



Recovery Webinar: Are Consumers in the Driver's Seat? August 13, 2008

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Presented by:

***Saya Krebs, MS, Training Coordinator,
Community Care***

***Paul Wittman, MSW, LSW, MPA, Training
Manager, Community Care***

***Community Care Recovery Institute's
2007-2008 Teleconference/Webinar Series***



Community Care

Community Care Behavioral Health Organization (Community Care), a non-profit, federally tax-exempt, behavioral health managed care organization (BH-MCO), manages behavioral health services for nearly one million Members in Pennsylvania whose health coverage is sponsored through Medicaid, Medicare and commercial plans. It is a subsidiary of the University of Pittsburgh Medical Center.



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 implementing recovery-oriented, consumer-directed services in the communities it serves, known as the Community Care Recovery Institute (www.recoverylearning.com).

Training Abstract

Behavioral health recovery has become the focus of considerable dialogue between consumers, providers, and stakeholders. The 2005 National Consensus Statement on Mental Health Recovery from SAMHSA defines mental health recovery as a journey of healing and transformation enabling a person with a behavioral health problem to live a meaningful life in a community of his or her choice while striving to achieve his or her full potential.

Training Abstract, (con't)

Community Care's recovery philosophy is grounded in the belief that behavioral health recovery is not the privilege of a few, but a possibility for everyone. This Recovery Webinar will review recovery in behavioral health, identify the core elements of recovery, as well as the primary issues related to systemic and individual recovery transformation.

Assumptions...

- This audience
 - knows something about recovery principles and person-centered care
 - is interested in moving from theory/values to practical implementation strategies
 - wants to improve their skills

Event Speakers

Saya Krebs, MS, Recovery Training Coordinator:

Ms. Krebs serves as a Consultant, Advisor/Advocate, and Speaker for Mental Health Services and its Transformation. She has provided consultation and training to state and local mental health departments and community-based organizations. Through these projects she has assisted providers and stakeholders in implementing the recommendations of the President's New Freedom Commission on Mental Health. Ms. Krebs plays an important role at Community Care in assuring that recovery trainings, and other related initiatives, are well organized and achieve the desired learning objectives. Ms. Krebs has a Master of Science degree in psychology from Walden University.

Event Speakers, (cont'd)

Paul Wittman, MSW, LSW, MPA, Training Manager:

Mr. Wittman is responsible for the design, implementation and administration of training and educational events for the Community Care network of providers and staff. He has worked in the behavioral health field for 13 years concentrating on addictions and the forensic populations. Mr. Wittman received his Masters in Social Work and Masters in Public Administration from the University of Pittsburgh. He also holds a Bachelors Degree in Psychology from Point Park University.

Teleconference Agenda

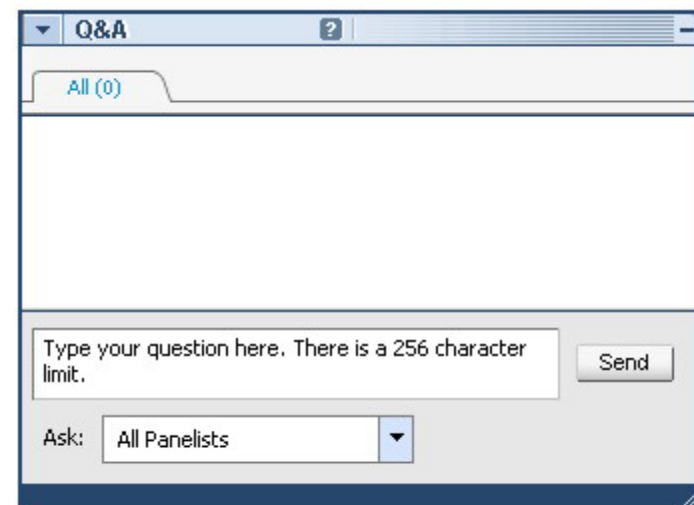
- 12:00 *Logistics*
- 12:05 *Welcome* – Virginia Suplee, Manager of
Recovery Initiatives, Community Care
- 12:15 *Presentation by:*
Saya Krebs, MS
Training Co-coordinator, Community Care
Paul Wittman, MSW, LSW, MPA
Training Manager
Community Care
- 1:15 *Question & Answer Session*
- 1:30 *Conclude Teleconference*

Submitting Questions

Questions may be submitted by:

Click on the Question Mark icon (?) on the floating toolbar (as shown at the right). This will open the Q&A window on your system only. Type your question into the small dialog box and click the Send Button.

Q&A Icon



Opening Thoughts

Recovery is a variously called a process, an outlook, a vision, a guiding principle.

There is neither a single agreed-upon definition of recovery nor a single way to measure it.

The overarching message is that HOPE and restoration of a meaningful life are possible, despite serious mental illness.

Opening Thoughts

“When you Change the way you look at things, the things you look at change.”

Dr Wayne Dyer



A Definition of Recovery

- Recovery is a self-determined and holistic journey that people undertake and grow. Recovery is facilitated by relationships and environments that provide hope, empowerment, choices and opportunities that promote people reaching their full potential as individuals and community members.

-from “A Call for Change: Toward a Recovery-Oriented Mental Health Service System for Adults”

What is Recovery

- Recovery refers to the process in which people are able to live, work, learn, and participate fully in their community. For some individuals, recovery is the ability to live a fulfilling and productive life despite a disability. For others, recovery implies the reduction of symptoms. Science has shown that having hope plays an integral role in an individuals recovery.

President's New Freedom Commission
on Mental Health 2003

Explanation of Mental Health Recovery

- Instead of focusing primarily on symptom relief as the medical model dictates, recovery casts a much wider spotlight on restoration of self esteem and identity and on attaining meaningful roles in society.
- The definitions do not, however, imply full recovery in which full functioning is restored and no medications are needed. Instead they suggest a *journey or process*, not a destination or cure.

Deegan, 1997, 1988, Anthony, & Stocks, 1995; Spaniol et al, 1997).

And Recovery is

A process by which an
individual with a disability
recovers...



self-
esteem

dreams

self worth

pride

choice

dignity

respect

and meaning

Individuals can create a life worth living, full of possibilities and dreams. They are able to make their own choices and be supported in their decisions by family, friends, and community members of their choosing, while collaborating with the members of their treatment team.

REMEMBER

- Recovery is not always tied to symptom relief.
- Relapse may be part of the process.

Critical to Recovery

- Is regaining the belief that there are options from which to choose –

The *belief* is perhaps more important than the option chosen!

Life- Spokes on the Bike

- **Family**
- **Friends**
- **Job, Meaningful Activity**
- **Hobbies**
- **Skills**
- **Community**
- **Pets**
- **Spirituality**
- **Education/School**
- **Social**



Benefit of Facilitating Consumer Recovery

A Partnership is forged with the consumer in her/his efforts to rebuild and strengthen a personally meaningful life.

Role of Consumer, Clinician, and Community for Recovery

- **Recovery** is what the Consumer does
- **Facilitating Recovery** is what the Clinician Does
- **Supporting Recovery** is that the Community and *System* does.

12 Guiding Principles

1. The Consumer directs the recovery process; therefore, consumer input is essential throughout the process.
2. The Behavioral Health System must be aware of the tendency to enable and encourage consumer dependency.

Guiding Principles

3. Consumers are able to recover more quickly when their:

- Hope is encouraged, enhanced, and/or maintained.
- Life roles with respect to work and meaningful activities are defined.
- Spirituality is considered.
- Culture is understood.
- Education needs as well as those of their family/significant others are identified.
- Socialization needs are identified.

Guiding Principles

4. Individual differences are considered and valued for all consumers over time..
5. Recovery from mental illness is most effective when a holistic approach is considered.
6. In order to reflect current “Best Practices,” there is a need to merge all intervention models, including Medical, Psychological, Social, with Recovery.

Guiding Principles

7. Clinician's initial emphasis on "*hope*" and the ability to develop trusting relationships influence the consumer's recovery.
8. Clinicians operate from a strengths/assets model.
9. Clinicians and consumers collaboratively develop a recovery plan that focuses on supports and resources that will support the consumers recovery choices.

Guiding Principals

10. Family Involvement may enhance the recovery process. The consumer defines his/her family.
11. Mental Health services are most effective when delivery is within the context of the consumer's community.
12. Community Involvement as defined by the consumer is important to the recovery process.

Core Characteristics and Practices of Recovery

For the Person with a Behavioral Health
Diagnosis, Recovery Means:

- The Reawakening of Hope
- Achieving Understanding and Acceptance
- Engagement and Active Participation in Life
- Engaging in Coping
- Reclaiming a Positive Sense of Self
- Developing a Sense of Meaning and Purpose
- The Journey is Individual and Unique
- The Journey is Not Done Alone

Core Characteristic and Practices of Recovery

For the Provider of Behavioral Health
Services, Recovery Means:

- Changing Provider Attitudes
- Changing the Approach to Service Planning
- Changing Service Design
- Changing Language
- Changing Physical Environment

- Moving on with recovery!



Good judgment comes from experience.
Experience comes from bad judgment.



Anonymous

Transformation Principles

- Develop relationships with people, not disorders
- Nothing about us without us!
- Practice respect
- Recovery is real!
- Recovery is hard work!
- Recovery is universal.
- Recovery includes the whole community.

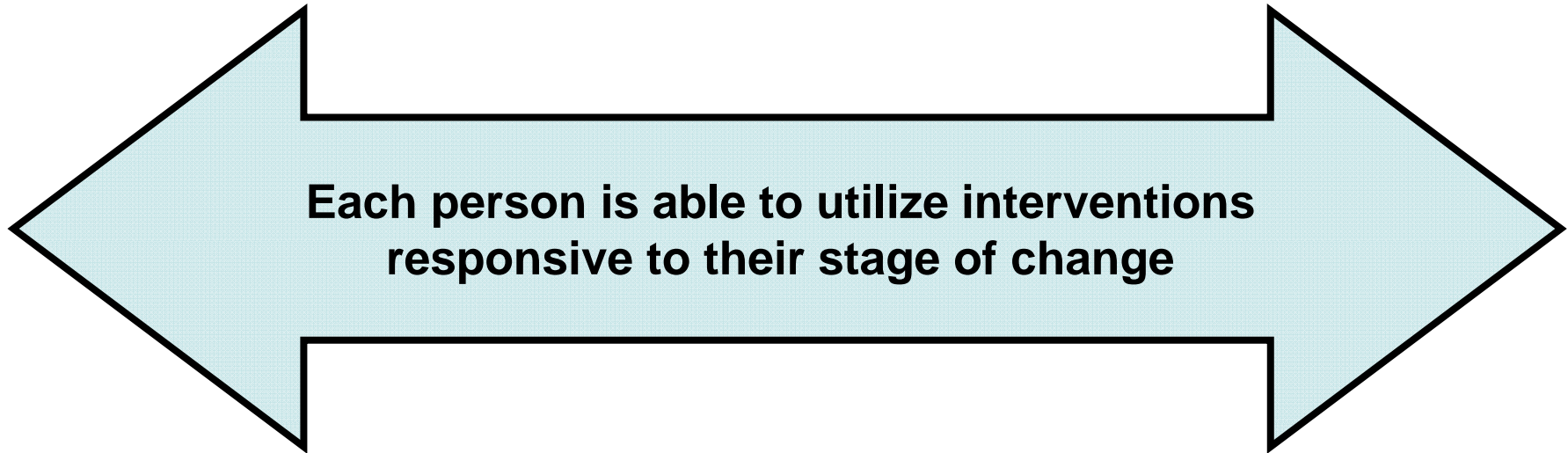
Role of Clinical Care

- Traditionally focus was on illness and symptoms.
- Recovery embraces the individual's strengths and focuses on wellness.
- Individual is a partner, another expert.
- Clinician works side by side with consumer to display respect.

Meeting client where they're at...

ADDICTION RECOVERY

Prevention Early Intervention Pre Contemplation Contemplation Action Relapse Prevention Sustained Recovery



Prevention Early Identification and Intervention Pre-Contemplation Contemplation Engaged in Active Treatment and Rehab Self Care

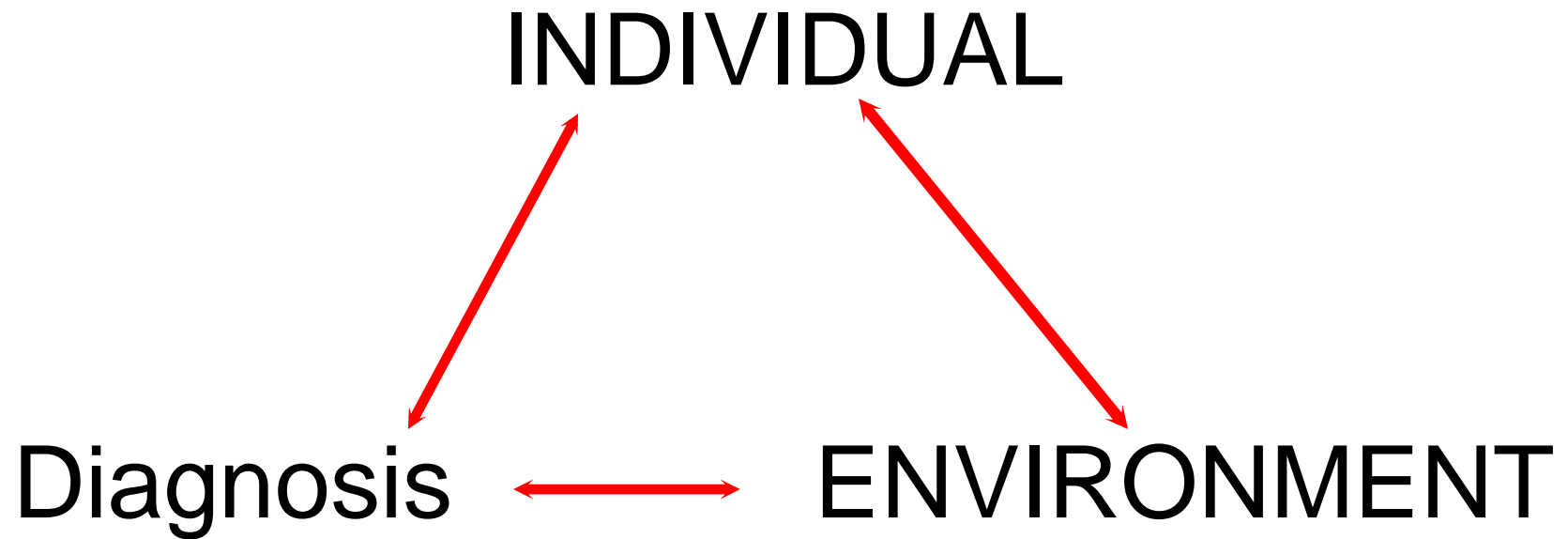
MENTAL HEALTH RECOVERY



Influences on Recovery

- Degree of illness experienced.
- +/- impact and/or intervention of others including the Behavioral Health system.
- Interaction with and/or reactions to:
 - hospitalizations
 - medications
 - incarceration
 - interpersonal relations

Influences on Recovery



Success is not final, failure is not fatal: it is the courage to continue that counts.

Winston Churchill

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Q&A Icon

A screenshot of a window titled "Q&A". The window has a tab labeled "All (0)". Below the tab is a large empty text area. At the bottom of the window, there is a text input field with the placeholder text "Type your question here. There is a 256 character limit." and a "Send" button to its right. Below the input field is a dropdown menu labeled "Ask:" with "All Panelists" selected.

Following the Teleconference

To listen to **archived teleconference presentations** check out the Community Care Recovery Institute Web Site: www.recoverylearning.com and for this presentation you may also find the archive at www.ccbh.com

Please complete the **evaluation form** which you will receive electronically following the teleconference. Your feedback is very important in helping develop future teleconference presentations.

You may download a **Training Certificate** from the What's New section of the Community Care Recovery Institute Web Site: www.recoverylearning.com

For More Information

For more information, contact:

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Visit our web sites at: www.recoverylearning.com or www.ccbh.com

Thank you for participating in today's teleconference.

