

GROW Program Wins 2009 SAMHSA Science and Service Award

Last September the Growth and Recovery Opportunities for Women (GROW) program was notified that it had won the 2009 Substance Abuse and Mental Health Services Administration (SAMHSA) Science and Service Award for the area of Co-occurring Disorders. This is not monetary but one designed to recognize community-based organizations and coalitions that successfully implement one or more recognized evidence-based interventions.



*GROW Program's
2009 Science and Service Award*

The GROW program integrates a broad range of evidence-based practices delivered with high fidelity, including Assertive Community Treatment, Integrated Dual Disorders Treatment, Motivational Interviewing/Stages of Change, Supported Employment, Supportive Housing,

and the Trauma Recovery and Empowerment Model.

GROW consumers have shown great improvements over their time in the program, with an 80% reduction in homelessness, 67% reduction in substance abuse, and large

gains in overall mental health recovery. Furthermore, the women now have jobs, are attending school, and are parenting their children. Through their hard work and effort the GROW staff have demonstrated that recovery can and does happen.

The GROW program is directed by Kristi Mock, with the program manager being JoAnn Toney. The case managers coordinating service for the grant are Helina Gebremichael, Lucia Esparza, and Liz Crew. The program physician is Dr. Aileen Higgins, with Jeanine Steffens-Warren providing nursing services. Congratulations to the GROW team for all of their hard work and service leading to the award.

MHCD Partners with Denver's Road Home to End Homelessness

Given the enormous cost to individuals and society, the City of Denver developed a 10-year initiative, Denver's Road Home (DRH), to end homelessness within the city. MHCD joined the efforts to provide mental health treatment for homeless individuals.

The MHCD DRH program provides Housing First and

mental health treatment services to homeless consumers referred to the program. Since the inception of the program, consumers have seen a 90% drop in homelessness, and a 30% increase in mental health recovery. Though we may believe that these outcomes are enough, the DRH team threw in a few more surprises, such as an 80% decrease in detoxification facility admis-

sion days, a 70% decrease in jail days, and a 40% decrease in psychiatric hospitalizations.

Join us in congratulating the Denver's Road Home consumer's and staff on their continuing success:

Kara Theel, Program Manager
Chris Christner & Becky Plunkett, Case Managers

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Super-Trackers: MHCD's Own Cagney and Lacey

Going above and beyond what would be expected GROW case managers Helina Gebremichael and Liz Crew successfully tracked down a consumer for her 6-month follow-up GPRA, a required outcome collection for the grant. The consumer had been discharged from the program prior to the 6 month period and then disappeared, which generally makes it difficult to collect the follow-up GPRA.

Persistence paid off. After several visits to the con-

sumer's employer, she finally gave in and allowed our dynamic duo to complete the follow-up outcomes.

Our super-sleuths must have had that federal demeanor about them, as the employees believed they were FBI agents with their badges and all. Though they may not be agents, they have definitely proven themselves to be super sleuths. If you ever need a PI, I suggest you give them a call.

TRACKING TIPS:

- 1) Collect tracking information early, as close to intake as possible
- 2) Use a standardized form to collect tracking information, your evaluator should have one, if your program does not have its own.
- 3) Be persistent and thorough in your search
- 4) Don't be afraid to get help tracking a consumer, many times two heads are better than one.

Consumer Spotlight: Megan's Story

Though evaluation and research tends to focus on numbers, we also find it important to search out anecdotal evidence to support the great outcomes we see from our numerical data. This column spotlights a consumer whose story exemplifies the goals of one of MHCD's service programs.



Megan's Story

Megan is an intelligent, articulate young woman whose sparkling eyes show her excitement for a life that is now

moving toward hope.

This wasn't always the case. Megan's late teen years were marked by alcohol addiction, depression and anxiety. After her release from an alcohol treatment program a year ago, Megan was jobless, on probation and in an unstable living situation. When she turned to MHCD for help, Megan was referred to HIKE, where she received the counseling and support she needs. "Being involved with HIKE helps me to stay sober—to manage my symptoms and ask for help if I need it," Megan explains.

Through HIKE, Megan receives weekly one-on-one counseling and the medication she needs, free of charge. HIKE also provided her with warm clothing and food until she could get on her feet. Megan now has a job and an apartment and she is support-

ing herself. Megan says she might have given up on her recovery. "I know I wouldn't be where I am today," she says. "HIKE helps people who wouldn't be able to get help otherwise. It has kept me going."

If you have a consumer success story please contact CJ (Christopher.Mckinney@mhcd.org) so we may highlight that consumer's success.

Note: All consumers have agreed to have their picture and story published prior to inclusion in the newsletter.

"Being involved with HIKE helps me to stay sober—to manage my symptoms and ask for help if I need it."

Where can I get an ROI like this? Court-to-Community Giving More and Taking Less

What if you were told you could get a \$3 return on every \$1 you made as an investment? Probably unlikely in today's economy, but the Court-to-Community staff have made it a reality.

Court-to-Community was established to fill the needs of mentally ill repeat offenders in the Denver County jail. Over the three years of the program, over 90 consumers were referred and treated, where a reduction in arrests

and jails days was found to exceed 70%, along with decreases in other public services. Overall this saved the City of Denver an estimated \$1.7 million over 5 post-program completion across all of the consumers, with a return of \$3 for every \$1 spent in treatment. Though you cannot buy into the program, rest assured it is helping to reduce the need for more tax dollars, hopefully impacting your own wallet in the future.

Please join us in congratulating the consumers and staff of the C2C Program.

C2C Staff:

Jay Flynn, Project Director

Eric Smith, Program manager

Ryan Johns & Michael Wells, Case Managers

James Ginsburg, CCH manager

Shari Lewinski, Denver County Court

“This saved the City County of Denver an estimated \$1.7 million over all of the consumers, with a return of \$3 for every \$1 spent.”



New Grants—Integrated Primary Care and Wellness and DARTT



Integrated Primary Care and Wellness Program

This year the Mental Health Center of Denver started up services under two new grant programs. The integrated primary care and wellness program (IPCW) aims to integrate treatment for mental and physical illness. The IPCW program will focus on health awareness, testing and treatment, along with providing our usual recovery treatment services for mental health. IPCW is headed by Cheryl Clark, MD, with Mary

Khoury, RN, MS managing the daily activities of the program.



DARTT Program

The DARTT program also came online this winter and is focusing on the development of a Drug Court with the city and county of Denver. Consumers with substance abuse issues, who are brought to court on drug-related charges, are eligible for the program in lieu of jail time. Through

coordination with Colorado Coalition for the Homeless (CCH), MHCD is also able to offer housing services to the consumers. DARTT expects to treat approximately 90 individuals over the next three years. DARTT is being lead by Kristin Wood with the City and county of Denver, with Jay Flynn and Eric Smith managing operations at MHCD, and Michael Prejean providing case management services. Jonathan Phillips from Colorado Coalition for the Homeless is leading case management services at CCH with James Ginsberg supervising coordination with the City of Denver and MHCD.

Are we missing your program or grant?, send us an email

Importance of Outcomes—Stakeholders and Grantors

This column is intended to address why we collect the recovery outcomes and what we do with them. This quarter's section:

Stakeholders and Grantors

As more of MHCD's funding comes from grants and outside agencies it is becoming more important than ever that we be able to collect and deliver objective data and outcomes to not only support the initial funding but also the continuation and development of new funding sources. The collection of outcomes can be taxing on the care providers and even the consumers, but even provided these challenges, in general gran-

tors, require high accountability and compliance with practices mandated by the payers, therefore it is necessary to have an outcomes system that can help our organization adhere to established standards.

In order to balance the need for outcomes and the work required to collect them, we work to develop and select outcomes which minimize consumer and staff time, while maximizing the information we are able to collect. We are then able to summarize these outcomes across all of the consumers in the program, allowing us to demonstrate the great strides towards mental health recovery that have been taken.

Without these we would not be able to inform our stakeholders of the wonderful work being carried out by MHCD staff, nor the effectiveness of our programs. This could result in decreases in funding, leading towards less resources being available to support the recovery of our consumers.

So next time you are wondering, why all this data, know that we are working hard to minimize your efforts, and through accurate data collection we can help continue our current funding sources, and possibly open doors to others.



Improving Outcomes Through Data

The Mental Health Center of Denver (MHCD) is a community mental health center for Denver County. MHCD is not a City or state agency. We are a private charitable organization. The State of Colorado contracts with us to serve people in this community who have serious mental illness: our consumers.

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MHCD Mission: Enriching lives and minds by focusing on strengths and recovery

MHCD Evaluation and Research Mission: To develop meaningful outcomes systems which help clinical staff, consumers, and their families make more informed decisions based upon real-time, useful data.

www.outcomesmhcd.com