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# **Recovery Plan for Mental Health Services Phase II**

Regional Policy Committee Briefing

Department of Community and  
Human Services- Mental Health,  
Chemical Abuse and Dependency  
Services Division

September 26, 2007

# Recovery Defined

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- A process in which persons with mental illness are able to live, work, learn, and participate fully in their community
- The ability to live a fulfilling and productive life despite a disability
- The reduction or remission of symptoms of mental illness

# Proposed Ordinance

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- The “Recovery Ordinance” – 15327 adopted in 2005 required an Implementation Plan be adopted that:
  - Is based on a work program approved in July 2006
  - Describes the next phase of a four to six year change process

## **Phase I Activities Approved 2006 and Now Complete**

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1. Established a Shared Vision:
  - Employed an expert on recovery
  - Held a series of provider CEO/management retreats
  - Led consumer and staff roundtable discussions
  - Established a “Recovery Initiatives Committee”
  - Initiated “Voices of Recovery”

## **Phase I (continued)**

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### **2. Planning:**

- **Recovery Implementation Group**
- **Convened Youth and Older Adult work groups**
- **Recruited a Financial Consultant**
- **Developed RFP to select Training Consultant**
- **Voices of Recovery's role**

## **Phase II**

# **Three Pronged Approach to Change**

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### Strategy 1 - Financial Incentives

- No need to change financial structure
- Plan to implement an incentive model that rewards structures and processes that will lead to recovery outcomes
- Structures and processes - the services, and how they are provided, that will lead to desirable outcomes

# Strategy 1 (continued)

## Financial Incentives

- **2007-** Submission of letter of intent
- **2008-** Successful completion of Agency Recovery Plan (based on self assessment)
- **2009-** Incentives based on performance on established process measures
- **2010-2012-** Incentives based on prior year's performance, rebalancing toward outcomes

## **Phase II (continued)**

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### Strategy 2 - Workforce Training

- RFP for training consultant
- Training to be provided to all agency staff, geared toward building skills in delivering recovery oriented services
- Certified Peer Counselor training offered locally

## **Phase II (continued)**

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### **Strategy 3 - Regulatory Practices**

- Policies and Procedures revised to align with recovery practices
- Contract language defining performance expectations
- Targeted follow-up and on-site reviews

# Defined Outcomes and Performance Measures

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## Recovery Domains:

- Employment/ Education/ Life Activities
- Housing
- Community Tenure (staying out of the hospital and out of jail)
- Quality of Life

# **Monitoring, Evaluation, & Reporting**

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## Progress measured by:

- Data Collection
- Annual on-site reviews
- Client Self Reports
- Agency-specific reports
- Annual written progress reports
- Ordinance to adopt Implementation Plan