

# **DMH CONSTITUENT SERVICES: ADVOCATING – SERVING – SUPPORTING**



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# Purpose of the OCS

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- ❖ Office of Constituent Services (OCS) was created in 1997 to advocate for individuals (and their families) who receive services for developmental disabilities, mental illnesses, and substance use disorders.
- ❖ Primarily guided by:
  - ▶ Missouri Revised Statutes - Chapter 630
  - ▶ Missouri Code of State Regulations – Title 9
- ❖ OCS staff understand the unique challenges facing DMH constituents and their families.
  - ▶ OCS employees have personally experienced one or more of these conditions and/or have a family member with lived experience.

# Roles and Responsibilities

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- ❖ Process contacts from a variety of methods and sources, including:
  - ▶ Phone, email, fax, standard mail, walk-in, internal routing.
  - ▶ Governor's Office, Depts. of Social Services and Health & Senior Services, MO Protection & Advocacy, peer groups/organizations.
- ❖ Review and research to determine routing/processing.
- ❖ Provide copies of DSS/DHSS reports to Investigations Unit (IU) upon request.
- ❖ Provide training and presentations to public mental health and/or developmental disabilities groups - regarding abuse and neglect, rights awareness, and reporting of suspected violations.

# Roles and Responsibilities

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- ❖ Development of Consumer Safety and RESPECT Institute brochures\*:
  - ▶ Provides statutory definitions of abuse/neglect, describes warning signs, gives 'story' examples, and provides resources for reporting (DMH OCS and DSS + DHSS Hotlines).
- ❖ Educate consumers, their guardians/family members, other agencies, and the general public regarding:
  - ▶ Consumer rights, the grievance process, consumer safety (abuse/neglect of vulnerable persons), and assist those who may have difficulty understanding content of written materials.

*\*Consumer safety brochure (created in 2008) and RESPECT Institute brochure (last revised in 2012) will be updated in 2018.*



# Roles and Responsibilities

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- Host booths at conferences/events to distribute consumer safety information and help raise awareness of abuse/neglect of vulnerable persons.
- Provide training to internal staff (and, upon request, to peer groups and state government agencies) on:
  - ▶ Mental health in the workplace: customer service and situation de-escalation; effective and positive communication; taking care of your own mental health first.
  - ▶ Given in conjunction with Mental Health First Aid overview.
- RESPECT Institute (RI):
  - ▶ Director of the OCS serves as Statewide Coordinator for the RESPECT Institute.
  - ▶ OCS oversees and coordinates all aspects of RI in Missouri.

# Senate Bill 3

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- ❖ 2007: Senate Bill 3 introduced by Senator Michael Gibbons (R), Kirkwood
  - ▶ Signed by Governor Matt Blunt: July 13, 2007
  - ▶ Effective date: August 28, 2007
- ❖ Modified various provisions relating to mental health, including:
  - ▶ Defined “vulnerable person”, created the crime of “vulnerable person abuse”, and provided for mandatory reporting and investigation protocols.
  - ▶ Required that reports of suspected abuse/neglect received by the Departments of Social Services (DSS) and Health & Senior Services (DHSS) be forwarded to DMH.

# Senate Bill 3

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- ▶ Designated DSS and DHSS abuse hotlines as alternative means of reporting suspected abuse/neglect of DMH consumers.
- ▶ DMH created Memorandum of Understanding (MOU) with DSS and DHSS for sharing of information (PHI).
  - Relationships built with DSS and DHSS hotline supervisory staff.

## As a result of SB 3:

- ▶ Methods of receipt changed -
  - Prior to SB 3 (1997-2006): majority of contacts came directly from constituents and/or family members via telephone and standard mail.
  - After SB 3, increase in the daily email volume due to DSS/DHSS reports = up to 40% of contacts received.



# Contacts

## Contact History: 2012 to 2016 by Source\*

SOURCE	2012			2016		Change
	Total	%		Total	%	
- Consumer	451	26%		882	34%	+8%
- Consumer Relative	85	5%		148	6%	+1%
- DMH Staff	10	1%		94	4%	+3%
- DHSS Hotline	360	20%		484	19%	-1%
- DSS Hotline	730	41%		642	25%	-16%
- Anonymous	62	3%		64	2%	-1%
- Non-DMH/Other	69	4%		248	10%	+6%
<b>Total Contacts</b>	<b>1767</b>	<b>-----</b>		<b>2562</b>	<b>-----</b>	<b>+31%</b>

\*Historical data prior to 2012 not available at time of this report





# Contacts

## Third Quarter Comparison: **2015 to 2017 by Source**

SOURCE	2015 – Q3			2017 – Q3		Change
	Total	%		Total	%	
- Consumer	273	40%		270	36%	-4%
- Consumer Relative	26	4%		50	7%	+3%
- DMH Staff	19	3%		20	3%	0%
- DHSS Hotline	124	18%		169	23%	+5%
- DSS Hotline	133	19%		156	21%	+3%
- Anonymous	17	2%		19	3%	+1%
- Non-DMH/Other	99	14%		56	7%	-7%
<b>Total Contacts</b>	<b>691</b>	<b>-----</b>		<b>740</b>	<b>-----</b>	<b>+6%</b>



# Contacts

## Third Quarter Comparison: 2015 to 2017 by Reason/Method

	2015 – Q3		2017 – Q3		
REASON	Total	%	Total	%	Change
- Care/Treatment	511	74%	547	74%	-----
- Consumer Safety	45	7%	94	13%	+6%
- Enviro Cond/Other	68	10%	41	6%	-4%
- Guardianship/Info	50	7%	48	6%	-1%
- Medication	17	2%	10	1%	-1%
<b>- Total Contacts</b>	<b>691</b>	<b>-----</b>	<b>740</b>	<b>-----</b>	<b>+6%</b>
<b>METHOD = Phone</b>	345	49.93%	235	31.76%	-18%
<b>METHOD = Written</b>	342	49.49%	504	68.11%	+19%
<b>METHOD = Other</b>	5	<1%	1	<1%	-----

# OCS and the RESPECT Institute

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- ❖ In 2001, Fulton State Hospital (FSH) hired Joel Slack, internationally known mental health consumer and advocate, as a consultant to present his RESPECT Seminars to facility staff and residents.
- ❖ RESPECT is an acronym for the seven qualities Mr. Slack believes describe respectful behavior: Responsive, Encouraging, Sensitive, Perceptive, Empowering, Caring, and Thoughtful.
- ❖ FSH administration asked Mr. Slack to help consumers become more involved in staff training and other activities at the hospital.

# RESPECT Institute in Missouri

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- With assistance from Dr. Jane Smith, the chaplain at FSH, Mr. Slack facilitated the first RESPECT Institute (RI) in 2002 to teach a group of FSH residents to tell their stories.
- Starting in 2007, Mr. Slack presented the first RESPECT seminars to staff and residents of all DMH psychiatric facilities as well as communities throughout Missouri.
- In 2008, Mr. Slack established RESPECT Institutes at all DMH psychiatric facilities.



# The RESPECT Institute Today

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- ❖ Regional RI Coordinators facilitate trainings, cultivate community support, schedule speaking engagements, and accompany RI members to speaking venues.
- ❖ Monthly meetings allow RI members to discuss speaking experiences, to practice their speeches, to assist the newer participants with improving their speeches, and to volunteer for speaking engagements.
- ❖ RI includes members who have many different diagnoses – some co-occurring - such as mental illnesses, developmental disabilities, and substance use disorders.
- ❖ RI participants revealed they felt more empowered and had increased self-awareness following the RI training.

# Evaluations of the Program

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- ✦ In 2012, the Missouri Institute of Mental Health conducted a survey to assess the effectiveness of RI presentations to educate and reduce stigma among audience members.

## Personal Experience with Mental Illness

- ✦ Respondents were asked about their own experiences with mental illness. They were asked whether they:
  - ▶ Had experienced a mental health problem, and
  - ▶ If anyone in their family ever experienced a mental health problem.
    - Approximately one-quarter (**24.5%**) reported having personally experienced a mental health problem, and
    - Over half (**63.3%**) reported having someone in their family who had experienced a mental health problem.

# Evaluations of the Program

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## Desire for Social Distance

- ❖ Respondents were also asked a series of questions designed to address the stigma they attach to mental illness.
- ❖ Results indicate that respondents were more willing to interact with someone who has a mental illness, after having listened to a RESPECT presentation.
  - ▶ **Before hearing the RI speakers**, only **49.5%** of audience members said they would consider being friends with a person who has a mental illness.
  - ▶ **Following the presentations**, **73.2%** said they would definitely consider being friends with a person who has a mental illness.

# Evaluations of the Program

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## Community Attitudes toward Mental Health

- ✦ The survey also measured public attitudes and community contact with those who are mentally ill. It included five statements concerning respondents' willingness to interact with individuals with mental illness: Conversation With – Work Closely With – Maintain Friendship With – Live Next To – Diagnosed Family Member – Marry into Family.
  - ▶ Results provide evidence that respondents had **improved attitudes** toward individuals with mental illness, **after having listened to a RESPECT presentation**.
  - ▶ Percentage of those who responded “Strongly Agree” **increased for every item** from pre- to post-test.
  - ▶ **Most pronounced changes** occurred in areas of **social restrictiveness**.



# Positive Results

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- ▼ **Jan 2013 – Dec 2016**, RI speakers presented at **1,465 venues**.
- ▼ Venues included staff and consumers meetings/trainings at DMH psychiatric facilities and private provider locations, colleges and universities, high schools and middle schools, law enforcement agencies, service club meetings, and churches.
  - ▶ Psychiatric facility staff receive SMART / ART Training: SMART = Situational Management and Response Training / ART = Annual Refresher Training.
  - ▶ Three day course focusing on staff's interactions with clients.
  - ▶ Emphasizes that interactions with clients should be respectful and trauma-informed. RI speakers illustrate the importance of treating clients with respect and dignity, rather than just their diagnosis.
  - ▶ Added value if speaker shares how an episode of restraint was traumatic or harmful to their relationship with staff – guides staff to use all other available tools to prevent instances of restraint.

# Positive Results

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- RESPECT Institute members reported they felt encouraged to move forward with their treatment and recovery – and willingly volunteered to speak whenever/wherever requested.
- Engagements at those **1,465 venues** reached a total of **43,166 audience members** who heard RESPECT Institute members share stories that illustrate how respectful treatment from mental health professionals and staff contributed to their recovery.
  - ▶ The majority of the audience members were reached by RI speakers facilitated by:
    - **CBM** – Kansas City: 10,853 (**27%**)
    - **FSH** – Fulton State Hospital: 10,400 (**25%**)
    - **SMMHC** – Farmington (APS & SORTS): 7,841 (**14%**)
    - **SLPRC** – St. Louis: 4,792 (**12%**)



# Missouri RESPECT Institutes

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- Central Region:
  - ▶ Fulton State Hospital
  - ▶ New Horizons Community Support Services
    - Columbia and Jefferson City
- Kansas City Region:
  - ▶ Center for Behavioral Medicine
- Northwest Region:
  - ▶ Northwest Missouri Psychiatric Rehabilitation Center – St. Joseph
- St. Louis Region:
  - ▶ St. Louis Psychiatric Rehabilitation Center
- Southeast Region:
  - ▶ Southeast Missouri Mental Health Center - Farmington

# Today's RESPECT Speaker

## Meet Stella Hawley...

- Retired elementary teacher
- Graduate of Northwest Missouri State University - degree in Elementary Educ.
- Mental health consumer since 1984
- Joined Kansas City RESPECT Institute in 2014
- Certified Missouri Peer Specialist
- Peer educator in the CBM Rehabilitation Dept.
- Recipient of the 2017 Outstanding Consumer of the Year from Tri-County Mental Health Services, Inc. in Kansas City

