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## Meet Patrick Hendry Program Director

- Patrick Hendry is the Vice President of Peer Advocacy, Supports, and Services for Mental Health America and has worked as a mental health advocate for the past 24 years. His areas of expertise include peer-provided services, self-directed care, recovery-based trainings, and social inclusion. Patrick received MHA's highest honor, the Clifford W. Beers Award in 2012 and the SAMHSA Voice Award and Eli Lilly Reintegration Lifetime Achievement Award in 2014.




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## Meet Kirsten Kaiser Head Life Coach, CPSS



- Kirsten has Associates in Arts Degree in Liberal Arts. She also has extensive training as a Certified Peer Support Specialist and WRAP Facilitator. She has a thorough working knowledge of the many resources in the Northern Virginia area. She gained this information from her past work experience as a CPSS for the last 6 years, and from her lived experiences. Her goal is to help others, as she was helped in the past, to assist in building a support system and social network as well as improving and maintaining human relationships for those we serve.

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## Meet Shavonne Carpenter Life Coach, CPSS

- Shavonne has extensive training as a Certified Peer Support Specialist, Counselor, and facilitator. She also has experience dealing with co-occurring disorders. As one of the Life Coaches piloting this program, her philosophy was to assist participants to connect with what is most important to them and to make choices from love rather than fear.




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## Mental Health America

- MHA is the nation's oldest/largest advocacy and education organization.
- Founded in 1909 by Clifford Beers, an individual with a mental illness.
- MHA helps to empower and support people with mental illnesses.
- We embrace social justice and emphasize autonomy, dignity, inclusion.

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## It's My Life ~ Social Explorations

- Purpose: Advance recovery and improve the lives of individuals with serious mental illness with a focus on some of the most isolated, misunderstood members of our communities. Participants are accompanied on their recovery journeys by trained Life Coaches who help them bridge the gap to a larger social world.
- Innovation:
  - Evidence based – Psychiatric Rehabilitation and Peer Support
  - Emerging Best Practice – Self-Directed Care
  - Individualized, Person-Centered, Strength-Based
- Results: Social inclusion so individuals feel less isolated which helps to increase self-esteem and self-worth improving overall functioning with networks that include supportive and sustainable relationships that will increase their quality of life

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## It's My Life ~ Social Explorations

- Non-clinical: all clinical language removed with the exception of diagnosis and hospitalization history.
- All participants had a diagnosis of schizophrenia or schizoaffective disorder. Schizophrenia is a serious disorder which affects how a person thinks, feels and acts. Someone with schizophrenia may experience difficulty distinguishing what is real from what is imaginary; may be unresponsive or withdrawn; and may have a hard time expressing "normal" emotions in social situations. Individuals with schizoaffective disorder may encounter similar troubles in addition to a mood disorder.
- Given the complexity of these conditions and that social functioning impairments seem to be evident at all stages of the illness, the need for innovative approaches in helping people develop social skills, friends, and intimate relationships is particularly acute for people with schizophrenia.

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## It's My Life ~ Social Explorations

- "Traditional approaches such as medications, hospitalization, and dynamic psychotherapy have had limited effectiveness when applied to the socialization and work aspects of individuals with psychiatric disabilities" (Chan et al., 1998)
- Although the piloting of this program focused on individuals with schizophrenia or schizoaffective disorder, the principles and practices of Social Self-Directed Care can be applied with any mental health diagnosis.
- The pilot program focused on the most isolated and marginalized individuals in the community. Social functioning impairments seem to be evident at all stages of the illness. Recent data shows that these difficulties may even predate any signs of illness, often by many years (Hooley J.M., 2010)
- "The impairments in social functioning that influence the lives of patients with schizophrenia are well captured in one simple observation. The majority of people with this disorder do not marry. Compared with people in the general population, patients with schizophrenia are more than six times more likely to remain unmarried." (MacCabe, J. H., Koupil, I. a& Leon, D.A., 2009)

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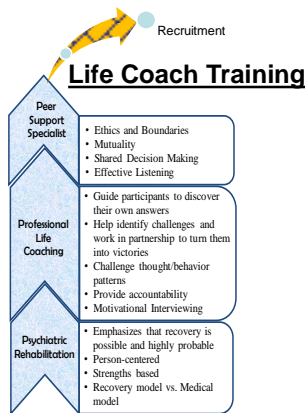
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### How It Works




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## Life Coach Training

### Social Self-Directed Care

- The It's My Life Program is based on the belief that individuals are capable of choosing services and making purchases that will help them begin or remain on the road to recovery and to develop or regain a social life of meaningful, productive activity.
- People at all levels of recovery can benefit from SSDC
- The ability to complete the Personal Outcome Measure Interview and develop an Action Plan and budget, with the assistance of a Life Coach, is the primary qualification.
- In Self-Directed Care the individual controls their own budget.

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## Life Coach Training

### Privacy and Confidentiality

- All members of the program staff will be trained in the importance of ensuring privacy and confidentiality, and the Health Insurance Portability and Accountability Act (HIPAA)
- Data collection instruments will be used only for the purpose of collecting qualitative and quantitative information specific to the services provided by the program staff
- Data gathered for program evaluation will be stored separately from other SSDC data in a secured location. This information will only be accessible to a limited number of personnel
- The identity of participants will be kept private through the use of a coding system on records as well as through the limitation of access to records.

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## Life Coach Training

### Peer Support Specialist

- Ethics and Boundaries
- Mutuality
- Shared Decision Making
- Effective Listening

### Professional Life Coaching

- Guide participants to discover their own answers
- Help identify challenges and work in partnership to turn them into victories
- Challenge thought/behavior patterns
- Provide accountability

### Psychiatric Rehabilitation

- Emphasizes that recovery is possible and highly probable
- Person-centered
- Strengths based
- Recovery model vs. Medical model

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## Life Coach Training

### Additional Training

- Mental Health America’s experienced Life Coaches are available for FREE individual or group training by phone or video calls. (In-person training is also available for a reasonable fee.)
- Personal training identifies key parts of:
  - Center for Psychiatric Rehabilitation from Boston University Online (<http://www.bu.edu/cpr/training/distance/courses>)
  - Life Coaching: Becoming a Professional Life Coach: Lessons from the Institute of Life Coach Training by Patrick William and Diane Menendez
  - Motivational Interviewing: <http://www.motivationalinterviewing.org/>

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## Life Coach Training

### Peer Support

- As Peers, Life Coaches Build Trust
- We Understand /We’ve Been There
- Equality of the Relationship
- Information and Experiences Are Freely Exchanged
- Both Parties Benefit from Each Other’s Strength and Hope




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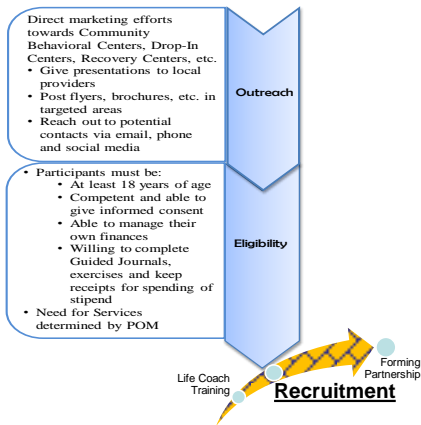
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### How It Works




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## Forming Partnership

### Explanation of Program

- Documentation for all purchases is to be recorded on the Budget Tracking Sheet provided in the Program Participant Handbook
- If receipts are not provided or funds are spent on unauthorized expenses, the allowance for the following month will be reduced by the amount unaccounted for or misused
- Any money not used to accomplish social activities will roll over to the next month. This will allow participants the option to save for larger purchases related to achieving their social goals

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## Forming Partnership

### Explanation of Program

- Visits with Life Coach take place weekly or bi-weekly
- Initial meetings include working on goal setting and budget planning
- When not on outings, visits are spent reviewing journaling, goals, skills sets and handouts/worksheets that will assist the participant in progressing toward their identified social goals
- Life Coaches will be a safe sounding board for participants to express themselves and work through challenges

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## Forming Partnership

### Explanation of Program

- Boundaries are an important part of the partnership. They are not intended to be a barrier, but rather the framework for a healthy and productive relationship. Additionally, dual roles may lead to conflicts of interest that can jeopardize the peer connection. Life Coaches must not engage in these kinds of relationships. They do not act as therapists, sponsors, payees or medication/treatment adherence monitors.
- The importance of co-creation or negotiation of conditions should also be noted. It requires a conversation that is ongoing throughout the relationship. Subjects of discussion should include mutuality, respecting one another's time, personal space, how one would like to be addressed, topics considered to be "off limits", cultural/religious or other considerations on how to BE with one another. Everyone needs to state their limits and restate or redefine if necessary.

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## Evaluation Techniques

### Personal Outcome Measures

- POM interviews are conducted as in-person conversations in which the participant tells their story as the interviewer listens and asks questions to reveal inner feelings of what is being shared pertaining to the individual's quality of life
- POM's are a way to gauge and analyze information that is non-tangible in nature. It is a qualitative analysis expressed quantitatively
- The POM tool has been in use for over 20 years

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## Evaluation Techniques

### Guided Journals

- Purpose is to provide insight about how participants feel on a day-to-day basis including social experiences and skills utilized
- Participants are to journal weekly
- Completed journaling is collected, copied and returned by coaches weekly or bi-weekly

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## Evaluation Techniques

### Satisfaction Surveys

- Provides participants an avenue to anonymously provide feedback about the program and coaches
- Mailed to all participants with BRE included
- Completed at mid-point and end of program

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"It has helped me to reach out and connect with other people. I love the program; it is like a dream come true. I am learning new things about myself and others."

## Results

### Guided Journals

- The program assisted participants in going outside of their comfort zone to become more connected to the outside world.

*"It's a wonderful way to get out of isolation and start meeting new friends."*

*"I am more confident to speak with people that I don't know. I'll introduce myself and talk with them. I used to wait for people to come to me. Now I start the conversation."*

*"The program helps me to be a little more confident. The friendships I have now are firmer since starting this program."*

*"The program has taught me that I deserve to be loved."*

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*"I feel better when I stay busy."*

## Results

### Guided Journals

- The program participants generally tended to feel good about getting out of the house and interacting with others, even when they weren't particularly excited about doing it in the first place

*"I liked hanging out on Friday. It was fun and provided some stress relief."*

*"I am coping better than I used to."*

*"It brings tears to my eyes when I think about this program. It was a revival for me. Going to Starbucks for the first time was a big treat!"*

*"I felt good about pushing myself to go to ballet class. It made me feel assertive."*

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## Results

### Guided Journals

- When participants realized they were more than capable of learning new skills and responding appropriately to social stimuli, they had a boost in self-confidence and self-esteem that encouraged them to pursue further social interaction

*"I learned that if you follow your own path and don't constantly compare yourself to others, you'll get further."*

*"I learned that the tongue can be used to help and to hurt and that's why I should always keep God in the forefront of my thoughts."*

*"I am more confident when I speak with people that I don't know. I used to wait for people to come to me. Now I start the conversation."*

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## Conclusion

### Summary

- The It's My Life Social Self-Directed Care Program is designed to help individuals with SMI to build networks of friends and intimate relationships, thus creating a strong social support system. This in turn helps the Participant to become an active member of the community and feel less isolated which also helps to increase self-esteem and self-worth, improving overall social functioning. The increase of overall physical health has shown to decrease the need for hospitalization as well as avoiding premature death.

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## Conclusion

### Summary

- The It's My Life Social Self-Directed Care Program is highly relevant to any whole health approach to behavioral health.
- Savings in the reduction of emergency services, increased overall health, and lowered re-hospitalization rates makes this an affordable service for managed care and state funded programs.
- The program would also be ideal for operation by a peer-run organization
- Having focused on one of the most marginalized populations and receiving such remarkable results, it would be a reasonable expectation that even greater outcomes would be achieved for individuals with less complicated mental health challenges

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**Would like to thank**



***for providing the grant to train other organizations to end social exclusion and isolation through the It's My Life: Social Self-Directed Care program.***

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### For Additional Information

Contact:

- Shavonne Carpenter at [scarpenter@mentalhealthamerica.net](mailto:scarpenter@mentalhealthamerica.net)
- Patrick Hendry at [phendry@mentalhealthamerica.net](mailto:phendry@mentalhealthamerica.net)

<http://www.mentalhealthamerica.net/it%E2%80%99s-my-life-social-self-directed-care>

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### Thank You



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