

REACHING RECOVERY CONSULTATION TOOL BOX



Mental Health Center *of* Denver
REACHING RECOVERY
———— *Where Recovery Happens* ————

How do you know that your staff provides recovery-focused practice?

Find out what tools you need to support recovery practice.

How do you support your agency's recovery practice?

ABOUT THE MENTAL HEALTH CENTER OF DENVER

The Mental Health Center of Denver is known nationally and locally as a model for innovative and effective community behavioral healthcare. It's a place where recovery happens. Our comprehensive system of integrated services uses a strength-based culture to engage consumers in their own personal recovery plan. Our goal is to enable adults to live more fulfilling and productive lives, children to be more resilient, and families to be happier and healthier.

Founded in 1989, the Mental Health Center of Denver is a not-for-profit community mental health provider for the City and County of Denver. Our mission—**Enriching Lives and Minds by Focusing on Strengths and Recovery**—guides our approach to treatment and underpins our philosophy that people can, and do, recover from mental illness and that treatment works. The Mental Health Center of Denver makes a difference in the lives of thousands of people every year. We envision a future in which the stigma of mental illness and addictions are lessened, in which individuals are diagnosed early, and in which individuals receive effective and compassionate treatment so that they can live full lives and achieve their personal goals.

We know that people can recover from mental illness and that treatment works to improve the lives of people of all ages. Through multiple community sites, mental health providers in 18 Denver public schools, collaborations with community partnerships and home-based outreach, we provide a comprehensive, innovative and accessible array of mental health, substance abuse and integrated healthcare services to over 21,000 people annually.

The Mental Health Center of Denver is proud to be known as the place “Where Recovery Happens.”

We believe:

- That people can, and do, recover from mental illness,
- That treatment works to improve the lives of people of all ages,
- That our work and mission are vital to our community, and
- That the quality and effectiveness of our services saves our community money and makes it a better place to live.

VISIT US ON THE WEB AT www.mhcd.org

Email: contactmhcd@mhcd.org

Phone: 303-504-6500

4141 E. Dickenson Place Denver, Colorado 80222

WELCOME

Dear Mental Health Centers,

Welcome to the Mental Health Center of Denver's Recovery Tool Box. We are providing other community mental health centers with practical, real-world knowledge on transforming to a recovery-focused system of services.

System change based on recovery principles and practices is a high priority for mental health systems of care across the nation. Like most transformational change, however, recovery-oriented systems of care are often difficult to implement, especially at the level of local service delivery organizations. Over the past 20 years, the Mental Health Center of Denver has transformed its system of services from one devoted to treatment and stabilization of individuals with mental illness to one focused on consumers' strengths and recovery. The agency has become a leader in recovery-focused practice, and is one of the few nationally-recognized examples of successful, recovery-oriented system change within the context of a traditional, comprehensive community mental health.

The trainings provided in this manual give others in the community mental health field the knowledge, skills, and attitudes to enable and sustain recovery focused transformation. To begin, we want to know more about you and your center's interests and needs. The trainings are tailored to fit your unique center. Give us a call or send us an email to inquire more. We look forward to working with you.

Best Regards,



Roy D. Starks
Director of Reaching Recovery and Rehabilitation
Mental Health Center of Denver

WHAT OTHERS ARE SAYING:

"Please know how much we have appreciated all that you and the Denver team have done for us as we have worked towards establishing Recovery Cultures within our organization. The exchange of information that you facilitated has been remarkable. I sincerely hope that we work together in the future as your team has been so helpful to us at Southwest Behavioral Health Center."

Michael Cain, Clinical Director, Southwest Behavioral Health Center

SNEAK PEAK: Table of Contents

- 1) Mental Health Recovery Transformation: *The Denver Experience*
- 2) Interactive Technologies: *Improving Quality of Care with Your EMR*
- 3) Recovery Staff Training 101: *Recovery Orientation*
- 4) Recovery Staff Training 201: *Using Data to Promote Recovery*
- 5) Lean Six Sigma Process Improvement
- 6) A Staff Wellness Culture: *Values Alignment & Workforce Engagement*
- 7) Consumer Graduation: *A Training For Consumers*
- 8) Providing The Right Service At The Right Time: *Implementing the Recovery Needs Level*
- 9) Hiring Consumers
- 10) Supported Education: *The Denver Way*
- 11) Supported Employment and The IPS Model: *EBP in the Real World*
- 12) Treatment Planning: *A Recovery-Oriented Clinical Process*
- 13) Consumer Trainings & Consumer Survey Teams: *Practical Strategies*
- 14) Instilling Hope
- 15) **[Here's How It Works](#)**

1) MENTAL HEALTH RECOVERY TRANSFORMATION: THE DENVER EXPERIENCE

One and a half day site visit to the Mental Health Center of Denver

Key Audience – Executive Management

This one and a half day site visit showcases The Mental Health Center of Denver's recovery-focused system of services. Presentations and activities at the visit address key elements necessary to transform community mental health centers to a recovery-focused system of services. A specific focus is given to how Denver utilizes recovery data to inform and support recovery-focused practice.

Many mental health service providers have investigated the recovery movement; however, few have fully integrated recovery concepts or embarked on the difficult process of becoming recovery-oriented agencies. This site visit represents a positive next step in creating recovery-oriented systems of care at all levels. The Mental Health Center of Denver is a community mental health center that has successfully moved its organization toward a recovery focus and has developed specific tools and strategies that aid this process. This site visit is intended to provide community mental health system leaders with the knowledge, skills, and attitudes that will enable them to make similar transformations in their own community mental health systems.

The Mental Health Center of Denver is the only community mental health center in the country that has embedded recovery measures into its Electronic Medical Record in a way that makes recovery outcome data readily available to the treatment team, consumers, and management. This means that recovery-related data drives the treatment process, informs practice, and provides ongoing, readily-available feedback that facilitates the process of recovery system transformation.

Measuring recovery is a huge step to becoming and sustaining a recovery-focused mental health system; however, measurement alone does not create change. The site visit is structured to give the attendees a structural overview of the center, its history, key strategies that support system change, and real-world tools and examples to establish recovery-focused services, as well as a wellness culture for staff.

2) INTERACTIVE TECHNOLOGIES: IMPROVING QUALITY OF CARE WITH YOUR EMR

Key Audience – Clinical, Quality Improvement, Development, and IT Management

Your electronic medical record (EMR) needs to match your staff's work flow. Your EMR should be increasing efficiency, not adding to documentation. Your EMR should be improving the overall quality of services your center is providing. The Mental Health Center of Denver shares its experience in creating provider dashboards that provides staff with the information they need based upon their particular staff role.

3) RECOVERY STAFF TRAINING 101: RECOVERY ORIENTATION

Key Audience— Management, Training Coordinators , Consumers, etc.

Participants will see first hand a Recovery Staff Orientation. Participants will learn how recovery philosophy is applied in community mental health and how it influences treatment modalities and outcomes. Participants will learn how to define and measure recovery and receive an overview of the core principles involved in a recovery approach. Participants will also hear perspective from a consumer on how recovery—enhancing treatments affected his/her life.

4) RECOVERY STAFF TRAINING 201: USING DATA TO PROMOTE RECOVERY

Key Audience— All staff working in adult outpatient mental health services.

This training reviews the concepts of recovery and begins to explore their importance to practical application in staff's interactions with consumers and their families. Staff will learn more about the development of the recovery assessment instruments, gain a greater understanding of why and how they are used, and discover the importance of their role (regardless of their position) in creating a genuine, transparent, and collaborative environment that supports positive change for consumers.

5) LEAN SIX SIGMA PROCESS IMPROVEMENT

Key Audience— Quality Improvement Management

Many useful and significant improvements can be achieved as a result of implementing Lean processes throughout your behavioral healthcare organization. Learn how to apply Lean and Six Sigma process improvement tools and methodologies in your behavioral health setting. The consultation includes developing the ability to identify and recognize potential processes at your agency that will benefit from these improvement techniques, as well as learning the Lean process facilitation skills and strategies.

Through Lean processes, the Mental Health Center of Denver has streamlined and improved numerous internal processes and was awarded the *2009 CBHC's Golden Abacus Award* for their Lean process improvement effectiveness. Examples at the Mental Health Center of Denver include streamlining our employee onboarding process, improvement in our contracting process, improvements in access to care, streamlining clinical documents, and collaborative work with other Behavioral Healthcare Organizations in reducing emergency room visits.

6) A STAFF WELLNESS CULTURE : VALUES ALIGNMENT AND WORKFORCE ENGAGEMENT

Key Audience – Management

To engage staff in a recovery-orientation you must walk the walk for staff and consumers alike. In order to strengthen and build a recovery-focused system of services for consumers you must not focus solely on the consumer's welfare, but also on your staff's welfare. When focusing on your staff's welfare you will decrease staff turnover, improve staff morale, and motivate your staff to be their best. We call this a "staff wellness culture." We will walk participants through how to find out what your staff's natural strengths are; how to put those strengths to work; how to engage staff in this process; and how to measure your efforts.

7) CONSUMER GRADATION: A TRAINING FOR CONSUMERS

Key Audience – Centers Licensing the **Recovery Needs Level Instrument**

When implementing the **Recovery Needs Level Instrument** centers will coordinate services so people can move between programs in order to maximize their recovery and meet personal needs in housing, primary healthcare, therapy, case management, prescription management, educational goals and employment goals. It is important to train staff on how consumers move throughout an agency, but just as important to train and educate consumers on how they will recover and graduate to less intensive services. Participants in this training will learn how to use consumers as experts. We will showcase how the Mental Health Center of Denver hired a team of consumers to train other consumers on the concepts of recovery, growth, and graduation.

8) PROVIDING THE RIGHT SERVICE AT THAT RIGHT TIME: IMPLEMENTING THE RECOVERY NEEDS LEVEL

Key Audience – Centers Licensing the **Recovery Needs Level Instrument**

Ending a therapeutic relationship is hard on consumers and the clinicians alike. Graduating consumers to less intensive services will be a struggle for some staff to embrace. This presentation will outline the critical factors in implementing the **Recovery Needs Level** instrument. This training will answer questions and address the role of key leadership, staff training, and the on-going monitoring that will be needed to ensure proper implementation of the Recovery Needs Level instrument.

9) HIRING CONSUMERS

Key Audience – Rehabilitation, Clinical, and Human Resources Management

The inclusion of people with lived experience as staff has a significant impact on how values and practices occur at your center. Learn how to overcome barriers with dual relationships and how to structure hiring practices and supervision based on individual's strengths, skills and abilities for the job position. Hiring consumers as peer mentors is one step toward recovery transformation, but it doesn't end there. It takes commitment of key stakeholders within a center to change the culture of a center to where employees with lived experience are valued by all staff as having equal contributions to the center.

10) SUPPORTED EDUCATION – THE DENVER WAY

Key Audience – Rehabilitation, Adult Services, and Quality Improvement Staff

Come get an up-close tour of Denver's nationally recognized Supported Education Program. This program is a leading-edge psychiatric rehabilitation program that supports people in recovery in the areas of education, employment, physical health, spirituality and wellness. The program acts as a bridge for people to re-engage in their lives as valued members of our larger community. We will walk you through not only the services provided, but the philosophy of how the program evolved from a Club House model to a Supported Education program. From this training you will take home ideas for your center and gain a greater understanding of how to develop programs based on recovery principles.

11) SUPPORTED EMPLOYMENT AND THE IPS MODEL – EBP IN THE REAL WORLD

Key Audience – Employment Specialists Management

The Individual Placement and Support (IPS) evidence based practice has been demonstrated as the most successful way for people with mental illness to return to employment. The Mental Health Center of Denver is one of the highest quality supported employment programs in the country. That being said, not all Evidence Based Practices (EBP) fit perfectly into a community mental health center. Learn how the Mental Health Center of Denver's Supported Employment Program works to achieve high fidelity with the Individual Placement and Support (IPS) evidence based practice while also meeting local needs. It can be done!

12) TREATMENT PLANNING: A RECOVERY-ORIENTED CLINICAL PROCESS

Key Audience – Adult Mental Health Services and Quality Improvement Staff

Clinical service planning and documentation are foundational components of your organization’s recovery transformation practice. When done effectively, it is a clinical process rather than an administrative one - mapping a mutually agreed upon course for treatment, leveraging individual strengths and motivation, and identifying measurability for progress and outcomes. Participants will learn how one center was able to develop a treatment planning process that meets compliance requirements, yet also focuses on individual strengths, recovery, and growth. The training will highlight key language and elements throughout the treatment planning process so as to encourage engagement of consumers and feel more meaningful to staff.

13) CONSUMER TRAININGS AND CONSUMER SURVEY TEAMS: PRACTICAL STRATEGIES

Key Audience – Research Staff, Rehabilitation and Peer Support Management

Stop struggling on how to motivate your consumers on recovery principles and ask the experts themselves—the consumers. Receive consultation on how to hire consumers to train other consumers on recovery principles and learn how surveys are administered by peer consumers. This training and consultation will provide you the details on the hiring, supervision, and management needed for such consumer teams, but more importantly this consultation will motivate you and your staff to see past labels and titles and see individuals for their strengths and skills.

14) INSTILLING HOPE

Key Audience – All staff

Having hope for the future is integral to the recovery process. This training is designed to promote greater hopefulness for staff members and consumers by exploring the defining elements of hope; identifying the characteristics of a hopeful person and countering “hope-busting” by promoting hopefulness. This training is currently provided to all adult services staff members at the Mental Health Center of Denver.

HERE'S HOW IT WORKS...

Transforming mental health centers to a recovery focus takes leadership, vision, and commitment at all levels. We wish to be a support to other centers as they develop and sustain their recovery-oriented work.

If you or anyone in your organization is interested in any of the topics describe in the Recovery Tool Box simply email us at reaching.recovery@mhcd.org or call us at **303-504-1721**. We will be happy to set up a training that meets your needs. Let us know the topics you are interested in learning more about and the reasons you wish to know more.

The trainings will be tailored to fit your interests and needs. The trainings are continuously updated to include current behavioral healthcare trends. If you think of something that you would like to know more about that is not in this Tool Box, please let us know. The majority of the trainings are provided via webinars, however some require face-to-face consultation. Pricing is dependent on the training and the training modality that best fits your needs. Call or email us for specific price quotes. We look forward to working with you.

Thank you!