

Managing to Care

CBHNP

Spring 2007 ■ Volume 2 ■ Issue 1
A Newsletter for CBHNP Members and Families

Special Edition: Recovery

Special Interest Articles:

- **Recovery!**
- **A Recovery-Oriented System of Care**
- **Help for Victims of Crime**
- **News about CBHNP**

Call CBHNP 1-888-722-8646

(Member Services)
If you have trouble hearing or are Deaf or Hard of Hearing and use TTY or TDD, call PA relay at 711 or 1-800-654-5984 and call 1-888-722-8646

To learn more about getting involved on committees or about educational programs call: 717-671-6541 or the toll free number and ask for The Manager of Consumer and Family Affairs

Este boletín también se encuentra disponible en español. Comuníquese con nosotros al 1-888-722-8646 para solicitar una copia.

Visit CBHNP on the Web

www.cbhnp.org

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A Lot of Talk About Recovery!

"Recovery! Recovery! Everybody's talking about recovery but I don't know what they mean and what it is all about!"

— Overheard at a recent conference about Recovery.

Recovery is a very important topic. It is important that Consumers, families, advocates, Managed Care Organizations and providers understand recovery.

According to Substance Abuse and Mental Health Services Administration (SAMHSA), Recovery is the *single most important goal* for the mental health service delivery system. They describe recovery this way:

"Mental health recovery is a journey of healing and transformation enabling a person with a mental health problem to live a meaningful life in a community of his or her choice while striving to achieve his or her full potential."

CBHNP understands how critical recovery is to our Members. We continue to grow in our understanding of what recovery is. We are working with others and working to do our part to promote recovery. We want our system to be recovery-focused. This means that we want high quality services for our Members. We want services that support recovery and help all of our Members live more meaningful lives in the community they chose to live.

At CBHNP we:

- Actively seek the advice and wisdom of persons in recovery.
- Seek help and guidance from family members and advocates. We want their input and expertise so that we can do positive things to make our system of care better.
- Work with the people who provide care (Providers) to find out what they need to do their part.
- Work with the State's Office of Mental Health and Substance Abuse Services (OMHSAS) and the counties to learn about, grow in the knowledge of, and do our part with regards to recovery.

The focus of this edition of *Managing to Care* is **Recovery**. We know that it is a huge topic, but it is one that we want to continue to focus on. We will talk about thoughts and ideas about recovery – those shared with us and our own. We want to inform people who want to know more about this very important topic.

Sources: Substance Abuse and Mental Health Services Administration, <http://www.samhsa.gov>



CBHNP Stakeholders Address Recovery

Recovery has been the main topic at CBHNP's **Stakeholders Steering Committee** meetings. Consumers, family members, advocates, providers, and CBHNP staff have been sharing information, thoughts, and ideas about recovery. We have discussed recovery and what it means to Consumers.

According to ideas shared at these meetings, recovery involves:

- A personal journey that may be different for different people
- Getting better
- Being respected
- Peer Support
- Enjoying the same rights as others
- Looking forward to life
- Having and making choices (empowerment)
- Focusing on goals, not problems
- Valuing the strengths people bring to their personal recovery
- Being looked upon as a whole person
- Hope
- Respecting and paying attention to the spirituality of people with mental illness
- Respecting self-directedness
- Creating an environment that supports personal recovery and values the small steps people make

“Recovery is...a way of living a satisfying, hopeful, and contributing life even with limitations caused by the illness. Recovery involves the development of new meaning and purpose in one’s life as one grows beyond the catastrophic effects of mental illness.”

~William Anthony, PhD Director of the Boston Center for Psychiatric Rehabilitation

Learn more about mental health recovery by visiting:
<http://www.mhrecovery.com/definition.htm>

Help for Victims of Crime

Pennsylvania has a program that provides money to help victims of crime recover some of their expenses or financial losses. It's called the Victims Compensation Assistance Program or VCAP. If you are a victim of domestic violence you could qualify for VCAP.

You may not have to pay for some bills related to the crime or could be reimbursed for money that you've already spent – expenses like hospital, doctor and prescription bills or relocation expenses like moving bills or utility hook-up fees. You may even claim child-care expenses if injuries prevent you from caring for your children. If there are things you can't do because of injuries, like not being able to work or taking care of your home, you may be able to claim those losses or expenses. Things like counseling and transportation costs can also be covered.

You may qualify for VCAP if the crime occurred in Pennsylvania, you have at least \$100 in expenses or bills and you filed a Protection from Abuse Petition or contacted authorities within 72 hours of the incident.

For more information about the VCAP program and how you may qualify contact your local domestic violence program. Their phone number is listed in the phone book blue pages under abuse or you can ask your doctor for help in getting the number. Domestic violence advocates who work in the program can help you find out if you are eligible.

Knowing that bills are paid may help you make different choices to keep you and your family safe or give you some peace of mind.

If something about your relationship scares you and you need to talk, call us.

National Domestic Violence Hotline

1-800-799-7233 (SAFE)
1-800-787-3224
(TTY for the Deaf)
www.ndvh.org

Help is available in English and Spanish and many other languages.

All contact with the hotline is free and confidential.



News about CBHNP

New Handbooks!

Hopefully by now you have received the new **CBHNP Member Service Handbook**. The new Handbook:

- Has new information inside
- Is written in English and Spanish
- Has larger print
- Was mailed in December 2006

If you have questions or comments about your Handbook, or, if you did not receive a Handbook, please contact CBHNP at 1-888-722-8646. If you have trouble hearing or are Deaf or Hard of Hearing and use TTY or TDD, call PA Relay at: 711 or 1-800-654-5984 and call 1-888-722-8646.

A Change with Level 2 Grievances

We want to make everyone aware of a change we are making at CBHNP in the processing of Level 2 grievances. Beginning in late May or early June 2007, the Capital Area Behavioral Health Collaborative, Inc. (CABHC), will begin facilitating the Level 2 grievance meetings as a way to ensure impartiality. The process to file and schedule a grievance will remain the same. The only change is that the individual who is responsible for running the meeting will now be a CABHC employee. CBHNP will still participate in all Level 2 grievances in order to present the clinical information.

Doing Our Part with Recovery!

- CBHNP staff are attending trainings to learn more about recovery and Co-Occurring Disorders.
- Internal trainings on the Recovery Philosophy are provided to CBHNP Staff
- CBHNP provided scholarships for providers to attend Drexel University College of Medicine / OMHSAS Recovery trainings. CBHNP has sponsored other opportunities for providers to receive education/training about recovery. These efforts have been extremely helpful and will be offered again in 2008.
- CBHNP staff trainers met with community mental health case managers. They discussed how recovery can be part of our Members' care.
- CBHNP has participated in recovery events throughout the five county region. Time and funding have been provided to efforts to educate others about recovery.
- Recovery has been and will remain a main theme of CBHNP Stakeholder Steering Committee meetings.

A Recovery-Oriented System of Care: Possibilities

There are certain things you would expect to see in a system of care in which recovery is being practiced. What should such a system look like? After discussing what mental health recovery meant, the Stakeholders Steering Committee focused on the system of care. The group discussed what a recovery-oriented system of care might look like.

Signs of a system of care in which recovery is happening

Participants in CBHNP's Stakeholder Steering Committee feel that in a *recovery-oriented system* of care you would see:

- Hope
- Empowered/ Knowledgeable Consumers
- Respected Consumers
- Consumers assuming personal responsibility for their own recovery
- Knowledgeable helpers
- Education/Knowledge about mental illness, substance abuse, and recovery
- Dialogue about the use and role of medication between providers and Consumers
- Employment and other meaningful activity for Consumers
- Consumers employed in service positions

- Consumers supporting other Consumers in their recovery
- Supportive families and providers who know of and follow recovery principles
- Supportive communities
- Appropriate housing options
- Helpful crisis planning
- The spirituality of people in recovery respected and part of their care

CBHNP is interested in hearing more ideas about what a recovery-oriented system of care should look like. We want to know what we can do or should be doing to help change our system. We in turn promise to share the input and ideas in an effort to work towards the system of care that people want and need. Be sure to read further to see ways CBHNP is following recommendations provided by the Stakeholders Steering Committee.

You can call us or join us to help bring about these changes! Contact CBHNP at 1-888-722-8646 and ask for the Manager of Consumer and Family Affairs. If you have trouble hearing or are Deaf or Hard of Hearing and use TTY or TDD, call PA Relay at: 711 or 1-800-654-5984 and call 1-888-722-8646.

Opportunities to Become Involved!

In recent editions of our *Managing to Care* newsletter, we spoke of ways people interested in improving Behavioral HealthChoices could do so. Our Stakeholder Steering Committee (SSC) is another way that Members, Consumers, people in recovery, family members, professionals, and advocates can get involved.

The *Stakeholder Steering Committee* or *SSC* serves as:

“A voice *from* the community to CBHNP and a voice *to* the community from CBHNP”. This group provides vital feedback to CBHNP regarding HealthChoices and how this program *and* CBHNP are doing. The SSC seeks to assist CBHNP improve services to Members. The SSC also provides information to the community about HealthChoices and CBHNP. The SSC meets at least quarterly but meets more

frequently on some occasions. *The SSC meets quarterly on the 2nd Thursday from 1:30 – 3:30 p.m.*

Committee Members may be eligible to be paid for their participation on the committee. They are reimbursed for costs coming to and from meetings.

Sound interesting to you?

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You can also find out about the SSC (and other committees) and ways to get involved on our website www.cbhnp.org, and go to HealthChoices, the Members section, Behavioral HealthChoices and Community Relations.





More Thoughts on Recovery

When thinking about recovery, try to keep in mind that:

- The Person in Recovery is the one who recovers.
- Providers, family, supports, peers, advocates, and communities can ***aid and support*** recovery.
- Communities and society can also help by doing their part to eliminate stigma that is often associated with mental illness.
- Recovery is a ***personal and unique process*** so Persons in Recovery may work towards their recovery in various ways. However, certain ideas or factors are common to recovery. We will discuss these in future editions of *Managing to Care*.

Have Questions?

You can always call CBHNP with questions.

Call us at 1-888-772-8646 and we will be happy to try to answer your questions or put you in touch with someone who can best answer your question.

For individuals/ Members who are Deaf or Hard of Hearing and use a TTY/TDD for communication, call the PA Telecommunications Relay Service at 711 or 1-800-654-5984 (TTY) and call 1-888-722-8646.

¿Tiene alguna pregunta?

Siempre puede llamar a CBHNP en caso de tener preguntas.

Llame al 1-888-772-8646 y con gusto intentaremos contestar sus preguntas o lo comunicaremos con la persona que mejor las pueda responder.

En el caso de Consumidores/Miembros que tienen problemas auditivos o sordera y usan un TTY/TDD para comunicarse, llame al Servicio de retransmisión de telecomunicaciones de PA al 711 o 1-800-654-5984 (TTY) y llame al 1-888-722-8646.

CBHNP Phone Numbers You Can Use

Information or treatment:
Member Services:
1-888-722-8646

Help for Members or Families or to request a speaker: 717-671-6541 or 1-888-722-8646 and ask for Consumer & Family Affairs

Filing a HealthChoices complaint or a grievance: 717-671-6527 or 1-888-722-8646 and ask to file a complaint or grievance.

If you have trouble hearing or are Deaf or Hard of Hearing and use TTY or TDD, call PA relay at 711 or 1-800-654-5984 and call 1-888-722-8646



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