



Consumer Voice

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Police Search For Suspect's Other Assault Victims





Definition of Consumer:

For today's purposes the word **Consumer** identifies people who have accessed **Mental Health/Behavioral Health Services for themselves or a family member.**

This is my definition, as we do not have a universally accepted definition of consumer.

Our Agency Involvements:

MHMR

CPS

Special Education

Juvenile Justice

Health and Human Services

TRIAD

CRCG

Private Providers

Residential Treatment Centers

State Hospital

Private Hospitals

Daniel's Estimated Expenses:

- 3 years in Residential Treatment Centers at an average of \$200 a day: \$219,000
- One hour therapy sessions per week for 8 years at an average \$45/session: \$18,720
- Psychological Evaluations one per year for 12 years at an average \$650 per evaluation:\$7800
- Medication management one appointment per month for 12 years at average cost of \$60/appointment: \$8640
- Psychiatric Hospitalizations average of 6 per year for 12 years average stay 10 days at cost of \$5560: \$400,320
- One 7 month stay Psychiatric Hospital: \$117,600
- Medication average of \$400/month: \$144,000
- Total: \$916,080

Costs not included:

- Special Education Services
- Juvenile Justice: Incarcerations, Probation Supports
- Adult Criminal Justice: Incarcerations, Probation Supports
- Lab work
- Other evaluations/assessments
- Health and Human Services: Basic needs assistance
- Informal supports such as mentoring, sibling services, family therapy
- CPS: case management, level of care assessments, placements
- Lost income to family for time spent meeting Daniel's needs
- Lost family ability to maintain income due to job loss from meeting Daniel's needs
- Duplicated services such as multiple therapies ordered by different agencies at the same time
- Duplicated staff efforts and documentation
- Long term trauma to family members because of Daniel's challenges

What did not work:

- Duplicative services, documentation, staff efforts & time
- RTC placements that prepared Daniel for living in a non-community based environment
- Incarcerations
- Agency driven services/supports
- Deficit based plans of care
- Cookie-cutter plans of care
- Inflexible service plans/providers

What worked:

- Systems Of Care Initiative:
 - Consumer Driven Services/Supports
 - Individualized Plan
 - Strengths based Services/Supports
 - Community Based Supports
 - Collaboration across involved systems

Systems of Care

Systems of Care is a community collaborative initiative that involves the partnership of, families, youth, agencies and private providers using the wraparound approach to facilitate the success of children, families, and the community.

Components of Systems Of Care

- Consumer Driven
- **Consumer Voice**
- Strengths based planning
- Individualized Plans
- Cross agency/provider collaboration
- Community Based
- Non-traditional and Traditional Supports
- Flexibility

Keys to Consumer Partnerships

- Motto: "Nothing about us without us"
- Consumers actively involved in policy, planning, implementation, and evaluation
- Consumer "Team" Composition
- Consumer voice & choice
- Service delivery using wraparound (strengths-based approach, traditional & non-traditional services, best practices)

Texas Consumer Voice

- Key Areas:
 - Communications and Building a Consumer/Family Member Network
 - Addressing Recovery
 - Defining “consumer” “parent” and “family member
 - Defining “consumer directed” and “family directed” in the state of Texas
 - Building on current strengths and activities across the state

Recent Consumer Voice Committee Activities

- Consumer Voice Conference Calls with SAMHSA
- Policy Brief Breakfast Presentation
- Regular meetings of State Consumer Voice Committee
- Input into Texas TWG efforts through:
 - TWG meetings
 - Attendance at National TWG/SIG grantee meetings
 - TWG subgroup meetings (implementation)
 - Information Channels for Consumer Information Sharing (listserv, website)
 - State Consumer Coordinator Position

Proposed Activities:

- Establish a Speaker's Bureau of Consumer Voices
- Town Hall meetings of consumer/family members of all TWG agencies
- Establish a consumer/family member advisory group to support the TWG
- Statewide Coordinated Consumer Voice

Town Hall Meeting

- Held at State Capitol Auditorium in August
- More than 200 attendees gave input
- All consumers who wished to give oral input did so
- Collated list of Consumer contact information for furthering the Coordinated Consumer Voice effort across the state
- Data collected being used as catalyst for State Transformation efforts

Connections:

- How we can use my family's experiences and those of other consumers to benefit others by effecting statewide system change
- The need not as much for more money but for spending our money more effectively and more efficiently
- How we can work together to break down Silos
- How we can help our citizens with Mental Health Challenges to be successes rather than statistics.