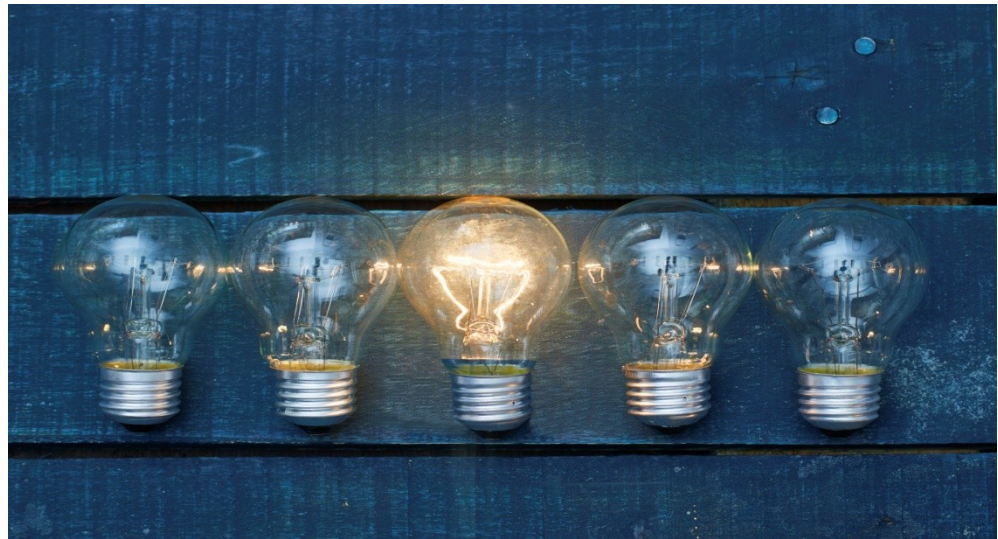# 2017 Recovery Institute

October 19, 2016

Welcome
Informational Webinar
Via Hope 2017 Recovery Institute Application

Agenda

- Welcome

- Brief Introduction to Via Hope

- 2017 Recovery Institute
  - Awareness
  - Peer Specialist Integration
  - Leadership Academy
  - Transition Age Youth Initiative
  - PCRP Supervisor Collaborative

- Application
  - Timeline
  - Process

- Q&A

Via Hope

- Introduction and Brief History
    - Working to help make Texas behavioral health system more recovery oriented since 2009
    - Roots go back to President's New Freedom Commission, 2003
    - Recommended transforming system to be individual, family, and youth driven.
    - Recovery should be expected outcome for anyone with mental health condition.
    - Via Hope created to be part of infrastructure to support new recovery oriented system.
    - Generously supported by grants from DSHS and Hogg Foundation.

Via Hope

- Webinar about Recovery Institute; important part of our work

- For context, quickly review what else we do,

- Several trainings and programs for individuals
    - Training collectively called "Workforce Development"
        - Two types of peer support training – adult peer support and family peer support
        - Training and Certification for Peer Specialists and Family Partners.
        - Certification training and endorsement trainings.
            - Endorsements: specialized training to enhance knowledge and skills

Via Hope

- Programs for individuals
  - Persons in Recovery (PIR) Voice
    - Develop community leadership among people in recovery
    - Enhance the collective voice of people in recovery
    - Finishing up second cohort of individuals
    - Launching application for third cohort this Winter.

  - Family voice Leadership
    - Partner with UT_CSWR in System of Care grant.
    - Via Hope's Family Coordinator represents family voice.

Via Hope

- Organizational change work

- Peer Run Organizations Project.
  - Work with peer run organizations to become more viable and sustainable.
  - Work with individuals or groups interested in creating new organizations.

- Recovery Institute
  - Series of programs to promote change in organizational culture and practice.
  - Outgrowth of Peer Specialist Learning Community and Recovery Focused Learning Community.
  - Rest of webinar will be about Recovery Institute programs.

The 2017 Recovery Institute

- Overview
- Two Types of Offerings
  - Activities Open to All
    - Awareness
    - Peer Specialist Integration
  - Competitive Application Process
    - Leadership Academy
    - Transition Age Youth Initiative
    - PCRP Supervisor Collaborative
- Our Funders
  - DSHS (now Health and Human Services Commission)
  - The Hogg Foundation

Awareness Building

Open registration

- Webinars
  - Via Hope Recovery Initiative webinars on wellness, transformation, intentional change and other service related topics
  - Relevant webinars from others that we share with the community (ie NAMI STAR CENTER, National Empowerment Center, etc.)

- Recovery Reads
  - Monthly Reading and Dialogue initiative
  - Recovery and Wellness Related topics

- Online Learning viahopeonlinelearning.org
  - Introduction to Recovery and Recovery-Oriented Practices
  - Introduction to Peer Support
  - Partnering; the Person-Centered Approach

+ Peer Specialist Integration

Open registration

- Existed since 2010, with the Peer Specialist Learning Community

- Learning Community Structure

- Adhoc Consultation, Stand-alone workshops, Tool Development, Work Group

- Organized around 5 domains:
  - Organizational Culture
  - Funding
  - Recruitment and Hiring
  - Peer Support Staff Roles, Coordination, and Collaboration
  - Supervision and Career Advancement

+ Peer Specialist Integration

Open registration

In FY 2017, no Learning Community—plan is to offer next year.

- Offerings are Register-As-You-Go

- Demystifying the Peer Workforce
    - 1-Day workshop – Public/ Cross-Site and Private/ On-site

- Webinars

- Technical Assistance Calls

- Informational Webinars

- Tool Development and Refinement
    - Working with existing tools:
        - Peer Specialist Integration Workbook
        - New Hire Toolkit

Leadership Academy (RILA)

Michelle Emery
Leadership Academy Coordinator

+ Leadership Academy

- Help provider organizations deepen their recovery orientation.

- FY2014: Reduce hospital re-admissions by increasing recovery supports.

- Learning Community Structure

Leadership Academy

- What participants had to say…

  - "I did not know what to expect, but I have learned much, gained perspective, and am armed with tools to use to make changes within the department I manage."

  - "All the activities were awesome. I am an introvert but I always felt comfortable with the activities you all lead."

  - "I was burnt out. It reignited me. Changes need to be made in my organization. Now I have tools to implement that."

+ Leadership Academy

- Work-related impacts on providers:

  - Burnout

  - Secondary Traumatic Stress

  - Compassion Fatigue

+ Leadership Academy

- From *Trauma Stewardship*, Laura van Dernoot Lipsky writes:
  - . "If we are to contribute to the changes so desperately needed in our agencies, communities, and societies, we must first and foremost develop the capacity to be present with all that arises, stay centered throughout, and be skilled at maintaining an integrated self." (van Dernoot Lipsky 2009)

+ Leadership Academy

- RILA Program Overview
  - To deepen recovery orientation -- and to increase the capacity to meaningfully provide recovery-oriented services -- we must explore the relationship between **staff well-being** and **quality service provision**.

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Leadership Academy

- Program Objectives:
  - Identify signs and impacts of burnout, secondary traumatic stress and compassion fatigue
  - Address organizational barriers and factors that contribute to provider burnout.
  - Make changes that foster staff resiliency and better position the organization to promote recovery-oriented care.

Leadership Academy

- Program Length and Team Selection
  - 8-month program (Jan - Aug 2017)

  - Six staff members of multidisciplinary roles per Team

  - Please note that two members of your team must be **supervisory staff**.

Leadership Academy

- Program Activities
  - In-Person Gatherings (2)

  - On-Site Visit

  - Individual Site Calls

  - Webinars and Conference Calls

Transition Age Youth Initiative

Jennifer Himstedt

Transition Age Youth Program Coordinator

+ Transition Age Youth (TAY) Initiative

- **Why focus on transition age youth resiliency   and voice?**
  - Interest in the field from service providers
  - In need of programming specifically for them
  - Tools and practices to support these youth

- **Who is the 2017 TAY Initiative for?**
  - Organizations interested in learning more about the needs and interests of this unique population and using that knowledge to enhance their services and supports for youth and young adults:
    - Local mental health authorities
    - State Hospitals
    - Advocacy or other community-based philanthropic/non-profit mental health organizations that serve the population of transition age youth (ages 14-24).

+ Transition Age Youth (TAY) Initiative

- **Background of Via Hope and previous TAY activities:**
  - Youth Advocates Changing Texas, or Youth ACT
  - Phase I - (2012) Building awareness (introductory webinar and conference)
  - Phase II (2012-2013)- Building knowledge (web based work and self-assessments)
  - Phase III (2014-2015) - In-depth technical assistance to put work into practice

- **2017 TAY Initiative Domains**
  - Introducing and spreading resiliency concepts and knowledge
  - Creating a supportive environment that helps youth build on their strengths
  - Increasing capacity for youth and young adult voice

+ Transition Age Youth (TAY) Initiative

2017 TAY Initiative Teams

- TAY Teams are required to include up to 7 people
  - **Required**:
    - People who are interest in developing as leaders and advocates of your organization's transitional age youth efforts
    - An individual from your organization's **children mental health staff**

      AND
    - An individual from your organization's **adult mental health staff**

- It is strongly recommended to include:
  - Certified Peer Specialist (CPS)
  - Certified Family Partner (CFP)
  - Transition age youth representation

Transition Age Youth (TAY) Initiative

■ Resiliency:

- "*An inner capacity that when nurtured, facilitated, and supported by others empowers children, youth, and families to successfully meet life's challenges with a sense of self-determination, mastery, hope, and well-being*"

  -Resiliency Ohio

- …Can be taught and brought out in people
- …Can be operationalize work
  - Guide to find tools and practices that best fit your organizational culture
- …Can address needs of transition age youth in a holistic way
  - Including (but not limited to) youth engagement, supports, environmental friendliness, individualized care, and fostering youth voice

PCRP Supervisor Collaborative

Amanda Bowman, LCSW – PCRP Unit Manager

> On-site Training facilitation

> Supervisor Cohort Gathering facilitation

Betsy Bunt, LMSW – Program Coordinator & Trainer

> Communications for program activities

> On-site Training facilitation

+ PCRP Supervisor Collaborative

Person-Centered Recovery Planning (PCRP)

- Opportunity to move from theory to practice and to apply the concepts and values of recovery-oriented care

- Honoring a person's wisdom about their own life

- More individualized, efficient and effective approach to service planning and delivery

- Shared decision-making process

- Understanding the person's vision of a quality life – using that to plan for services and supports

PCRP Supervisor Collaborative

2017 Program Overview

- 8-month program (Jan – Aug)

- Organization must be a publicly funded, <u>community-based</u> mental health service provider

- Focus on direct supervisors of staff responsible for service planning

- PCRP Supervisor Team
  - Each organization selects 2-4 supervisors, including a Team Leader

+ PCRP Supervisor Collaborative

2017 Program Overview cont'd

- Supervisor Cohort Gatherings (3)
  - Two-day gatherings
  - In central location to be determined
  - Learning, problem-solving, and support
  - Topics: basic PCRP skills, performance evaluation, job descriptions, and hiring

PCRP Supervisor Collaborative

Program Overview cont'd

- On-site skills training at each organization
  - Staff learn basics of PCRP
  - Discuss & problem-solve issues specific to the organization

- Remote Consultation for additional PCRP-related work
  Examples:
    - Supervision/coaching needs
    - Use of peer providers
    - Changes to the electronic health record (EHR)

+ PCRP Supervisor Collaborative

Program Objectives

- Supervisors and staff will feel more confident about the practice of PCRP

- Supervisors will be using additional tools to support staff

- Supervisors will be more prepared to join with other leaders at their organization to further PCRP implementation

PCRP Supervisor Collaborative

What Has Been Made Possible with PCRP

- Innovative ways to more effectively partner with people in recovery

- Changes to the dynamics of the professional relationship

- New sense of hope for people receiving services <u>and</u> providers

"positive thinking outside of the box"

- Person Receiving Services

PCRP Supervisor Collaborative

What Has Been Made Possible with PCRP

- Emphasis on goals identified by the person

- Drives the process of planning & service delivery

"…it's just become more collaborative….It's not about what we think is going to make their goals happen, it's what they think is going to make their goals happen"

-LMHA Practitioner

+ PCRP Supervisor Collaborative

What Has Been Made Possible with PCRP

- Concrete changes in processes can have a meaningful impact

"The person's involvement in the developing of the treatment plan. It was huge. And of course part of that was the template in Anasazi being changed. The person-centered recovery plan helped a lot."
— Organizational Leader

PCRP Supervisor Collaborative

What Has Been Made Possible with PCRP

- Efforts to adopt PCRP naturally lead to other recovery-oriented practices

    Example: Understanding the role of peer providers

"After the PCRP training it felt a lot different. The dialogue is different… And things are easier to get done. I think because my role is more understood across all different disciplines."

- Peer Specialist

+ The Application Process

Timeline

Date	Activity
Wed., October 12	Informational materials posted online
Wed., October 19	Informational Webinar about the initiatives and application process
Wed., October 19	Online application opens following Informational Webinar
Fri., November 18 at 5 pm	Online application will close. Applications must be submitted by 5 pm to be considered
December, 2016	Applicants will be notified about their application status
January 2017	Orientation for initiatives will begin
January-August 2017	Program activities will take place

The Application Process

- General Application Information

- Technology Tips

- Outline/Overview of Steps

- More on the Experiential Component

- More on the Letter of Commitment

- Final reminders and tips

+ The Application Process

Important Technology Tips

- The "live" application will only allow you to save answers <u>at the end of each section</u>

- Resuming an application at a later date can only be done <u>on the same computer</u> where you started

- HOWEVER! Any answers saved cannot be edited

- We strongly recommend preparing ALL your answers prior to beginning the online application

Application Steps: An Overview

1. Sign up to get information on Awareness Building or Peer Specialist Integration activities (open to all)

2. Organizational Background Information

3. Experiential Component

4. Indicate interest in RILA, TAY, and/or PCRP Supervisor Collaborative

5. Program-Specific Application Sections

6. Preference Ranking (if applying for more than one program)

7. Letter of Commitment Submission

8. Signature of Executive Sponsor

Experiential Component: A Focus Group

Purpose:

- Gain insights into your current recovery-oriented efforts

- Experience the type of work offered by the programs

- Inform your application

Steps:

- Plan and facilitate the focus group (guidelines provided)
- Reflect as a team on the process and meaning of information obtained
- Provide information about the experience in the online application

+ Letter of Commitment

- Evidence of support from the top leadership
  - Superintendent or CEO
  - Mention each program of interest
  - Instructions for sending this document by email to Michele Murphy-Smith are included in the Application and Application Preview

Final Reminders and Tips

- Look at program details and requirements closely by viewing the **Application Supplement**

- Prepare all application responses before beginning the online application by using the **Application Preview** document

- Both documents are attached to this webinar and available for download from the Via Hope website: ViaHope.org

- Application opens today (October 19th) and closes Friday, November 18th at 5pm)

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Questions?

Thank you for the work you do.