

EMERGING BEST PRACTICES

IN

MENTAL HEALTH RECOVERY

PRINCIPAL AUTHORS:

WILMA TOWNSEND, M.S.W., CHIEF
SHERRY BOYD & GRISETTA GRIFFIN, PROGRAM DEVELOPMENT SPECIALIST
OFFICE OF CONSUMER SERVICES
OHIO DEPARTMENT OF MENTAL HEALTH

PATRICIA LARKINS HICKS, PH.D., PRESIDENT
OUTCOMES MANAGEMENT GROUP, LTD

THE OHIO DEPARTMENT OF MENTAL HEALTH
MICHAEL F. HOGAN, PH.D., DIRECTOR

JANUARY, 1999

This information is copyright © 2000 from the OHIO Department of Mental Health. Contact Michael Hogan, Director for more information at 30 East Broad Street, Columbus, OH 43266-0414.

CONTRIBUTORS

The following individuals representing consumers, family members, mental health professionals and clinicians contributed to the development of this Mental Health Recovery Model and Emerging Best Practices.

Valerie Alloy
Toledo, OH

Janet Atkins
Lancaster, OH

Velma Beale
Mt. Vernon, OH

Peter Buckley
Cleveland, OH

Linda Chapman
Mt. Vernon, OH

Jim Coleman
Cincinnati, OH

Stacey Doklovic
Columbus, OH

Linda Elkins
Mt. Vernon, OH

John Finch
Columbus, OH

Janet Galligan
Lancaster, OH

Patrick Gilligan
Mt. Vernon, OH

David Granger
Cleveland, OH

JoAnn Haber
Massillon, OH

Jewel Hamm
Cleveland, OH

Lillian Harris
Toledo, OH

Pamela Harris
Canal Fulton, OH

Demetrius Henderson
Cleveland, OH

Glenn Hopkins
Neward, OH

Darryl Mays
Toledo, OH

Rick McVicar
London, OH

Sandy Miller
Columbus, OH

Clemente Powell
Cleveland, OH

Jim Raid
Columbus, OH

Michael Schroeder
Columbus, OH

Emma Slater
Cambridge, OH

Brenda Sperry
Newark, OH

Gloria Walker
Cincinnati, OH

SPECIAL THANKS TO ROY PIERSON (COLUMBUS, OH) FOR HIS INPUT AND EDITING.

OVERVIEW

The Office of Consumer Services, Ohio Department of Mental Health developed a **Recovery Process Model and Emerging Best Practices** to define and enhance the quality of mental health services. These were developed as a guide for consumers to increase their understanding of their roles in the recovery process and as advocates for the delivery of quality services by competent service providers. The model clarifies what consumers have discovered during their personal recovery journeys about their roles and the roles of others in the recovery process. Additionally, the model and best practices are intended to serve as educational tools for family members/significant others, mental health professionals, administrators, regulators, and third party payers.

As a basis for the development of this model and emerging best practices, **recovery** is defined as: "a personal process of overcoming the negative impact of a psychiatric disability despite its continued presence."

Individuals who are recovering from mental illness move from a state of **dependency to interdependency**. Many factors influence their current level of functioning. Consequently, movement is not linear. The ultimate goals for individuals in the recovery process are to:

- function at their optimal level; and
- use and/or provide support to entities outside the Mental Health System.

During the recovery process, individuals are either **aware or unaware** of their condition.

This **Recovery Process Model** accounts for individuals movement and degree of awareness across the following four levels:

- Level I:** Dependent/Unaware
- Level II:** Dependent/Aware
- Level III:** Independent/Aware
- Level IV:** Interdependent/Aware

In the early nineties, The Ohio Department of Mental Health (ODMH) Community Support Program (CSP) Advisory Committee recognized the right of people with severe and mental illness to live in the community and participate in a lifestyle of their choice. These rights are the underpinnings of Recovery. Given this philosophy, the CSP Advisory Committee identified **nine essential components** that are needed in order for a community to provide effective services and support. These components are incorporated in the model and include:

1. Clinical Care
2. Family Support
3. Peer Support & Relationships
4. Work/Meaningful Activity
5. Power & Control
6. Stigma
7. Community Involvement
8. Access To Resources
9. Education

For each level within the recovery process, the status of the **consumer** and the roles of **clinicians** and **community** supports are defined.

Using this dynamic, **Recovery Process Model**, generic and universally applicable practices that influence recovery emerged. These **Emerging Best Practices** identify **preferred behaviors** based upon the best available knowledge and consensus of a diverse working group comprised of consumers, family members, and mental health professionals. As the impact of these behaviors is measured, it is anticipated that these practices will be refined and/or others will emerge.

In the existing **Emerging Best Practices**, behavioral statements have been identified for the consumer, clinicians, and community across the four levels of recovery and the nine essential components as defined in the **Recovery Process Model**.

During the recovery process, this model indicates that in order for consumers to function optimally they are dependent upon clinicians, family/significant others, and community supports to provide support and/or services that are consistent with the best practices identified. Additionally, consumers must take personal responsibility for managing their recovery by following the best practices as

defined. Failure of any of these entities to behave consistently with these best practices could result in consumers: not functioning optimally, taking longer than necessary to reach their optimal level of functioning, or having unnecessary relapses. Also, the services provided would not be cost efficient or cost effective.

Consumers can use these best practices to guide their actions during their recovery; identify the services and/or supports they need; assist them in receiving appropriate services and/or support when they need it.

Clinicians can use these best practices to validate they are providing the appropriate services, at the right time, that will result in the best outcomes. Additionally, these best practices can assist clinicians in providing consistent services and supports to consumers in recovery.

Community supports can use these best practices to determine the resource commitment that is needed to facilitate consumers' recovery in a timely manner.

As new clinical, scientific, and technological developments take place, this model and best practice statements will be updated to reflect those changes.

GUIDING PRINCIPLES

The following guiding principles formed the basis for the development of The Recovery Process Model and Emerging Best Practices.

PRINCIPLE I

The consumer directs the recovery process; therefore, consumer input is essential throughout the process.

PRINCIPLE II

Consumers are able to recover more quickly when their:

- hope is encouraged, enhanced, and/or maintained;
- life roles with respect to work and meaningful activities are defined;
- spirituality is considered;
- culture is understood;
- educational needs as well as those of their family/significant others are identified;
- socialization needs are identified.

PRINCIPLE III

Individual differences are considered and valued across their life span.

PRINCIPLE IV

Recovery from mental illness is most effective when a holistic approach is considered.

PRINCIPLE V

In order to reflect current “best practices,” there is a need to merge all intervention models, including Medical, Psychological, Social, and Recovery.

PRINCIPLE VI

Clinician's initial emphasis on “hope” and the ability to develop trusting relationships influences the consumer's recovery.

PRINCIPLE VII

Clinicians operate from a strengths/assets model.

PRINCIPLE VIII

Clinicians and consumers collaboratively develop a recovery management plan. This plan focuses on the interventions that will facilitate recovery and the resources that will support the recovery process.

PRINCIPLE IX

Family involvement may enhance the recovery process. The consumer defines his/her family unit.

PRINCIPLE X

Mental Health services are most effective when delivery is within the context of the consumer's community.

PRINCIPLE XI

Community involvement as defined by the consumer is important to the recovery process.

KEY TERMS

Definitions are provided for those terms that are used differently in various settings and by mental health professionals.

Access To Resources:

Ability to make contact with various people and places; use products, services, and technologies that promote recovery.

Advance Directives:

A legal means (document) by which a person can specify his/her choice about how he/she will be treated in the event that their illness renders them incapable of exercising choice.

Clinical Care:

Services that are provided by psychiatrists and other mental health professionals to promote and enhance the recovery process.

Clinicians:

Variety of persons providing clinical care including case managers, psychiatrists, social workers, rehabilitation therapists, other mental health professionals.

Community Support:

Activities and resources provided by the community to maintain consumers' social integration and affiliation with community.

Consumer:

Persons receiving mental health services and/or supports.

Education:

Both informal and formal methods of providing information that will result in behavioral change(s).

Family Support:

Persons identified by the consumer as either family members or significant others and provide the necessary support for recovery.

KEY TERMS CONT'D

Life Roles:

Age appropriate characteristics and expected behaviors of an individual within society which are developmental and incremental in nature, and which a consumer may have had interrupted due to the onset of symptoms.

Peer Support & Relationships:

Friends, colleagues, and other persons who provide the common understanding of issues and experiences impacting recovery.

Power & Control :

Active engagement in care and personal decisions that promotes recovery.

Recovery Management Plan:

a plan that the consumer and clinician develop collaboratively. This plan focuses on the interventions that will facilitate recovery and the resources that will support the recovery process.

Relapse Prevention Plan:

A shared understanding between the consumer, clinicians, and significant others of behaviors, feelings, and thoughts which indicate the onset of symptom destabilization, and actions and activities which will avert the continued progress of symptom destabilization. A formal written acknowledgement of this plan is an Advance Directive (see above).

Self Reliant Model :

A transition within the Recovery process whereby the consumer moves from dependence upon others to meet basic needs and control symptoms of psychiatric disability to a state of personal understanding and control of the consumer's own symptoms enabling the achievement of life roles through interdependent relationships with others.

Stigma:

Stereotypes associated with mental illness that hinder and/or negatively impact the recovery process.

Work & Meaningful Activity:

Meaningful employment that provides both economic and psychological benefits positively impacting the recovery process.

MENTAL HEALTH RECOVERY PROCESS
CLINICAL CARE

	LEVEL I DEPENDENT/UNAWARE	LEVEL II DEPENDENT/UNAWARE	LEVEL III INDEPENDENT/AWARE	LEVEL IV INTERDEPENDENT/AWARE
CONSUMER STATUS	<ul style="list-style-type: none"> • Cannot identify personal needs; • Uninformed of resource opportunities; • May be angry, anxious, distrustful, and unmotivated; • May not accept diagnosis; • Symptoms, treatment, and stigma may interfere with motivation. • May experience shame & stigma concerning illness; • May lack experience in developing trusting relationships. 	<ul style="list-style-type: none"> • Depends on professional care: • Aware of illness; • Aware of services & choices available within system; • May not feel empowered to make choices; • May not be interested or desire to make appropriate choices; • May begin to set basic recovery goals 	<ul style="list-style-type: none"> • Takes responsibility for managing his/her life and illness; • Aware of choices of services, treatment, and other resources; • Makes choices independently; • Reasonably self confident and values personal worth; • Chooses level of involvement with family/significant others, peer groups and community activities; • Works toward achieving recovery goals previously developed. 	<ul style="list-style-type: none"> • Accepts responsibility & involves him/herself in community; • Views service providers & personal support system as partners and peers; • Works collaboratively with service providers & personal support system to make choices; • Feels he/she has an opportunity to contribute to others and to society; • May move out of public system for attainment of employment and private benefits.
CLINICIAN'S ROLE	<ul style="list-style-type: none"> • Demonstrates hope and achievement when interacting with consumer; • Promotes acceptance as first step to recovery; • Explains illness, symptoms, courses of treatment and hope for the future and begins to teach consumer about the use and benefits of a personal Relapse Prevention Plan and Advance Directives; • Informs consumer of benefits of active treatment; • Engages family/significant others and refers them to available community supports and education 	<ul style="list-style-type: none"> • Ensures consumer and family/significant others are educated about the choices/resources available to them; • Provides activities that will increase consumer's readiness to make choices in selecting life roles, environment, and goals; • Educates consumer about mental illness & recovery; • Continues hope instilling strategies; • Involves consumer in designing his/her Recovery Management Plans (including medication and side-effects), Relapse Prevention Plan and Advance Directives 	<ul style="list-style-type: none"> • Works with consumer to define and achieve preferred life roles & goals; • Continues instilling hope strategies; • Encourages input from family/significant others as appropriate; • Encourages development of individualized coping strategies to deal with persistent symptoms; • Continues to support consumers with medication management; • Encourages consumer to use personal Recovery Management Plan, Relapse Prevention Plan and Advance Directives as necessary. 	<ul style="list-style-type: none"> • Works with consumer & consumer chosen support system to enhance/support chosen life roles; • Provides information and contacts to consumer to help locate other community resources & supports; • Provides consumer ongoing continued support; • Supports consumer in his/her interdependent role in community and society.
COMMUNITY SUPPORT'S ROLE	<ul style="list-style-type: none"> • Makes available family and consumer peer support, consumer enrichment and engagement activities; • Makes available, especially to families and consumers, information and education concerning mental illness 	<ul style="list-style-type: none"> • Makes available educational opportunities for consumers and their families/significant others that focus on mental illness, recovery process, and strategies that facilitate recovery; • Provides support and information to overcome stigma and enhance community inclusion (e.g., via churches, community organizations); • Continues to make available consumer peer support. 	<ul style="list-style-type: none"> • Community resources address treatment, life goals, chosen roles, goals, & social needs; • Promotes & supports anti-stigma campaigns; • Actively seeks and supports consumer & family/significant other involvement in community mental health programs. 	<ul style="list-style-type: none"> • Makes available for consumer collaborative support as needed to remain in chosen life role; • Continues to seek respect & value consumer & family/significant other involvement in community activities & organizations; • Continues to support consumer & family/significant others.

**MENTAL HEALTH RECOVERY PROCESS EMERGING BEST PRACTICES
CLINICAL CARE**

	LEVEL I DEPENDENT/UNAWARE	LEVEL II DEPENDENT/UNAWARE	LEVEL III INDEPENDENT/AWARE	LEVEL IV INTERDEPENDENT/AWARE
CONSUMER BEST PRACTICE	<ul style="list-style-type: none"> Identifies information about mental illness, recovery process, stigma, self esteem, and building self confidence. Gains awareness of illness through symptom reduction & education; Develops self trust by living through traumatic events with support (e.g. hospitalization, family problems, incarceration); Begins to develop trusting relationships with clinician and others. 	<ul style="list-style-type: none"> Gains awareness of cyclical or episodic nature of illness & that recovery is not a linear process; Begins to set recovery goals; Uses available resources; Accepts illness & treatment; Participates in peer support activities; Reshapes identity; Begins to make more appropriate choices/decisions; Participates in prescribed treatment; Keeps appointments with doctors & therapists; Attends & participates in self help group meetings; Seeks alternative treatment (e.g., vitamins/herbs; social interactions instead of groups). 	<ul style="list-style-type: none"> Seeks out information from providers & other resources; Participates in structured activities; Monitors illness & medications & reports needs to clinician/physician; Develops & achieves recovery goals; Develops & uses own personal coping skills for dealing with residual of recurring symptoms & personal support system; May keep journal that focuses on feelings, expectations, & life roles; Begins to be involved in both personal & group advocacy activities. 	<ul style="list-style-type: none"> Reviews personal Recovery Management Plan to update & note accomplishments; Reviews journal to determine progress; Takes an active part in peer & advocacy efforts; Works with other consumers to achieve personal life goals; Uses mental health services on an "as necessary" basis; May choose to use private system based upon employment benefits received.
CLINICIAN'S BEST PRACTICES	<ul style="list-style-type: none"> Builds relationship with consumer by listening, valuing & accepting him/her as a worthwhile person; Continues using hope instilling strategies; Develops collaboratively with consumer, family/others, and physicians a Recovery Plan. Collaborates with consumer in managing illness with proper medication by providing information about medication, strategies for effective management; Develops rapport & positive relationships with consumer's family/significant others; Assists consumer in setting & reaching goals, thus increasing personal control & self esteem; Links consumer to appropriate services, benefits, and entitlements; Connects consumer with successful role models. 	<ul style="list-style-type: none"> May involve consumer in groups designed to target issues related to transitioning back to community, goal setting, and building relapse prevention strategies and Advance Directives; Refers family/significant others to psycho-education classes; Provides (as appropriate) printed information on diagnosis & available resources; Continues to use hope instilling strategies; Helps consumer learn coping skills; Keeps current on research & treatment to assist consumer in gaining mastery over symptoms; Assists consumer in developing goals that are shaped by external ideals; Develops with consumer his/her Relapse Prevention Plan and Advance Directives 	<ul style="list-style-type: none"> Assists consumer in connecting with community services based upon his/her needs; Works with consumer to review & monitor status of his/her goals; Works with consumer to define Recovery Support Plan, Relapse Prevention Plan, and Advance Directives; Assists consumer in contacting agencies & services that will help him/her achieve life goals & support recovery enhancing activities (i.e., GED, BVR, recovery groups, housing options, volunteer opportunities); Refers to Social Security to learn about how to use work incentives; Supports & assists consumer in developing personal coping skills; Assists consumer in developing a personal emergency support system including peers, friends, significant others. 	<ul style="list-style-type: none"> Monitors with consumer Recovery Management Plan; Provides support and assistance in maintaining recovery; Advocates use of community resources; Encourages & supports consumer in becoming more involved in community activities; Keeps consumer and family current about new medications.
COMMUNITY SUPPORTS' BEST PRACTICES	<ul style="list-style-type: none"> Conducts depression screenings, stress tests, etc. at Health Fairs; Provides educational products, programs, opportunities that meet the needs of the consumer; Makes psycho education & peer support groups available to families/significant others; Provides & supports Drop-In Centers 	<ul style="list-style-type: none"> Continues providing psycho-education; Designs inclusive support activities for consumer & family/significant others; Continues to make available peer support groups for consumers and their families/significant others; Provides education that focuses on overcoming stigma. 	<ul style="list-style-type: none"> Supports & provides opportunities for volunteer work, paid employment, GED, vocational training, technical training, and college opportunities; Provides housing options including independent housing and home ownership; Provides opportunities for consumer to be included in cultural, social, physical, & entertainment activities; Includes consumer & his/her family/significant others in planning, providing & evaluating mental health & support services; Provides advocacy training for both consumer & his/her family/significant others. 	<ul style="list-style-type: none"> Expands community support; Increases opportunities for consumer to become involved in community; Continues anti-stigma public education.

MENTAL HEALTH RECOVERY PROCESS FAMILY SUPPORT				
	LEVEL I DEPENDENT/UNAWARE	LEVEL II DEPENDENT/UNAWARE	LEVEL III INDEPENDENT/AWARE	LEVEL IV INTERDEPENDENT/AWARE
CONSUMER STATUS	<ul style="list-style-type: none"> • May or may not want to include family/significant others in process; • Unaware of how family relationships impact recovery process; • Characterized by fear, stigma, denial. 	<ul style="list-style-type: none"> • Accepts illness & still fairly dependent on a lot of support; • Read to seek help; • Decides whether to include family/significant others in recovery process; • Family/significant others ability and willingness to support varies; • May be unready or unable to accept family/significant others support; • -May develop family relationship with friends and peer supporters. 	<ul style="list-style-type: none"> • Manages illness on his/her terms; • Aware that family/significant others are available to support him/her in recovery; • Makes decision regarding involving family/significant others and to what extent; • Identifies which family members/significant others will be involved in recovery. 	<ul style="list-style-type: none"> • Makes positive, conscious decisions; • Understands symptoms; • Values interacting & communicating with family/significant others to improve quality of life; • Uses services and participates in community with family/significant others.
CLINICIAN'S ROLE	<ul style="list-style-type: none"> • Assists consumer in recognizing value of family involvement; • Determines From consumer who he/she wants involved (i.e. family members and significant others); • Utilizes consumer's family/significant others to learn strategies that will assist in recovery process; • Assists families and significant others in understanding their involvement in recovery process; • Considers cultural differences and spiritual needs when working with consumer's family/significant others. 	<ul style="list-style-type: none"> • Develops trusting relationship with consumer and his/her family/significant others; • Involves family/significant others in recovery process; • Involves consumer, family/significant others in educational opportunities for the purpose of establishing personal, social, and work goals; • Provides consumer and family/significant others with information about illness and medications. 	<ul style="list-style-type: none"> • Actively involves consumer in Recovery Management Plan; • Solicits input from consumer regarding family/significant other involvement in recovery; • Recognizes family/significant others role in relation to consumer's illness; • Develops and uses educational programs that are "family friendly." 	<ul style="list-style-type: none"> • Solicits input from consumer and his/her family/significant others regarding the impact of their involvement in the recovery process; • Advocates with consumer for family involvement; • Continues to support family/significant others involvement with consumer in recovery process."
COMMUNITY SUPPORTS' ROLE	<ul style="list-style-type: none"> • Provides family to family training; • Provides Journey of Hope training for family/significant others; • Provides educational programs for family/significant others that provide information about: mental illness, medications, treatment, family problem solving, communication skills, etc. 	<ul style="list-style-type: none"> • Provides training via community support groups; • Provides educational opportunities for family/significant others; • Makes psycho social rehabilitation available; • Engages family and/or significant others in activities to support consumer's recovery. 	<ul style="list-style-type: none"> • engages family/significant others in policy and planning boards and committees for input on consumer and family issues; • Continue training, education, and support to families/significant others. 	<ul style="list-style-type: none"> • Involves family members/significant others in Mental Health Week & Mental Health Month; • Continues family/significant other support, training and education; • Continues family/significant others on policy and planning boards, committees, and group

MENTAL HEALTH RECOVERY PROCESS EMERGING BEST PRACTICES				
FAMILY SUPPORT				
	LEVEL I DEPENDENT/UNAWARE	LEVEL II DEPENDENT/UNAWARE	LEVEL III INDEPENDENT/AWARE	LEVEL IV INTERDEPENDENT/AWARE
CONSUMER BEST PRACTICE	<ul style="list-style-type: none"> Participates with family members, significant others, and/or friends in activities to address illness and recovery education, group and family support/counseling meetings; Begins to recognize the importance of including family/significant others in recovery process. 	<ul style="list-style-type: none"> Makes family members/significant others aware of preferences; Seeks support from peers & friends; Identifies existing support groups & participates. 	<ul style="list-style-type: none"> Includes family/significant others in recovery process; Advocates for consumer issues including parity in insurance coverage; Tries to understand how family influences recovery. 	<ul style="list-style-type: none"> Values and interacts with family; Uses family/significant others as a component of personal recovery support network.
CLINICIAN'S BEST PRACTICE	<ul style="list-style-type: none"> Involves family members/significant others in treatment plan; Makes appropriate referrals; Values family participation as an asset and source of information to enhance treatment; Values consumer choice regarding family involvement; Uses approaches & materials that are culturally relevant; Uses a non-deficit approach to consumer/family interactions. 	<ul style="list-style-type: none"> Encourages family/significant others in supporting consumer to use mental health services, community resources & alternative treatment; Asks consumer about his/her preferences related to involving family members/significant others in family education and treatments that are "family friendly." 	<ul style="list-style-type: none"> Re-evaluates with consumer his/her Recovery Management Plan with respect to family/significant others involvement and establishes next steps. 	<ul style="list-style-type: none"> Is available to support and assist in refining consumer's choice regarding family/significant other involvement in recovery process.
COMMUNITY SUPPORTS' BEST PRACTICE	<ul style="list-style-type: none"> Family/significant others provide safe & supportive environment; Provides family-to-family training; Provides training within community (e.g. hospitals, schools, churches, community centers, outreach programs) through seminars and educational materials; Makes transportation available for scheduled activities. 	<ul style="list-style-type: none"> Assists consumer in identifying transportation options; and/or makes transportation available to scheduled activities; Provides information about support groups & training opportunities; Continues activities in Level I. 	<ul style="list-style-type: none"> Conducts dialogues that focus on importance of establishing collaborative relationships that result in effective dissemination of educational materials focused on family involvement in recovery process. 	<ul style="list-style-type: none"> Provides opportunities for families to gather and participate in social events focused on supporting consumer in recovery process.

MENTAL HEALTH RECOVERY PROCESS
PEER SUPPORT & RELATIONSHIPS

	LEVEL I DEPENDENT/UNAWARE	LEVEL II DEPENDENT/UNAWARE	LEVEL III INDEPENDENT/AWARE	LEVEL IV INTERDEPENDENT/AWARE
CONSUMER STATUS	<ul style="list-style-type: none"> • May have lost contact with peers; • Lacks self esteem and sense of self; • May have limited knowledge of supportive resources and medical management; • May experience spiritual and/or cultural conflict; • Views self as object; • May feel hopeless and helpless; • May be withdrawn and avoids contact with others. 	<ul style="list-style-type: none"> • Defines his/her unique needs; • Regains sense of hope & becomes aware of self esteem issues; • Understands importance of maintaining balance & wellness in life; • Views self as "subject;" • Begins using self-reliant model; • Develops life skills; • Participates in self help/peer support groups; • New supports accept individual's differences; • Begins learning to develop relationships on his/her own; • Becomes aware of his/her relationships in community; • Becomes aware of need to monitor systems; • Peer group has changed. 	<ul style="list-style-type: none"> • Gives support to others; • Uses peer support as component of personal support network; • Obtains and uses resources, supports, and services; • Begins to use Relapse Prevention Plan; • Recognizes and develops plans to monitor symptoms; • Begins to value self as a unique individual with strengths and achievable goals. 	<ul style="list-style-type: none"> • Cultivates reciprocal relationships; • Participates in community; • Willing and ready to give back to community; • Serves as role model for other consumers; • Advocates for self and others; • Manages stress; • Shares coping techniques with other consumers & clinicians; • Recognizes and feels own value as a whole person and contributing member of society.
CLINICIAN'S ROLE	<ul style="list-style-type: none"> • Makes consumer aware he/she is not alone; • Offers hope & friendship; • Encourages consumer to remain active; • Identifies support and provides access to peer support; • Helps consumer develop reciprocal relationships; • Assists consumer in recognizing strengths and valuing peer support experiences; • Fosters advocacy and assists consumer in taking control of his/her illness; • Provides consumer with information about how to obtain access to services; • Encourages the development and/or maintenance of social, family and personal relationships; • Encourages consumer to maintain or seek supportive spiritual/cultural activities. 	<ul style="list-style-type: none"> • Establishes relationship with consumer that is reciprocal; • Assists consumer with identifying needs and linking to peers; • Facilitates group/peer interactions; • Assists consumer in understanding & managing relationship issues; • Provides access to personal advocacy; • Offers opportunities to consumer to venture into community. 	<ul style="list-style-type: none"> • Utilizes volunteers to share recovery information & experiences; • Involves consumer in groups with Peer Supporters that participate regularly in some type of recreational/social activity; • Teaches consumer about Mental Health Directives & process involved; • Evaluates effectiveness of support provided by peers; • Reviews with consumer his/her Relapse Prevention Plan; • Monitors consumer's ability to maintain Relapse Prevention Plan; • Supports consumer in community activities; 	<ul style="list-style-type: none"> • Recognizes individual versus consumer; • Helps consumer identify ways to give back to community; • Provides consumer with access to group advocacy training; • Encourages consumer participation in program evaluation & quality assurance activities; • Collaborates with consumer in developing, finding, and using self-help alternatives; • Collaborates with consumer to conduct research & publish about the benefits of peer support; • Expands peer group to include clinicians & providers.
COMMUNITY SUPPORTS' ROLE	<ul style="list-style-type: none"> • Makes peer support groups available and accessible; • Involves peer support groups in treatment sessions when appropriate; • Provides personal assistance; • Offers hope through peer supporters making non-threatening visits; • Peer Support group participates in community activities (i.e., food drives, community clean up). 	<ul style="list-style-type: none"> • Provides educational opportunities to consumer that focus on available programs & services; • Makes accessible & available Drop-In Centers and consumer peer support groups. 	<ul style="list-style-type: none"> • Recruit individuals interested in becoming Peer Supporters; • Involve consumer in social and recreational activities; • Conduct meetings of Peer Supporters. 	<ul style="list-style-type: none"> • Involves consumer on mental health boards; • Makes community support groups accessible and available.

MENTAL HEALTH RECOVERY PROCESS EMERGING BEST PRACTICES PEER SUPPORT & RELATIONSHIPS				
	LEVEL I DEPENDENT/UNAWARE	LEVEL II DEPENDENT/UNAWARE	LEVEL III INDEPENDENT/AWARE	LEVEL IV INTERDEPENDENT/AWARE
CONSUMER BEST PRACTICE	<ul style="list-style-type: none"> Becomes willing to engage in interactions with others; Listens to information given on mental illness & healthy support systems; Develops or maintains spiritual, social, and cultural connections; Begins to see the possibilities. 	<ul style="list-style-type: none"> I identifies self esteem issues, short term goals & strategies to overcome fear of self disclosure; Becomes interested in returning to community & identifying services/resources available within the community; Accepts mental illness; Learns about personal symptoms of illness; Begins to build Relapse Prevention Plan; Develops meaningful, supportive personal relationships. 	<ul style="list-style-type: none"> Gives support to others; Obtains & uses resources, supports, and services; Uses self determined Relapse Prevention Plan; Uses self developed plans to monitor symptoms; Active in Peer Support Group; Peer Support is a valued component of personal support network; Values self. 	<ul style="list-style-type: none"> Participates in advocacy activities; Follows his/her Relapse Prevention Plan; Takes responsibility for own wellness; Maintains purpose in daily routine through participation in meaningful activities (e.g., paid work, therapeutic groups, peer support groups, and volunteer work) and gives back to community; Values self and peers.
CLINICIAN'S BEST PRACTICE	<ul style="list-style-type: none"> Involves consumer in groups (e.g., Peer Support, Self Esteem) designed to: stimulate appropriate interpersonal interaction; facilitate an open dialogue about stabilizing & maintaining relationships and intimacy; provide/promote opportunities to practice using social skills; share information about systems & medical management; promote awareness of transitioning into community; Involves consumer in 1:1 sessions for purpose of maintaining rapport and encouraging interactions with others; Refers to peer support & other interest groups (i.e., spiritual, cultural & recreational). 	<ul style="list-style-type: none"> Utilizes team tasks (e.g., recreational, psycho-social groups) to establish sense of teamwork; Involves consumer in groups for purposes of discussing relationship issues; learning how to manage them; identifying personal hopes & achievements; learning about personal advocacy; and relapse prevention and & Advance Directives; May involve family members/significant others; Assures peer supporters accompany consumer on community trips to various support groups; Assists consumer in understanding that peer relationships are fluid and must be nurtured. 	<ul style="list-style-type: none"> Uses volunteers to share information & experiences of recovery; Involves consumer in groups with Peer Supporters that participate regularly in some type of recreational/social activity; Supports consumer's choice to involve peers in process to refine their personal Recovery Management Plan, Relapse Prevention Plan, and Advance Directives. 	<ul style="list-style-type: none"> -Is available to support and assist in refining consumer's peer support choices.
COMMUNITY SUPPORTS' BEST PRACTICE	<ul style="list-style-type: none"> Makes hospital visits & provides literature and information on peer support system; Provides hope & reassurance for recovery to consumer using personal disclosure; Develops rapport with consumer; With clinician's guidance, begins to engage consumer in non-threatening social tasks (i.e., getting cup of coffee, light conversations). 	<ul style="list-style-type: none"> Provides resource information about community programs & services; Accompanies consumer on community trips to explore support groups; Continues to offer reassurance & hope in recovery process; Encourages consumer to accept & gain increased insight into mental illness; Accompanies consumer to substance abuse support groups in community when appropriate. 	<ul style="list-style-type: none"> Conducts meetings at hospitals; Recruits consumers interested in becoming peer supporters; Involves consumer regularly in some type of social/recreational activity. 	<ul style="list-style-type: none"> Involves consumer in peer support services; Conducts workshops & in-services designed to increase consumer's awareness about mental illness; Provides social activities and retreats; Involves consumer in planning community activities.

MENTAL HEALTH RECOVERY PROCESS
WORK/MEANINGFUL ACTIVITY

	LEVEL I DEPENDENT/UNAWARE	LEVEL II DEPENDENT/AWARE	LEVEL III INDEPENDENT/AWARE	LEVEL IV INTERDEPENDENT/AWARE
CONSUMER STATUS	<ul style="list-style-type: none"> Lacks information & knowledge as related to employment opportunities or meaningful activities; Unaware of relationship between employment & well-being; Lacks confidence; May be in crisis; May be employed. 	<ul style="list-style-type: none"> Aware of knowledge of self & aware of benefits of employment as related to well being; May not be ready to find employment; Fears failure, lack of self confidence, insecure, & unable to be self-sustaining; May not have interaction and/or decision-making skills needed for work environment; May be afraid of losing benefits; Depends on others to assist in finding employment; May be employed. 	<ul style="list-style-type: none"> Identifies needs & interests related to employment while still exploring vocational potential & skills; Self focused; Capable of sustaining existence; May be employed in a supportive or competitive environment; May take on too much that results in increased stress; May be vulnerable to relapse. 	<ul style="list-style-type: none"> Locates employment consistent with interests & skills; Develops personal supports to maintain employment & implement meaningful career goals; Focuses beyond self; Career-minded; Understands role (s) in work environment & seeks to contribute.
CLINICIAN'S ROLE	<ul style="list-style-type: none"> Fosters expectation of hope; Promotes well being; Creates expectation that employment or some form of meaningful activity is possible and will enhance well being; Makes aware of incentives & educational benefits; Promotes stabilization leading to or enabling continued work and other meaningful activity; Assists in symptom management and medication stabilization. 	<ul style="list-style-type: none"> Aware of importance of work or other meaningful activity in recovery; Assists consumer in determining employment and/or activity interests; Allocates individualized resources (i.e., support for individual stress & benefit consultation_ for employment readiness; Make aware of relationship between work and well being; Offers range of educational opportunities that focus on pre-vocational & job readiness; Provides information about medications benefits and/or side effects and their impact upon work performance; Provides basic illness management training. 	<ul style="list-style-type: none"> Meets consumer's needs & interests related to employment while still encouraging exploration of vocational potential & skills; Refers to appropriate resources; Provides employment support; Assures ongoing availability of support; Assists with medication management; Makes consumer aware of vulnerabilities, benefits & pitfalls of developing skills & self-confidence. 	<ul style="list-style-type: none"> -Assists consumer in choosing from a broad range of meaningful work activities, including needed supports; Fosters alliance and/or partnership with consumer to ensure adequacy of continued supports.
COMMUNITY SUPPORTS' ROLE	<ul style="list-style-type: none"> Makes resources available to support employment; Maintains resource list of community action organizations, recreation facilities, volunteer opportunities, etc.; Educates community employment, recreation, and volunteer organizations about the needs and benefits of including consumer workers/employers/members; Educates constituents about the work needs of the Mental Health consumer. 	<ul style="list-style-type: none"> Provides support directed toward consumer & societal protection; Provides information about mental health resources including referral sources & appropriate clinical & vocational systems. 	<ul style="list-style-type: none"> Makes accommodations for consumer in community work activities; Makes resources available to support meaningful employment and other consumer chosen activities. 	<ul style="list-style-type: none"> Actively seeks out and integrates mental health consumer into full range of meaningful work and other activities; Advocates for the rights & needs of the mental health consumer; Allocates necessary resources to support mental health consumer when integrating into community and developing his/her career.

MENTAL HEALTH RECOVERY PROCESS EMERGING BEST PRACTICES WORK/MEANINGFUL ACTIVITY				
	LEVEL I DEPENDENT/UNAWARE	LEVEL II DEPENDENT/AWARE	LEVEL III INDEPENDENT/AWARE	LEVEL IV INTERDEPENDENT/AWARE
CONSUMER BEST PRACTICE	<ul style="list-style-type: none"> Begins to value work and/or meaningful activities; Develops awareness of work readiness skills; Begins to see possibilities; May participate in self-help groups. 	<ul style="list-style-type: none"> Begins participating in self centered planning process; Begins making decisions; Participates with clinician in an employment screening to determine appropriate vocation; Makes decision about when & how to disclose to employer. 	<ul style="list-style-type: none"> Through employment counseling and/or working with job coach/supports, develops appropriate boundaries & interpersonal skills for transition into desired level of employment; Develops a sense of balance relative to work & other functional roles, i.e., stress management, etc. 	<ul style="list-style-type: none"> Uses mature support system as needed; Maintains work for self; Values work as it relates to recovery; Acts as role model for other consumers; Advocates for fairness in hiring & expansion of work opportunities for mental health consumers; Educates hiring organizations about mental health consumers.
CLINICIAN'S BEST PRACTICE	<ul style="list-style-type: none"> Encourages/promotes participation in meaningful activities on a regular basis; Involves consumer in groups to enhance self confidence Evaluates with consumer his/her ability, emotional, skill level to participate in employment or meaningful activities; Provides support in developing needed skills (job coaching, interviewing, etc.); Uses understanding of ADA to benefit consumer; Provides tours to consumer of potential employment settings; Uses speakers to explain potential work expectations; Supports volunteer work as meaningful activity; Adjusts medications to manage side effects & promote optimum participation. 	<ul style="list-style-type: none"> Provides or links consumer to vocational training, including developing resumes, preparing for interviews, dressing for success, and making use of available transportation; Provides or links consumer to work adjustment groups to discuss the benefits of employment and share success with other employed consumers who are in their recovery process; discuss work stressors that impact illness; and identify strategies for reducing stress; ensures consumer understands social security and work incentive programs; Assists with issues relating to disclosure; Involves consumer in groups for purposes of understanding role of a "good employee," establishing & maintaining relationships & understanding safety issues. 	<ul style="list-style-type: none"> Provides educational opportunities that relate to employment accommodations & supports; establishing boundaries; developing interpersonal communication skills; and stress management techniques; Observes consumer in work environment & provides feedback; Provides opportunities for work adjustment; group discussion of productivity issues, strategies & techniques for meeting fellow employees; techniques for interacting with fellow employees in social situations; Reviews with consumer work day schedule. 	<ul style="list-style-type: none"> Assists consumer in defining life goals; Works with consumer on developing skills that result in cultivating relationships at work & outside of work; Works with consumer on refining stress management skills.
COMMUNITY SUPPORTS' BEST PRACTICE	<ul style="list-style-type: none"> Maintains resource list of community action organizations, recreation facilities, volunteer opportunities, etc.; Makes grants available to businesses to develop non-traditional work opportunities that will accommodate individuals recovering from mental illness; Mental health agencies place job advertisements in business sections in newspapers; Invites speakers to community agencies to discuss consumers' and employment needs; -Mental health agencies hire, train, and retain consumers. 	<ul style="list-style-type: none"> Provides consumers with a complementary array of services that are acceptable & meet their needs; Provides services through Peer Support providers, Consumer Operated Services, & Ohio Rehabilitation Commission (BVR & BBVI). 	<ul style="list-style-type: none"> Provides a variety of meaningful work activities & supports which accommodate developing consumer's career path; Provides appropriate employment related benefits in a non-discriminatory fashion (e.g., health care, holidays, vacations). 	<ul style="list-style-type: none"> Advocates for consumer work rights; Works to reduce stigma, especially in work place.

MENTAL HEALTH RECOVERY PROCESS POWER & CONTROL				
	LEVEL I DEPENDENT/UNAWARE	LEVEL II DEPENDENT/UNAWARE	LEVEL III INDEPENDENT/AWARE	LEVEL IV INTERDEPENDENT/AWARE
CONSUMER STATUS	<ul style="list-style-type: none"> • Unaware of effect illness has on decision making; • Lacks identity; • Does not recognize responsibility for actions or their consequences; • May resist assistance, and may be angry; • Does not realize input is important to facilitating recovery; • May have difficulty taking control of his/her life; • May be totally dependent upon clinician; • May not take medication. 	<ul style="list-style-type: none"> • Depends upon others and feels powerless & victimized; • Lacks identity; • Sense of self is determined by others; • Understand the need for assistance; • Begins to see the relationship between decisions and quality of life; • Sees choices but may feel powerless about making choices. 	<ul style="list-style-type: none"> • Has sense of self; • Has personal identity; • Defines own goals; • Aware of consequences of decisions; • Aware of personal responsibility; • Takes risks; • Seeks to be in control; • May resist others' decision making; • Understands the need for assistance; • Begins to see the relationship between decisions & quality of life; • May experience stressful interactions with family/significant others. 	<ul style="list-style-type: none"> • Aware of how he/she affects the others lives; • Recognizes his/her relationship with others; • Community-minded; • Asks for help while still having sense of self; • Recognizes value & nature of goal attainment; • Makes decisions based upon information, awareness, and consequences.
CLINICIAN'S ROLE	<ul style="list-style-type: none"> • Educates consumer, family members/significant others about illness, diagnosis, and treatment; • Considers stigma associated with mental illness when educating and treating consumer; • Addresses stigma issues with consumer, family, and significant others; • Assesses and promotes consumer's ability to understand illness, community living skills, and educational level; • Recognizes recovery struggle & communicates that understanding to consumer; • Validates consumer's feelings; • -Aware of power issues; • -Encourages independence and continued personal & social activity; • -Encourages medication compliance as a means to facilitate recovery. 	<ul style="list-style-type: none"> • Identifies consumer's hopes, dreams, aspirations, & values; • Teaches coping, problem-solving, & decision making skills; • Teaches consumer about gaining resources; • Helps consumer build self-esteem; • Provides environment for consumer to set goals; • Teaches & reinforces independent living skills & alternatives; • Identifies consumer's perspective on his/her "loss" of power & control; • -Presents alternatives and allows consumer to make choices. 	<ul style="list-style-type: none"> • Exchanges and/or shares knowledge with consumer; • Shares power & decision making with consumer; • Assists consumer in achieving his/her goals; • Enhances consumer's life skills; • Educates consumer about resource sources (e.g., library); • Encourages consumer to find other resource persons; • Encourages participation in social groups; • Enhances consumer's social skills, including reading social cues; • Educates consumer on "how to take control;" • Accepts consumer's mistakes; • Exhibits patience; • Encourages consumer to participate in social, cultural & spiritual groups/organizations. 	<ul style="list-style-type: none"> • Assists consumer in solidifying his/her role within community; • Encourages self advocacy; • Fosters the development & refinement of interaction & interpersonal skills; • Supports & educates consumer regarding his/her exploration of personal intimacy, cultural and spiritual needs; • Includes consumer in program planning & evaluation; • Supports involvement of consumer in system change activities; • Involves consumer in implementation of recovery management plan.
COMMUNITY SUPPORTS' ROLE	<ul style="list-style-type: none"> • Provides housing, food, transportation support; • Makes case management and community support programs & educational opportunities available; • Provides consultation for family members; • Manages guardianship issues; • Family and consumer, and organizations provide support. 	<ul style="list-style-type: none"> • Provides environment within business and housing settings that allow the consumer to practice newly found skills and encourage self reliance; • Establishes self-help groups. 	<ul style="list-style-type: none"> • Encourages independence; • Provides educational opportunities focused on recovery & stigma busting strategies. 	<ul style="list-style-type: none"> • Recognizes individuals with mental illness can lead productive & independent lives; • Supports individuals with mental illness in maintaining productive independent lives.

This information is copyright © 2000 from the OHIO Department of Mental Health. Contact Michael Hogan, Director for more information at 30 East Broad Street, Columbus, OH 43266-0414.

MENTAL HEALTH RECOVERY PROCESS EMERGING BEST PRACTICES
POWER & CONTROL

	LEVEL I DEPENDENT/UNAWARE	LEVEL II DEPENDENT/UNAWARE	LEVEL III INDEPENDENT/AWARE	LEVEL IV INTERDEPENDENT/AWARE
CONSUMER BEST PRACTICE	<ul style="list-style-type: none"> • Open to learning and increasing awareness about illness; • Listens and begins to develop trusting relationships; • Aware of lack of power and control; • Recognizes benefits of medication, if needed and is compliant. 	<ul style="list-style-type: none"> • Seeks educational opportunities that provide information about mental illness, self esteem, sense of self, and building self confidence; • Maintains medication, if necessary; • Self evaluates decisions; • Makes choices based upon self evaluation; • Seeks assistance when necessary. 	<ul style="list-style-type: none"> • Seeks personal relationships & support for them; • Maintains medication; • Engages in forums for educating & dispelling stigma for purposes of gaining more power; • Aware of accomplishments; • Celebrates success & learns from mistakes. 	<ul style="list-style-type: none"> • Volunteers to help other consumers gain awareness & take risks to eliminate stigma; • Maintains medication; • Maintains personal & professional relationships; • Accepts responsibility for own wellness; • Makes decisions based upon awareness and understanding of consequences.
CLINICIAN'S BEST PRACTICE	<ul style="list-style-type: none"> • Identifies persons who have been successful in recovery from their mental illness to serve as role models; • Uses interventions that address consumer's needs from a recovery perspective; • Identifies available community supports; • Involves consumer in groups; • Educates recovery & support teams about valuing consumer's feelings; • Uses speakers for purpose of discussing issues related to housing, budgeting, and grooming; • Values consumer's feelings; • Leads recovery team in promoting self reliant model; • Identifies non medical symptoms (e.g., mood) that impact consumer's recovery. 	<ul style="list-style-type: none"> • Identifies with consumer survival techniques; • Provides consumer with Peer Support to assist with realization of "hope;" • Provides educational opportunities that focus on teaching problem solving, decision making and coping skills; • Takes trips with consumer to the community to identify resources; • Develops partnership with consumer that focuses on developing decision making strategies and evaluating consequences & benefits; • Develops with consumer his/her Relapse Prevention Plan and Advance Directives; • Celebrates with consumer when goals are achieved (e.g., dinner certificates). 	<ul style="list-style-type: none"> • Supports consumer when needed; • Empowers consumer to be independent & healthy; • Involves consumer in groups for purposes of setting goals & cultivating healthy relationships; • Develops with consumer stress management regime, advocacy skills; • Works with consumer on maintaining Recovery Management Plan, Relapse Prevention Plan, & Advance Directives; • Uses other consumers as mentors for purpose of identifying strategies that result in successful living within the community. 	<ul style="list-style-type: none"> • Evaluates with consumer the effects of various intervention strategies; • Works in partnership with consumer to maintain recovery and supports consumer choices.
COMMUNITY SUPPORTS' BEST PRACTICE	<ul style="list-style-type: none"> • Makes information about housing, food, transportation, etc. available within community (e.g., churches, hospitals, outreach programs); • Mental health agencies establish collaborative relationships with local criminal justice system (i.e., police, Bar Association); • Provides opportunities for consumer involvement; • Expects consumer to use self-reliant model. 	<ul style="list-style-type: none"> • Provides resource materials in waiting rooms at mental Health Centers; • Mental health agencies conduct public relations activities within community & focuses on media; • Media includes mental health in health reporting. 	<ul style="list-style-type: none"> • Provides consumer with information about resources that are available within the community; • Provides educational opportunities that focus on interpersonal & social skills; • Expects consumer to be involved in community; • Rewards positive participation & celebrates successes. 	<ul style="list-style-type: none"> • Remains available to support consumer as needed.

MENTAL HEALTH RECOVERY PROCESS
STIGMA

	LEVEL I DEPENDENT/UNAWARE	LEVEL II DEPENDENT/UNAWARE	LEVEL III INDEPENDENT/AWARE	LEVEL IV INTERDEPENDENT/AWARE
CONSUMER STATUS	<ul style="list-style-type: none"> • May experience negative feelings; • May be angry; • May be in denial; • May not accept condition; • May internalize stereotypes of persons with mental illness; • Shame, fear, denial may cause looking away from others; • May feel isolated socially and spiritually. 	<ul style="list-style-type: none"> • Feels misunderstood; • May be emotional & sensitive; • Begins accepting illness but may still be affected by negative perceptions of mental illness; • Attempts to gain knowledge about mental illness; • Relies on others (e.g., media) for understanding of illness and defining self. 	<ul style="list-style-type: none"> • Begins to understand & accept illness; • Reaffirms identity & separates characteristics of illness from stereotypes; • Begins to be resilient against stereotypes; • Self esteem improves; • Focuses internally, separate from mental health system. 	<ul style="list-style-type: none"> • Accepts illness; • Participates in advocacy activities; • Educates public about rights of persons with mental illness (e.g., legal, civic, and constitutional).
CLINICIAN'S ROLE	<ul style="list-style-type: none"> • Provides positive environment to facilitate understanding of persons in recovery; • Actively listens to consumer; • Fosters hope for recovery; • Emphasizes consumer's strengths & assets versus deficits; • Educates consumer, family members/significant others about illness, diagnosis, and treatment; • Keeps abreast of current literature; • Addresses issues of stigma and supports consumer; • Engages in stigma busting behaviors & activities; • Values and fosters partnerships and inclusion among providers, families, significant others, friends, and consumers. 	<ul style="list-style-type: none"> • Supports & reinforces consumer in gathering information about illness; setting appointments; identifying resources & assuming responsibility for self; • Values consumer choices; • Assists consumer in understanding consequences associated with choices; • Provides opportunities for consumer to vent & express his/her frustration; • Assists consumer in coping with internalized stigma; • Teaches stigma busting behaviors & activities; • Views consumer as an individual versus diagnosis; and different versus deficient; • Teaches coping mechanisms that are not stigmatizing. 	<ul style="list-style-type: none"> • Provides information that emphasizes recovery; • Supports consumer during recovery process; • Emphasizes to consumer responsibilities for own actions; • Promotes & emphasizes consumer focus on living "with" mental illness versus suffering from an illness; • Challenges other clinicians/providers when they stigmatize; • Encourages consumers to challenge clinicians/providers; • Informs consumer about new medications that can decrease stigmatizing behaviors; • Assists consumer in developing & participating in stigma busting activities; • Works with consumer in confronting stigma throughout the system; • Advocates for consumer as full partner in recovery. 	<ul style="list-style-type: none"> • Assists consumer in celebrating success of his/her Recovery Management Plan; • Arranges visits to model recovery inside & outside hospital with other recovering consumers, staff, and inpatients; • Reinforces non-stigmatizing behaviors; • Actively supports anti-stigma efforts; • Supports consumer's decision to disclose; • Encourages & supports consumer to access community organizations, social, cultural, spiritual, and personal interest groups for validation of strengths & esteem.
COMMUNITY SUPPORTS' ROLE	<ul style="list-style-type: none"> • Provides educational opportunities that focus on understanding mental illness and the mentally ill; • Provides opportunities to reject/combat stigma (i.e., community activities). • Responds to negative stigma issues presented in the media and other venues; • Ensures that organizations, staff, internal policies, etc. are stigma free. 	<ul style="list-style-type: none"> • Establishes Consumer Speaker's Bureau & provides speakers who are doing well & willing to tell their story; • Conducts anti stigma public relations campaigns within the community; • Provides destigmatizing activities for consumers to participate in. 	<ul style="list-style-type: none"> • Makes support groups available & accessible; • Conducts anti-stigma campaigns. 	<ul style="list-style-type: none"> • Involves consumer in community activities; • Promotes persons recovering from mental illness in educational programs.

MENTAL HEALTH RECOVERY PROCESS EMERGING BEST PRACTICES
STIGMA

	LEVEL I DEPENDENT/UNAWARE	LEVEL II DEPENDENT/UNAWARE	LEVEL III INDEPENDENT/AWARE	LEVEL IV INTERDEPENDENT/AWARE
CONSUMER BEST PRACTICE	<ul style="list-style-type: none"> Identifies positive support systems; Seeks ways to handle anger (i.e. anger management); Seeks out information on mental illness; meanings of mental illness; Seeks out other consumers who have been successful in handling stigma & feelings of isolation; Seeks out meaningful social, cultural, and spiritual relationships. 	<ul style="list-style-type: none"> Increases self- knowledge about illness, medication and mental health system; Gains knowledge about available resources; Accepts illness; Becomes more trusting of service providers; May begin to promote and participate in anti stigma activities. 	<ul style="list-style-type: none"> Develops short term goals; Focuses on vocational skills with less emphasis on personal situation; Participates in support groups that focus on ways to improve/diffuse stigma; Accepts illness; Separates self from stereotypes. 	<ul style="list-style-type: none"> Accepts his/her illness; Seeks to educate public about mental illness and mental health; Gets involved in community activities to help dispel stereotypical beliefs.
CLINICIAN'S BEST PRACTICE	<ul style="list-style-type: none"> Office, treatment & program environments reflect anti-stigma and mental health recovery philosophy; Recognizes importance of components of Relapse Prevention Plan and Advance Directives in decreasing stigma; Educates family, friends and significant others about stigma; Provides consumer with educational materials; Identifies roles in decreasing stigma; Cross trains mental health providers in order to minimize stigma within the mental health system; Encourages consumer participation in community organizations (i.e., YM/WCA, library society, theatre groups). Conducts positive interactions with consumers/families based upon recovery principles and expectations; Involves consumer in groups for purpose of exploring why stigma exist. 	<ul style="list-style-type: none"> Uses groups (e.g., Mental Health Education, Self Esteem) to discuss cause and effect of stigma and consumer responsibility for his/her actions; Uses speakers from other groups to discuss stigma & stigma busting strategies (e.g., AMI , Bi-Polar Bears); Works in partnership with consumers, families/significant others in anti stigma activities. 	<ul style="list-style-type: none"> Encourages consumer to volunteer (e.g., food banks, nursing homes, soup kitchens, and/or drop-in centers); Develops & teaches leadership and advocacy skills; Uses groups to focus on "good citizenship" behaviors; Uses group discussion to focus consumer on appropriate self-disclosure; Advocates for consumer as full partner in recovery. 	<ul style="list-style-type: none"> Monitors the mental health system to minimize internal stigmatizing of consumers and families; Encourages consumer to take leadership role in advocacy and support groups (e.g., AMI); Encourages consumer to make presentations; Creates opportunities to celebrate consumer's achievements (e.g., dinner certificates).
COMMUNITY SUPPORTS' BEST PRACTICE	<ul style="list-style-type: none"> Community organizations sponsor stigma busting activities; Consumer and family organizations partner with community organizations in coordinating stigma busting activities. 	<ul style="list-style-type: none"> Establishes & maintains Speakers' Bureau; Conducts anti stigma campaigns; Consumer & family organizations conduct media/legislative watch and response activities. 	<ul style="list-style-type: none"> Establishes & maintains support groups; Continues anti stigma activities and collaboration. 	<ul style="list-style-type: none"> Establishes and maintains support groups, anti stigma activities and collaboratives.

MENTAL HEALTH RECOVERY PROCESS
COMMUNITY INVOLVEMENT

	LEVEL I DEPENDENT/UNAWARE	LEVEL II DEPENDENT/UNAWARE	LEVEL III INDEPENDENT/AWARE	LEVEL IV INTERDEPENDENT/AWARE
CONSUMER STATUS	<ul style="list-style-type: none"> • May be isolated and/or separated from community; • Unaware of community resources and their benefits; • Lacks motivation to seek community involvement; • Does not trust community; • Afraid of social situations; • May not recognize opportunities to become involved in community activities. 	<ul style="list-style-type: none"> • Begins to recognize opportunities for community involvement; • Aware of community resources & how they may be helpful to recovery; • Sets personal goals regarding involvement in community activities; • Goals are still mainly shaped by external ideals rather than consumer preference; • Needs lots of encouragement; • May not actively participate in community activities; • May not obtain access to resources. 	<ul style="list-style-type: none"> • Actively seeks community involvement; • Begins to develop relationships with people in community organizations; • Begins to obtain & use resources appropriately; • Shapes goals based upon his/her preferences and ideals rather than on external ideals; • Relies less on clinician and/or family/significant other to initiate involvement or obtain resources. 	<ul style="list-style-type: none"> • Maintains community involvement and relationships; • Serves as a role model for other consumers; • Encourages other consumers to get involved in activities; • Works with other community leaders to develop new activities & resources.
CLINICIAN'S ROLE	<ul style="list-style-type: none"> • Assumes role of motivator and educator; • Helps consumer become hopeful with regard to community reintegration; • Uses community to learn about consumer when he/she was healthy; • Uses knowledge about consumer to assist in personal growth and community reintegration; • Explores with consumer opportunities for personal growth and community involvement; • Educates consumer, family, and/or support system about community resources; • Assists consumer with relearning social skills; • Educates community about mental health issues and consumer rights; • Supports & respects consumer participation in social, cultural, & spiritual community activities 	<ul style="list-style-type: none"> • Motivates & educates; • Instills hope about consumer's community reintegration; • Continues to use community to learn about consumer; • Uses knowledge to help consumer set goals & move towards community reintegration; • Continues to educate consumer, family/significant others about community resources; • Continues to educate about mental health issues & consumer rights; • Acts as consultant to consumer regarding choices about community activities & use of community resources. 	<ul style="list-style-type: none"> • Expands roles as consultant; • Lessens role as educator/motivator; • Continues to educate community about mental health issues and consumer rights; • Assists consumer in any way possible to achieve his/her self-determined community involvement goals; • Avoids creating programs for consumer that shape goals according to external ideals; • Emphasizes consumer preference; • Continues to instill hope and support consumer in community reintegration; • Avoids creating programs that do not reflect consumer choices. 	<ul style="list-style-type: none"> • Maintains role as consultant to consumer; • Maintains awareness of community opportunities; • Continues to educate community about mental health issues and consumer rights; • Continues to reinforce a sense of hope in the consumer; • Celebrates consumer's achievements; • Supports consumer in community reintegration.
COMMUNITY SUPPORTS' ROLE	<ul style="list-style-type: none"> • Provides opportunities for consumers to participate in community activities; • Identifies consumers' needs and develop and / or provide opportunities for them to obtain local resources for support (e.g., work experience); • Includes consumers, consumer groups in local events (e.g. parades, festivals, political debates, educational events); • Provides meeting places & advertising for consumer events; • Makes hang-out places available (i.e. fast food restaurants) to meet friends and provide for possible employment opportunities. 	<ul style="list-style-type: none"> • Provides opportunities for consumer to participate in community activities & expand opportunities (e.g., art shows, concerts, street fairs, lectures); • Develops local resources based upon community needs; • Expands access to resources (e.g., work experiences, leadership training, education); • Continues to include consumer & consumer groups in local events; • Expands outreach to consumers and consumer groups. 	<ul style="list-style-type: none"> • Recognizes the value of involving consumers in community activities; • Expands role of consumers in community organizations. 	<ul style="list-style-type: none"> • Trusts consumer; • Relies on consumer for participation in community events.

MENTAL HEALTH RECOVERY PROCESS EMERGING BEST PRACTICES
COMMUNITY INVOLVEMENT

	LEVEL I DEPENDENT/UNAWARE	LEVEL II DEPENDENT/UNAWARE	LEVEL III INDEPENDENT/AWARE	LEVEL IV INTERDEPENDENT/AWARE
CONSUMER BEST PRACTICE	<ul style="list-style-type: none"> Asks clinician, family/significant others, and peer/friends about community resources and how to use them to assist in recovery; Begins to look for resources other than from treatment provider; Learns how to use community resources (e.g., local library); 	<ul style="list-style-type: none"> Discusses opportunities for community involvement; Asks for brochures, phone numbers, contact people; Begins to call/contact community organizations as suggested by clinician, family, etc.; Develops goals with assistance from clinician that focus on community reintegration; Writes goals down; Measures progress made towards community reintegration. 	<ul style="list-style-type: none"> Attends community activities regularly by him/herself; Obtains & uses community resources when appropriate; Continues to progress toward community reintegration goals; maintains contact with people in community; Seeks new opportunities/resources on his/her own without urging from clinician/family; Seeks ways to grow in responsibility & ways to contribute back to community. 	<ul style="list-style-type: none"> Plans & executes events with other community leaders (e.g., food drive, art show, mentoring program); Establishes his/her daily schedule to include living, working, recreating; Uses clinician/family as resource; Monitors his/her progress/involvement & adjusts goals as needed; Maintains contact with people in community; Speaks to others about his/her community experiences; Develops and/or participates in community programs for other consumers.
CLINICIAN'S BEST PRACTICE	<ul style="list-style-type: none"> Maintains hopeful attitude and encourages community reintegration; Introduces consumer to others who are involved in community; Talks to consumer's family and friends to learn about activities that he/she enjoyed when healthy & uses the information learned to help them select opportunities for community involvement; Educates himself/herself about community resources & activities; Provides consumer with brochures, phone numbers, contact persons; Speaks about mental health issues at community events, & to media; Reviews current research findings to keep up-to-date with community programs; Introduces consumer to librarian; Obtains information from Internet. 	<ul style="list-style-type: none"> Supports consumer's community involvement by attending community activities with consumer; Celebrates with consumer when goals are achieved (e.g., dinner certificates); Sets up visits to community organizations & possible employment sites; Provides transportation & introduces consumer to contact people within community; Assists consumer in developing a list of employment preferences & leisure activities; Assists consumer in developing goals that are shaped by internal versus external ideals; educates about community resources & activities; Speaks about mental health issues at community events & to media; May involve consumer in groups focused on transitioning back to community issues. 	<ul style="list-style-type: none"> Continues to celebrate with consumer when goals are achieved; Continues to assure consumer's involvement in community by setting up appointments at organizations & introducing to contact people; Reviews with consumer list of preferred employment & activity choices; Teaches consumer to use supports to avoid crises; Educates consumer about community issues (e.g., drugs, HIV) & how to avoid victimization; Educates about community resources & activities; Speaks about mental health issues at community events & to media. 	<ul style="list-style-type: none"> Is available to refer or advise consumer's family/significant others regarding community involvement on an as needed basis.
COMMUNITY SUPPORTS' BEST PRACTICE	<ul style="list-style-type: none"> Community mental health centers develop & maintain contact with other community organizations & share information about resources & local events with consumers & their families/significant others; Community organizations place consumers/consumer groups on their mailing lists & invite to participate in local events; Supporters contact community mental health organizations in order to educate themselves about mental illness & recovery; Community organizations survey consumers to gain information about how to best include them in community activities; Community provides Drop-In Centers; Community makes peer support groups available. 	<ul style="list-style-type: none"> Assists consumer in identifying transportation options; Makes transportation available for consumer to attend scheduled events; Provides consumer with names & phone numbers of contact people; Offers opportunities for volunteer work in libraries, churches, hospitals, etc. 	<ul style="list-style-type: none"> Selects consumer to be on Boards & to fulfill leadership roles within community organizations. 	<ul style="list-style-type: none"> Continues to maintain and support consumers, families, significant others and the mental health community about community activities and events and with alternative anti stigma activities.

MENTAL HEALTH RECOVERY PROCESS
COMMUNITY INVOLVEMENT

	LEVEL I DEPENDENT/UNAWARE	LEVEL II DEPENDENT/UNAWARE	LEVEL III INDEPENDENT/AWARE	LEVEL IV INTERDEPENDENT/AWARE
CONSUMER STATUS	<ul style="list-style-type: none"> • May be isolated and/or separated from community; • Unaware of community resources and their benefits; • Lacks motivation to seek community involvement; • Does not trust community; • Afraid of social situations; • May not recognize opportunities to become involved in community activities. 	<ul style="list-style-type: none"> • Begins to recognize opportunities for community involvement; • Aware of community resources & how they may be helpful to recovery; • Sets personal goals regarding involvement in community activities; • Goals are still mainly shaped by external ideals rather than consumer preference; • Needs lots of encouragement; • May not actively participate in community activities; • May not obtain access to resources. 	<ul style="list-style-type: none"> • Actively seeks community involvement; • Begins to develop relationships with people in community organizations; • Begins to obtain & use resources appropriately; • Shapes goals based upon his/her preferences and ideals rather than on external ideals; • Relies less on clinician and/or family/significant other to initiate involvement or obtain resources. 	<ul style="list-style-type: none"> • Maintains community involvement and relationships; • Serves as a role model for other consumers; • Encourages other consumers to get involved in activities; • Works with other community leaders to develop new activities & resources.
CLINICIAN'S ROLE	<ul style="list-style-type: none"> • Assumes role of motivator and educator; • Helps consumer become hopeful with regard to community reintegration; • Uses community to learn about consumer when he/she was healthy; • Uses knowledge about consumer to assist in personal growth and community reintegration; • Explores with consumer opportunities for personal growth and community involvement; • Educates consumer, family, and/or support system about community resources; • Assists consumer with relearning social skills; • Educates community about mental health issues and consumer rights; • Supports & respects consumer participation in social, cultural, & spiritual community activities 	<ul style="list-style-type: none"> • Motivates & educates; • Instills hope about consumer's community reintegration; • Continues to use community to learn about consumer; • Uses knowledge to help consumer set goals & move towards community reintegration; • Continues to educate consumer, family/significant others about community resources; • Continues to educate about mental health issues & consumer rights; • Acts as consultant to consumer regarding choices about community activities & use of community resources. 	<ul style="list-style-type: none"> • Expands roles as consultant; • Lessens role as educator/motivator; • Continues to educate community about mental health issues and consumer rights; • Assists consumer in any way possible to achieve his/her self-determined community involvement goals; • Avoids creating programs for consumer that shape goals according to external ideals; • Emphasizes consumer preference; • Continues to instill hope and support consumer in community reintegration; • Avoids creating programs that do not reflect consumer choices. 	<ul style="list-style-type: none"> • Maintains role as consultant to consumer; • Maintains awareness of community opportunities; • Continues to educate community about mental health issues and consumer rights; • Continues to reinforce a sense of hope in the consumer; • Celebrates consumer's achievements; • Supports consumer in community reintegration.
COMMUNITY SUPPORTS' ROLE	<ul style="list-style-type: none"> • Provides opportunities for consumers to participate in community activities; • Identifies consumers' needs and develop and / or provide opportunities for them to obtain local resources for support (e.g., work experience); • Includes consumers, consumer groups in local events (e.g. parades, festivals, political debates, educational events); • Provides meeting places & advertising for consumer events; • Makes hang-out places available (i.e. fast food restaurants) to meet friends and provide for possible employment opportunities. 	<ul style="list-style-type: none"> • Provides opportunities for consumer to participate in community activities & expand opportunities (e.g., art shows, concerts, street fairs, lectures); • Develops local resources based upon community needs; • Expands access to resources (e.g., work experiences, leadership training, education); • Continues to include consumer & consumer groups in local events; • Expands outreach to consumers and consumer groups. 	<ul style="list-style-type: none"> • Recognizes the value of involving consumers in community activities; • Expands role of consumers in community organizations. 	<ul style="list-style-type: none"> • Trusts consumer; • Relies on consumer for participation in community events.

MENTAL HEALTH RECOVERY PROCESS EMERGING BEST PRACTICES
COMMUNITY INVOLVEMENT

	LEVEL I DEPENDENT/UNAWARE	LEVEL II DEPENDENT/UNAWARE	LEVEL III INDEPENDENT/AWARE	LEVEL IV INTERDEPENDENT/AWARE
CONSUMER BEST PRACTICE	<ul style="list-style-type: none"> Asks clinician, family/significant others, and peer/friends about community resources and how to use them to assist in recovery; Begins to look for resources other than from treatment provider; Learns how to use community resources (e.g., local library); 	<ul style="list-style-type: none"> Discusses opportunities for community involvement; Asks for brochures, phone numbers, contact people; Begins to call/contact community organizations as suggested by clinician, family, etc.; Develops goals with assistance from clinician that focus on community reintegration; Writes goals down; Measures progress made towards community reintegration. 	<ul style="list-style-type: none"> Attends community activities regularly by him/herself; Obtains & uses community resources when appropriate; Continues to progress toward community reintegration goals; maintains contact with people in community; Seeks new opportunities/resources on his/her own without urging from clinician/family; Seeks ways to grow in responsibility & ways to contribute back to community. 	<ul style="list-style-type: none"> Plans & executes events with other community leaders (e.g., food drive, art show, mentoring program); Establishes his/her daily schedule to include living, working, recreating; Uses clinician/family as resource; Monitors his/her progress/involvement & adjusts goals as needed; Maintains contact with people in community; Speaks to others about his/her community experiences; Develops and/or participates in community programs for other consumers.
CLINICIAN'S BEST PRACTICE	<ul style="list-style-type: none"> Maintains hopeful attitude and encourages community reintegration; Introduces consumer to others who are involved in community; Talks to consumer's family and friends to learn about activities that he/she enjoyed when healthy & uses the information learned to help them select opportunities for community involvement; Educates himself/herself about community resources & activities; Provides consumer with brochures, phone numbers, contact persons; Speaks about mental health issues at community events, & to media; Reviews current research findings to keep up-to-date with community programs; Introduces consumer to librarian; Obtains information from Internet. 	<ul style="list-style-type: none"> Supports consumer's community involvement by attending community activities with consumer; Celebrates with consumer when goals are achieved (e.g., dinner certificates); Sets up visits to community organizations & possible employment sites; Provides transportation & introduces consumer to contact people within community; Assists consumer in developing a list of employment preferences & leisure activities; Assists consumer in developing goals that are shaped by internal versus external ideals; educates about community resources & activities; Speaks about mental health issues at community events & to media; May involve consumer in groups focused on transitioning back to community issues. 	<ul style="list-style-type: none"> Continues to celebrate with consumer when goals are achieved; Continues to assure consumer's involvement in community by setting up appointments at organizations & introducing to contact people; Reviews with consumer list of preferred employment & activity choices; Teaches consumer to use supports to avoid crises; Educates consumer about community issues (e.g., drugs, HIV) & how to avoid victimization; Educates about community resources & activities; Speaks about mental health issues at community events & to media. 	<ul style="list-style-type: none"> Is available to refer or advise consumer's family/significant others regarding community involvement on an as needed basis.
COMMUNITY SUPPORTS' BEST PRACTICE	<ul style="list-style-type: none"> Community mental health centers develop & maintain contact with other community organizations & share information about resources & local events with consumers & their families/significant others; Community organizations place consumers/consumer groups on their mailing lists & invite to participate in local events; Supporters contact community mental health organizations in order to educate themselves about mental illness & recovery; Community organizations survey consumers to gain information about how to best include them in community activities; Community provides Drop-In Centers; Community makes peer support groups available. 	<ul style="list-style-type: none"> Assists consumer in identifying transportation options; Makes transportation available for consumer to attend scheduled events; Provides consumer with names & phone numbers of contact people; Offers opportunities for volunteer work in libraries, churches, hospitals, etc. 	<ul style="list-style-type: none"> Selects consumer to be on Boards & to fulfill leadership roles within community organizations. 	<ul style="list-style-type: none"> Continues to maintain and support consumers, families, significant others and the mental health community about community activities and events and with alternative anti stigma activities.

MENTAL HEALTH RECOVERY PROCESS ACCESS TO RESOURCES				
	LEVEL I DEPENDENT/UNAWARE	LEVEL II DEPENDENT/UNAWARE	LEVEL III INDEPENDENT/AWARE	LEVEL IV INTERDEPENDENT/AWARE
CONSUMER STATUS	<ul style="list-style-type: none"> • May depend on family/significant others, human service systems and others for basic needs; • Lacks understanding of illness, basic needs, and how to access and manage available resources; • May not have access to resources that are necessary to live and function at an optimal level. 	<ul style="list-style-type: none"> • Identifies and/or seeks assistance to identify, locate, and/or manage support and social resources (e.g., Help Lines, outreach programs, Drop In Centers, hospitals, churches) 	<ul style="list-style-type: none"> • Aware of illness & basic needs; • Functions independently & does not rely on family or human service systems; • Takes responsibility for his/her life goals, personal growth & development, and fulfilling needs; • Educates clinician about resources. 	<ul style="list-style-type: none"> • Aware of and understands responsibilities for managing his/her illness; • Obtains and uses the appropriate information & resources needed to assist in achieving & maintaining life goals.
CLINICIAN'S ROLE	<ul style="list-style-type: none"> • Initiates education process by providing information to consumer about illness, available resources, including all treatment services and supports; • Provides information to consumer that assists them in determining how to obtain access to services; • Makes referrals that are appropriate to consumer choices. 	<ul style="list-style-type: none"> • Follows up on referrals; • Solicits input from consumer about other services he/she may be interested in receiving; • Provides information about resources; • Follows up to assure consumer receives all benefits that he/she is entitled. 	<ul style="list-style-type: none"> • Educates consumer about benefits (GA, SSI , SSDI , PASS, etc.); • Educates consumer about how to work effectively with human service systems; • Obtains & uses resources outside agency; • Support consumer while accessing community services. 	<ul style="list-style-type: none"> • Teaches consumer to view self as a resource & advocate; • Joins with consumer and family/significant others in advocating for human service systems to maintain appropriate services and remove barriers; • Maintains support, as needed, of consumer while using community services.
COMMUNITY SUPPORTS' ROLE	<ul style="list-style-type: none"> • Provides all levels of support via family, mental health and human service systems, including access to benefits for which the consumer may qualify (GA, SSI , SSDI , PASS, Housing, education etc.). 	<ul style="list-style-type: none"> • Makes appropriate resources available and accessible to consumers and their families/significant others; • Follows up to ensure that benefits and entitlements are maintained at appropriate levels; • Provides wide range of housing & transportation options that assist the consumer to begin to function independently. 	<ul style="list-style-type: none"> • Provides wide range of housing & transportation options that assist the consumer in functioning independently; • Provides opportunities for socialization and participation in community activities via peer support programs; • Creates cross-system support (e.g., "one stop shop"). 	<ul style="list-style-type: none"> • Provides cross systems training & networking with consumers; • Continues to provide opportunities for socialization and participation in community activities via peer support programs; • Continues cross system support (e.g., "one stop shop").

MENTAL HEALTH RECOVERY PROCESS EMERGING BEST PRACTICES
ACCESS TO RESOURCES

	LEVEL I DEPENDENT/UNAWARE	LEVEL II DEPENDENT/UNAWARE	LEVEL III INDEPENDENT/AWARE	LEVEL IV INTERDEPENDENT/AWARE
CONSUMER BEST PRACTICE	<ul style="list-style-type: none"> Works with family/significant others, clinicians and providers to recognize, obtain and use available supports and resources. 	<ul style="list-style-type: none"> Develops partnership with family, significant others, clinicians, providers, and others to ensure needs are met. 	<ul style="list-style-type: none"> Educates others about his/her progress & available services; Controls personal finances; Maintains contact with friends. 	<ul style="list-style-type: none"> Schedules & makes appointments; Manages finances; Maintains adequate housing accommodations; Makes appropriate choices.
CLINICIAN'S BEST PRACTICE	<ul style="list-style-type: none"> Provides educational information via sources appropriate for consumer (e.g., printed materials, oral communication); Refers consumer to appropriate services; May involve consumer in self-help groups for the purpose of educating about illness, recovery, and resources; Maintains office hours that are convenient for consumer; Discusses and decides with consumer what services are needed and will be initiated. 	<ul style="list-style-type: none"> Develops partnership with consumer to ensure appointments are kept and needs are met; Provides educational opportunities for both consumer and his/her family, significant others; Encourages use of media to learn about physical and mental health; Takes consumer on community trips to explore available resources; Educates consumer about how to access and maximize use of community services and resources; Keeps current regarding resources and criteria to access resources. 	<ul style="list-style-type: none"> Refers consumer to Bureau of Vocational Rehabilitation (BVR); Refers consumer to GED programs & other non-traditional services; Assists consumer with learning self-advocacy & problem solving skills; Encourages use of media to learn about jobs, hiring, interviewing, & getting along in the workplace; Reviews with consumer progress and/or outcome of use of resources. 	<ul style="list-style-type: none"> Helps consumer use work incentives; Encourages use of media to learn about community events; Is available as needed.
COMMUNITY SUPPORTS' BEST PRACTICE	<ul style="list-style-type: none"> Family/significant others/case manager accompany consumer to community agencies; Mental health professionals make presentation about mental illness and recovery in the community (e.g., homeless shelters, outreach programs, prisons); Disseminates information within community (e.g., hospital bulletin boards, half way houses, recovery clubs, shelters, churches); Develops peer support groups for specific illnesses; Conducts depression screenings; Entitlement organizations hold training/informational seminars regarding access to available services. 	<ul style="list-style-type: none"> Makes available information about community services & programs within community (e.g., Day Care Centers, outreach programs, churches, media); Community organizations share information. 	<ul style="list-style-type: none"> Makes transportation available; Establishes multipurpose agencies; Makes housing options available; Peer support groups schedule social activities & provide information to community organizations and programs (e.g., churches, outreach programs). 	<ul style="list-style-type: none"> Emphasizes to consumer the importance/value of contributing back to community.

**MENTAL HEALTH RECOVERY PROCESS
EDUCATION**

	LEVEL I DEPENDENT/UNAWARE	LEVEL II DEPENDENT/UNAWARE	LEVEL III INDEPENDENT/AWARE	LEVEL IV INTERDEPENDENT/AWARE
CONSUMER STATUS	<ul style="list-style-type: none"> • Does not understand how learning applies to achieving personal and vocational goals; • Does not understand relationship between formal/informal education and the attainment of quality of life experiences; • May not be educated about illness. 	<ul style="list-style-type: none"> • Begins to understand basic information about illness, symptoms, and treatment; • May attempt or return to educational pursuits. 	<ul style="list-style-type: none"> • Establishes partnership with clinician in planning and making educated choices about treatment & medication; • Begins to understand the more complicated aspects of medications. 	<ul style="list-style-type: none"> • Uses knowledge to obtain formal education to further goals; • Adeptly utilizes knowledge in seeking & maintaining intimate relationships.
CLINICIAN'S ROLE	<ul style="list-style-type: none"> • Provides consumer and family/significant others with information about mental illness; • Offers consumer hope; • Makes consumer aware of educational opportunities and resources; • Promotes concept that education (formal/informal) and understanding about illness enhances and increases personal growth and recovery. 	<ul style="list-style-type: none"> • Involves consumer, family/significant others in educational opportunities for the purpose of establishing personal, social, and work goals; • Provides consumer and family/significant others with information about illness and medications. 	<ul style="list-style-type: none"> • Provides consumer opportunity to personally participate in educational opportunities and/or obtain educational and learning materials (e.g., copies of books, Internet access). 	<ul style="list-style-type: none"> • Joins consumer in defining steps he/she must take toward establishing independence from mental health system; • Supports consumer's choices.
COMMUNITY SUPPORTS' ROLE	<ul style="list-style-type: none"> • .Makes available educational opportunities and experiences that focus on mental illness; • Makes available formal and informal educational opportunities (i.e., GED classes, Jr. College and College level opportunities, community classes in art, dance, etc.), 	<ul style="list-style-type: none"> • Makes available to consumers and their families/significant others educational experiences, opportunities, and products; • Continues activities in Level 2. 	<ul style="list-style-type: none"> • Continues to offer upgraded and updated formal and informal training/work opportunities; • Continues educational support as identified in previous levels. 	<ul style="list-style-type: none"> • Continues educational supports of previous levels; • Peer Supporters participate in providing upgraded training/work opportunities.

**MENTAL HEALTH RECOVERY PROCESS EMERGING BEST PRACTICES
EDUCATION**

	LEVEL I DEPENDENT/UNAWARE	LEVEL II DEPENDENT/UNAWARE	LEVEL III INDEPENDENT/AWARE	LEVEL IV INTERDEPENDENT/AWARE
CONSUMER BEST PRACTICE	<ul style="list-style-type: none"> • Seeks feedback about mental illness, recovery process, stigma, self esteem, and self confidence from family, significant others, friends, peers and clinicians; • Begins to focus on defining life role(s), identifying potential work, educational needs, and developing relationships. 	<ul style="list-style-type: none"> • Begins to take responsibility for gathering information about illness and recovery process; • Recognizes and begins to value self reliance and to trust self; • Begins to understand relationship between education, work, and meaningful life activities; • Begins to pursue education and training opportunities. 	<ul style="list-style-type: none"> • Participates actively in developing a knowledgeable recovery management plan; • Focuses on how education can assist him/her in achieving personal, social, & physical goals; • Participates in consumer groups; • Obtains more formal/informal education. 	<ul style="list-style-type: none"> • Focuses on targeted life goals, career plans at work & satisfying intimate relationships; • Asks family/significant others, friends, peers for feedback; • Takes responsibility for gathering information about illness, recovery process, stigma, self esteem and building self confidence.
CLINICIAN'S BEST PRACTICE	<ul style="list-style-type: none"> • Identifies consumer's educational level/preferred learning methods (e.g., visual/auditory); • Provides educational materials/opportunities based upon information learned about consumer; • Provides consumer with information about his/her illness and medication; • Educates community about mental health issues; • Involves consumer in educational support groups to instill hope; • Makes consumer and others aware of impact education has on recovery. 	<ul style="list-style-type: none"> • Provides training to consumer that focuses on developing problem solving skills; • Teaches consumer how to maximize use of community services & resources; • Helps consumer learn coping skills; • Teaches consumer symptom management. 	<ul style="list-style-type: none"> • Develops with consumers effective education and symptom management activities to enhance their personal Recovery Management Plan; • Involves consumer in groups that focus on maximizing use of knowledge in recovery process. 	<ul style="list-style-type: none"> • Helps consumer to integrate skills learned into his/her chosen life style.
COMMUNITY SUPPORTS' BEST PRACTICE	<ul style="list-style-type: none"> • Community provides educational materials, programs, and opportunities that meet the needs of the consumer; • Community ensures educational opportunities are accessible, appropriate & available; • Community assures consumers are aware of educational programs/products/opportunities. 	<ul style="list-style-type: none"> • Integrates educational printed materials into a unified learning program; • Continues activities in Level I. 	<ul style="list-style-type: none"> • Peer Support Groups provide educational opportunities that focus on vocation & life issues; • Offers personalized career opportunity programs. 	<ul style="list-style-type: none"> • Provides updated & upgraded educational opportunities; • Makes educational opportunities accessible (e.g., community colleges, universities, mental health centers); • Peer supporters mentor others.