



**Intended
Beneficiary
Command
Or
(Important Partnerships Within the
Community Mental Health System)**



Course Objectives

1. To examine the partnership relationships between providers (public and private), the people served by the mental health system and the community at large.
2. To highlight strategies for promotion and support of customers/consumers into leadership roles including administrative, management and service delivery.
3. Underline the value of customer/consumer involvement in all areas of the MH system including assessment, evaluation, planning, management, monitoring and improvement efforts.
4. Examine strategies for promoting and supporting the choices of informed, responsible and prudent purchases of services by system customers.



Clarifying the Term “Intended Beneficiary”

Over the years those of us who have received services through the community mental health system have been “called” patients, clients and consumers just to name a few. Labeling is demeaning and dehumanizing and many times causes people to act in the manner that are reflected by the labels that are used.

The term “Intended Beneficiary” is used to show the unique relationship between customers/consumers, the CMHSP’s, private providers and the community as well. These are the partnerships which should be built on a foundation of mutual respect

Consumer Leadership



- The consumer movement has been in existence for quite some time. Peers have made valuable contributions to the community mental health system. The unique role that customers/consumers can fulfill within the community mental health system cannot be underestimated. Community mental health agencies that have involved consumers in leadership and evaluation roles have found their insight and contributions invaluable.
- Community Advisory Councils is one way to provide valuable leadership training and opportunities for customers/consumers as well as preparing them to serve as primary and secondary members of PIHP's and CMHSP's Boards.
- Customer/Consumer involvement is not limited to the local public system but is also essential to private sector providers.



Qualities Needed for Effective Consumer/ Customer Leadership

- **Passion**
- **Concern for Others**
- **Always Improving their leadership through Education**
- **Available to Serve**

Ways to Assist Customers/Consumers as Board Members



- **Provide an orientation to Board roles and responsibilities**
- **Provide a Mentoring**
- **Respect Consumers for their views and ideas**
- **Provide opportunities to talk with other consumers to gain insight into their point of view**
- **Provide chances, whenever possible for employment, supported if necessary**
- **Provide supports and accommodations to each consumer specific to their needs**



Benefits of Customer/Consumer Leadership

- **Compensated Opportunities**

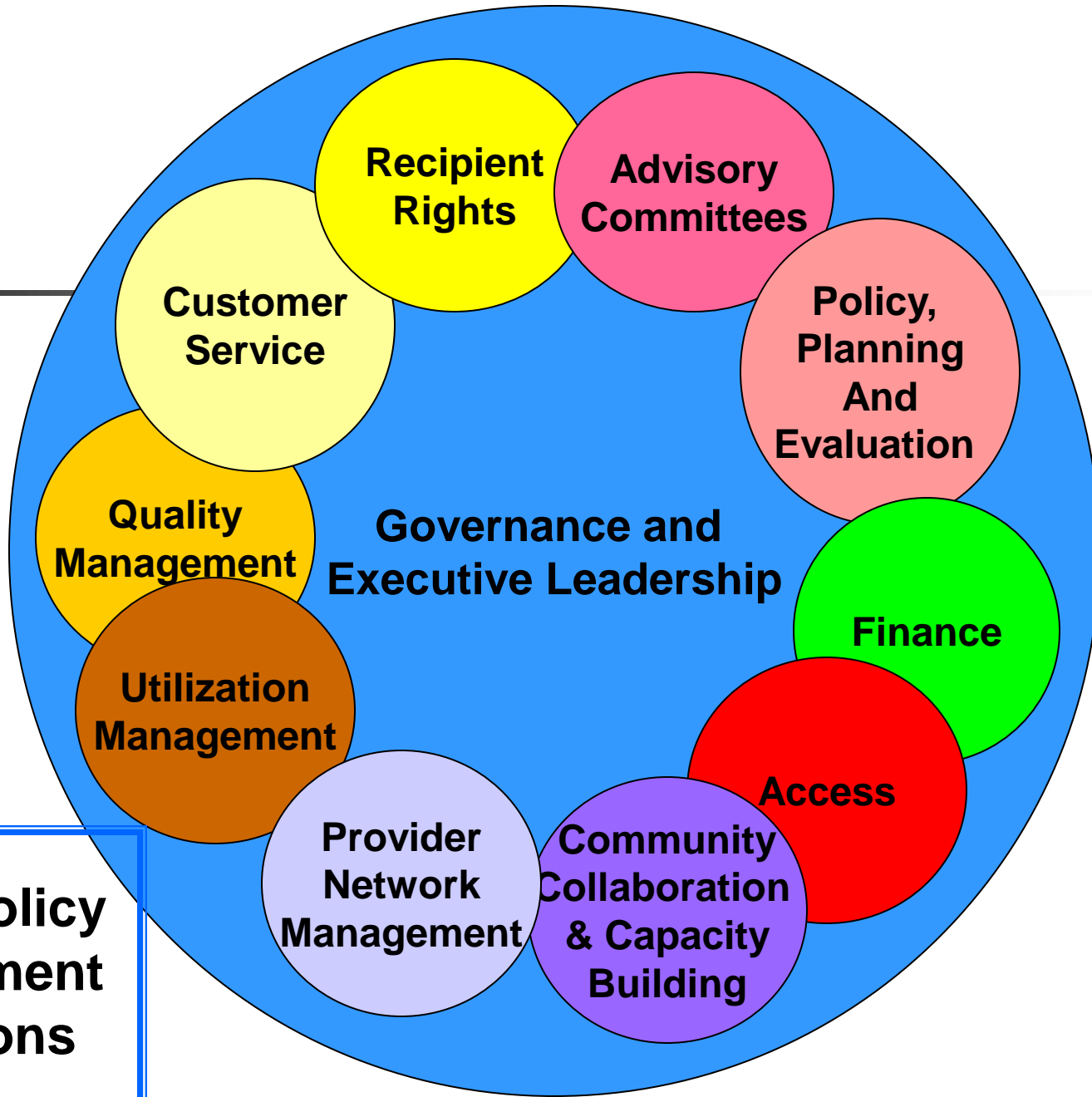
- Full Time
- Part Time
- Shared Time
- Contract
- Internship

- **Volunteer Opportunities**

- Per Diem
- Stipends
- Transportation
- Respite
- Internship



Public Policy Management Opportunities



**Public Policy
Management
Functions**



**Public Policy
Management
Functions**



**Governance and
Executive Leadership**



Governance, Executive Leadership and Customers/Consumers

- ***Governance:*** Appointed citizens who establish policy direction and provides oversight to ensure CMHSP public accountability. Consumers on the Board bring the richness of personal experience and their passion which blends well with community leaders on the Board creating a much more informed body for making decisions.
- ***Executive Leadership:*** The top leadership of a CMHSP, starting with the Executive Director, are to ensure the policy direction of the Board is carried out. Much like governance, consumers working with Executive Staff provide information to assist in making decisions and prioritizing what items the CMHSP needs to be focus on. Recruitment of consumers for executive level positions should also be considered.



Public Policy Management Functions

**Utilization
Management**

**Governance and
Executive Leadership**

Utilization Management and Customers/Consumers

- Utilization Management is a system-wide effort to ensure fairness in providing supports and services to people served by the community mental health system and the services received are the right types, amounts and duration as outlined in each individual Person Centered Plan. **Consumers greatly benefit from improvements made to uniform standards of care and support. System efforts to involve customers/consumers, family, friends and any other support persons in the Person Centered Planning process helps to guarantee that the needs and wishes of each customer/consumer will properly be addressed.**

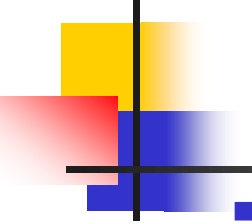


**Public Policy
Management
Functions**

**Quality
Management**

**Governance and
Executive Leadership**

Quality Management and Customers/Consumers

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- Quality Management is the careful review and analysis of the many practices and programs performed within each community mental health organization. Recovery is one of the most important quality of life concerns for customers/consumers and their support persons. To guarantee that successful outcomes are being reached by all, whenever possible recovery goals should be measured.
 - There are many tools on recovery available to educate consumers in their important role of system evaluator. Experiences with mental health issues also give consumers unique insight about the data gathered as well as the programs themselves. Consumer evaluation can also help to identify areas that need improvement within each organization's structure.



Public Policy Management Functions

**Customer
Service**

**Governance and
Executive Leadership**



Customer Service and Customers/Consumers

- Customer Service in any organization is provided to consumers to insure quality interactions with customers/consumers and staff. Any problems, questions or assistance needed, staff is available to help resolve any issue. **Consumers are useful as systems navigators. Their expertise is important in providing exceptional community learning opportunities, conducting consumer satisfaction surveys and focus groups.**



Public Policy Management Functions



**Recipient
Rights**

**Governance and
Executive Leadership**

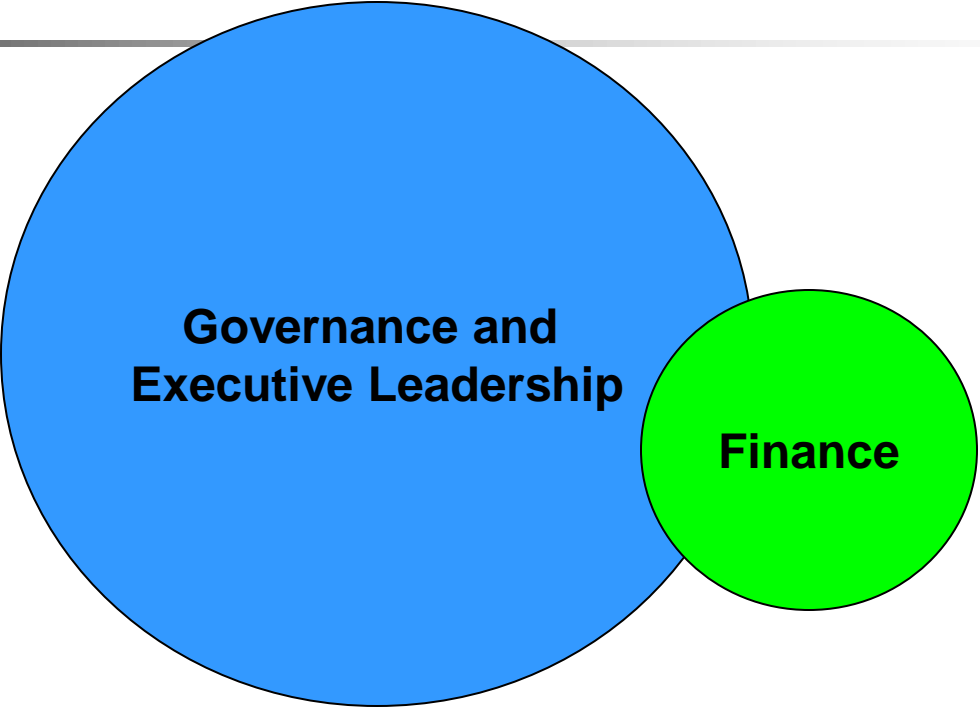


Recipient Rights and Customers/Consumers

- The Office of Recipient Rights is designed to protect the rights of customers/consumers. There is an important advantage to involving customers/consumers in the functions of ORR. They are excellent resources to educate people of their rights and investigating complaints received and to provided outreach education about rights within the community mental health system.



**Public Policy
Management
Functions**





Finance and Customers/Consumers

- Show me the money \$\$\$.
- Having good understanding of the financial area is vitally important. Proper fiscal management insures successful operations and a good quality of life for the people we serve. Each Board member is responsible for approving Annual Budgets for the organization, working with finance staff to understand financial reports to make informed decisions for the agency; challenging staff to produce financial documents that are user-friendly, and to supply information about revenue streams that enhances the agency's ability to remain solvent in these troubled economic times.



**Public Policy
Management
Functions**

**Governance and
Executive Leadership**

Access



Access and Customers/Consumers

- The community mental health system is undergoing changes that will make it easier for new new people to gain “access” to the mental health services they need to get connected where they need to go in a timely manner. **The access point is another great place to include customers/consumers. Their insight and sensitivity about mental health issues has been shown to be of great benefit to people who may be in crisis. Peers are starting to be included on every level from the “first contact” with individuals admitted to psychiatric hospitals, serving as advocates in community settings, assisting individuals who qualify for benefits from different systems (such as Veterans), peers are also being included in monitoring eligibility decisions that are made, and spearheading community outreach efforts to underserved populations.**



**Public Policy
Management
Functions**

**Governance and
Executive Leadership**

**Community
Collaboration
& Capacity
Building**

Community Collaboration, Capacity Building and Customers/Consumers



- This is the assurance of the system being part of the community. This includes efforts of joining in endeavors with other community partners including in creating needed community resources/capacity (housing, transportation, employment, as examples).
There are many opportunities for Customers/Consumers to help build partnerships in the community. They bring their knowledge of the community, their own personal strengths, and their ability to identify resources to help improve the quality of life for all consumers.



Public Policy Management Functions



**Advisory
Committees**

**Governance and
Executive Leadership**

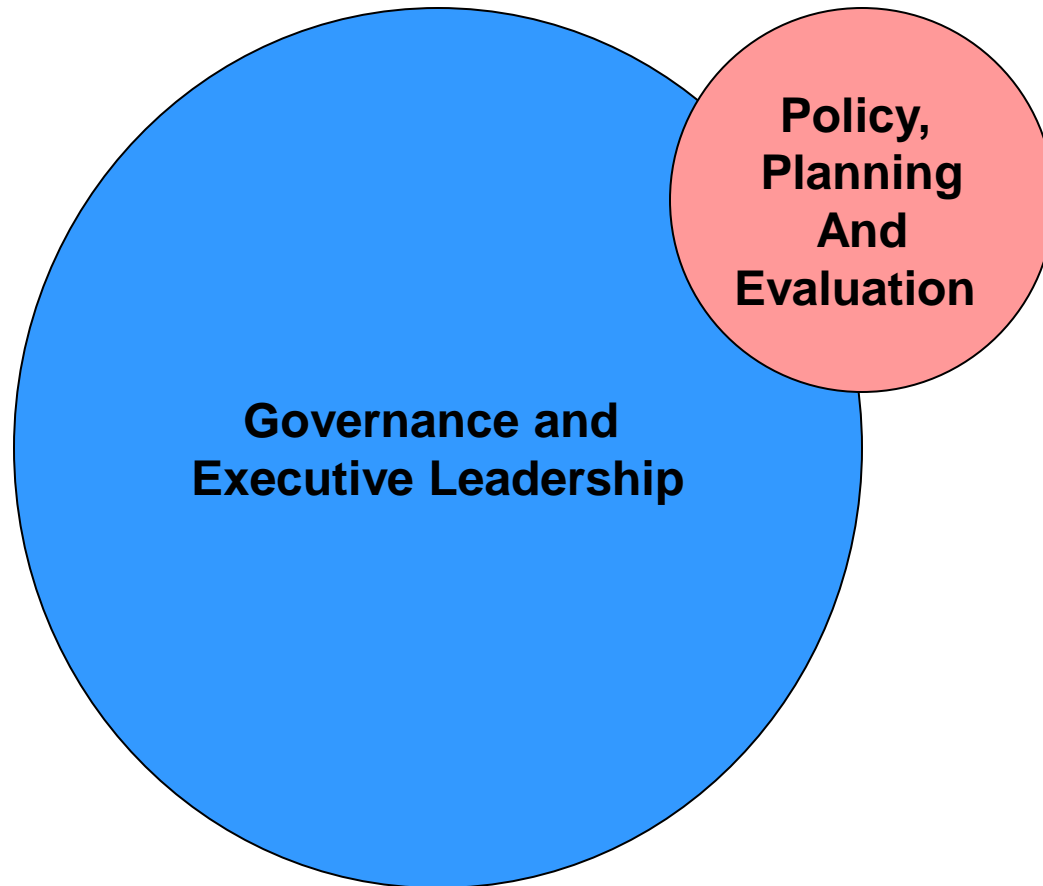


Advisory Committees and Customers/Consumers

- These committees include Recipient Rights Advisory Committee, Consumer and Family Advisory Council, as well as other advisory groups and commissions in the community. These Boards, Committees, and committees provide valuable experience in leadership in the mental health system and also other civic positions such as citizen police commissions, jail diversion advisory committees and housing authorities to name a few.



Public Policy Management Functions





Policy, Planning, Evaluation and Customers/Consumers

- This refers to the Board and organization efforts necessary for policy development, review of policies already in use and approval of short-term and long-term plans. **It is vital for customers/consumers to be actively involved in the above mentioned activities as well as influencing short and long range organizational plans. Customer/Consumer involvement includes facilitating stakeholder and focus group meetings, involvement in the evaluation of supports and services and in the implementation and management of Evidence-Based Practices.**



Public Policy Management Functions

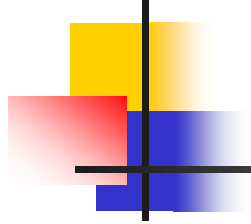
**Governance and
Executive Leadership**

**Provider
Network
Management**

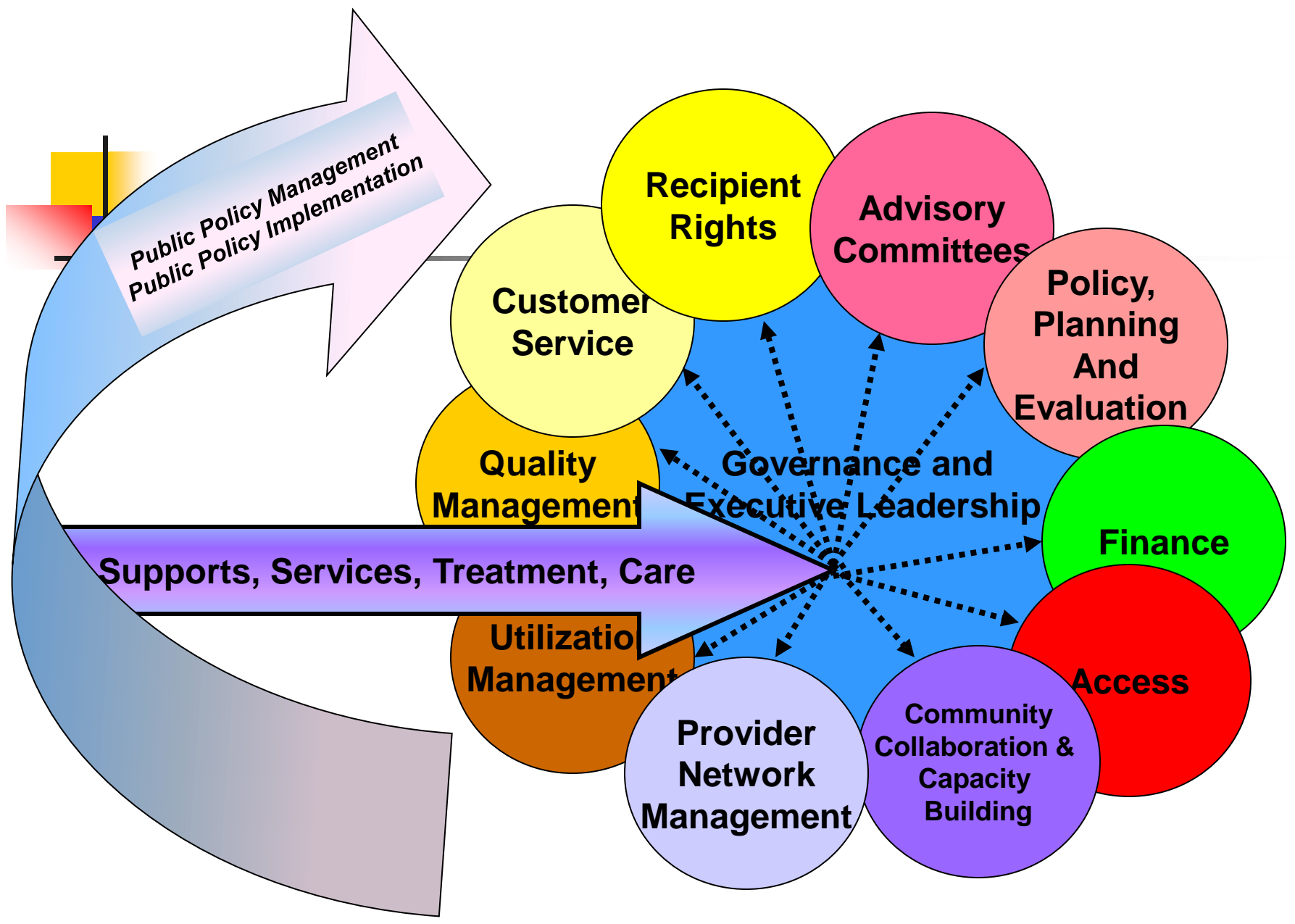


Provider Network Management and Customers/Consumers

- This is the place where the relationship between public policy management at the CMH level and implementation at the provider level is maintained. Functions include general contract management, provider orientation and learning opportunities and the coordination of provider network monitoring. **This is a great area for consumers to influence provider learning as well as monitoring efforts.**



Public Policy Implementation Opportunities





Supports

- We all need support in our lives to pursue and achieve real life outcomes and maintain our quality of life— that is the essence of the Person Centered Process. For consumers this may include community resources as well as supports that are related to the personal challenges.



Services

- Services are intended to work with the supports consumers receive as well as treatment.



Treatment

- There are a variety of medical and clinical services that might be needed for a short or long period of time, such as a physician, psychiatrist, nurse or occupational therapist. The key is having a professional who works with consumers as a partner to focus on how treatment relates to desired quality of life outcomes.



Methods

- **Traditional:** Residential or Day Programs.
- **Non-Traditional:** Supported living, supportive employment, supported education.
- **Consumers:** Consumer operated Clubhouses, Drop In Centers and Peer Delivered Services



General Questions, Comments and Discussion



***For more information
regarding
this presentation***

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***Consumers in
command.....***