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**Results in Employment Build Recovery**

This past June, Charles Leon, Griff McClure and Linda Miller presented MHCD's Supported Employment Program at the 2011 USpra conference in Boston, Mass. The title of their presentation was "Results in Employment Build Recovery." Charles Leon used the opportunity to present his personal experience using the employment services, while Griff McClure and Linda Miller presented from their perspectives of managing a large employment program. The three presented on Denver's Psychosocial Rehabilitation Program by facilitating discussions with the audience that focused on barriers that interfere with employment and solutions they had found. Charles Leon has written about his experience at the conference and about his recovery on <http://mental-health-recovery.blogspot.com>. Charles has works for MHCD's Quality Systems and Excellence Department for over 4 years. Thank you Charles!



From Left to Right: Charles Leon, Linda Miller, Griff McClure

**Creating A "Wellness Culture"**

If your center's mission is to promote recovery and wellness for consumers you must look at your staff's ability to exemplify wellness. Over the last several years, the Mental Health Center of Denver (MHCD) has made a concerted effort to focus on the wellbeing of its staff members and has created a wellness culture for staff AND consumers. There have been many different efforts that have led to MHCD's wellness culture and much of it we have learned from others.

MHCD had learned a lot about hiring those with lived experience of mental illness from Patricia E. Deegan Ph.D. Today, there are over 50 individuals working at MHCD with lived experience at all levels of the agency. Such individuals are not labeled as having a mental illness, but are rather valued for their skills and roles that they play within the agency. Individuals with lives experience fill a variety of positions such as, case managers, vocational counselors, residential counselors, facilities staff, and a variety of administrative positions. Individuals are hired based on their skills and abilities for the jobs and thus are treated with respect for the role that the individual is in at the time.

MHCD continues to learn about itself from the principles written by Marcus Buckingham and Curt Coffman in First Break All the Rules. This book outlines work environments that promote productivity. Using Survey Monkey, MHCD surveys all staff using the "Measuring Stick" outlined in this book.

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## Stand Up For Mental Health Recovery

On May 26th MHCD hosted its 12th annual recovery conference titled, "Stand Up For Mental Health Recovery." This free conference was attended by over 250 consumers, family members, providers, and others from around the country.

This year's conference took on the theme of laughter by featuring a keynote address from David Granier, founder of "Stand Up For Mental Health", and five MHCD consumers performing stand-up comedy performances about their mental health journeys. The morning agenda also included Dr. Carl Clark's address on healthcare reform and **William Wright** was awarded the **4th annual Hero's In Recovery Award**.

Following a catered lunch, participants then attended five diverse and informative breakout sessions, including a session by keynote David Granier called "Getting the Laughs You Need." The other breakout sessions were: MHCD Recovery Summit; Spirituality, Faith Practices, and Recovery; Moving Toward a Recovery Focused Mental Health Center; and Consumer Training Team & The Consumer Portal.



From Left to Right: Stand Up for Mental Health Founder, David Granier: MHCD Comedians, Tracy Zimmer, Zach Barnes, Angel Marie, Michele Meyers, and Todd Thorne.

## Support for Recovery Transformation

MHCD hosted a Recovery Transformation Summit in March 2011 to aid 13 other community mental health centers in their recovery transformation. Each of the 13 community mental health centers left the Summit with a detailed Logic Model Action Plan outlining their goals and actions needed to continue their recovery transformation.

In June, MHCD hosted the first quarterly web meeting to follow up with the community mental health center's progress. Other national leaders in systems change and recovery transformation joined the call to support the centers.

### Comments from some of the web meeting participants:

*"It was useful to see where others have struggled and how some have overcome these struggles. [This was] a good way to problem solve. It is also good to hold people accountable to their plans as everyone is so busy the plans could get neglected to the back burner, even with the best of intentions."*

*"It was good to hear from my Community Behavioral Health Center peers, but it was also very helpful in hearing from Roy as he commented on our issues. His feedback is valuable and of great support. I appreciated that Mark Ragins and Jamie Kovach were on the call. These experts have much to offer."*

*"It is inspiring to hear what others are doing. It reminds me that we need to keep working on things and not think we are done with change. We keep so busy and have so many high priorities that it becomes difficult to stay focused. It helps to have to pay attention!"*

Staff complete the 12 questions three times a year and set a benchmark to achieve at least a 4 or above on a five point scale. These twelve questions are simple and an accurate way to measure the strength of the workplace.

1. Do I know what is expected of me at work?
2. Do I have the materials and equipment I need to do my work right?
3. At work, do I have the opportunity to do what I do best every day?
4. In the last seven days, have I received recognition or praise for doing good work?
5. Does my supervisor, or someone at work, seem to care about me as a person?
6. Is there someone at work who encourages my development?
7. At work, do my opinions seem to count?
8. Does the mission/purpose of my company make me feel my job is important?
9. Are my co-workers committed to doing quality work?
10. Do I have a best friend at work?
11. In the last six months, has someone at work talked to me about my progress?
12. This last year, have I had opportunities at work to learn and grow?



Several other books have greatly assisted MHCD in understanding individuals’ strengths and knowing how to build upon them.

- ◆ MHCD continues to purchase Strengths Finder 2.0 by Tom Rath for all staff members. The book captures an individual’s strengths and interests. Individual’s strengths are shared and discussed with team members and through supervision.
- ◆ Now Discover Your Strengths by Marcus Buckingham & Donald Clifton, Ph.D. describes how to manage people with the different strengths and discusses how to build a strengths-based organization.
- ◆ Go Put Your Strengths to Work by Marcus Buckingham is another book in this series of books that sets a format for how to maximize the use of your strengths in the workplace and a course for how to build on the strengths of others. This book is used in supervision and thru catalytic coaching.
- ◆ Catalytic Coaching by Garold L. Markle has replaced MHCD’s more traditional staff evaluation process. This book provides detailed alternative to traditional performance evaluation which enables people to create a course to maximize strengths and accomplishments.

In addition to Catalytic Coaching, MHCD has invested in staff trainings by Verus Global [www.verusglobal.com](http://www.verusglobal.com). The Founder of Verus Global, Steven Vannoy, is the co-author of Stomp the Elephant in the Office: Put an End to the Toxic Workplace, Get More Done and Be Excited About Work Again. MHCD’s Executive Management team began consultation with Verus Global. It was so successful that MHCD sent its management to be trained and has now sent over half of its staff through a week long training with additional continuing trainings and meetings. This group works with organizations to exceed their business objective and create a culture that produces effective results.

Many more efforts and knowledge gained from others has created MHCD’s wellness culture. What is listed above is just some of the highlights. If you would like to learn more about MHCD’s wellness culture and how you can adopt some of them please e-mail us at [reachingrecovery@mchd.org](mailto:reachingrecovery@mchd.org).

Thank you for reading about Reaching Recovery. If you would like to learn more about how we are measuring recovery please contact us to schedule a web meeting.