



“Hope...the Essence of Recovery”

## WLT CONSULTING, LLC

*A National Behavioral Health Consulting Firm*

### From the Desk of the Executive Director: “At WLT Consulting Our Mission is Recovery and Wellness”

Recovery continues to be the cornerstone of behavioral health initiatives across the country. Let me share with you some of WLT Consulting’s recovery activities and initiatives over the past year. In 2010, WLT partnered with the Consumer Operated Services Recovery Initiative (COSRI) with support from the Ohio Empowerment Coalition to develop Ohio’s Toolkit for Consumer Operated Services (COS).



*Elnora Jenkins-Christie  
Executive Director*

WLT’s role was to create a resource guide that places the necessary tools in the hands of consumers/peers to develop or enhance mental health services designed to promote recovery and to be an adjunct to Traditional Mental Health Services (TMHS). Also, in 2010, WLT partnered with Dartmouth Psychiatric Research Center (DPRC) and Diaz Consulting out of West Virginia to assist Consumer Operated Services with collecting data on service utilization using an access program file. The data was used to examine the interface and impact of services provided by consumer operated services and the traditional mental health system in the life of the consumer. With the emergence of COS across the country comes the need for more specific accountability for the organization(s) that fund these services. The capacity to train the work force and measure program outcomes and effectiveness has become an increasing necessity for COS organizations to meet their basic mission and respond to their funders demand for outcome information.

Finally, in 2011 WLT engaged COS in Ohio to evaluate Consumer Operated Services and TMHS Recovery Outcomes. Using the Young & Bullock, 2003 Mental Health Recovery Measure (MHRM), COS are exploring how survey data

may be used within a COS agency to measure outcomes. The main approach to be explored is how short surveys can be used to help inform outcomes assessment. The primary outcome to be measured as part of the project is level of recovery. The survey items to be addressed will ultimately align with the nine components of Ohio’s Emerging Best Practices and Mental Health Recovery.

WLT Consulting remains committed to our mission to support and educate behavioral health systems, organizations and individuals to become recovery focused. We hope our work reflects our mission and is of value to consumers and family members across the country.

WLT has developed several products on Recovery. To review and inquire about purchasing products, please visit our website at [www.wltconsulting.com](http://www.wltconsulting.com) and click on the ‘Purchase Products’ menu tab. Literature and educational materials that may interest you include:

- ◆ Recovery in our Words
- ◆ Recovery Management Planning: Facilitating an Individual’s Recovery through Best Practices
- ◆ Consumers in the Work Force: A Handbook for Providers
- ◆ Understanding My Recovery Process
- ◆ Emerging Best Practices in Mental Health Recovery
- ◆ Treatment Planning for Person-Centered Care
- ◆ Health Care Navigator DVD (packet)

*By Elnora Jenkins-Christie  
Executive Director*

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WE’RE ON THE WEB!

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### HOT OFF THE PRESS

Upcoming National Cultural Competence Conference that you don’t want to miss!  
Please see page 4 for more details and registration information.

## Mental Health Recovery Today: The Integration of Behavioral Health into Physical Health Care

Many of us come from a generation that was told and shown over the past couple of decades that recovery from mental illness is possible. We were hopeful when First Lady Rosalynn Carter, chair of The Carter Center Mental Health Task Force, gave opening remarks to the New Freedom Commission on Mental Health in 2003. Mrs. Carter stated that “We know so much more about mental illness today, and yet the problems are still very much the same, with one exception: recovery. Twenty-five years ago, we did not dream that people might someday actually recover from mental illnesses. Today it is a very real possibility. With our new knowledge of the brain and the advances in quality treatment, we can now shift our focus to recovery.” The Commission did its work and finalized its report (<http://store.samsha.gov/products/SMAO3-3831>) with recommendations to the mental health community but...since the completion of the Commission report, how has the system shifted its focus to recovery in 2011?

A lot has happened since 2003 in the mental health field and if one thing remains absolutely true it is people are recovering from mental illness in spite of the fractured system. Many of the barriers faced then are even more challenging now. A major problem in mental health care is that it not only moved from hospitals to communities but many problems are outside the public mental health system. This includes: jails and prisons, schools, on the streets, and disability programs both public and private. This disconnect between systems has long time been the “elephant in the room”. How do we collaborate to assure that individuals are getting the best treatment services

(both behavioral and physical health) no matter who they are working with?

One notion is to further explore the integration of mental health into physical health. An individual with a severe and persistent mental illness doesn't separate his “head” from his body when he is under the jurisdiction or receiving services from a system other than mental health. With the new health care reform laws coming into effect, it is hoped that the head will be better connected to the body for behavioral and medical treatment. Mental health professionals and primary care doctors will begin sharing records (with required confidentiality release) across systems, and all patients who are chronically ill (whether behavioral or physical) will be cross-checked to make sure that they are receiving quality services that take into account their prescription medication/side effects, etc., as well as their chronic physical health issues. Each person would be treated based upon their specific needs as assessed by both mental health and primary care working towards the best health outcomes for the individual.

In line with this notion of inclusion, the Department of Health and Human Services announced in May the opportunity for communities to apply for \$102 million in capacity building and implementation activities, called the Community Transformation Grants (CTGs). The CTGs will support the implementation, evaluation, and dissemination of evidenced-based community preventive health activities to reduce chronic disease rates, prevent development of secondary conditions, address health disparities, and develop a stronger evidence base for effective prevention programming.

With new provisions for health care reform, the inclusion of mental health as a primary health concern and the development of Health Care Navigators, the head is slowly working to be connected to the body.

For more information on how your organization can learn more about Health Care Navigators (HCN) check out WLT's newest product, our HCN DVD (see below). Our HCN packet will assist your organization in improving health care outcomes for individuals with behavioral health conditions.



**Health Care Navigator DVD**

**A recorded informational DVD and supporting materials that define, describe and promote health care navigators who are trained and skilled to assist individuals to navigate the physical and behavioral health systems. The DVD provides twelve (12) minutes of facts, findings and a case vignette on health care challenges for persons with behavioral health issues and introduces health care navigators as a viable option to eliminate disparities.**

You can purchase a complete HCN packet which includes: DVD, PowerPoint slides, WLT General Information and Health Care Navigator Brochure on our website at [www.wltconsulting.com](http://www.wltconsulting.com).

*Sherry Boyd, Assistant Director*

### CONSUMER CORNER: A Wellness Path: Recovery, WRAP and Peer Support

After consulting with the Pathways Peer Support Specialists, I called Lucy (not her real name) for an interview. Lucy spoke frankly, and with some emotion, discussed the history of her illness, the diagnoses made over a period of time, and her recovery path to wellness. While there were significant events, Lucy spoke of the people, their influences, and the importance of relationships, friendships, and trust.

Lucy's earliest diagnosis was “manic depression” given to her about twenty years ago. She recalled the trial and error of medication and dosage. Lucy specifically mentioned a therapist named Beth with whom she “bonded” and believed in very deeply. “Beth helped me so very much; she went on to counsel addicts back when we were not sure what an addict was.”

A psychiatrist continued to serve Lucy when she moved and arranged for her Medicaid to be within his practice. She has not forgotten his kindness and the therapy his staff delivered to her benefit. “Please mention Dr. C; he helped me understand what was going on.”

Now twenty years removed from the original diagnosis, Lucy has over-

*Cont'd from page 2*

## A Wellness Path: Recovery, WRAP and Peer Support

come the original fear of being an addict/alcoholic and concentrates on her medications and the support she receives from a coping skills group and the Wellness Recovery Action Planning (WRAP) group she attends. Very recently she completed a six-hour WRAP training and continues to work on her own Wellness Recover Action Plan. Lucy says her WRAP group is more than a recovery group. "We exchange phone numbers and when one of us gets upset or lonely, we can call each other for support." Peer Specialist M.B. "is a great instructor and a great man. We all trust one another and can release our feelings. He inspires me to want to help others. I believe I can be a Peer Specialist too. I may not work, but I know that more information might help me help my friends."

### About the Program

**The Wellness Path:** Recovery, Wellness Recovery Action Planning (WRAP) and Peer Support, has been an effective strategy to carry the recovery message and model to consumers with mental health and substance abuse problems, to providers of service, Local Management Entity staff and community. Pathways Local Management Entity is the public agency for Mental Health, Developmental Disability and Substance Abuse Services in Gaston, Lincoln, and Cleveland Counties, North

Carolina. The development began in 2008 and actual groups began in early 2010.

Depending on the target audience, WRAP's emphasis has been and continues to be awareness, education, and information. The strength of the WRAP philosophy is that this is a strategy structured to involve the mental health consumer in a true Recovery Model Evidence-Based Practice. Recovery is for more than the substance abuse consumer. The core components of WRAP and Peer Support; hope, self-direction, person-centeredness, strength-based, responsibility, education, and empowerment, fit very securely into a program of wellness led by consumers for consumers.

A Peer Support Specialist, using his/her own recovery, empowers the provider and community partners by inspiring hope in the consumers they serve. Peer specialists have: similar backgrounds as their peers, suffered difficulty and hardship due to the nature of their own mental illness experience, demonstrated the ability to cope with their illnesses, have a desire to help others, and have received training for their role in helping other peers.

**A Wellness Path:** Recovery, WRAP, and Peer Support is not complex. It is not easy. It is about hope. It is about empowerment. It is about self-responsibility. It is about figuring-out what will work and working to make

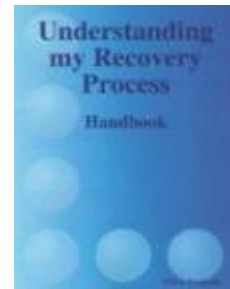
recovery happen. A peer supporter using WRAP is a way to promote recovery. The hope/goal of The Wellness Path is to connect a willing peer to trained peer support and through modeling and support counseling showing the peer there is more life to live. "One's destination is never a place but rather a new way of looking at things."

For more information, contact R. Nelson Connor, Pathways, Consumer Affairs and Customer Services Director, at [nconnor@pathwayslme.org](mailto:nconnor@pathwayslme.org). or contact us at (704) 884-2505.

*By R. Nelson Connor  
Pathways Consumer Affairs &  
Customer Services Director  
Gastonia, North Carolina*

### Understanding my Recovery Process: A Training for Consumers Manual

If you are interested in receiving information to assist you or your staff in understanding recovery in the mental health system, please review the following product offered by WLT Consulting.



This manual is a self-help handbook to assist individuals who are receiving behavioral health treatment/services to learn about their recovery and how to brighten recovery

possibilities. Our self-help handbook can be purchased on our website at [www.wltconsulting.com](http://www.wltconsulting.com).

## Spotlight on WLT Consultant:

### Josephine Barilotti

**Josephine Barilotti:** I am a person in recovery from both an addiction and a mental illness. I have been clean from alcohol and drugs for 13 years. I deal with my anxiety issues as they come. I first became clean

and sober through the judicial system, stipulated to treatment. It was the first step forward on my remarkable

journey. I live in Philadelphia and I work in the field. I have been working full time for the past 12 years and have been elevated to the position of project manager at the Consumer Satisfaction Team in Philadelphia. My main purpose as a person in recovery is to bring hope to others who may be experiencing an addiction and/or a mental illness, as I am living proof that you can have these issues and lead a meaningful and productive life. My responsibility as a person in recovery is to educate those who do not understand addic-

tions or mental illnesses; this is the reason why I enjoy facilitating trainings; I find it especially satisfying when I see understanding begin to emerge past the confusion and denial. For me, my biggest reward is to have my recovery speak volumes without saying a word.



## WLT Consulting, LLC Products and Services

WLT Consulting offers a vast inventory of literature, trainings and educational materials to health agencies, organizations and systems to assist people living with mental illness move toward recovery. WLT Consulting provides trainings

CONSULTATION	TRAINING
HEALTH CARE NAVIGATION	DATA COLLECTION
CURRICULUM DEVELOPMENT	PUBLICATIONS
RECOVERY MANAGEMENT PLANNING	DVD'S
ASSESSMENT & EVALUATION	VIDEOS
GROUP FACILITATION	WEBINARS

For details on each of these products and more please visit our website at [www.wltconsulting.com](http://www.wltconsulting.com).

### Check Out Our New Brochure

WLT Consultants now has a brochure that list all products and services that we offer. If you would like to be added to our e-mail list to receive the brochure, send your e-mail address to: [wltconsulting@yahoo.com](mailto:wltconsulting@yahoo.com), or to download and print a copy, visit our website at: [www.wltconsulting.com](http://www.wltconsulting.com).

### Tell Us What You Think

We welcome your feedback on our newsletter and/or any articles.

Please submit your comments to our e-mail address below:

[wltconsulting@yahoo.com](mailto:wltconsulting@yahoo.com)



## DON'T MISS OUT—REGISTER NOW!!

### National Training Conference “Informing Cultural Competence through Research and Best Practices- Eliminating Disparities across Systems”

September 28-30, 2011

Embassy Suites, Columbus – Airport, 2886 Airport Drive, Columbus, OH



**Luncheon Keynote:  
Dr. King Davis  
Thursday, September 29**

Professor and the Robert Lee Sutherland chair, in Mental Health and Social Policy, The University of Texas at Austin  
Co-author of “The Color of Social Policy”



**Keynote: Terrie Williams  
Wednesday, September 28**

President and Founder of the Terrie Williams Agency and The Stay Strong Foundation

Author of “Black Pain: It Just Looks Like we’re Not Hurting”

For more information and/or registration form visit [www.maccinc.net](http://www.maccinc.net) or contact MACC office 1335 Dublin Rd., Suite 105C, Columbus, Oh 43215, Phone (614)221-7841, Fax (614) 487-9320 or NLC: [www.nlcouncil.com](http://www.nlcouncil.com) Phone (614) 359-6540

*A Partnership of the Multiethnic Advocates for Cultural Competence and the National Leadership Council on African American Behavioral Health*