

OFFERING A COMPREHENSIVE AND HOLISTIC SERVICE ARRAY

#### MODULE 5

#### **MODULE 5 OUTLINE**

#### Learning Objective 1

Identify the core principles in providing comprehensive and holistic services

#### Learning Objective 2

Identify the values and attitudes required to create system of care that offers a comprehensive and holistic service array

#### Learning Objective 3

Understand best-practices of Recovery Support Services and Recovery Community Organizations

## Learning Objective 4

Apply best-practices to offer a comprehensive and holistic service array.

## CORE PRINCIPLE OFFERING A COMPREHENSIVE AND HOLISTIC SERVICE ARRAY

#### WHY WE FOCUS ON OFFERING A COMPREHENSIVE AND HOLISTIC SERVICE ARRAY

Treatment and recovery-oriented services and supports provide a menu of options to meet the diverse needs of the individuals served.

Access to comprehensive services and holistic service supports the individual's own path towards mental health and well-being.

A comprehensive and holistic service array tailors to the individual's preferences, life circumstances, and aspirations.

Comprehensive and holistic services are integrated in the community.



### COMPREHENSIVE SERVICES AND HOLISTIC CARE IS BUILT ON PARTNERSHIP

- Individuals must be seen as *partners* in all decisions that affect their behavioral health and the importance of autonomy, self-determination, and self-management should be emphasized.
- Partnership requires *mutually trusting* and *respectful* relationships with
  - Individuals
  - Families and caregivers
  - Community and recovery support services

### CORE PRINCIPLES IN A COMPREHENSIVE AND HOLISTIC SERVICE ARRAY

Strengthening connections between systems and sectors can improve multisector planning and facilitate access to services (e.g., housing and employment services, schools, social services, addictions).

Everyone shares the responsibility to create opportunities for interaction, service access, collaboration, and civic participation.

### CORE PRINCIPLES IN A COMPREHENSIVE AND HOLISTIC SERVICE ARRAY

- Behavioral health services have a role in supporting communities to become more inclusive.
  - Promoting mental health awareness
  - Reducing stigma and discrimination
  - Supporting recovery and inclusion

#### OFFERING A COMPREHENSIVE AND HOLISTIC SERVICE ARRAY

Support Recovery	Promote Community Integration	Enhance Network Supports
Access to a range of services, treatment, rehabilitation, psycho-social and recovery support to promote recovery and overall mental health and well-being	Access to support services in the community to promote community integration	Access to environmental and community support services to enhance network supports

#### A COMPREHENSIVE AND HOLISTIC SERVICE ARRAY REQUIRES

- Collaborative partnership with the individuals we serve; their families, friends, and recovery support system; and their community
- Knowledge of best-practices and alternative services that make up the holistic and comprehensive service array
- Recovery mapping to provide a landscape of community services and support networks within the community



## VALUES & ATTITUDES OFFERING A COMPREHENSIVE AND HOLISTIC SERVICE ARRAY



Belief in healthy, inclusive communities where people with behavioral health conditions flourish and have promising futures

Appreciate collaboration as a means of addressing community development and learning

Appreciate community as the space for recovery and active citizenship, where people find meaning according to their own customs, traditions, cultures, and upbringing

 Acknowledge local diversity, strengths and skills; respect local expectations, values and processes

View individuals in the context of their whole selves and lives

 Appreciate the complexity of needs and aspirations across cultural, spiritual, social, economic, emotional, and physical realms

Priority is supporting the needs of the person

Recognize that engagement with individuals and offering support promotes personal recovery

Be open and willing to learn from the individual in recovery as well as from their family and circle of support.

### A COMPREHENSIVE AND HOLISTIC SERVICE ARRAY IS BUILT ON PARTNERSHIP

- Individuals must be seen as *partners* in all decisions that affect their mental health and emphasizing the importance of autonomy, self-determination, and self-management.
- Partnership requires *mutually trusting* and *respectful* partnerships with
  - Individuals
  - Families and caregivers
  - Community and recovery support services

## WHAT WE KNOW OFFERING A COMPREHENSIVE AND HOLISTIC SERVICE ARRAY

#### NEEDED KNOWLEDGE BASE



Understanding certain concepts are necessary *to put into practice* Offering a Comprehensive and Holistic Service Array

- Recognize the need for up-to-date information about community services and resources for housing, education, transportation, employment, and income supports
- Demonstrate a collaborative process where the individual has a choice in guiding their recovery process
- Understand the social nature of communities and how best to work with them

#### NEEDED KNOWLEDGE BASE



Understanding certain concepts are necessary to put into practice Offering a Comprehensive and Holistic Service Array

- Know community leaders, services, agencies, resources, local issues, and associations.
- Have up-to-date knowledge of funding sources and resources for community partnerships, capacity building, volunteerism, and community development.

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#### FOUNDATIONS OF RECOVERY

#### Foundations of recovery include:

- Autonomy
  - Self-Determination
- Context of Service Delivery
- Community Integration

These components *intersect* with one another and they *rely* on one another.



#### WIDEN THE LENS: FOUNDATION OF COMMUNITY INTEGRATION

- Foundation of community integration includes:
  - Comprehensive and holistic service array
  - Context of the individuals' whole selves and lives
  - Recovery-oriented community
    - Network supports



Comprehensive and Holistic Services Context of the Individuals' Whole Selves and Lives

#### WIDEN THE LENS: FOUNDATION OF COMMUNITY INTEGRATION

#### Community Integration

- Self-help support groups
- Social activities
- Vocational/Educational services
- Recovery network
  - o Family
  - o Sponsor
  - Recovery support services



#### **RECOVERY SUPPORT SERVICES**



Recovery-Oriented System of Care (ROSC Resource Guide, 2010 Page

#### **RECOVERY SUPPORT SERVICES**

Incorporate social, legal, and other resources

Facilitate and support recovery and wellness to reduce or eliminate *environmental* or *personal* barriers to recovery

Offer various opportunities and support services

Occur across the continuum of care

Play a critical role in the recovery journey

Follow the best practices of *person-first* and *no-wrong-door* to provide successful individual and family outcomes.

Recovery-Oriented System of Care (ROSC Resource Guide, 2010 Page 2) 23

#### COMMUNITY INTEGRATION THROUGH COMPREHENSIVE SERVICES

- Comprehensive services
  - Medication-assisted treatment
  - Medication
  - Counseling
  - Community and personal linkages
  - Family-based treatment
  - Trauma-Informed services
  - Wellness management



- Medication
  - Evaluation
  - Treatment
- Medication-Assisted Treatment (MAT)
  - Individual is screened to determine if MAT is an appropriate option
  - MAT is presented as an option (If appropriate) as part of the service plan
    - The information explains pros and cons of MAT so that the individual can make an informed decision
  - An understanding of MAT principles and practices is critical

- Counseling
  - Individual
  - Group
  - Family
- Family-based treatment
  - Frequent collateral sessions, visits, or phone calls with family members to gather information that can assist treatment team and individuals in meeting treatment/recovery goals

#### Trauma-informed services

- Proactive efforts to identify individuals who experienced trauma
- Access to targeted interventions to address on-going symptoms related to trauma
- Wellness management
  - Wellness management services provide individuals with team and services to foster the individuals' full potential for recovery
  - Wellness management includes interventions and services to maintain or improve well-being and recovery

#### Wellness management

- Treatment/service plans include:
  - Psycho-education about behavioral health, including substance use
  - Building social support
  - Recognizing signs of decompensation or relapse and heading off crises
  - Education on treatment preferences
  - Psycho-education on coping with stress symptom management, and getting needs met within the behavioral health system and community

#### **RECOVERY COMMUNITY ORGANIZATIONS**

- Recovery Community Organizations (RCOs) are at the root of a recovery-oriented community
- RCOs are independent, non-profit organizations led and governed by representatives of local communities of recovery
  - They increase the visibility and influence of the recovery community
  - They engage in activities that fall under one or more of the three core activities of policy and advocacy activities, recovery-focused community education and outreach programs, and peer recovery support services (PRSS)

## APPLICATION TO PRACTICE OFFERING A COMPREHENSIVE AND HOLISTIC SERVICE ARRAY

### PROVIDER SKILLS FOR OFFERING A COMPREHENSIVE AND HOLISTIC SERVICE ARRAY

Honoring the many paths of recovery

Taking a person-centered approach

Providing collaborative and practice shared-decision making

Practicing person-centered planning

Recognize that some *individual's* culturally-preferred holistic practices may conflict with the *provider's* personal biases or values.

#### CREATING A RECOVERY-ORIENTED COMMUNITY INVOLVES OR REQUIRES

- Implementing techniques for group facilitation, networking, and partnership building
- Relating well to all audiences, using language readily understood by all
- Participating in local initiatives to promote behavioral health and prevention of mental health and substance use issues
  - Intervening early
  - Fostering resilience
  - Developing mental health literacy
  - Building capacity
- Supporting peer-led community partnerships and initiatives, such as RCOs Mental Health Commission of Canada, 2015

#### BUILDING RECOVERY-ORIENTED PARTNERSHIPS REQUIRES

- Having personal insight
- Undertaking ongoing critical reflection
- Maintaining openness towards continuous learning
- Adopting and presenting a hopeful attitude
- Actively encouraging the person's leadership in all aspects of decision-making
- Assisting individuals to build their lives in the ways that they desire.

#### NEGOTIATING AND COLLABORATING WITHIN A PARTNERSHIP-BASED RELATIONSHIP INVOLVES

The inclusion of family peer support workers

Linking individuals to family services.

 Providing timely information, respite, education and training helps to support fam members



Mental Health Commission of Canada, 2015

#### SKILLS NEEDED FOR FAMILY/SUPPORT INCLUSION

- Assessing the needs of family caregivers and support individual
- Providing education, communication and an inviting atmosphere for family members and significant others to feel respected, welcome, safe and valued.
- Inviting individuals to:
  - identify close relationships
  - express their choices
  - identify needs for support from significant others
  - engage those identified as early as possible in the recovery process

# THE NEEDED AND DESIRED SERVICE ARRAY: IDENTIFICATION TO CONNECTION

- Initiate discussion of recovery goals.
- Create culturally safe and responsive services.
- Develop working relationships with police, justice, corrections, and probation and parole services.
- Assist individuals in connecting to a family physician or community health team to address ongoing general health needs and co-occurring medical conditions.

# THE NEEDED AND DESIRED SERVICE ARRAY: IDENTIFICATION TO CONNECTION

- Make referrals to services and resources that:
  - Promote meaningful social engagement
  - Provide education and employment opportunities
  - Link to income security and housing stability.
  - Increase food security
  - Foster overall health and well-being

# QUESTIONS FOR REFLECTION OFFERING A COMPREHENSIVE AND HOLISTIC SERVICE ARRAY



#### **REFLECTIVE PRACTICE**

Please reflect on the following questions and write down your responses.

**Direct Service provider:** How do you make sure that people's choices about involving significant others are respected and re-examined regularly?

**Management:** What have you done to ensure that staff, people with lived experience, families, and support people are aware of sources of family and caregiver support, including family peer support? **Administrative:** How do you support or Incorporate ongoing evaluation of satisfaction levels and planning processes to improve the inclusion of, and support for, families and friends?

#### CONNECT TO HOPE

Recovery-Oriente d Principles (CONNECT)

#### PRINCIPLES

Create a culture and language and hope Offer a comprehensive and holistic service array

Non-judgmental

Navigating diverse needs

**E**ngagement strategies

**Collaborative relationships and reflective practice** 

Transforming services and systems

#### PRACTICES

Honor the differences and diverse needs of each individual served

Offer various opportunities and resources that support the recovery journey

Provide an environment to encourage personal control

Engage in personal recovery by understanding personal recovery narrative in the treatment process and within the community

#### Summary: Offering a Comprehensive and Holistic Service Array

- Focuses on whole person
- Provides holistic and alternative services

Offer a comprehensive and holistic service array. Collaborative relationships and reflective practice.

- Improves multisector planning
- Facilitates access to services
- Reduces stigma and bias

- Educates the public
- Addresses discrimination
- Enhances linkage to services

Offer various opportunities and resources Engage in the community

- Designs treatment and recovery plans
- Acknowledges the individual and community



# THANK YOU!

QUESTIONS?