

Using a State-Wide Recovery Self-Assessment to Implement and Inform Recovery Policies





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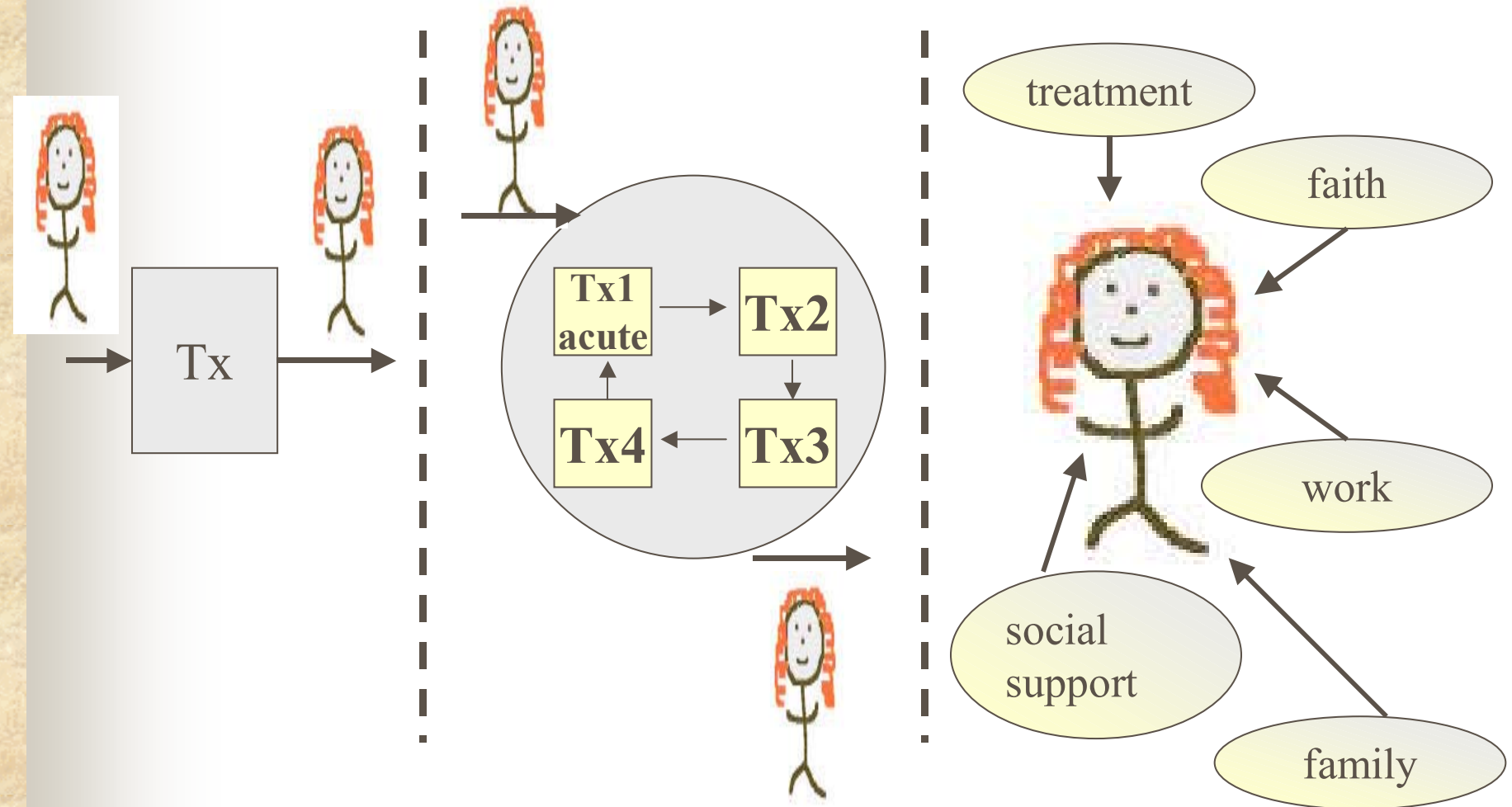
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and Addiction Services

How Connecticut is meeting this challenge

- ❖ Developed a comprehensive model of recovery and recovery-oriented practices
- ❖ Conducted a statewide-assessment of recovery-oriented practices
- ❖ Developed Recovery Institutes
- ❖ Examining ways to integrate the principles of recovery into all levels of service delivery

Service System Progression



What is recovery and how can it be promoted?

- ❖ *Recovery involves a process of restoring a positive sense of identity and meaningful sense of belonging apart from one's condition and then rebuilding a life despite or within the limitations imposed by that condition.*
- ❖ *Recovery-oriented care identifies and builds upon each individual's assets, strengths, and areas of health and competence to support the person in achieving a sense of mastery over his or her condition while regaining a meaningful, constructive, sense of membership in the broader community.*

Systemic approach to recovery implemented by DMHAS

❖ Philosophy

- ❖ Conceptual Framework, Values, Language, etc.

❖ Process

- ❖ Competencies, skills, and service structure

❖ Outcomes

- ❖ Including Fiscal and Administrative policies

BUILDING BLOCKS OF RECOVERY



**EMPOWERMENT
& CITIZENSHIP**

**MANAGING
SYMPTOMS**

**ASSUMING
CONTROL**

**OVERCOMING
STIGMA**

**REDEFINING
SELF**

**INCORPORATING
ILLNESS**

**INVOLVEMENT IN
MEANINGFUL ACTIVITIES**

**RENEWING HOPE &
COMMITMENT**

**BEING SUPPORTED BY
OTHERS**



Moving beyond the rhetoric

- ❖ Operationalizing recovery principles
- ❖ Examining outcomes
- ❖ Developing core set of interventions that have demonstrated effectiveness in promoting recovery
- ❖ Monitoring process and outcomes over time
- ❖ Creating feedback loops

Developing a comprehensive, but useful, model

Person In Recovery:

What recovery means to me...

I know when I am not doing well and when I need to ask for help from others.

I have something to offer and can help others when they need me.

Direct Service Provider:

How I can support people in their recovery...

Help people to develop lasting connections to communities and natural supports

Be willing to include natural supports in the planning process

Be willing to help people get their basic needs met in the community

Believe in people and share that belief with others

Be an “advocate” as well as a “provider”

Value and explore spirituality as a potential source of support

Manager/Administrator:

How I can lead an organization that supports recovery...

Educate staff and others about natural support networks and how to build them

Develop structured educational programs for families and natural supporters

Offer to host local, state-wide, and national consumer and family support group, e.g., NAMI, AU, & CCAR

Value and foster use of peer-support and self-help throughout the agency

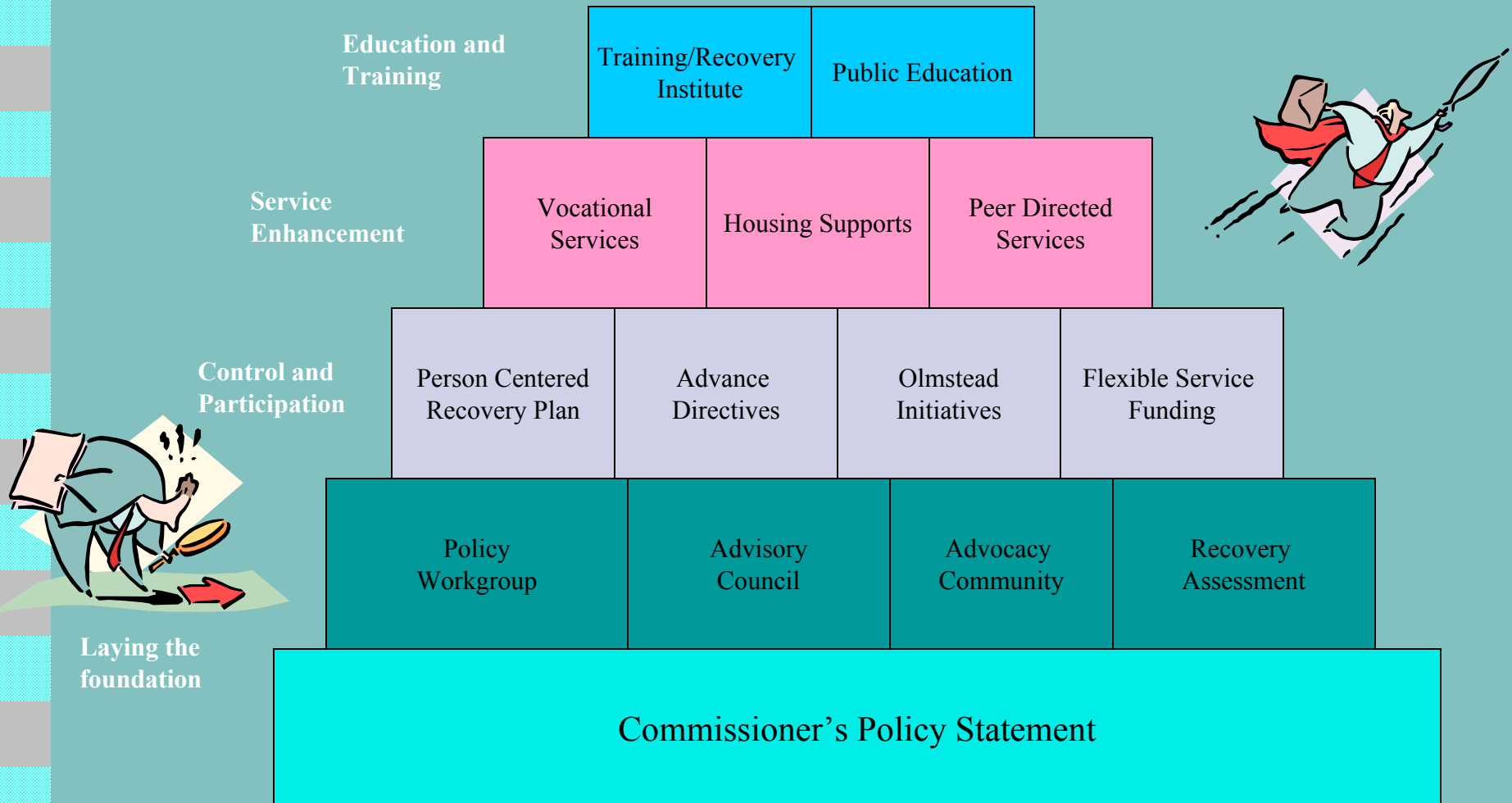
Recovery Markers:

We will know that we are working together toward recovery when...



- Staff help people build connections with neighborhoods and communities
- Services are provided in natural environments
- Peer support is facilitated and utilized
- Natural supports are relied upon

Components of recovery initiative



■ Technology transfer in Connecticut

Gap between research and practice can only be bridged by employing a combination of multifaceted knowledge dissemination tools

- ❖ Technical assistance and consultation
- ❖ Collaborative evaluation-stakeholder feedback loops
- ❖ Recovery self-assessment

The Recovery Self-Assessment

- ❖ 36 item inventory that assesses the degree to which consumers, providers, significant others, advocates, and agency directors believe their respective agencies engage in a variety of recovery-oriented practices

Method

- ❖ Piloted survey with 122 individuals at 10 agencies receiving state funding (121% response rate)
- ❖ 3,328 surveys mailed to agency directors across the state
- ❖ 974 individuals (29% response rate) from 82 agencies (39% agency response rate)

Factor 1: Life Goals

- ❖ Staff actively assist people in recovery with the development of career and life goals that go beyond symptom management and stabilization.
- ❖ Staff routinely assist individuals in the pursuit of educational and/or employment goals.
- ❖ The role of agency staff is to assist a person with fulfilling their individually-defined goals and aspirations.

Factor 2: Consumer Involvement

- ❖ People in recovery work along side agency staff on the development and provision of new programs and services.
- ❖ People in recovery are regular members of agency advisory boards and management meetings.
- ❖ Persons in recovery are involved with facilitating staff trainings and education programs.

Factor 3: Diversity of Treatment Options

- ❖ Criteria for exiting or completing the agency are clearly defined and discussed with participants upon entry to the agency.
- ❖ This agency actively attempts to link people in recovery with other persons in recovery who can serve as role models or mentors by making referrals to self-help, peer support, or consumer advocacy groups or programs.
- ❖ This agency provides a variety of treatment options (i.e., individual, group, peer support, holistic healing, alternative treatments, medical) from which agency participants may choose.

Factor 4: Client Choice

- ❖ People in recovery have access to all their treatment records.
- ❖ Agency staff do not use threats, bribes, or other forms of coercion to influence a person's behavior or choices.
- ❖ Staff at this agency listen to and follow the choices and preferences of participants.

Factor 5: Individually-tailored Services

- ❖ This agency offers specific services and programs for individuals with different cultures, life experiences, interests, and needs.
- ❖ All staff at this agency regularly attend trainings on cultural competency.
- ❖ Helping people build connections with their neighborhoods and communities is one of the primary activities in which staff at this agency are involved.

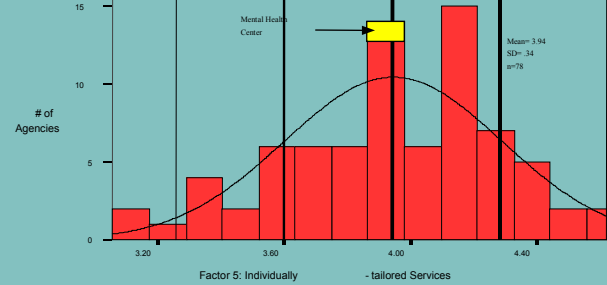
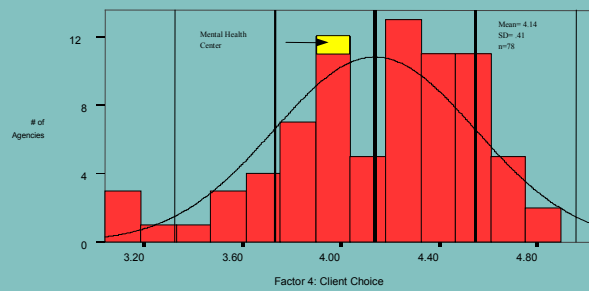
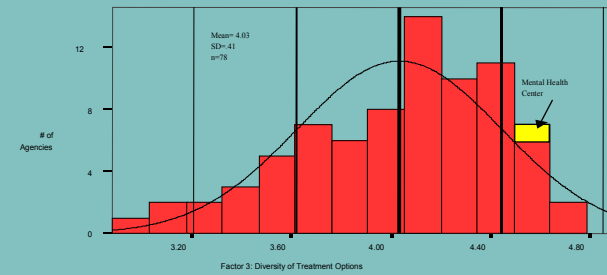
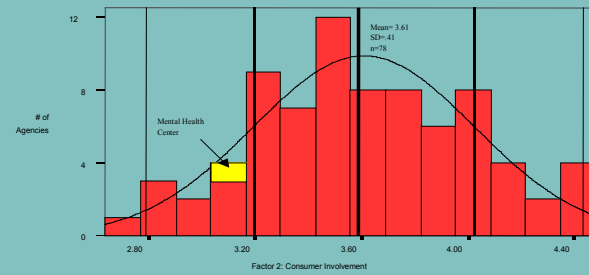
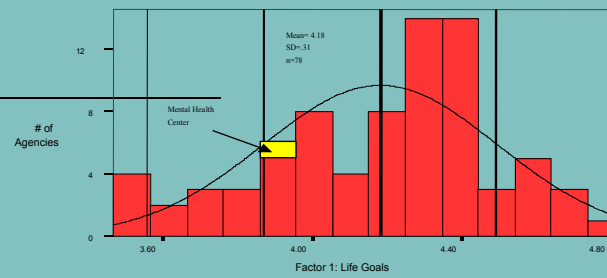
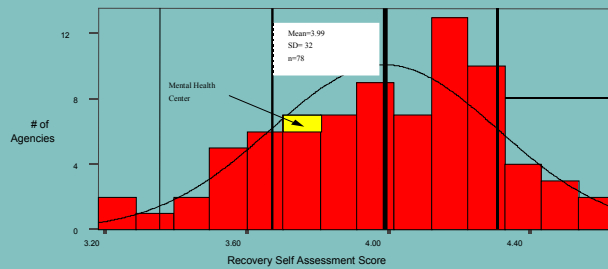
Results

- ❖ Service providers had significantly lower ratings than persons in recovery on overall RSA score
- ❖ Service providers had significantly lower scores than directors on Life Goals.
- ❖ Providers also had significantly lower scores than persons in recovery and significant others on Consumer Involvement

Recovery Profiles

MENTAL HEALTH CENTER XX

Agency Recovery Profile (As compared to other state agencies)



MENTAL HEALTH CENTER

Agency Recovery Profile

Strengths and Areas for Improvement

Strengths

5 Highest Rated Items by respondents at your agency

- Staff do not use threats, bribes, or coercion
- Natural supports are involved in the planning of services
- Sexual and spiritual needs are discussed
- Progress in goals is monitored regularly
- Procedures are in place to facilitate outside referrals

Other Strengths (in comparison to other agencies)

Providing a Diversity of Treatment Options

- *linking people to peers*
- *having clearly defined exit criteria*
- *flexibility in scheduling*
- *people doing well get as much attention as others*

Areas for Improvement

5 Lowest Rated Items by respondents at your agency

- People in recovery help with the development and provision of services
- People in recovery can choose their service providers
- Education is provided to community employers
- People in recovery are regular members of advisory boards and management meetings
- Staff help people become involved in activities to give back to their communities

Other Areas for Improvement (based on comparisons to other agencies):

Consumer Involvement in the provision of programs and services:

Ways to improve in this area:

- Hiring consumer-providers
- Having people in recovery sit on advisory boards and management meetings
- Have persons in recovery co-facilitate staff trainings
- Use consumer expertise as part of educational programs
- Persons in recovery should be included in all program/staff evaluation procedures
- Formally celebrate/acknowledge achievement of goals by staff and persons in recovery

Other Suggestions:

- *provide education to community employers about mental illness and recovery*
- *allow people to choose their service providers*
- *do more to focus on career and life goals, including employment and education*

For more information, please contact _____ at the _____

Conclusions

- ❖ First known statewide assessment of recovery-oriented practices
- ❖ RSA can be used to assess practices that are considered to be consistent with a recovery-orientation from multiple perspectives
- ❖ Example of how research can be translated into everyday practice through self-assessment and structured feedback