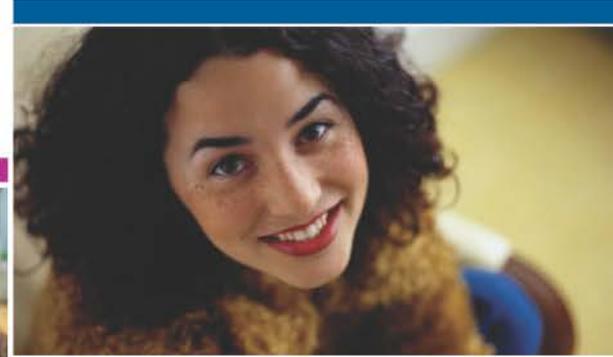


Partners in Promoting Community Inclusion



April 4, 2016

Joint projects of the TU Collaborative and MHA

Contents of the publications referenced in today's webinar were developed under a grant to Temple University from the Department of Health and Human Services (DHHS), Administration on Community Living, National Institute on Disability Independent Living, and Rehabilitation Research (NIDILR).



Agenda for today's webinar

- **Community inclusion – the next generation of behavioral health programs**
- **The role of behavioral managed care entities in promoting community inclusion**
- **Effective strategies for BHMCE and their county and state mental health partners**
- **A view from the field – one behavioral managed care entity's response**

Today's Presenters

Rick Baron: Co-Director of Knowledge Translation, Temple University Collaborative on Community Inclusion

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Leslie Schwalbe: Vice President, State and Local Government Programs, Optum

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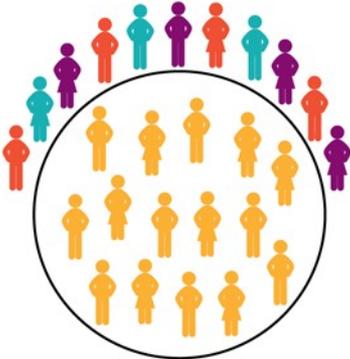
Debbie Plotnick: Vice President of Mental Health and Systems Advocacy, Mental Health America

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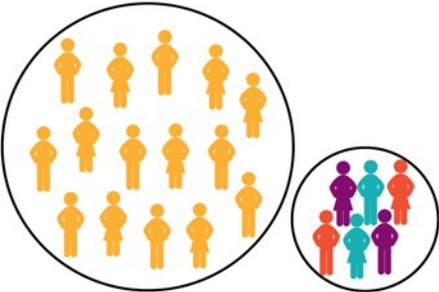
WHAT IS INCLUSION?



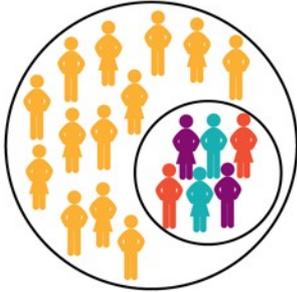
Inclusion



Exclusion



Segregation



Integration

Community Inclusion: The Next Generation of Community Mental Health Policies, Programs and Practices.

- ▶ The opportunity to live in the community and the chance to be valued, like everyone else
- ▶ Policies, programs, and practices that support individuals in participating in community life.
- ▶ The development of welcoming communities actively engaging with those with disabilities.

What does this mean about programs - and the policies and practices that support them:

- ▶ Respect for the individual, self-direction in programming, and a sense of hope
- ▶ A supported pathway for in-house activities to participation in the mainstream
- ▶ Engagement with individuals and organizations to create welcoming communities
- ▶ Hundreds of resources on our website - tucollaborative.org

Why these projects?

Two new documents that you can find on our website
at: <http://bit.ly/1Ux51hQ>

TOOLKIT

Behavioral Health Managed Care Entities:

IMPORTANT PARTNERS IN PROMOTING COMMUNITY INCLUSION



December 2015



A Toolkit for ESSENTIAL PARTNERS

<http://tucollaborative.org/community-inclusion/resources/community-inclusion-resources/>
Behavioral Health Managed Care Entities

- BHMCE's working with county and state BH departments have been pioneers in innovating recovery focused services
- BHMCE's have provided industry leadership and helped to create the evidence base peer services
- BHMCE's have a long history of having people with lived experience in leadership positions

Mental Health Provider Agencies, Service Recipients, Community Resources

- All must undergo culture shifts to facilitate the use of community resources
- Service Recipients must come to expect the use of community resources
- Community Resources must be welcoming



Action Items

For BHMCEs, County and State, Providers

Action Item 1: Vision Statement

A powerful step that BHMCEs and the organizations with which they contract might take is to add the principles of community inclusion to their vision statements. This should include explicitly recognizing community inclusion of individuals with behavioral health needs as being of paramount importance to the provision of health care.

Action Item 2: Train and Engage

- For staff and state and local mental health authorities :
- The two-part webinar on community inclusion from the U.S. Psychiatric Rehabilitation Association to BHMCE staff and network providers
- Specially designed online training courses on community inclusion from The College of Recovery and Community Inclusion
- For Consumers:
- TU website for guides for applying for employment and education
 - *A Practical Guide for People with Mental Health Conditions Who Want to Work*
 - *A Practical Guide for People with Disabilities Who Want to Go to College*

Action Item 3: Contracting with Community Providers

- When contracting with counties or states, clearly outline the importance of, and your expectations for community inclusion practices.
- When contracting with community providers, prioritize the use of programs, practices and tools that empower and activate consumers.
- Shared decision making and self-direction are the keys to personalized and personal medicine.

Action Item 4: Modify Job Descriptions to prioritize inclusion

- Review staff roles and provider contracts
- Provide for the managerial and administrative support
- Coordinate with providers
- Clinicians need to take into account community inclusion goals
- Case managers provide assistance coordination of treatment, supports, services based person's community inclusion goals.
- Peer specialists, rehabilitation practitioners, and other staff should help person to planning inclusion goals, determining necessary supports, providing those supports, and measuring the individual's progress.

Create Community Inclusion Job Descriptions

Pioneer Center for Human Services Community Inclusion Specialist

Position Summary

The function of the Community Inclusion Specialist is to provide services and support necessary to assist the client to achieve and maintain rehabilitative, resiliency and recovery goals. The Community Inclusion Specialist facilitates skill building, identification and use of natural supports, and use of community resources.

Essential Functions

Provide community support services for assigned clients.

Assist in reestablishing natural community supports for assigned clients.

Maintain proper documentation.

Scheduling appointments.

Driving.

Telephone support.

Community research.

Performs all other duties as assigned by Supervisor.

Action Item 5: Measuring Quality of Community Inclusion Services

- Incentivize by providing additional reimbursement for use of the community inclusion measure in treatment, or by providing additional reimbursement based on progress in community inclusion of members treated.
- Measuring the community inclusion promotion of individual providers or mental health centers to determine which providers are performing well and which need assistance. Best practices can be taken from the best performing providers and shared with providers who may need some assistance promoting community inclusion.
- Incentivizing effective care by providing additional reimbursement for use of the community inclusion measure in treatment, or by providing additional reimbursement based on progress in community inclusion of members treated.

Temple Collaborative Community Inclusion Measure

A 26 item measure asking questions such as how many days in the past 30 days did a person engage in a activities, and degree of importance of the activity

- Go to the Library
- Go Grocery Shopping
- Go to a restaurant or coffee shop
- Go to a place of worship
- Engage in a recreational activity
- Work for pay
- Work towards a degree or take a class
- Volunteer
- Get together with friends or family
- Entertain friends or family
- Engage in a civic or political activity

Promoting Community Inclusion – Response from Optum

- What do we like about the toolkit?
- What can be easily implemented?
- What might be harder to implement?
- What else should be done to develop and disseminate the toolkit?

Monograph

- http://tucollaborative.org/wp-content/uploads/2016/03/Monograph-1.5.16_FINAL1.pdf
- Read about a meeting that created a policy perspective turnabout:
- Features accomplished experts and national advocacy organizations:
- Understand more about the importance of quality measures:
- See how the TU Collaborative Community Participation Measure can be a game-changer.

MONOGRAPH

Community Participation and Inclusion:

SHIFTING PERSPECTIVES ON QUALITY MEASURES

December 2015



Please offer Questions and Comments

