

Introducing the NEW
Consumer and Family Handbook
Your Guide to Access and Choice
in the Illinois Public Mental Health System



Consumer Education and
Support Statewide Call-In:
August 28, 2008

Welcome!

- Thank you to all who have joined in for today's call!
- Instructions for CEU's for today's call
 - Fax Sign-In Sheets to:
Josephine Brodbeck, FAX (309) 693-5101
- Date and Topic for Next Call-In
 - September 25th - Individual Placement with Supports/Evidence Based Supported Employment

Objectives for Today's Call

- You will learn what the vision and purpose is for the NEW Consumer and Family Handbook (2nd edition)
- You will learn who designed this handbook
- You will learn what kind of information is contained in the handbook
- You will learn how you can use this handbook to help yourself and support others in recovery
- You will learn how to obtain your own copy of the handbook
- You will also learn about the Warm Line and the upcoming Consumer Survey

Guidelines for Today's Call

- All Speakers Will Use **Person-First** Language
- All Acronyms Will Be **Spelled Out** and **Defined**
- **Diverse Experiences** Will Be **Heard** and **Validated**

Meet the Presenters

- **Bryce Goff**, Director of Recovery and Resilience
Illinois Mental Health Collaborative for Access and Choice
- **Michelle Scott**, Peer and Family Support Specialist
Illinois Mental Health Collaborative for Access and Choice
- **Amy Eades**, Peer and Family Support Specialist
Illinois Mental Health Collaborative for Access and Choice

The Vision

The Expectation is Recovery!
All persons with mental illnesses can recover and participate fully in a life in the community.

- The DHS/DMH
Vision Statement

Purpose of the Handbook

The Consumer and Family Handbook is written to:

- Spread hope: Mental health recovery is real and it is for everyone!
- Make it easier for you to know how to get mental health services.
- Help you make good choices about your mental health care.

Purpose of the Handbook (continued)

The Consumer and Family Handbook is written to:

- Invite you to give feedback to the DHS/DMH
- Empower you with information on your rights, responsibilities and confidentiality
- Share a number you can call

Who Created the Consumer and Family Handbook?

- Persons in recovery from mental illnesses
- Persons who have supported a family member's recovery
- Other DHS/DMH and Collaborative staff

Handbook Contents:
Mental Health Recovery

The Consumer Handbook shows that:

- Recovery is at the heart of the DHS/DMH's vision
- Recovery is strongly supported by scientific evidence
- Recovery is a reality that you can experience in your life

Handbook Contents:
Peer Support and Your Recovery

- Having support from persons who have recovered, or are recovering, from mental illnesses is a key to recovery
- The handbook highlights opportunities for finding peer support
- This includes some exciting new opportunities that you may not yet be aware of

Handbook Contents:
Mental Health Services

- How to Receive DHS/DMH Services
- Descriptions of key DHS/DMH Services to help you get involved in determining your care
- A behind-the-scenes look at what goes into getting services approved

Handbook Contents:
Choices in Your Treatment

- Shaping your Treatment Plan
- Preparing for Psychiatrist Appointments
- Preventing and Preparing for a Crisis
- Evaluating your Care

Handbook Contents:
Opportunities for Input

- Opportunities for input throughout the DHS/DMH
- Complaints, Grievances and Appeals

Handbook Contents:
Rights, Responsibilities, and Confidentiality

- You are a partner in your mental health care
- Illinois law protects your rights
- Children and youth have unique rights

How you can use the Handbook

- To empower yourself with information
- To encourage yourself on your recovery journey
- To support a friend or family member in their recovery

How to Receive a NEW Handbook in September 2008

- Through your mental health center
- On the Collaborative website:
www.IllinoisMentalHealthCollaborative.com
- By calling the Consumer and Family Care Line:
Call: 1 (866) 359-7953
TTY: 1 (866) 880-4459

Announcement: The Warm Line

*Sometimes what is needed most in difficult times is someone to talk to:
Someone who listens and understands.*

- Peer and Family Support by Telephone
- Hours of Operation: Monday through Friday, 8am-5pm

Call: 1 (866) 359-7953
TTY: 1 (866) 880-4459

Announcement: The Upcoming Consumer Survey

- Recovery Self Assessment (RSA)
- The DHS/DMH and the Collaborative value your input
- Not everyone will receive the survey, but...
- If you receive the survey, it is a great opportunity to give feedback and help make a difference in the Illinois mental health system

Guidelines for Questions And Answers

- All Speakers Will Use Person-First Language
- All Acronyms Will Be Spelled Out and Defined
- Diverse Experiences Will Be Heard and Validated
- Limit to One Question per Person, then Pass to the Next Person
- Saying "Thank You" Indicates You Are Finished With Your Question

Thank You!

- Written Questions Can Be Sent To:
 - Bryce Goff, Director of Recovery and Resilience, Illinois Mental Health Collaborative for Access and Choice
E-mail: Bryce.Goff@valueoptions.com
FAX: (217) 801-9189
 - Nanette Larson, Director of Recovery Support Services, DHS/Division of Mental Health
E-mail: Nanette.Larson@illinois.gov
FAX: (309) 693-5101
