

# ROSC: An Erie-Ottawa Mental Health & Recovery Board (MHRB) Report to the Community



## Overview

•ROSC (Recovery Oriented System of Care) is a way of thinking about service delivery for those with mental illness and/or addiction disorders that focuses first and foremost on clients and family members

•ROSC emphasizes the importance of peer supports, employment supports, housing, and transportation. It calls for services that are culturally appropriate, and delivered in an accountable, effective, and efficient manner

•ROSC recognizes that local management of behavioral health services is vital

## Objective

- ✓ Develop a learning environment
- ✓ Determine broad-based community strengths and areas of improvement within a ROSC framework.

## The Process

MHRB, in partnership with provider agencies, developed and implemented a plan to assess compliance with core ROSC principles:

- Focusing on clients and families
- Ensuring timely access to care
- Promoting healthy, safe, and drug-free communities
- Prioritizing accountable and outcome-driven financing
- Locally managing systems of care

Target groups were identified to participate in the self-assessment survey, administered online and via paper/pencil:

- ✓ Criminal Justice
- ✓ Education
- ✓ Provider Agencies
- ✓ MHRB Board Members and Staff
- ✓ Community Partners & Referral Sources
- ✓ Peers, Consumers & Family Members

## Scope

Consistent with the definition of a ROSC, the survey focuses on services and supports available in the community—in this case, Erie and Ottawa Counties. Some of those are provided directly through the MHRB and some are not.

## Data Analysis

- MHRB ROSC Implementation Team analyzed the survey data and identified trends, strengths, and opportunities for improvement
- Findings were presented to two focus groups which included representatives from each of the survey target areas. Additional input was garnered and incorporated into findings.



## KEY FINDINGS

### Strengths

- Multi-disciplinary teams (clinician, peer support, family members, other cross-system partners) work together with the goal of recovery
- Partnerships exist with peer support programs and recovery community organizations and with organizations that provide other resources (i.e. housing, employment services) to benefit those served
- A continuum of prevention, treatment & support services are available in the community
- Behavioral health has an identifiable presence in the community, and is seen as a key indicator in county-wide assessments and surveys
- Stages of Change models and other strength-based approaches are used by providers, criteria for successfully completing and exiting treatment are clearly communicated, and indicators of initial treatment engagement are monitored regularly

### Opportunities for improvement

- Consumers, family members, referral sources & agency staff are often unaware of available services and don't know how to access them
- More community education about mental illness & addictions is needed, along with consistent strategies to decrease stigma
- Interim services and more assertive linkages (especially during transitions from jail, hospitals, and after crisis services) using peer-based recovery support staff or case managers are needed
- Lack of high intensity services locally such as detox & residential treatment for persons with addiction
- Need for additional Recovery homes and for transitional housing (for persons with mental illnesses and for those with addictions)

Some areas identified as needing improvement involve services over which the MHRB has no direct control. In these cases it is important to engage community partners to help facilitate change. These include:

- ✓ Transportation barriers
- ✓ Lack of age-appropriate, peer-run leisure activities
- ✓ Need for more proactive, consistent and integrated community response to emerging issues

### Action Steps

The Erie-Ottawa MHRB will work with stakeholders to create and prioritize short-term and longer-term goals. Already underway:

- ✓ Development of new processes and/or expanded peer support services as a key component of FY 17 contracts
- ✓ Research ambulatory detox models in preparation for adding to local continuum in FY 17
- ✓ MHRB staff & community partners are working together to address transportation challenges

*The MHRB is accountable to consumers, families and the community. The self-assessment process helps us identify and meet the unique needs of Erie & Ottawa Counties, and the input of our partners and stakeholders helps further our commitment to Recovery Oriented System of Care principles.*