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2011 RECOVERY TRANSFORMATION SUMMIT

CHARTING A NEW COURSE TO MENTAL WELLNESS



Behavioral healthcare executives **embraced the recovery model** at the March 2011 inaugural Recovery Summit. Participants learned key elements necessary to transform community mental health centers to a recovery-focused system of care.

Thirteen community mental health centers from across the country and other national leaders in mental health recovery gathered for the two-day summit. Each center left with an action plan and the elements necessary to transform their community mental health center to one that focuses on helping people recover and live healthier lives.

The Summit provided a national support network of leading behavioral healthcare experts on system change; roundtable discussions on implementing processes and practices; ways to measure and support recovery within community mental health organizations; hands-on, real-world demonstrations; and social networking initiatives. Attendees learned from experts in the field and heard real-world examples of successful implementation, developed action plans for their center's transformation and discussed specific processes and practices. MHCD was honored to share its success and recovery vision with other mental health centers.



Plenary Speakers
Ruth Ralph—Ph.D. **Roy Starks**—MHCD Dir. Reaching Recovery and Rehabilitation
Priscilla Ridway—Ph.D. **Paolo del Vecchio**—SAMHSA
Carl Clark—M.D. MHCD CEO



Linda Rosenberg, CEO of the National Council for Community Behavioral Healthcare, presented inspiring words on the road ahead of us with healthcare reform.

“I am delighted that MHCD has hosted this conference. It is so very important to have mental health organizations learn how to become recovery oriented. It is something my colleagues and I have been working on for 20 years. We hope it spreads all over the nation.”

- **Ruth Ralph, Ph.D.**, a summit panelist and Retired Senior Research Associate at Edmund S. Muskie School of Public Affairs, University of Southern Maine

Join Us at the National Council Conference

Don't be left behind with all the changes in healthcare reform. Prepare your center by transforming to a recovery focus. Support your recovery transformation with real data and leadership. Use data to demonstrate how people get better with treatment and have the support to guide your center.

Reaching Recovery will be exhibiting our services at this year's National Council conference in San Diego. Come by to learn how recovery-focused outcomes are used to target effective services and drive recovery practice. **We will be located in booth #608.**

In addition to the exhibit, Roy Starks and Linda LaGanga will present "**Moving to a Recovery Focused Mental Health Center**", on Tuesday at 10AM at the conference .

We talk recovery, we understand the values and principles of recovery, but we rarely connect the measurement of our treatment efforts with our values. The Mental Health Center of Denver decided to walk the talk. Ten years ago, MHCD changed its mission to, "Enriching Lives and Minds by Focusing on Strengths and Recovery." At the same time, it developed four measures of recovery from both the consumer and practitioner perspective. The MHCD's recovery measurement system has transformed the Center - empowering consumers and giving practitioners direction and the means to measure and celebrate progress.

Join the discussion and learn how you can replicate the results. Don't miss out!

Recovery Training Teams

Ten years ago when MHCD initially began to use the Recovery Needs Level (RNL) to assign people to different levels of services, it was important to train people who would be graduating to less intensive services. (Moving from ACT to Intensive Case Management for example.) In order to do so, MHCD hired a team of 10 people who were receiving services and possibly moving to other teams as part-time temporary employees. Management provided some initial training on recovery, how the RNL worked, the process for appealing if one did not want to change services, and how moving to a lower level of service was reflective of graduation.

Over the next few years, MHCD began using the Markers and Measures instruments and once again training was a priority. This time, it was important to train people on how to use the information obtained from such instruments. The recovery profile report enables people to take a quick look at how they have rated their own recovery over time with the Consumer Recovery Measure, and how the case manager has rated recovery using the Recovery Markers. Because this data has been collected for some time at MHCD, staff and consumers alike can view data collected from multiple time points. MHCD hired a team of 10 people who were receiving services to create the Recovery Training Team. This team is supervised by a program manager who also manages MHCD's peer mentor team through the Rehabilitation Services. The team members were able to access the recovery profile report to look at their own recovery over time. Then they developed training materials based on example data which demonstrated the markers report, the measure report, and the recovery profile report. The team then went to the various clinical sites and provided the training to people in groups or one-on-one in the waiting area. The training continued for several months at all MHCD adult clinical facilities and the majority of the people receiving services were trained.

The response to this training was very positive. To some degree people felt they had been completing the recovery measure for no reason and welcomed learning exactly how the information is to be used. It was very positive for folks to be able to go back in time and discuss with a case manager the ups and downs of the recovery process. MHCD strongly believes that hiring people who are receiving services to provide surveys and training on outcome data is critical to the success of creating a true recovery culture.

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