



Office of Consumer and Family Affairs

*Indiana Council of
Community Mental Health Centers
5/9/19*

Presenter/s:

**Amy Brinkley, CRS/CHW,
Bureau Chief, Family and Consumer Affairs
Division of Mental Health and Addiction**





Agenda

1. Office of Consumer and Family Affairs
2. Bureau Chief – Role/Responsibilities
3. Current Initiatives/Breakdown
4. Peer Support Services



Office of Consumer and Family Affairs



**Division of
Mental Health
and Addiction**

Office of Consumer and Family Affairs

The purpose of the Office of Consumer and Family Affairs (OCFA) is to empower individuals living with mental health and /or addiction issues and their family members by assuring their interests are represented and their input is considered in DMHA planning and policy development.



Office of Consumer Affairs Introduction

- ❑ Offices of Consumer Affairs were established in the late 1980s and early 1990s. Only two offices existed in 1990, but by 1993, there were 14. Today (2018) there are more than 44 Offices of Consumer Affairs established with 11 more established but no Director appointed; all OCA's are in various stages of development throughout the world.
- ❑ NAC/SMHA provides opportunities for directors to meet and discuss issues, plans, and practices, as well as provide networking opportunities and peer support. This curriculum is the outcome of NAC/SMHA's desire to promote the continuous development of OCAs nationally.

Indiana Office of Consumer Affairs Bureau Chief Position



- Ensures that DMHA policy reflects concerns and issues through liason activities with local, state, and national organizations and governmental agencies.
- Provides consultation and technical assistance to consumer and family organizations and other mental health and addiction stakeholder groups.



**Division of
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Bureau Chief Role/Responsibilities

Current Responsibilities



➤ **Identify and Plan Recovery Speakers**

- a. Youth Team Meetings
- b. All Staff Meetings
- c. MHAPAC Meetings

➤ **Attend Leadership Staff Meetings**

- a. Bi Weekly
- b. Executive Staff
- c. Consumer Voice

➤ **Attend Multiple Division Staff Meetings**

- a. Adult Mental Health
- b. Addiction Team
- c. Youth Team

☐ **State Rep for Indiana Recovery Council**

☐ **Chair of Recovery Support Workgroup**

☐ **Clubhouse Indiana Certifications**

☐ **BRSS/TACS - (Bringing Recovery Supports To Scale**

- a. Youth Peer Supports
- b. Alternative Peer Groups

❖ **Contract Management**



Contract Management

SFY 19

- **\$1,239,300 Total Current Budget**
- **15,409 People Served Total via:**
 - 1) **Peer Support Service Grants**
 - 2) **Recovery Support Service Grants**
 - 3) **Consumer Owned Business Grants**

OFCA Contracts



- 1) NAMI Indiana
- 2) Key Consumer
- 3) Allies
- 4) Mental Health America of Northeast Indiana
- 5) Peace Zone

New Initiatives

- 6) Indiana Recovery Council
- 7) We-Bloom - Recovery Café



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Current Initiatives/Breakdown



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NAMI Indiana Statewide Contact



Number of people served SFY19

- ☐ Family to Family - (17) 161
- ☐ Peer to Peer Support- (4) 30
- ☐ Support Groups - 438 (Groups)
(438 groups = 2,700 min.)
- ☐ Scholarships - 36
- ☐ Helpline Calls - 303
- ☐ Education Classes - (30) 2,120
- ☐ IOOV Presentations - (94) 1,719

Total = 7,069

Active Program Leaders/Volunteers

- ☐ Family to Family Teachers - 124
- ☐ Peer to Peer Mentors - 53
- ☐ Basics Teachers - 3
- ☐ In Our Own Voice Presenters - 50
- ☐ Ending the Silence Presenters - 23
- ☐ Parents and Teachers as Allies
Presenters - 22

Total : 275

Total people served – 7,344

NAMI Indiana Contract Affiliate Expansion



- ✓ Crisis Intervention Team Training
- ✓ CIT Scholarships
- ✓ Local Affiliate Expansion Grants
- ✓ Local Affiliate Programming Expansion Grants
- ✓ Local Affiliate Volunteer Expansion Stipends
- ✓ IDOC Programming

Key Consumer Contract



Peer/WRAP/Recovery Supports

- ✓ Exhibitor Booths - 12
- ✓ Annual Conference - 85
- ✓ WRAP Classes - 63
- ✓ Warm line Calls - 3,700
- ✓ Newsletter Recipients - 214

WRAP/RSS Total Served: 4,074

Change Is My Gain

❖ WRAP offered in Marion County Jail and Hope Hall

- a) Enrolled 1,051
- b) Graduation 640
- c) WRAP 200
- d) Self Advocacy 154

Change Is My Gain total served : 1,051

Total Consumers Served: 5,125

Allies Contract

eCPR Classes



Contract Deliverables

- ☐ eCPR Trainings offered Statewide to provide individuals with the skills to be able to assist another person experiencing an emotional crisis.
- ☐ Certified eCPR Trainers conducting 10 Trainings annually (doubled next FY to 20)
- ☐ 90% of Trainees will receive eCPR Certification
- ☐ 4 eCPR Trainers Advancing Annually minimum

FY19 - Quarters 1, 2, and 3

- ✓ *Total eCPR Certificates in SFY19 - 124*
- ✓ *Total eCPR Trainers - 4*
- ✓ *Total eCPR Facilitators - 6*

- ✓ ***Total Served: 320*** (projected 174 total for remaining classes)

Peace Zone Contract

Peer Recovery Center



Deliverables

- ☐ Outreach to inpatient Mental Health Units/State Psychiatric Hospital
- ☐ Provide 40 WRAP classes annually to peers
- ☐ Peer Support to a minimum of 300 Peers in the Recovery Center annually
- ☐ 3 Community Education Forums Annually

FY19 - Quarters 1, 2, and 3

- ✓ Recovery Center Total Visits - **2,567**
- ✓ Daily Avg - **23**
- ✓ Unduplicated Visits - **300**
- ✓ Community Outreach Totals - **1,586**

Total Served : 3,600

MHANI Contract

CRS/CHW Program



Deliverables

- ☐ 4 CRS/CHW Trainings Annually
- ☐ 60 Scholarships
- ☐ 1 Train the Trainer Annually
- ☐ Annual CRS/CHW Conference
- ☐ Training/Program Development
- ☐ Advanced Training/Upload

- ☐ Certification Tracking
- ☐ Employment Services
- ☐ Webinar/Website Maintenance

Quarters 1, 2, and 3:

- ✓ CRS/CHW's Trained = 124
- ✓ CRS/CHW's Certified = 118
- ✓ Endorsement Trainees = 16
- ✓ Active Trainers = 12
- ✓ Pass/Fail Ratio = 92%
- ✓ Applications Submitted = 187
- ✓ Jobs Posted to website = 33
- ✓ Newsletters = 2
- ✓ Statewide Outreach to Employers

Quarters 1, 2, and 3

✓ Website Report :

- ✓ 2, 533 Users
- ✓ 13, 363 Views
- ✓ Average Session 3 mins 52 secs
- ✓ Top Cities
 - 1. Indianapolis 22%
 - 2. Chicago 7%
 - 3. Fort Wayne 5%
 - 4. Ashburn 4%
 - 5. Terre Haute 2%

Conference Report

- ✓ Attendees = 144
- ✓ Exhibitors = 15
- ✓ Speakers = 11
- ✓ Volunteers = 21

Total = 188

Breakdown of 188 Attendees as follows:

- ✓ CRS/CHW's = 78
- ✓ CHW = 18
- ✓ Not Certified/Unknown = 40



Current Certifications

Total CHW/CRS: 427

Total CHW: 254

Total Certifications: 681



New Initiative

Indiana Recovery Council

- Indiana Recovery Council is launching stigma reduction/recovery promotion campaign.
- Peer led 'for us, by us' marketing with subcontractor CVR/Caldwell Van Ryper's help.
 - Indiana Recovery Council is lead on this
 - End date is June 30, 2020
 - Looking for SMI and SUD people to share stories of recovery in Indiana
 - Contest: \$2500 top prize to be given to a young adult who creates the best 30 second stigma reducing commercial
 - Statewide Consumers sharing recovery stories/exhibitor booth presence

New Initiatives We Bloom



Recovery Café

- ❖ 2 Recovery Café Pilots
 - Marion County
 - Tippecanoe County
- ❖ ROSC model Recovery Hub that utilizes Peer Supports to help people with SMI, and SUD experiencing homelessness.
- ❖ Model is designed to be a safe space for people to build recovery capital.
 - Must attend 1 recovery circle a week
 - Must be 24 hours drug and alcohol free
 - Must give back

RECOVERY SUPPORTS



- The Indiana Division of Mental Health and Addiction (DMHA) submitted a combined mental health and substance abuse prevention and treatment block grant application for the federal fiscal years 2018 and 2019.
- The complete application focused on five priority areas: (RSS) Recovery Support Services, (PWID) Persons who inject drugs, (PWWDC) and pregnant women and women with children who inject drugs, Prevention, and Primary and Behavioral Health Care Integration. Each priority area of the combined block grant application uses a set of strategies, performance indicators and dashboards. The focus of these is to achieve the stated goals in the application.

Indiana Recovery **Supports Workgroup**



Identified top 5 Recovery Support needs:

1. Personal Support Networks (Natural Supports/Family Supports)
2. Peer Supports (Consumers and Family Members)
3. Prevention and Wellness (Access to treatment)
4. Hobbies/Interests (Employment Opportunities)
5. Safe and Affordable Housing

<https://www.in.gov/fssa/dmha/2992.htm>

The actions described below were the focus of the priority area referred to as recovery supports.

A workgroup was developed under the Mental Health and Addiction Planning and Advisory Council (MHAPAC) by DMHA which is comprised of consumers, family members and service providers. This workgroup was created to promote and develop state-wide recovery supports with the goal of community integration and recovery for persons with mental illness and/or addictions.

<https://www.in.gov/fssa/dmha/2992.htm>



Peer Support Services



Why Peer Support

Because of lived experience as a person with a behavioral health issue, Certified Peer Specialists (CPSs) have a unique ability to engage, support, model, and motivate another individual toward health, wellness, resiliency, and recovery.

Where are Peers Employed in Indiana?

- ✓ CMHC's
- ✓ Recovery Residences
- ✓ Emergency Rooms
- ✓ DMHA
- ✓ Recovery Centers
- ✓ Re-Entry Courts



How are CRS's Reimbursed in Indiana?

- 1) Medicaid - MRO
- 2) Recovery Works
- 3) Direct Contracts

How are Recovery Coaches Reimbursed in Indiana?

- 1) Direct Contracts
- 2) Recovery Works
- 3) (Medicaid working on reimbursement)

CRS/CHW Endorsements

- A. Forensic Peer Support
- B. Gambling Endorsement
- C. Substance Abuse Endorsement
- D. (Youth Peer Supports coming)

Peer Support Service Expansion Plans



- ❖ Recovery Coaches (infrastructure board)
 - 1. Core Competencies
 - 2. Best Practices
 - 3. Supervision Requirements
 - 4. Standards of Service Care
- ❖ CAPRC - 1's -Substance Use Focus
- ❖ Medicaid Funding to Expand
 - 1. Pulling out of MRO
 - 2. Service Language to draw no distinction between peers

Total CRS/CHW's in Indiana is 427

Certified Recovery Specialists Reimbursement Numbers 1/1/18 – 12/23/18



*15 of 24 CMHC's filed
reimbursement for Peer
Support Services via
Medicaid and Managed Care.*

- ☐ 1. Medicaid = \$141,827.40
- ☐ 2. Managed Care = \$145,008

Total: \$286,835.40

*Recovery Works reimburses for
Peer Supports :*

- ☐ CRS's with SA Endorsement
- ☐ Recovery Coaches

Total : \$422,513.43

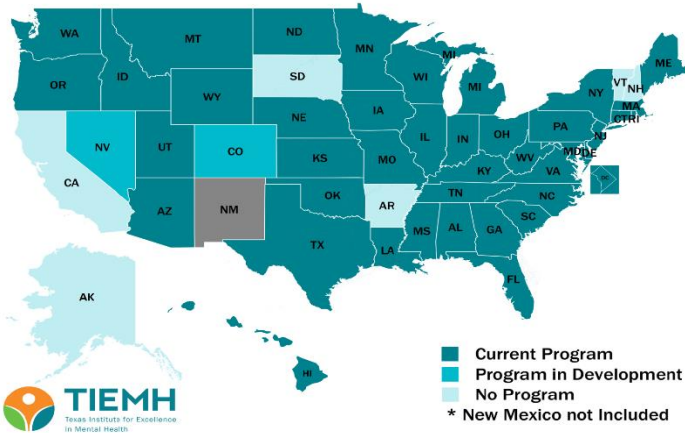
Total : \$709,348.83



University of Texas Research Peer Overview from Jan. 2017

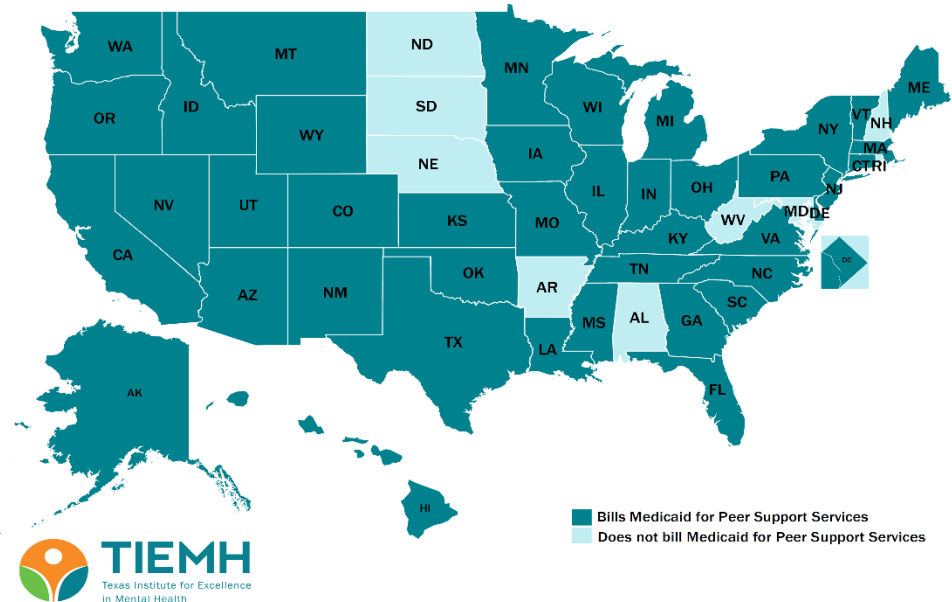


Map of Existing Peer Specialist Training and Certification Programs



Light Blue indicates currently no Peer Support Programming

Map of Medicaid Reimbursement for Peer Services



Light blue here indicates no Medicaid billing for Peer Supports

States that allow Medicaid Reimbursement for Peer Supports



Peer support services, which meet the CMS standard of assisting individuals with recovery, vary widely by program and state.

1. Whole health and wellness coaches
2. Community treatment teams (e.g., Assertive Community Treatment teams)
3. Transition team members bridging consumers from hospitals to community.
4. Data collection
5. Supported employment
6. Supported housing
7. System navigators
8. Insurance navigators
9. Recovery coaches

39 states allow Medicaid billing for any type of peer support services

Of those states, 23 states allow peer support reimbursement for individuals with addiction and mental health disorders,

12 allow for mental health only

4 allow for addiction only.

| Mental Health Peers | Addiction Peers | Co-Occurring or Both | Total States |
|---------------------|-----------------|----------------------|--------------|
| 12 | 4 | 23 | 39 |

March 2018

Peer Supports are recognized by multiple
Federal and State authorities.



U.S. Department
of Veterans Affairs



**Division of
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Forensic Peers



First Lady Kathy Burgum of South Dakota and person in long term recovery.

Recovery Coaches



BRSS TACS TEAM 2018



“ We have to advocate for those who cannot advocate for themselves.”

Amy Brinkley

LINKS

Statewide Addiction Treatment

www.in.gov/fssa/addiction

Medicaid Updates

<http://provider.indianamedicaid.com/>

Office of Consumer and Family Affairs

<http://www.in.gov/fssa/dmha/4339.htm>

CRS/CHW Training Program

www.peernetworkindiana.org

KnowtheOfacts

<https://www.in.gov/recovery/know-the-o/>



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