

MassHealth

PCC Plan



MBHP

Massachusetts Behavioral Health Partnership
a Beacon Health Options company

Understanding and Navigating Recovery Resources for PCC Plan Members

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Goals for This Webinar

- To provide an overview of recovery and the value of peer support
- To describe recovery resources available to PCC Plan Members and examples of Members who might find them useful
- To provide information on how to locate and access these resources

Outline

Recovery Overview

- Ten Guiding Principles of Recovery
- Peer Support
- Language Matters

Recovery Resources

- Dual Recovery Anonymous
- Resource Centers
- Clubhouses
- Education and Advocacy
- Warm-Lines
- Other Resources
- Questions
- Contact

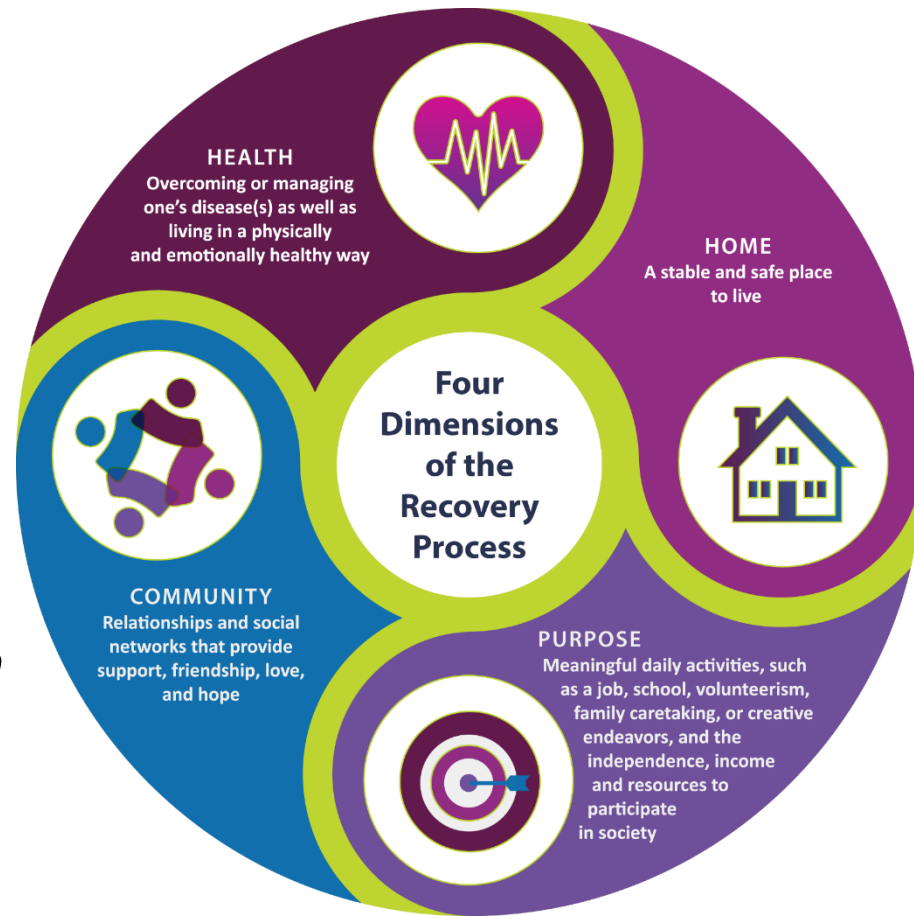
Recovery Overview



What is Recovery?

The Substance Abuse Mental Health Services Administration's (SAMHSA) working definition of recovery:

“A process of change through which individuals improve their life and wellness, live a self-directed life, and strive to reach their full potential.”



What is Recovery?

- Recovery is an ongoing, non-linear process.
- Hope is a vital aspect of recovery, for the person in recovery and for their friends, family, and other community connections.
- Mental health and substance use disorder issues can be very isolating, so providing that strong community and belief in recovery is vital.



SAMHSA's Ten Guiding Principles of Recovery

Successful recovery:

1. emerges from hope.
2. is person-driven.
3. occurs via many pathways.
4. is holistic.
5. is supported by peers and allies.
6. is supported through relationships and social networks.
7. is culturally based and influenced.
8. is supported by addressing trauma.
9. involves individual, family, and community strengths and responsibility.
10. is based on respect.



Peer Support For Successful Recovery

- Peer support services are delivered by people with lived experience of recovery from mental illness and/or substance use disorders.
- People with lived experience provide insight and support based on their understanding of a Member's circumstances.
- Research shows that peer support increases engagement and encourages recovery.
- Peers help Members see that there is a larger community to assist, support, and help connect them to resources.
- Peer support workers are role models, demonstrating that recovery is real and achievable.

Peer Support in Massachusetts

- Peers assist in activities such as:
 - leading groups at hospitals and the community
 - helping Members connect to their community after treatment
 - advocating on behalf of Members to doctors and therapists
- Currently, there are no standardized requirements for peer workers, though there is a Certified Peer Specialist training that many employers require their peer workers to pass.

Language Matters

- Language shapes our world view. Our choice of words can reinforce old beliefs, strengthen new beliefs and feed or help dismantle stigma.
- Language conveys attitude, hope, and willingness to partner—which are all critical to an individual’s recovery process.
- The absence of negative messages is more important than the presence of positive ones.



Language Matters (cont.)

DO use language that:

- Focuses on the individual, not the illness or injury
- Affirms individuality and agency
- Reinforces strengths and resources
- Is descriptive rather than generic



Language Matters (cont.)

AVOID language that is:

- Judgmental
 - e.g., “clean/dirty,” “frequent flyer,” “addict”
- Othering or lumping people together
 - e.g., “those people,” “that type”
- A one-word label which incorrectly assumes a “sameness,” ignores individuality, and defines people by a single characteristic
 - e.g., “the homeless,” “a borderline,” “schizophrenics”



Recovery Resources



Access to Resources

- Mental illness and substance use disorders are very isolating.
- Loneliness and isolation can compound symptoms and/or distress.
- Connecting people dealing with behavioral health issues to resources in the community gives them a chance to strengthen their recovery and interact with people who have had similar experiences.



Access to Resources

There are a variety of community-based resources available throughout Massachusetts, including:

- Dual Recovery Anonymous
- Recovery Learning Communities
- Recovery Support Centers
- Clubhouses
- National Association on Mental Illness
- Parent/Professional Advocacy League
- Learn to Cope
- Massachusetts Association for Addiction Recovery
- Warm-Lines

Dual Recovery Anonymous (DRA)

- Many people with a dual diagnosis find that traditional 12-step meetings can be dismissive of mental health concerns, and many mental health support groups do not adequately address addiction.
- DRA is an anonymous 12-step fellowship specifically to support those with both a mental health and addiction diagnosis.
- There are 51 DRA meetings across the state; most are open to the public.



Dual Recovery Anonymous (cont.)

- At a DRA meeting, a member is welcomed in and sits with the fellowship as members share stories and reflections about their illnesses, how it impacted their lives, and their recovery.
- Members praise the fellowship for its tight-knit community, willingness to help others, and lack of judgement.
- Members of DRA meetings form a larger support community and hold yearly recovery celebrations and a yearly retreat where members can meet and interact with others from across the state.
- Information on DRA meetings can be found at: <http://massclubs.org/dual-recovery-meetings>

Dual Recovery Anonymous Vignette

Luisa is in recovery from depression and alcoholism. When she comes in for an office visit, she confides that she is not seeing eye-to-eye with her psychiatrist on her substance use disorder, and she feels uncomfortable discussing her mental illness at her AA meeting. You acknowledge your respect for Luisa's recovery journey and tell her about DRA, where she can connect with other people who face dual challenges.

At the DRA meeting, Luisa is surrounded by the familiar 12-step style fellowship of AA, and feels secure knowing that everyone understands the dual issues of managing both a mental illness and an addiction. Here, she can talk about both problems with peers who can relate.

Resource Centers: Recovery Learning Communities (RLCs)

- RLCs are DMH-funded, peer-run networks of mental health self-help/peer support, information, advocacy, and training activities.
- They provide training in recovery concepts and tools, advocacy forums, and social and recreational events, among other services.
- Examples of programming include: yoga, peer support groups, computer tutoring, healthy cooking lessons, and trainings on wellness tools.
- RLCs are free and open to the community. More information is available at:
<http://www.mass.gov/eohhs/gov/departments/dmh/recovery-learning-communities.html>



Resource Centers: Recovery Support Centers (RSCs)

- RSCs are funded by the Department of Public Health.
- They offer an opportunity for individuals with alcohol and/substance use disorder issues and/or families affected by addictions to offer and receive support.
- They are run largely on a volunteer basis and are peer-led.
- RSCs are located throughout the state.
- Activities include 12-step meetings, general support groups on all forms of addiction, computer training, and social activities like board game tournaments.
- RSCs are free and open to the community. Learn more at:
<http://hria.force.com/HelpLineSearch?id=a0PA00000006Hp2XMAS>



Resource Center Vignette

During her annual check-up, Maria mentions feeling lonely and isolated in light of a recent diagnosis of bipolar disorder. She says that she likes her psychiatrist, but feels isolated socially. While her family is trying to be supportive, they don't really understand what she is going through.

You talk with her about the importance of connecting with others with similar experiences and recommend that she visit the local RLC. There, she can join a support group for people with bipolar disorder and a walking group that meets during the week to socialize. These connections to others help reduce her isolation and loneliness.

You also recommend that her family contact National Alliance on Mental Illness to find a support group to connect with other families with similar experiences.

Massachusetts Clubhouses

- A Clubhouse is an organization designed to offer an opportunity for peers to come together in recovery-promoting environments.
- Clubhouses are organized around work and the relationships created through clubhouse membership.
- Members have opportunities to ease back into the workforce through short-term, transitional employment that can segue into long-term, independent employment.
- They help reduce isolation by promoting inclusion and offering support, including reaching out to members who have been absent for a time.



Massachusetts Clubhouses (cont.)

- The Clubhouse is a community, and those who attend are considered members. They participate in discussions around clubhouse planning and policy and have a vote in clubhouse matters.
- Individuals who would like to become members must go through an application process at the clubhouse.
- Information on clubhouses can be found at:
<http://www.massclubs.org>

Clubhouse Vignette

Joe has been in treatment for bipolar disorder and a substance use disorder for four years. During an office visit, he says that he recently lost his job, has had trouble holding down other jobs in the past, and feels isolated without the structure of the workday and a connection to colleagues. He wants to return to the workforce but feels like he could use support in finding a job and settling in.

You tell him about clubhouses, the employment resources they provide, and the structure of the work-ordered day at the clubhouse. You provide him with the link to the Massachusetts Clubhouse Coalition and note that he can apply through the clubhouse.

Education and Advocacy: NAMI

- The National Alliance on Mental Illness (NAMI) provides education, support, and advocacy on behalf of people with mental health challenges and their families.
- It offers support groups and trainings run by peers, as well as links to resources on many issues that arise for people with mental health issues.
- Representatives work with state and federal policymakers to advocate for better choices in employment, housing, education, medical treatment, and other services for people with mental illness.
- Learn about NAMI's trainings, educational materials, and resources at <http://www.namimass.org>.




Education and Advocacy: PPAL



- The Parent/Professional Advocacy League (PPAL) is a statewide organization dedicated to improving the mental health and well-being of children, youth, and families through education, advocacy, and partnership.
- It is the only organization in Massachusetts focused solely on the interests of families whose children have mental health needs.
- It provides training, educational materials, resources, and support and holds an annual conference.
- To find out how to access PPAL resources and support, visit <http://www.ppal.net>.

Education and Advocacy: MOAR

- The Massachusetts Organization for Addiction Recovery (MOAR) focuses on promoting public awareness of alcoholism, drug dependency and substance abuse. 
- MOAR offers public outreach and education on addiction issues, as well as education for providers, insurers, and legislators.
- It also maintains a comprehensive resource guide on addiction, recovery, and community resources
- To find out how to access MOAR resources and support, visit <http://www.moar-recovery.org/>

Education and Advocacy: Learn to Cope

- Learn to Cope is a support network that offers education, resources, and peer support to family members of people with substance use disorders.
- Its groups hold weekly meetings for support, education, and resources for family members.
- Learn to Cope also hosts a web forum where family members and loved ones of people with a substance use disorder can interact and support each other.
- For more information about Learn to Cope, visit:
<http://www.learn2cope.org>



Education and Advocacy Vignette

During his annual physical, Amal mentions that he is losing sleep and feels very anxious. His son, recently diagnosed with ADHD and an anxiety disorder, is having trouble fitting in at school. Amal feels that other parents cannot relate to his problems and that they shut him out after learning of his son's situation.

You direct Amal to PPAL for more information and support aimed specifically at families. Through PPAL, Amal finds support groups for himself and for his son and accesses resources to help explain his family's experience to extended family members and other families.

Warm-Lines

- Warm-Lines, also called peer support lines, are confidential, anonymous phone lines staffed by trained peers to offer support and connection to other people with lived experience.
- Warm-Lines are not crisis lines.
- They are designed to reduce isolation and provide a safe place to connect and share.



Warm-Lines (cont.)

For more information, go to <http://www.warmline.org> or see below:

Metro Boston Recovery Learning Communities Peer Support Line

Phone: 877-PEER-LINE (733-7563)

Monday – Sunday: 4 p.m. to 8 p.m.

<http://www.metrobostonrlc.org/warm-line.html>

Cross-Connection Warm-Line

Phone: (978) 629-8485

After three beeps, enter your phone number, and a volunteer will call you back shortly.

4 p.m. - 7 p.m. and 10 p.m. - 12 a.m.

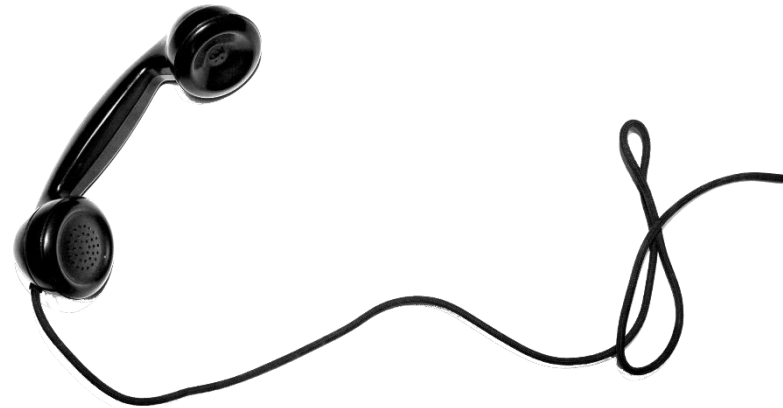
365 days a year

SMOC Warm-Line

This Warm-Line does not take incoming calls; calls are made by appointment only. To schedule a 15-minute appointment, call Mark Knowlton at (508) 879-2250, Ext. 168. Must reside in the Metro-West area.

Monday to Friday: 5:30 p.m. – 9:30 p.m.

Saturday and Sunday: 1 p.m. – 4 p.m.



Other Resources: Peer Support Resource Guide

- MBHP's Peer Support Resource Guide contains contact information for various peer support services offered across the state.
- The guide contains descriptions of these services and more detail about accessing them.
- The Peer Support Resource Guide is available at:
<https://www.masspartnership.com/pdf/PeerSupportResourceGuide.pdf>

Other Resources: Consumer Information Guide

- MBHP's Consumer Information Guide lists resources for people with mental health and substance use disorders and their families, related to:
 - General resources
 - Resources for families
 - Legal assistance
 - Governmental assistance
 - 12-step meetings
- To access the Consumer Information Guide, go to:
<https://www.masspartnership.com/pdf/MBHPConsumer-ledprograms.pdf>

Previous Webinars in This Series

- Accessing Behavioral Health Services: The Continuum of Care for PCC Plan Members

<http://www.masspartnership.com/provider/EventsAndTrainings.aspx>

- Children's Behavioral Health Initiative: Connecting PCC Plan Youth to Community-Based Services

<http://www.masspartnership.com/provider/EventsAndTrainings.aspx>

- Understanding and Accessing MBHP-Covered Substance Use Disorder Services for PCC Plan Members

<http://www.masspartnership.com/provider/EventsAndTrainings.aspx>

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Thank you



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