



# Consumer and Family Driven Care

**NATIONAL MENTAL HEALTH  
TRANSFORMATION LEADERSHIP INSTITUTE  
Critical Levers for Achieving Transformation  
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**Sam Shore, MSSW  
MHT Project Director**



- **Environmental Context**
  - Prior to 2005 – State Mental Health Authority spent \$1.5m on Consumer/Family Networks and Services
  - 2005 – Consolidation of State Authorities for Mental Health, Substance Abuse and Public Health
  - Elimination of Agency Governing Boards and non-required advisory committees
  - Increased oversight by new partners
  - Increased use of competitive procurement
- **Unintended Consequences**
  - Reduced collaboration and diminished integrity of Consumer/Family (C/F) Network infrastructure



# Texas Mental Health Transformation

- **NFC Goal 2: Mental Health Care Is Consumer and Family Driven.**
  - **2.2 Involve consumers and families fully in orienting the mental health system toward recovery.**
    - ...by increasing the opportunities and capacities of consumers to share their inspiration, knowledge, and skills.



- **Work to Date**
  - Organized state-level Consumer Voice Workgroup
  - Held Town Hall meetings
  - Organized local C/F voice
  - Supported facilitated meetings of statewide C/F organizations
  - Solicited formal input on the procurement of C/F services--2 Requests For Information (RFI)



- 1<sup>st</sup> RFI: What should we procure?
  - Input was to directly support networking of C/F organizations and to better involve youth and their families
- 2<sup>nd</sup> RFI: Based on input, released a draft Request For Proposals and included:
  - Procure 1 Consumer and 1 Family Training and Technical Assistance Center (TTAC)
  - Require each TTAC to procure local C/F operated services



# Texas Mental Health Transformation

- Input on 2<sup>nd</sup> RFI:
  - Procure 1 TTAC that has both consumer and family focus (to save on infrastructure costs)
  - Expand the definition of consumer and family member to be more inclusive of those who have not accessed the current system
  - Require that a majority of the board and staff be consumers and family (versus a set %)



# Texas Mental Health Transformation

- Proposed Scope of Work for the TTAC
  - Form a TTAC Advisory Committee
  - Conduct a Consumer- and Family-Operated Services Procurement
  - Assess selected organizations and provide business and nonprofit development services
  - Coordinate or provide training and technical assistance



- Develop a statewide consumer, youth, and family network
  - Outreach and grassroots development
  - Use technology and other mechanisms
  - Develop a statewide speaker's bureau
- Provide TA to the Department of State Health Services (DSHS) on issues and projects
- Participate in planning and implementing a consumer/family services survey



- In order to orient the entire system toward recovery, training and technical assistance may be provided to:
  - Consumers and family members and their organizations
  - Mental health and substance abuse providers
  - Mental Health Transformation Working Group agencies
  - All significantly affected state and local stakeholders
    - Law enforcement, schools, nursing homes, etc.



- Impact of MHT Initiative on Goal 2.2:
  - Peer certification will be developed
  - Consumer-operated services are being expanded
  - Consumer and family organizations are meeting regularly and developing a common agenda
  - MHT resources will leverage \$2.5m of existing resources to advance Goal 2.2



"Not everything that counts can be counted,  
and not everything that can be counted  
counts."

Thank You for your time and attention.

[Sam.shore@dshs.state.tx.us](mailto:Sam.shore@dshs.state.tx.us)

512-458-7135

[www.mhtransformation.org](http://www.mhtransformation.org)