



Recovery Innovations of Arizona Programs

Recovery Innovation of Arizona, Inc. (RIA) is a nonprofit Arizona corporation. Formerly known as META Services, Inc., RIA was founded in 1990 with programs throughout Maricopa County, an area with a population of over 3.4 million people. RIA provides services to over 10,000 adults with serious mental illness and substance abuse issues. Annual revenues of \$12 million come from the State of Arizona Department of Health Services through a contract with ValueOptions, the Regional Behavioral Health Authority for Maricopa County, the Arizona Rehabilitation Services Administration, and the U.S. Department of Housing and Urban Development. With headquarters in Phoenix, AZ at 2701 N. 16th Street, RIA programs are accredited by the Joint Commission on Accreditation of Healthcare Organizations. In 2006, through a corporate reorganization, the programs and services RIA has created in Phoenix are being replicated with the formation on new affiliated non-profit corporations; Recovery Innovations of California, Inc., Recovery Innovations of North Carolina, Inc., and Recovery Innovations of Virginia, Inc. In the future new recovery opportunities will continue to be developed throughout the United States.

RIA's mission is...

To create opportunities and environments that empower people to recover, to succeed in accomplishing their goals, and to reconnect to themselves, others, and meaning and purpose in life.

Our vision is *to have a transformed service delivery system that puts the person first.*

During the past four years, RIA has undergone an organizational transformation. The key ingredients in this transformation include:

- Implementing a recovery mission in all our programs. Our recovery pathways have been the benchmark for transformation.
 - Hope
 - Choice
 - Empowerment
 - Recovery environment
 - Spirituality; meaning and purpose
- Extensive recovery training for all staff.
- Rewriting policies to support the mission of recovery and the recovery pathways.
- Integrating peers on all our service teams. The new discipline of peer support specialist was created and today over 50 percent of our 325 person work force are Peer Support Specialists working in dedicated peer positions.
- Reconfiguring traditional services to educational interventions.
- Developing programs of self-help and mutual support.

For a discussion of the transformation in our services see Anthony, William and Ashcraft, Lori. A Story of Transformation; An Agency Fully Embraces Recovery. *Behavioral Healthcare Tomorrow*, April 2005.

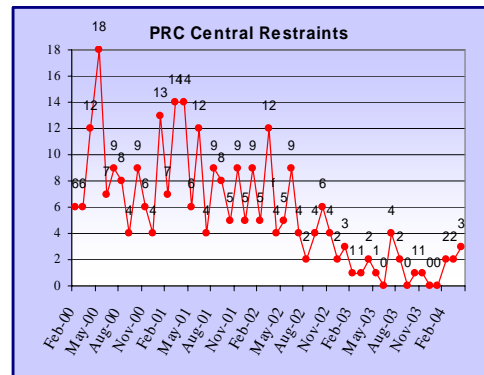
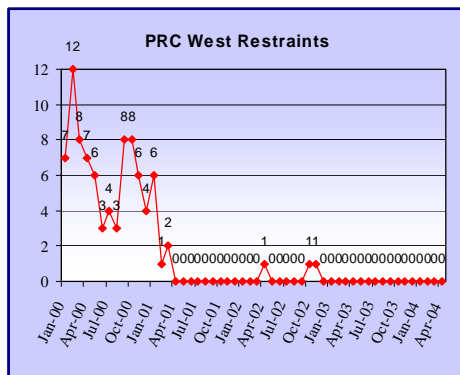


RIA's outpatient programs are grouped into crisis support, peer support and self-help, recovery education, peer training and employment, and community living.

Crisis Support.

Psychiatric Recovery Centers. Two behavioral health Psychiatric Recovery Centers are funded by ValueOptions with annual revenues of over \$6,000,000 and over 15,000 admissions annually. Although these Centers serve as Title 36 screening agencies for emergency involuntary hospitalization in Maricopa County, the goal of PRC is to divert people from inpatient hospitalization and communicate the message of hope and the possibility of recovery. Since the implementation of a recovery mission, **hospitalizations have decreased from a high of 24% to the current rate of 10%.**

Staffing is a full multi-disciplinary team; physicians, RNs, Community Support Specialists, Behavioral Health Technicians, and Peer Support Specialists. One-third of the people seen at the PRCs are brought by law enforcement and approximately 40% are involuntary. Three years ago RIA adopted the goal of eliminating seclusion and restraint; to serve all people regardless of their state of upset without resorting to violent interventions. This goal of zero restraint has been fully realized at the West Center. At the Central Center, where over 1,000 people are seen each month, zero restraint was achieved in four months during the past year. This has become a demonstration that the "impossible is possible" creating an environment in which each person is treated with respect, compassion, and dignity.



Living Room. Peer operated Living Room programs are attached to each PRC. This concept, pioneered by RIA and now being emulated in other parts of the country, is a crisis alternative where people having a difficult time can become a guest where they receive comfort and hope from a team of Peer Support Specialists in recovery. Each guest is invited to complete the "Telling My Own Story" document as an alternative to a traditional Psycho-social History and to develop their own "Recovery Plan". During the past year, there were over 4,000 admission to the Living room programs.

Home Recovery Team (HRT). Since 1995, HRT has offered crisis services to people in their homes. Intensive services are offered by a team of Master's level counselors, Psychiatric RNs, and Peer Support Specialists. Services are provided to the person daily for up to six hours per day. Length of stay is three to four weeks and hospitalization is avoided for up to 95% of those served. Static capacity, 50 individuals.

Peer Support and Self Help.

Peer Recovery Team. At the request of case management, individual peer support is provided in the community for a static capacity of approximately 200 individuals. Peer Support Specialists and Recovery Coaches are powerful recovery role models that engage the individuals be served in a personal recovery program. Based on the person's goals the peer staff offer a wide range of support activities, skill building, and case management.

Peer Advocacy Services. Hospital-based peer support is provided every day by Peer Support Specialists with people who are in the hospital; every unit at both Desert Vista and the MMC Annex. Focus is on developing recovery plans and recovery-oriented discharge plans including strategies to reduce readmission.

Since the Peer Support Specialist staff have been working in the two hospital facilities, there has been, according to hospital administration, a

- reduction of 36% in the use of seclusion and a 48% reduction in the use of restraint,
- 56% reduction in hospital readmission rates.

Community Advocacy and Support Services. Immediately following a period of court-ordered inpatient treatment, this unique program provides peer support services to individuals who have been court-ordered for up to one year of outpatient treatment. The program begins with an orientation class called "Getting Your Power Back." Advocacy and support is provided as the person works with their ValueOptions clinical team to develop the required "special treatment plan". This service is available to approximately 120 individuals per year (10% of the 1,200 people on civil commitments each year in Maricopa County). A "randomized clinical trial" of the outcomes of peer support with this population is currently underway with the research team lead by William Anthony, Ph.D. at the Center for Psychiatric Rehabilitation, Boston University.

Self-directed Recovery Program (SRP). In 2005 ValueOptions and RIA began a new initiative in the priority case management clinics that is the beginning of "self-directed care", a shift to people developing and implementing their own plan for services. After an all site orientation and training in recovery, peer Recovery Coaches were added to each case management team. The initial task of the Recovery Coach was to meet with individuals who were new to the system or those needing to have service plans updated, helping the person complete a Self-directed Recovery Plan as the beginning of the ISP or ISP update process. These Recovery Coaches then continue to work as part of the case management team to provide peer support help each person reach the goals they have set in their plan.

Wellness and Empowerment in Life and Living (WELL). A 32-hour program of classes in recovery, wellness, and community living skills taught by trained peer facilitators. Classes are offered two days a week at most ValueOptions case management clinics and other locations throughout the community. Over 1,000 classes are offered annually attended by over 500 individuals.

Wellness and Recovery Action Plan (WRAP). A 16 hour class the WRAP, a self-help tool to reduce or eliminate psychiatric symptoms is taught by trained peer facilitators. Classes are offered four days a week at most ValueOptions case management clinics and other locations throughout the community. Over 3,000 classes are offered attended by 2,000 individuals annually.

Peer Advocacy and Support Center. Currently under development, the PASC has begun to offer classes and assistance to people in developing their "Mental Health Power of Attorney". In collaboration with mental health attorney Chick Arnold, it is envisioned that the Center will become a source of information and support in the area of rights, benefits, power of attorney, and guardianship.

Special Activities. This program provides a range of recreational and socialization activities for individuals referred by their ValueOptions case manager. Movies, bingo, and picnics are high on the list of popular events. As a result of the Special Activities program, individuals participate in meaningful activities, develop friends and support networks, and become engaged in other recovery services and supports.

Recovery Education.

Recovery Education Center. Education is the catalyst for transformation. Role transformation occurs as each participant shifts from a primary identity as “mental patient” to student to colleague to citizen.

With a deliberate strategy of converting traditional treatment interventions to educational opportunities, the REC was formed in October 2000 with the objective of providing education to people who have had psychiatric experiences, their families, and the mental health provider community. Licensed as a post secondary vocational institution by the State of Arizona, the Recovery Education Center offers community college credit through a partnership with South Mountain Community College. Both a certificate and an Associate of Arts degree in Mental Health Recovery are available. Funded as “life skills training by ValueOptions, over 20 classes are offered to individuals enrolled in ValueOptions case management in topics ranging from Recovery Coaching, Communication Skills, Grief and Loss, Eliminating Self-Defeating Behavior, Beyond the Border, Employment As a Means to Recovery, Relapse Prevention, Positive Parenting Workshop, Computer Connections.

Peer Training and Employment.

RIA believes that every person who wants to work can succeed in developing a meaningful career of their choice. The program begins with a 70-hour Peer Support Specialist training program that teaches people with psychiatric experiences the skills and techniques of peer support. Students completing the class and passing the competency tests are certified as Certified Peer Support Specialists and are eligible for employment providing recovery education and peer support in various community mental health programs. Recently a special adaptation of the RIA publication, Peer Employment Training Workbook has been used to train and certify substance abuse peer support specialists. Although most of the funding is provided by Arizona Rehabilitation Services Administration, pre-employment supports are funded through ValueOptions.

- Over 600 students have graduated from the training during the past four years
- 68% become employed as Peer Support Specialists in RIA programs and other mental health provider organizations in the community.
- During 2005, Peer Support Specialists earned over \$2,900,000 in compensation.
- Peer Support Specialists provided over \$5,000,000 in reimbursable services at RIA during 2005.

A recent study of the first 66 students trained published in *Psychiatric Rehabilitation Journal*, Winter 2006, conducted in collaboration with Boston University Center for Psychiatric Rehabilitation found:

“Participants experienced gains of perceived empowerment, attitudes toward recovery and self-concept. One hundred percent of the trainees went on to obtain positions within the mental health agency in which they received the training and 89 percent were still working 12 months after they

were hired. Twenty nine percent of the jobs were full time; 52 percent part time and 19 percent were hourly. Conclusions: Findings suggest that a specific, manualized peer training program was able to improve participants' recovery and employability. Current ongoing studies will investigate the peer providers' impact on their clients and the potential advantages to the agency and system that employs them." (Bill Anthony, Lori Ashcraft, Eugene Johnson, et.al.)

Community Living. Based on the belief that everyone, regardless of their challenges or past experiences has the right to a home of their choice in the community. Having a home of your own is a core part of recovery. RIA's community living programs provide the skills and supports to help people not only succeed in community living but become "housing self-sufficient" by paying for their own housing.

Community Building. This program opened in October 2002 with the goal to help people recover in housing of their choice, become reintegrated into the community and assume the role of full citizenship. Community Building combines

- supported housing,
- recovery education,
- employment supports, and
- peer support with a recovery coach.

The only requirement for enrollment is currently receiving ValueOptions case management services and a willingness to participate. No other admission criteria are used. The focus of ValueOptions referrals has been people who are institutionalized in 24 hour residential care and hospitals. A special co-occurring track is available for those with both mental health and substance abuse issues. Assistance is provided in finding and leasing an apartment of the person's choice, a roommate matching service if the person wants to live with a roommate, and a stipend to pay a portion of their rent. As people develop improved recovery skills, it is expected that they will be able to become self-sufficient and not need the rent stipend. During the first two years of months of the program,

- **95% of the participants in the program obtained independent community housing** by securing their own apartment leases,
- **77% of the participants achieved the goal of housing self-sufficiency** and no longer needed the housing subsidy after one year in the program. This amazing achievement happened as people recovered and found ways to take responsibility for their own needs. Income increased through employment, people found roommates to share housing costs, and others were reunited with families.
- The average daily cost for the program is \$40.00 per participant.

Another Chance. This program is funded by the City of Phoenix with \$1,000,000 of HUD McKinney Act funds and serves 150 individuals per year who are homeless and have substance abuse or substance abuse and mental health problems. Another Chance began in March 1998 to provide a comprehensive continuum of services to homeless individuals. The program includes Intensive Substance Abuse treatment, case management (recovery coaching) and support services, transitional and permanent housing using a "housing first" model.

Restart. This program provides short term (generally up to 30 days) peer supported temporary housing for individuals receiving services for a serious mental illness. 24 apartment units are available at three central Phoenix locations. With a focus on helping participants develop and implement a Self-directed Recovery Plan, Recovery Coaches assist each participant in "restarting" their recovery journey. The peer services offered will support and promote recovery in all aspects of

the person's life; finding permanent housing in the community, planning and beginning employment, beginning or resuming education, and/or develop support. The level and the type of peer support services received by the person will depend on the person's needs and choice of services which will be individualized and directed by each person.

