston University. She worked for four years as an organizer with M-POWER, the statewide consumer/survivor organization in Massachusetts, and then served as director between 1992 and 1995. Using direct action organizing, M-POWER's members have demanded and won many significant changes in mental health policy and practice. In 1995, Deborah took a position as Assistant Program Director at the Northeast Independent Living Program. In this cross-disability IL center, Deborah designed and implemented a peer-counseling project. She developed and provided ongoing technical assistance to a Patient Advisory Committee at Tewksbury State Hospital and offered individual advocacy to patients who wanted to be involved in their own treatment planning. In addition, she organized patients within the state hospital as they led a grassroots campaign to improve deplorable conditions in the hospital.
- Over the years, Deborah's talents in the areas of skills training, leadership development and community organizing have been sought by local, regional and statewide peer-run organizations, as well as by state Mental Health Authorities. She has conducted trainings across the United States and Canada. She has also co-authored a guide titled: How to Successfully Include People with Psychiatric Disabilities on Boards and Committees.

How to Successfully Include People with Psychiatric Disabilities on Boards and Committees

Deborah Anderson MSW
Patricia E. Deegan PhD

Cornerstone Value

“We are not the problem. We are part of the solution”

Barrier 1: Tokenism



Strategies to Avoid Tokenism

1. Never recruit just "1"
2. Seek representativeness
3. Involvement at all levels of decision-making
4. Practice cultural competence
5. Input into the agenda
6. Paid work

Barrier #2: Role Strain



Strategies to Avoid Role Strain

1. Prepare for role strain
2. Leave professional titles outside the meeting room

Barrier #3: Poor Communication



Strategies to Avoid Poor Communication

1. Demystify language
2. Clarify and summarize discussions
3. Respect diversity of opinions
4. Do not silence anyone

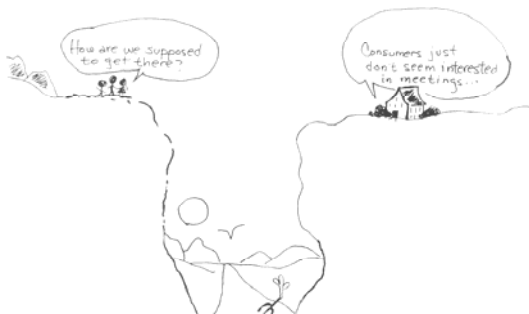
Barrier #4: Don't Pathologize



Strategies to Avoid Pathologizing

1. Anticipate passionate opinions
2. Anticipate anger
3. Recognize that all people speak from a frame of reference
4. Plan ahead – Alternate members

Barrier #5: Lack of Access or Accommodations



Strategies to Avoid Lack of Access or Accommodations

1. Transportation assistance
2. Schedule meetings at convenient times
3. Provide food and drink
4. Make arrangements for smokers
5. Understand medication side effects
6. Planned breaks
7. Cultivate disability awareness

Barrier #6: Lack of Skills Training and Technical Assistance



Strategies for Skills Training

1. Assign someone to provide skills training for all meeting participants
2. Provide orientation for all members
3. Follow guidelines for effective meetings
 - Agenda available in advance
 - Meeting prep
 - End meetings with evaluation
 - Debrief after meeting

Training Sponsor

Community Care Behavioral Health Organization (Community Care) is a non-profit, federally tax-exempt, behavioral health managed care organization (BH-MCO) that manages behavioral health services for nearly one million members whose health coverage is sponsored through Medicaid, Medicare and commercial plans.

More Information

For more information, contact:

Patricia Deegan, Ph.D., Consultant with Pat Deegan, Ph.D. & Associates.
<http://www.patdeegan.com>

Deborah Anderson, MSW, Consultant with Pat Deegan, Ph.D. & Associates
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For logistical questions, contact:

Pam Rainer, LMSW, Session Moderator, Advocates for Human Potential, Inc.
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Following the Teleconference

Check out the Community Care Recovery Institute Web Site:

- www.recoverylearning.com
- Please send in your feedback form by following the instructions on the form. If you need a copy of the form you may download it from the web site or contact Pam Rainer at prainer@ahpnet.com or call 518-729-1246
- You may listen to an archived presentation of this teleconference starting Monday, November 12, 2007 at the above web site.
