

**MENTAL HEALTH RECOVERY PROCESS
CLINICAL CARE**

| | DEPENDENT/ UNAWARE | DEPENDENT/ AWARE | INDEPENDENT/ AWARE | INTERDEPENDENT/ AWARE |
|---------------------------|--|---|---|---|
| CONSUMER'S STATUS | <ul style="list-style-type: none"> • Cannot identify personal needs; • Uninformed of resource opportunities; • May be angry, anxious, distrustful, and unmotivated; • May not accept diagnosis; • Symptoms, treatment, and stigma may interfere with motivation; • May experience shame & stigma concerning illness; • May lack experience in developing trusting relationships. | <ul style="list-style-type: none"> • Depends on professional care; • Aware of illness; • Aware of services & choices available within system; • May not feel empowered to make choices; • May not be interested or desire to make appropriate choices; • May begin to set basic recovery goals. | <ul style="list-style-type: none"> • Takes responsibility for managing his/her life and illness; • Aware of choices of services, treatment, and other resources; • Makes choices independently; • Reasonably self confident and values personal worth; • Chooses level of involvement with family/significant others, peer groups and community activities; • Works toward achieving recovery goals previously developed. | <ul style="list-style-type: none"> • Accepts responsibility & involves him/herself in community; • Views service providers & personal support system as partners and peers; • Works collaboratively with service providers & personal support system to make choices; • Feels he/she has an opportunity to contribute to others and to society; • May move out of public system for attainment of employment and private benefits. |
| CLINICIANS' ROLES | <ul style="list-style-type: none"> • Demonstrates hope and achievement when interacting with consumer; • Promotes acceptance as first step to recovery; • Explains illness, symptoms, courses of treatment and hope for the future and begins to reach consumer about the use and benefits of a personal Relapse Prevention Plan and Advance Directives; • Informs consumer of benefits of active treatment; • Engages family/significant others and refers them to available community supports and education. | <ul style="list-style-type: none"> • Ensures consumer and family/significant others are educated about the choices/resources available to them; • Provides activities that will increase consumer's readiness to make choices in selecting life roles; environment, and goals; • Educates consumer about mental illness & recovery; • Continues hope instilling strategies; • Involves consumer in designing his/her Recovery Management Plan (including medication and side effects), Relapse Prevention Plan and Advance Directives. | <ul style="list-style-type: none"> • Works with consumer to define and achieve preferred life roles & goals; • Continues instilling hope strategies; • Encourages input from family/significant others as appropriate; • Encourages development of individualized coping strategies to deal with persistent symptoms; • Continues to support consumers with medication management; • Encourages consumer to use personal Recovery Management Plan, Relapse Prevention Plan and Advance Directives as necessary. | <ul style="list-style-type: none"> • Works with consumer & consumer chosen support system to enhance/support chosen life roles; • Provides information and contracts to consumer to help locate other community resources & supports; • Provides consumer ongoing continued support; • Supports consumer in his/her interdependent role in community and society. |
| COMMUNITY SUPPORTS' ROLES | <ul style="list-style-type: none"> • Makes available family and consumer peer support, consumer enrichment and engagement activities; • Makes available, especially to families and consumers, information and education concerning mental illness. | <ul style="list-style-type: none"> • Makes available educational opportunities for consumers and their families/significant others that focus on mental illness, recovery process, and strategies that facilitate recovery; • Provides support and information to overcome stigma and enhance community inclusion (e.g., via churches, community organizations); • Continues to make available consumer peer support. | <ul style="list-style-type: none"> • Community resources address treatment, life goals, chosen roles, goals, & social needs; • Promotes & supports anti-stigma campaigns; • Actively seeks and supports consumer & family/significant other involvement in community mental health programs. | <ul style="list-style-type: none"> • Makes available for consumer collaborative support as needed to remain in chosen life role; • Continues to seek respect & value consumer & family/significant other involvement in community activities & organizations; • Continues to support consumer & family/significant others. |

**MENTAL HEALTH RECOVERY PROCESS EMERGING BEST PRACTICES
CLINICAL CARE**

| | DEPENDENT/ UNAWARE | DEPENDENT/ AWARE | INDEPENDENT/ AWARE | INTERDEPENDENT/ AWARE |
|---------------------------------------|---|--|---|---|
| CONSUMER'S BEST PRACTICES | <ul style="list-style-type: none"> Identifies information about mental illness, recovery process, stigma, self-esteem, and building self confidence; Gains awareness of illness through symptom reduction & education; Develops self trust by living through traumatic events with support (e.g. hospitalization, family problems, incarceration); Begins to develop trusting relationships with clinician and others. | <ul style="list-style-type: none"> Gains awareness of cyclical or episodic nature of illness & that recovery is not a linear process; Begins to set recovery goals; Uses available resources; Accepts illness & treatment; Participates in peer support activities; Reshapes identity; Begins to make more appropriate choices/decisions; Participates in prescribed treatment; Keeps appointments with doctors & therapists; Attends & participates in self help group meetings; Seeks alternative treatment (e.g. vitamins/herbs, social interactions instead of groups). | <ul style="list-style-type: none"> Seeks out information from providers & other resources; Participates in structured activities; Monitors illness & medications & reports needs to clinician/ physician; Develops & achieves recovery goals; Develops & uses own personal coping skills for dealing with residual of recurring symptoms & personal support system; May keep journal that focuses on feelings; expectations, & life roles; Begins to be involved in both personal & group advocacy activities. | <ul style="list-style-type: none"> Reviews personal Recovery Management Plan to update & note accomplishments; Reviews journal to determine progress; Takes an active part in peer & advocacy efforts; Works with other consumers to achieve personal life goals; Uses mental health services on an "as necessary" basis; May choose to use private system based upon employment benefits received. |
| CLINICIANS' BEST PRACTICES | <ul style="list-style-type: none"> Builds relationship with consumer by listening, valuing & accepting him/her as a worthwhile person; Continues using hope instilling strategies; Develops collaboratively with consumer, family/ others, and physicians on Recovery Plan; Collaborates with consumer in managing illness with proper medication by providing information about mediation, strategies for effective management. Develops rapport & positive relationships with consumer's family/ significant others; Assists consumer in setting & reaching goals; thus increasing personal control & self-esteem; Links consumer to appropriate services, benefits, and entitlements; Connects consumer with successful role models. | <ul style="list-style-type: none"> May involve consumer in groups designed to target issues related to transitioning back to community, goal setting, and building relapse prevention strategies and Advance Directives; Refers family significant others to psycho-education classes; Provides (as appropriate) printed information on diagnosis & available resources; Continues to use hope instilling strategies; Helps consumer learn coping skills; Keeps current on research & treatment to assist consumer in gaining mastery over symptoms; Assists consumer in developing goals that are shaped by external ideals; Develops with consumer his/her Relapse Prevention Plan and Advance Directives. | <ul style="list-style-type: none"> Assists consumer in connecting with community services based upon his/her needs; Works with consumer to review & monitor status of his/her goals; Works with consumer to define Recovery Support Plan, Relapse Prevention Plan, and Advance Directives; Assists consumer in contacting agencies & services that will help him/her achieve life goals & support recovery enhancing activities (i.e., GED, BVR, recovery groups, housing options, volunteer opportunities); Refers to Social Security to learn about how to use work incentives; Supports & assists consumer in developing personal coping skills; Assists consumer in developing a personal emergency support system including peers, friends, significant others. | <ul style="list-style-type: none"> Monitors with consumer Recovery Management Plan; Provides support and assistance in maintaining recovery; Advocates use of community resources; Encourages & supports consumer in becoming more involved in community activities; Keeps consumer and family current about new medications. |
| COMMUNITY SUPPORTS' BEST PRACTICES | <ul style="list-style-type: none"> Conducts depression screenings, stress tests, etc. at Health Fairs; Provides educational products, programs, opportunities that meet the needs of the consumer; Makes psycho education & peer support groups available to families/significant others; Provides & supports Drop-In Centers. | <ul style="list-style-type: none"> Continues providing psycho-education; Designs inclusive support activities for consumer & family/significant others; Continues to make available peer support groups for consumers and their families/significant others; Provides education that focuses on overcoming stigma. | <ul style="list-style-type: none"> Supports & provides opportunities for volunteer work, paid employment, GED, vocational training, technical training, and college opportunities; Provides housing options including independent housing and home ownership; Provides opportunities for consumer to be included in cultural, social, physical, & entertainment activities; Includes consumer & his/her family/significant others in planning, providing & evaluating mental health & support services; Provides advocacy training for both consumer & his/her family/significant others. | <ul style="list-style-type: none"> Expands community support; Increases opportunities for consumer to become involved in community; Continues anti-stigma public education. |

**MENTAL HEALTH RECOVERY PROCESS
PEER SUPPORT & RELATIONSHIPS**

| | DEPENDENT/ UNAWARE | DEPENDENT/ AWARE | INDEPENDENT/ AWARE | INTERDEPENDENT/ AWARE |
|---------------------------|--|--|---|--|
| CONSUMER'S STATUS | <ul style="list-style-type: none"> • May have lost contact with peers; • Lacks self-esteem and sense of self; • May have limited knowledge of supportive resources and medical management; • May experience spiritual and/or cultural conflict; • Views self as object; • May feel hopeless and helpless; • May be withdrawn and avoids contact with others. | <ul style="list-style-type: none"> • Defines his/her unique needs; • Regains sense of hope & becomes aware of self esteem issues; • Understands importance of maintaining balance & wellness in life; • Views self as “subject”; • Begins using self-reliant model; • Develops life skills; • Participates in self help/ peer support groups; • New supports accept individual’s differences; • Begins learning to develop relationships on his/her own; • Becomes aware of his/ her relationships in community; • Becomes aware of need to monitor systems; • Peer group has changed. | <ul style="list-style-type: none"> • Gives support to others; • Uses peer support as component of personal support network; • Obtains and uses resources, supports, and services; • Begins to use Relapse Prevention Plan; • Recognizes and develops plans to monitor symptoms; • Begins to value self as a unique individual with strengths and achievable goals. | <ul style="list-style-type: none"> • Cultivates reciprocal relationships; • Participates in community; • Willing and ready to give back to community; • Serves as role model for other consumers; • Advocates for self and others; • Manages stress; • Shares coping techniques with other consumers & clinicians; • Recognizes and feels own value as a whole person and contributing member of society. |
| CLINICIANS' ROLES | <ul style="list-style-type: none"> • Makes consumer aware he/she is not alone; • Offers hope & friendship; • Encourages consumer to remain active; • Identifies support and provides access to peer support; • Helps consumer develop reciprocal relationships; • Assists consumer in recognizing strengths and valuing peer support experiences; • Fosters advocacy and assists consumer in taking control of his/her illness; • Provides consumer with information about how to obtain access to services; • Encourages the development and/or maintenance of social, family and personal relationships; • Encourages consumer to maintain or seek supportive spiritual/cultural activities. | <ul style="list-style-type: none"> • Establishes relationship with consumer that is reciprocal; • Assists consumer with identifying needs and linking to peers; • Facilitates group/peer interactions; • Assists consumer in understanding & managing relationship issues; • Provides access to personal advocacy; • Offers opportunities to consumer to venture into community. | <ul style="list-style-type: none"> • Utilizes volunteers to share recovery information & experiences; • Involves consumer in groups with Peer Supporters that participate regularly in some type of recreational/social activity; • Teaches consumer about Mental Health Directives & process involved; • Evaluates effectiveness of support provided by peers; • Reviews with consumer his/her Relapse Prevention Plan; • Monitors consumer’s ability to maintain Relapse Prevention Plan; • Supports consumer in community activities. | <ul style="list-style-type: none"> • Recognizes individual versus consumer; • Helps consumer identify ways to give back to community; • Provides consumer with access to group advocacy training; • Encourages consumer participation in program evaluation & quality assurance activities; • Collaborates with consumer in developing, finding, and using self-help alternatives; • Collaborates with consumer to conduct research & publish about the benefits of peer support; • Expands peer group to include clinicians & providers. |
| COMMUNITY SUPPORTS' ROLES | <ul style="list-style-type: none"> • Makes peer support groups available and accessible; • Involves peer support groups in treatment sessions when appropriate; • Provides personal assistance; • Offers hope through peer supporters making non-threatening visits; • Peer Support Group participates in community activities (i.e., food drives, community clean up). | <ul style="list-style-type: none"> • Provides educational opportunities to consumer that focus on available programs & services; • Makes accessible & available Drop In Centers and consumer peer support groups. | <ul style="list-style-type: none"> • Recruit individuals interested in becoming Peer Supporters; • Involve consumer in social and recreational activities; • Conduct meetings of Peer Supporters. | <ul style="list-style-type: none"> • Involves consumer on mental health boards; • Makes community support groups accessible and available. |

**MENTAL HEALTH RECOVERY PROCESS EMERGING BEST PRACTICES
PEER SUPPORT & RELATIONSHIPS**

| | DEPENDENT/ UNAWARE | DEPENDENT/ AWARE | INDEPENDENT/ AWARE | INTERDEPENDENT/ AWARE |
|---------------------------------------|--|---|--|--|
| CONSUMER'S BEST PRACTICES | <ul style="list-style-type: none"> • Becomes willing to engage in interactions with others; • Listens to information given on mental illness & healthy support systems; • Develops or maintains spiritual, social, and cultural connections; • Begins to see the possibilities. | <ul style="list-style-type: none"> • Identifies self esteem issues, short-term goals & strategies to overcome fear of self disclosure; • Becomes interested in returning to community & identifying services/resources available within the community; • Accepts mental illness; • Learns about personal symptoms of illness; • Begins to build Relapse Prevention Plan; • Develops meaningful, supportive personal relationships. | <ul style="list-style-type: none"> • Gives support to others; • Obtains & uses resources, supports, and services; • Uses self determined Relapse Prevention Plan; • Uses self developed plans to monitor symptoms; • Active in Peer Support Group; • Peer Support is a valued component of personal support network; • Values self. | <ul style="list-style-type: none"> • Participates in advocacy activities; • Follows his/her Relapse Prevention Plan; • Takes responsibility for own wellness; • Maintains purpose in daily routine through participation in meaningful activities (e.g. paid work, therapeutic groups, peer support groups, and volunteer work) and gives back to community; • Values self and peers. |
| CLINICIANS' BEST PRACTICES | <ul style="list-style-type: none"> • Involves consumer in groups (e.g., Peer Support, Self Esteem) designed to stimulate appropriate interpersonal interaction; facilitate an open dialogue about stabilizing & maintaining relationships and intimacy; provide/promote opportunities to practice using social skills; share information about systems & medical management; promote awareness of transitioning into community; • Involves consumer in 1-1 sessions for purpose of maintaining rapport and encouraging interactions with others; • Refers to peer support & other interest groups (i.e., spiritual, cultural & recreational). | <ul style="list-style-type: none"> • Utilizes team tasks (e.g., recreational, psycho-social groups) to establish sense of teamwork; • Involves consumer in groups for purposes of discussing relationship issues; learning how to manage them; identifying personal hopes & achievements; learning about personal advocacy; and relapse prevention and & Advance Directives; • May involve family members/significant others; • Assures peer supporters accompany consumer on community trips to various support groups; • Assists consumer in understanding that peer relationships are fluid and must be nurtured. | <ul style="list-style-type: none"> • Uses volunteers to share information & experiences of recovery; • Involves consumer in groups with Peer Supporters that participate regularly in some type of recreational/social activity; • Supports consumer's choice to involve peers in process to refine their personal Recovery Management Plan, Relapse Prevention Plan, and Advance Directives. | <ul style="list-style-type: none"> • Is available to support and assist in refining consumer's peer support choices. |
| COMMUNITY SUPPORTS' BEST PRACTICES | <ul style="list-style-type: none"> • Makes hospital visits & provides literature and information on peer support system; • Provides hope & reassurance for recovery to consumer using personal disclosure; • Develops rapport with consumer; • With clinician's guidance, begins to engage consumer in non-threatening social tasks (i.e., getting cup of coffee, light conversations). | <ul style="list-style-type: none"> • Provides resource information about community programs & services; • Accompanies consumer on community trips to explore support groups; • Continues to offer reassurance & hope in recovery process; • Encourages consumer to accept & gain increased insight into mental illness; • Accompanies consumer to substance abuse support groups in community when appropriate. | <ul style="list-style-type: none"> • Conducts meetings at hospitals; • Recruits consumers interested in becoming peer supporters; • Involves consumer regularly in some type of social/recreational activity. | <ul style="list-style-type: none"> • Involves consumer in peers support services; • Conducts workshops & in-services designed to increase consumer's awareness about mental illness; • Provides social activities and retreats; • Involves consumer in planning community activities. |

**MENTAL HEALTH RECOVERY PROCESS
FAMILY SUPPORT**

| | DEPENDENT/ UNAWARE | DEPENDENT/ AWARE | INDEPENDENT/ AWARE | INTERDEPENDENT/ AWARE |
|---------------------------|--|--|--|---|
| CONSUMER'S STATUS | <ul style="list-style-type: none"> • May or may not want to include family/significant others in process; • Unaware of how family relationships impact recovery process; • Characterized by fear, stigma, denial. | <ul style="list-style-type: none"> • Accepts illness & still fairly dependent on a lot of support; • Ready to seek help; • Decides whether to include family /significant others in recovery process; • Family/significant others ability and willingness to support varies; • May be unready or unable to accept family/significant others support; • May develop family relationship with friends and peer supporters. | <ul style="list-style-type: none"> • Manages illness on his/her terms; • Aware that family/significant others are available to support him/her in recovery; • Makes decision regarding involving family/significant others and to what extent; • Identifies which family members/significant others will be involved in recovery. | <ul style="list-style-type: none"> • Makes positive, conscious decisions; • Understands symptoms; • Values interacting & communicating with family/significant others to improve quality of life; • Uses services and participates in community with family/significant others. |
| CLINICIANS' ROLES | <ul style="list-style-type: none"> • Assists consumer in recognizing value of family involvement; • Determines from consumer who he/she wants involved (i.e. family members and significant others); • Utilizes consumer's family/significant others to learn strategies that will assist in recovery process; • Assists families and significant others in understanding their involvement in recovery process; • Considers cultural differences and spiritual needs when working with consumer's family/significant others. | <ul style="list-style-type: none"> • Develops trusting relationship with consumer and his/her family/significant others; • Involves family/significant others in recover process; • Involves consumer, family/significant others in education opportunities for the purpose of establishing personal, social, and work goals; • Provides consumer and family/significant others with information about illness and medications. | <ul style="list-style-type: none"> • Actively involves consumer in Recovery Management Plan; • Solicits input from consumer regarding family/significant other involvement in recovery; • Recognizes family/significant other's role in relation to consumer's illness; • Develops and uses educational programs that are "family friendly." | <ul style="list-style-type: none"> • Solicits input from consumer and his/her family/significant others regarding the impact of their involvement in the recovery process; • Advocates with consumer for family involvement; • Continues to support family/significant others involvement with consumer in recovery process. |
| COMMUNITY SUPPORTS' ROLES | <ul style="list-style-type: none"> • Provides family to family training; • Provides Journey of Hope training for family/significant others; • Provides educational programs for family/significant others that provide information about mental illness, medications, treatment, family problem solving, communication skills, etc. | <ul style="list-style-type: none"> • Provides training via community support groups; • Provides educational opportunities for family/significant others; • Makes psycho social rehabilitation available; • Engages family and/or significant others in activities to support consumer's recovery. | <ul style="list-style-type: none"> • Engages family/ significant others in policy and planning boards and committees for input on consumer and family issues; • Continue training, education, and support to families/significant others. | <ul style="list-style-type: none"> • Involves family members/significant others in Mental Health Week & Mental Health Month; • Continues family/significant other support, training and education; • Continues family/significant others on policy and planning boards, committees, and groups. |

**MENTAL HEALTH RECOVERY PROCESS EMERGING BEST PRACTICES
FAMILY SUPPORT**

| | DEPENDENT/ UNAWARE | DEPENDENT/ AWARE | INDEPENDENT/ AWARE | INTERDEPENDENT/ AWARE |
|--|--|--|--|--|
| CONSUMER'S BEST PRACTICES | <ul style="list-style-type: none"> • Participates with family members, significant others, and/or friends in activities to address illness and recovery education, group and family support/counseling meetings. • Begins to recognize the importance of including family/significant others in recovery process. | <ul style="list-style-type: none"> • Makes family members/significant others aware of preferences; • Seeks support from peers & friends; • Identifies existing support groups & participates. | <ul style="list-style-type: none"> • Includes family/significant others in recovery process; • Advocates for consumer issues including parity in insurance coverage; • Tries to understand how family influences recovery. | <ul style="list-style-type: none"> • Values and interacts with family; • Uses family/significant others as a component of personal recovery support network. |
| CLINICIANS' BEST PRACTICES | <ul style="list-style-type: none"> • Involves family members/significant others in treatment plan; • Makes appropriate referrals; • Values family participation as an asset and source of information to enhance treatment; • Values consumer choice regarding family involvement; • Uses approaches & materials that are culturally relevant; • Uses a non-deficit approach to consumer/ family interactions. | <ul style="list-style-type: none"> • Encourages family/significant others in supporting consumer to use mental health services, community resources & alternative treatment; • Asks consumer about his/her preferences related to involving family members/significant others in family education and treatments that are "family friendly." | <ul style="list-style-type: none"> • Re-evaluates with consumer his/her Recovery Management Plan with respect to family/significant others involvement and establishes next steps. | <ul style="list-style-type: none"> • Is available to support and assist in refining consumer's choice regarding family/significant other involvement in recovery process. |
| COMMUNITY SUPPORTS ' BEST PRACTICES | <ul style="list-style-type: none"> • Family/significant others provide safe & supportive environment; • Provides family-to-family training; • Provides training within community (e.g. hospitals, schools, churches, community centers, outreach programs) through seminars and educational materials; • Makes transportation available for scheduled activities. | <ul style="list-style-type: none"> • Assists consumer in identifying transportation options; and/or makes transportation available to scheduled activities; • Provides information about support groups & training opportunities; • Continues activities in Level I. | <ul style="list-style-type: none"> • Conducts dialogues that focus on importance of establishing collaborative relationships that result in effective dissemination of educational materials focused on family involvement in recovery process. | <ul style="list-style-type: none"> • Provides opportunities for families to gather and participate in social events focused on supporting consumer in recovery process. |

**MENTAL HEALTH RECOVERY PROCESS
WORK/MEANINGFUL ACTIVITY**

| | DEPENDENT/ UNAWARE | DEPENDENT/ AWARE | INDEPENDENT/ AWARE | INTERDEPENDENT/ AWARE |
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| CONSUMER'S STATUS | <ul style="list-style-type: none"> • Lacks information & knowledge as related to employment opportunities or meaningful activities; • Unaware of relationship between employment & well-being; • Lacks confidence; • May be in crisis; • May be employed. | <ul style="list-style-type: none"> • Aware of knowledge of self & aware of benefits of employment as related to well being; • May not be ready to find employment; • Fear's failure, lack of self confidence, insecure, & unable to be self-sustaining; • May not have interaction and/or decision-making skills needed for work environment; • May be afraid of losing benefits; • Depends on others to assist in finding employment; • May be employed. | <ul style="list-style-type: none"> • Identifies needs & interests related to employment while still exploring vocational potential & skills; • Self focused; • Capable of sustaining existence; • May be employed in a supportive or competitive environment; • May take on too much that results in increased stress; • May be vulnerable to relapse. | <ul style="list-style-type: none"> • Locates employment consistent with interests & skills; • Develops personal supports to maintain employment & implement meaningful career goals; • Focuses beyond self; • Career-minded; • Understands role(s) in work environment & seeks to contribute. |
| CLINICIANS' ROLES | <ul style="list-style-type: none"> • Fosters expectation of hope; • Promotes well being; • Creates expectation that employment or some form of meaningful activity is possible and will enhance well being; • Makes aware of incentives & educational benefits; • Promotes stabilization leading to or enabling continued work and other meaningful activity; • Assists in symptom management and medication stabilization. | <ul style="list-style-type: none"> • Aware of importance of work or other meaningful activity in recovery; • Assists consumer in determining employment and/or activity interests; • Allocates individualized resources (i.e., support for individual stress & benefit consultation) for employment readiness; • Make aware of relationship between work and well being; • Offers range of educational opportunities that focus on pre-vocational & job readiness; • Provides information about medications benefits and/or side effects and their impact upon work performance; • Provides basic illness management training. | <ul style="list-style-type: none"> • Meets consumer's needs & interests related to employment while still encouraging exploration of vocational potential & skills; • Refers to appropriate resources; • Provides employment support; • Assures ongoing availability of support; • Assists with medication management; • Makes consumer aware of vulnerabilities, benefits & pitfalls of developing skills & self-confidence. | <ul style="list-style-type: none"> • Assists consumer in choosing from a broad range of meaningful work activities, including needed supports; • Fosters alliance and/or partnership with consumer to ensure adequacy of continued supports. |
| COMMUNITY SUPPORTS' ROLES | <ul style="list-style-type: none"> • Makes resources available to support employment; • Maintains resource list of community action organizations, recreation facilities, volunteer opportunities, etc.; • Educates community employment, recreation, and volunteer organizations about the needs and benefits of including consumer workers/employers/ members; • Educates constituents about the work needs of the mental health consumer. | <ul style="list-style-type: none"> • Provides support directed toward consumer & societal protection; • Provides information about mental health resources including referral sources & appropriate clinical & vocational systems. | <ul style="list-style-type: none"> • Makes accommodations for consumer in community work activities; • Makes resources available to support meaningful employment and other consumer chosen activities. | <ul style="list-style-type: none"> • Actively seeks out and integrates mental health consumer into full range of meaningful work and other activities; • Advocates for the rights & needs of the mental health consumer; • Allocates necessary resources to support mental health consumer when integrating into community and developing his/her career. |

**MENTAL HEALTH RECOVERY PROCESS EMERGING BEST PRACTICES
WORK/MEANINGFUL ACTIVITY**

| | DEPENDENT/ UNAWARE | DEPENDENT/ AWARE | INDEPENDENT/ AWARE | INTERDEPENDENT/ AWARE |
|---------------------------------------|--|--|--|---|
| CONSUMER'S BEST PRACTICES | <ul style="list-style-type: none"> • Begins to value work and/or meaningful activities; • Develops awareness of work readiness skills; • Begins to see possibilities; • May participate in self-help groups. | <ul style="list-style-type: none"> • Begins participating in self-centered planning process; • Begins making decisions; • Participates with clinician in an employment screening to determine appropriate vocation; • Makes decision about when & how to disclose to employer. | <ul style="list-style-type: none"> • Through employment counseling and/or working with job coach/supports, develops appropriate boundaries & interpersonal skills for transition into desired level of employment; • Develops a sense of balance relative to work & other functional roles (i.e., stress management, etc.). | <ul style="list-style-type: none"> • Uses mature support system as needed; • Maintains work for self; • Values work as it relates to recovery; • Acts as role model for other consumers; • Advocates for fairness in hiring & expansion of work opportunities for mental health consumers; • Educates hiring organizations about mental health consumers. |
| CLINICIANS' BEST PRACTICES | <ul style="list-style-type: none"> • Encourages/promotes participation in meaningful activities on a regular basis; • Involves consumer in groups to enhance self confidence; • Evaluates with consumer his/her ability, emotional, skill level to participate in employment or meaningful activities; • Provides support in developing needed skills (job coaching, interviewing, etc.); • Uses understanding of ADA to benefit consumer; • Provides tours to consumer of potential employment settings; • Uses speakers to explain potential work expectations; • Supports volunteer work as meaningful activity; • Adjusts medications to manage side effects & promote optimum participation. | <ul style="list-style-type: none"> • Provides or links consumer to vocational training, including developing resumes, preparing for interviews, dressing for success, and making use of available transportation; • Provides or links consumer to work adjustment groups to discuss the benefits of employment and share success with other employed consumers who are in their recovery process; discuss work stressors that impact illness; and identify strategies for reducing stress; • Ensures consumer understands social security and work incentive programs; • Assists with issues relating to disclosure; • Involves consumer in groups for purposes of understanding role of a "good employee," establishing & maintaining relationships & understanding safety issues. | <ul style="list-style-type: none"> • Provides educational opportunities that relate to employment accommodations & supports; establishing boundaries; developing interpersonal communication skills and stress management techniques; • Observes consumer in work environment & provides feedback; • Provides opportunities for work adjustment; group discussion of productivity issues, strategies & techniques for meeting fellow employees; techniques for interacting with fellow employees in social situations; • Reviews with consumer workday schedule. | <ul style="list-style-type: none"> • Assists consumer in defining life goals; • Works with consumer on developing skills that result in cultivating relationships at work & outside of work; • Works with consumer on refining stress management skills. |
| COMMUNITY SUPPORTS' BEST PRACTICES | <ul style="list-style-type: none"> • Maintains resource list of community action organizations, recreation facilities, volunteer opportunities, etc.; • Makes grants available to businesses to develop non-traditional work opportunities that will accommodate individuals recovering from mental illness; • Mental health agencies place job advertisements in business section in newspapers; • Invites speakers to community agencies to discuss consumers' and employment needs; • Mental health agencies hire, train, and retain consumers. | <ul style="list-style-type: none"> • Provides consumers with a complementary array of services that are acceptable & meet their needs; • Provides services through Peer Support Providers, Consumer Operated Services & Ohio Rehabilitation Commission (BVR & BBVI). | <ul style="list-style-type: none"> • Provides a variety of meaningful work activities & supports which accommodate developing consumers' career path; • Provides appropriate employment related benefits in a non-discriminatory fashion (e.g., health care, holidays, vacations). | <ul style="list-style-type: none"> • Advocates for consumer work rights; • Works to reduce stigma, especially in work place. |

**MENTAL HEALTH RECOVERY PROCESS
POWER & CONTROL**

| | DEPENDENT/ UNAWARE | DEPENDENT/ AWARE | INDEPENDENT/ AWARE | INTERDEPENDENT/ AWARE |
|---------------------------|---|---|--|--|
| CONSUMER'S STATUS | <ul style="list-style-type: none"> • Unaware of effect illness has on decision making; • Lacks identity; • Does not recognize responsibility for actions or their consequences; • May resist assistance and may be angry; • Does not realize input is important to facilitating recovery; • May have difficulty taking control of his/her life; • May be totally dependent upon clinician; • May not take medication. | <ul style="list-style-type: none"> • Depends upon others and feels powerless & victimized; • Lacks identity; • Sense of self is determined by others; • Understands the need for assistance; • Begins to see the relationship between decisions and quality of life; • Sees choices but may feel powerless about making choices. | <ul style="list-style-type: none"> • Has sense of self; • Has personal identity; • Defines own goals; • Aware of consequences of decisions; • Aware of personal responsibility; • Takes risks; • Seeks to be in control; • May resist others' decision making; • Understands the need for assistance; • Begins to see the relationship between decisions & quality of life; • May experience stressful interactions with family/significant others. | <ul style="list-style-type: none"> • Aware of how he/she affects the others lives; • Recognizes his/her relationship with others; • Community-minded; • Asks for help while still having sense of self; • Recognizes value & nature of goal attainment; • Makes decisions, based upon information, awareness and consequences. |
| CLINICIANS' ROLES | <ul style="list-style-type: none"> • Educates consumer, family members/ significant others about illness, diagnosis, and treatment; • Considers stigma associated with mental illness when educating and treating consumer; • Addresses stigma issues with consumer, family, and significant others; • Assesses and promotes consumer's ability to understand illness, community living skills, and educational level; • Recognizes recovery struggle & communicates that understanding to consumer; • Validates consumer's feelings; • Aware of power issues; • Encourages independence and continued personal & social activity; • Encourages medication compliance as a means to facilitate recovery. | <ul style="list-style-type: none"> • Identifies consumer's hopes, dreams, aspirations, & values; • Teaches coping, problem-solving, & decision making skills; • Teaches consumer about gaining resources; • Helps consumer build self-esteem; • Provides environment for consumer to set goals; • Teaches & reinforces independent living skills & alternatives; • Identifies consumer's perspective on his/her "loss" of power & control; • Presents alternatives and allows consumer to make choices. | <ul style="list-style-type: none"> • Exchanges and/or shares knowledge with consumer; • Shares power & decision making with consumer; • Assists consumer in achieving his/her goals; • Enhances consumer's life skills; • Educates consumer about resource sources (e.g., library); • Encourages consumer to find other resource persons; • Encourages participation in social groups; • Enhances consumer's social skills, including reading social cues; • Educates consumer on "how to take control;" • Accepts consumer's mistakes; • Exhibits patience; • Encourages consumer to participate in social, cultural & spiritual groups/ organizations. | <ul style="list-style-type: none"> • Assists consumer in solidifying his/her role within community; • Encourages self advocacy; • Fosters the development & refinement of interaction & interpersonal skills; • Supports & educates consumer regarding his/her exploration of personal intimacy, cultural and spiritual needs; • Includes consumer in program planning & evaluation; • Supports involvement of consumer in system change activities; • Involves consumer in implementation of recovery management plan. |
| COMMUNITY SUPPORTS' ROLES | <ul style="list-style-type: none"> • Provides housing, food, transportation support; • Makes case management and community support programs & educational opportunities available; • Provides consultation for family members; • Manages guardianship issues; • Family, consumer, and organizations provide support. | <ul style="list-style-type: none"> • Provides environment within business and housing settings that allow the consumer to practice newly-found skills and encourage self reliance; • Establishes self-help groups. | <ul style="list-style-type: none"> • Encourages independence; • Provides educational opportunities focused on recovery & stigma-busting strategies. | <ul style="list-style-type: none"> • Recognizes individuals with mental illness can lead productive & independent lives; • Supports individuals with mental illness in maintaining productive independent lives. |

**MENTAL HEALTH RECOVERY PROCESS BEST PRACTICES
POWER & CONTROL**

| | DEPENDENT/ UNAWARE | DEPENDENT/ AWARE | INDEPENDENT/ AWARE | INTERDEPENDENT/ AWARE |
|---------------------------------------|--|---|---|---|
| CONSUMER'S BEST PRACTICES | <ul style="list-style-type: none"> • Open to learning and increasing awareness about illness; • Listens and begins to develop trusting relationships; • Aware of lack of power and control; • Recognizes benefits of medication, if needed and is compliant. | <ul style="list-style-type: none"> • Seeks education opportunities that provide information about mental illness, self esteem, sense of self, and building self confidence; • Maintains medication, if necessary; • Self evaluates decisions; • Makes choices based upon self evaluation; • Seeks assistance when necessary. | <ul style="list-style-type: none"> • Seeks personal relationships & support for them; • Maintains medication; • Engages in forums for educating & dispelling stigma for purposes of gaining more power; • Aware of accomplishments; • Celebrates success & learns from mistakes. | <ul style="list-style-type: none"> • Volunteers to help other consumers gain awareness & take risks to eliminate stigma; • Maintains medication; • Maintains personal & professional relationships; • Accepts responsibility for own wellness; • Makes decisions based upon awareness and understanding of consequences. |
| CLINICIANS' BEST PRACTICES | <ul style="list-style-type: none"> • Identifies persons who have been successful in recovery from their mental illness to serve as role models; • Uses interventions that address consumer's needs from a recovery perspective; • Identifies available community supports; • Involves consumer in groups; • Educates recovery & support teams about valuing consumer's feelings; • Uses speakers for purpose of discussing issues related to housing, budgeting, and grooming; • Values consumer's feelings; • Leads recovery team in promoting self reliant model; • Identifies non-medical symptoms (e.g., mood) that impact consumer's recovery. | <ul style="list-style-type: none"> • Identifies with consumer survival techniques; • Provides consumer with Peer Support to assist with realization of "hope;" • Provides educational opportunities that focus on teaching problem solving, decision making and coping skills; • Takes trips with consumer to the community to identify resources; • Develops partnership with consumer that focuses on developing decision making strategies and evaluating consequences & benefits; • Develops with consumer his/her Relapse Prevention Plan and Advance Directives; • Celebrates with consumer when goals are achieved (e.g., dinner certificates). | <ul style="list-style-type: none"> • Supports consumer when needed; • Empower's consumer to be independent & healthy; • Involves consumer in groups for purposes of setting goals & cultivating healthy relationships; • Develops with consumer stress management regime, advocacy skills; • Works with consumer on maintaining Recovery Management Plan, Relapse Prevention Plan, & Advance Directives; • Uses other consumers as mentors for purpose of identifying strategies that result in successful living within the community. | <ul style="list-style-type: none"> • Evaluates with consumer the effects of various intervention strategies; • Works in partnership with consumer to maintain recovery and supports consumer choices. |
| COMMUNITY SUPPORTS' BEST PRACTICES | <ul style="list-style-type: none"> • Makes information about housing, food, transportation, etc., available within community (e.g., churches, hospitals, outreach programs); • Mental health agencies establish collaborative relationships with local criminal justice system (i.e., police, Bar Association); • Provides opportunities for consumer involvement; • Expects consumer to use self-reliant model. | <ul style="list-style-type: none"> • Provides resource materials in waiting rooms at Mental Health Centers; • Mental health agencies conduct public relations activities within community & focuses on media; • Media includes mental health in health reporting. | <ul style="list-style-type: none"> • Provides consumer with information about resources that are available within the community; • Provides educational opportunities that focus on interpersonal and social skills; • Expects consumer to be involved in community; • Rewards positive participation & celebrates successes. | <ul style="list-style-type: none"> • Remains available to support consumer as needed. |

**MENTAL HEALTH RECOVERY PROCESS
STIGMA**

| | DEPENDENT/ UNAWARE | DEPENDENT/ AWARE | INDEPENDENT/ AWARE | INTERDEPENDENT/ AWARE |
|---------------------------|--|--|---|---|
| CONSUMER'S STATUS | <ul style="list-style-type: none"> • May experience negative feelings; • May be angry; • May be in denial; • May not accept condition; • May internalize stereotypes of persons with mental illness; • Shame, fear, denial may cause looking away from others; • May feel isolated socially and spiritually. | <ul style="list-style-type: none"> • Feels misunderstood; • May be emotional & sensitive; • Begins accepting illness but may still be affected by negative perceptions of mental illness; • Attempts to gain knowledge about mental illness; • Relies on others (e.g. media) for understanding of illness and defining self. | <ul style="list-style-type: none"> • Begins to understand & accept illness; • Reaffirms identity & separates characteristics of illness from stereotypes; • Begins to be resilient against stereotypes; • Self esteem improves; • Focuses internally, separate from mental health system. | <ul style="list-style-type: none"> • Accepts illness; • Participates in advocacy activities; • Educates public about rights of persons with mental illness (e.g., legal, civic, and constitutional). |
| CLINICIANS' ROLES | <ul style="list-style-type: none"> • Provides positive environment to facilitate understanding of persons in recovery; • Actively listens to consumer; • Fosters hope for recovery; • Emphasizes consumer's strengths & assets versus deficits; • Educates consumer, family members/significant others about illness, diagnosis, and treatment; • Keeps abreast of current literature; • Addresses issues of stigma and supports consumer; • Engages in stigma busting behaviors & activities; • Values and fosters partnerships and inclusion among providers, families, significant others, friends, and consumers. | <ul style="list-style-type: none"> • Supports & reinforces consumer in gathering information about illness; setting appointments; identifying resources & assuming responsibility for self; • Values consumer choices; • Assists consumer in understanding consequences associated with choices; • Provides opportunities for consumer to vent & express his/her frustration; • Assists consumer in coping with internalized stigma; • Teaches stigma busting behaviors & activities; • Views consumer as an individual versus diagnosis; and different versus deficient; • Teaches coping mechanisms that are not stigmatizing. | <ul style="list-style-type: none"> • Provides information that emphasizes recovery; • Supports consumer during recovery process; • Emphasizes to consumer responsibilities for own actions; • Promotes & emphasizes consumer focus on living "with" mental illness versus suffering from an illness; • Challenges other clinicians/providers when they stigmatize; • Encourages consumers to challenge clinicians/providers; • Informs consumer about new medications that can decrease stigmatizing behaviors; • Assists consumer in developing & participating in stigma busting activities; • Works with consumer in confronting stigma throughout the system; • Advocates for consumer as full partner in recovery. | <ul style="list-style-type: none"> • Assists consumer in celebrating success of his/her Recovery Management Plan; • Arranges visits to model recovery inside & outside hospital with other recovering consumers, staff, and inpatients; • Reinforces non-stigmatizing behaviors; • Actively supports anti-stigma efforts; • Supports consumer's decision to disclose; • Encourages & supports consumer to access community organizations, social, cultural, spiritual, and personal interest groups for validation of strengths & esteem. |
| COMMUNITY SUPPORTS' ROLES | <ul style="list-style-type: none"> • Provides education opportunities that focus on understanding mental illness and the mentally ill; • Provides opportunities to reject/combat stigma (i.e., community activities); • Responds to negative stigma issues presented in the media and other venues; • Ensures that organization, staff, internal policies, etc. are stigma free. | <ul style="list-style-type: none"> • Establishes Consumer Speaker's Bureau & provides speakers who are doing well & willing to tell their story; • Conducts anti-stigma public relations campaigns within the community; • Provides de-stigmatizing activities for consumers to participate in. | <ul style="list-style-type: none"> • Makes support groups available & accessible; • Conducts anti-stigma campaigns. | <ul style="list-style-type: none"> • Involves consumer in community activities; • Promotes persons recovering from mental illness in educational programs. |

**MENTAL HEALTH RECOVERY PROCESS BEST PRACTICES
STIGMA**

| | DEPENDENT/ UNAWARE | DEPENDENT/ AWARE | INDEPENDENT/ AWARE | INTERDEPENDENT/ AWARE |
|---------------------------------------|---|--|---|--|
| CONSUMER'S BEST PRACTICES | <ul style="list-style-type: none"> • Identifies positive support system; • Seeks ways to handle anger (i.e., anger management); • Seeks out information on mental illness; meanings of mental illness; • Seeks out other consumers who have been successful in handling stigma & feelings of isolation; • Seeks out meaningful social, cultural, and spiritual relationships. | <ul style="list-style-type: none"> • Increases self knowledge about illness, medication and mental health system; • Gains knowledge about available resources; • Accepts illness; • Becomes more trusting of service providers; • May begin to promote and participate in anti-stigma activities. | <ul style="list-style-type: none"> • Develops short-term goals; • Focuses on vocational skills with less emphasis on personal situation; • Participates in support groups that focus on ways to improve/diffuse stigma; • Accepts illness; • Separates self from stereotypes. | <ul style="list-style-type: none"> • Accepts his/her illness; • Seeks to educate public about mental illness and mental health; • Gets involved in community activities to help dispel stereotypical beliefs. |
| CLINICIANS' BEST PRACTICES | <ul style="list-style-type: none"> • Office, treatment & program environments reflect anti-stigma and mental health recovery philosophy; • Recognizes importance of components of Relapse Prevention Plan and Advance Directives in decreasing stigma; • Educates family, friends and significant others about stigma; • Provides consumer with education materials; • Identifies roles in decreasing stigma; • Cross trains mental health providers in order to minimize stigma within the mental health system; • Encourages consumer participation in community organizations (i.e., YMCA, library society, theatre groups); • Conducts positive interactions with consumers/families based upon recovery principles and expectations; • Involves consumer in groups for purpose of exploring why stigma exist. | <ul style="list-style-type: none"> • Uses groups (e.g., Mental Health Education, Self Esteem) to discuss cause and effect of stigma and consumer responsibility for his/her actions; • Uses speakers from other groups to discuss stigma & stigma busting strategies (e.g., AMI, Bi-Polar Bears); • Works in partnership with consumers, families/significant others in anti-stigma activities. | <ul style="list-style-type: none"> • Encourages consumer to volunteer (e.g., food banks, nursing homes, soup kitchens, and/or drop-in centers); • Develops & teaches leadership and advocacy skills; • Uses groups to focus on "good citizenship" behaviors; • Uses group discussion to focus consumer on appropriate self-disclosure; • Advocates for consumer as full partner in recovery. | <ul style="list-style-type: none"> • Monitors the mental health system to minimize internal stigmatizing of consumers and families; • Encourages consumer to take leadership role in advocacy and support groups (e.g., AMI); • Encourages consumer to make presentations; • Creates opportunities to celebrate consumer's achievements (e.g., dinner certificates). |
| COMMUNITY SUPPORTS' BEST PRACTICES | <ul style="list-style-type: none"> • Community organizations sponsor stigma busting activities; • Consumer and family organizations partner with community organizations in coordinating stigma-busting activities. | <ul style="list-style-type: none"> • Establishes & maintains Speakers' Bureau; • Conducts anti-stigma campaigns; • Consumer & family organizations conduct media/legislative watch and response activities. | <ul style="list-style-type: none"> • Establishes & maintains support groups; • Continues anti-stigma activities and collaboration. | <ul style="list-style-type: none"> • Establishes and maintains support groups, anti-stigma activities and collaboratives. |

**MENTAL HEALTH RECOVERY PROCESS
COMMUNITY INVOLVEMENT**

| | DEPENDENT/ UNAWARE | DEPENDENT/ AWARE | INDEPENDENT/ AWARE | INTERDEPENDENT/ AWARE |
|---------------------------|--|--|---|---|
| CONSUMER'S STATUS | <ul style="list-style-type: none"> • May be isolated and/or separated from community; • Unaware of community resources and their benefits; • Lacks motivation to seek community involvement; • Does not trust community; • Afraid of social situations; • May not recognize opportunities to become involved in community activities. | <ul style="list-style-type: none"> • Begins to recognize opportunities for community involvement; • Aware of community resources & how they may be helpful to recovery; • Sets personal goals regarding involvement in community activities; • Goals are still mainly shaped by external ideals rather than consumer preference; • Needs lots of encouragement; • May not actively participate in community activities; • May not obtain access to resources. | <ul style="list-style-type: none"> • Actively seeks community involvement; • Begins to develop relationships with people in community organizations; • Begins to obtain & use resources appropriately; • Shapes goals based upon his/her preferences and ideals rather than on external ideals; • Relies less on clinician and/or family/significant other to initiate involvement or obtain resources. | <ul style="list-style-type: none"> • Maintains community involvement and relationships; • Serves as a role model for other consumers; • Encourages other consumers to get involved in activities; • Works with other community leaders to develop new activities & resources. |
| CLINICIANS' ROLES | <ul style="list-style-type: none"> • Assumes role of motivator and educator; • Helps consumer become hopeful with regard to community reintegration; • Uses community to learn about consumer when he/she was healthy; • Uses knowledge about consumer to assist in personal growth and community reintegration; • Explores with consumer opportunities for personal growth and community involvement; • Educates consumer, family, and/or support system about community resources; • Assists consumer with relearning social skills; • Educates community about mental health issues and consumer rights; • Supports & respects consumer participation in social, cultural, & spiritual community activities. | <ul style="list-style-type: none"> • Motivates & educates; • Instills hope about consumer's community reintegration; • Continues to use community to learn about consumer; • Uses knowledge to help consumer set goals & move towards community reintegration; • Continues to educate consumer, family/significant others about community resources; • Continues to educate about mental health issues & consumer rights; • Acts as consultant to consumer regarding choices about community activities & use of community resources. | <ul style="list-style-type: none"> • Expand roles as consultant; • Lessens role as educator/motivator; • Continues to educate community about mental health issues and consumer rights; • Assists consumer in any way possible to achieve his/her self-determined community involvement goals; • Avoids creating programs for consumer that shape goals according to external ideals; • Emphasizes consumer preference; • Continues to instill hope and support consumer in community reintegration; • Avoids creating programs that do not reflect consumer choices. | <ul style="list-style-type: none"> • Maintains role as consultant to consumer; • Maintains awareness of community opportunities; • Continues to educate community about mental health issues and consumer rights; • Continues to reinforce a sense of hope in the consumer; • Celebrates consumer's achievements; • Supports consumer in community reintegration. |
| COMMUNITY SUPPORTS' ROLES | <ul style="list-style-type: none"> • Provides opportunities for consumers to participate in community activities; • Identifies consumers' needs and develops and/or provides opportunities for them to obtain local resources for support (e.g., work experience); • Includes consumers, consumer groups in local events (e.g. parades, festivals, political debates, educational events); • Provides meeting places & advertising for consumer events; • Makes hangout places available (i.e. fast food restaurants) to meet friends and provide for possible employment opportunities. | <ul style="list-style-type: none"> • Provides opportunities for consumer to participate in community activities & expand opportunities (e.g., art shows, concerts, street fairs, lectures); • Develops local resources based upon community needs; • Expands access to resources (e.g., work experiences, leadership training, education); • Continues to include consumer & consumer groups in local events; • Expands outreach to consumers and consumer groups. | <ul style="list-style-type: none"> • Recognizes the value of involving consumers in community activities; • Expands role of consumers in community organizations. | <ul style="list-style-type: none"> • Trusts consumer; • Relies on consumer for participation in community events. |

**MENTAL HEALTH RECOVERY PROCESS BEST PRACTICES
COMMUNITY INVOLVEMENT**

| | DEPENDENT/ UNAWARE | DEPENDENT/ AWARE | INDEPENDENT/ AWARE | INTERDEPENDENT/ AWARE |
|---------------------------------------|--|--|--|---|
| CONSUMER'S BEST PRACTICES | <ul style="list-style-type: none"> Asks clinician, family/ significant others, and peer/friends about community resources and how to use them to assist in recovery; Begins to look for resources other than from treatment provider; Learns how to use community resources (e.g., local library). | <ul style="list-style-type: none"> Discusses opportunities for community involvement; Asks for brochures, phone numbers, contact people; Begins to call/contact community organizations as suggested by clinician, family, etc.; Develops goals with assistance from clinician that focus on community reintegration; Writes goals down; Measures progress made towards community reintegration. | <ul style="list-style-type: none"> Attends community activities regularly by him/herself; Obtains & uses community resources when appropriate; Continues to progress toward community reintegration goals; Maintains contact with people in community; Seeks new opportunities/ resources on his/her own without urging from clinician/family; Seeks ways to grow in responsibility & ways to contribute back to community. | <ul style="list-style-type: none"> Plans & executes events with other community leaders (e.g. food drive, art show, mentoring program); Establishes his/her daily schedule to include living, working, recreating; Uses clinician/family as resource; Monitors his/her progress/ involvement & adjusts goals as needed; Maintains contact with people in community; Speaks to others about his/her community experience; Develops and/or participates in community programs for other consumers. |
| CLINICIANS' BEST PRACTICES | <ul style="list-style-type: none"> Maintains hopeful attitude and encourages community reintegration; Introduces consumer to others who are involved in community; Talks to consumer's family and friends to learn about activities that he/she enjoyed when healthy & uses the information learned to help them select opportunities for community involvement; Educates himself/herself about community resources & activities; Provides consumer with brochures, phone numbers, contact persons; Speaks about mental health issues at community events, & to media; Reviews current research findings to keep up-to-date with community programs; Introduces consumer to librarian; Obtains information from Internet. | <ul style="list-style-type: none"> Supports consumer's community involvement by attending community activities with consumer; Celebrates with consumer when goals are achieved (e.g., dinner certificates); Sets up visits to community organizations & possible employment sites; Provides transportation & introduces consumer to contact people within community; Assists consumer in developing a list of employment preferences & leisure activities; Assists consumer in developing goals that are shaped by internal versus external ideals; educates about community resources & activities; Speaks about mental health issues at community events & to media; May involve consumer in groups focused on transitioning back to community issues. | <ul style="list-style-type: none"> Continues to celebrate with consumer when goals are achieved; Continues to assure consumer's involvement in community by setting up appointments at organizations & introducing to contact people; Reviews with consumer list of preferred employment & activity choices; Teaches consumer to use supports to avoid crises; Educates consumer about community issues (e.g., drugs, HIV) & how to avoid victimization; Educates about community resources & activities; Speaks about mental health issues at community events & to media. | <ul style="list-style-type: none"> Is available to refer or advise consumer's family/significant others regarding community involvement on an as needed basis. |
| COMMUNITY SUPPORTS' BEST PRACTICES | <ul style="list-style-type: none"> Community mental health centers develop & maintain contact with other community organizations & share information about resources & local events with consumers & their families/significant others; Community organizations place consumers/ consumer groups on their mailing lists & invite to participate in local events; Supporters contact community mental health organizations in order to educate themselves about mental illness & recovery; Community organizations survey consumers to gain information about how to best include them in community activities; Community provides Drop In Centers; Community makes peer support groups available. | <ul style="list-style-type: none"> Assists consumer in identifying transportation options; Makes transportation available for consumer to attend scheduled events; Provides consumer with names & phone numbers of contact people; Offers opportunities for volunteer work in libraries, churches, hospitals, etc. | <ul style="list-style-type: none"> Selects consumer to be on Boards & to fulfill leadership roles within community organizations. | <ul style="list-style-type: none"> Continues to maintain and support consumers, families, significant others and the mental health community about community activities and events and with alternative anti-stigma activities. |

**MENTAL HEALTH RECOVERY PROCESS
ACCESS TO RESOURCES**

| | DEPENDENT/ UNAWARE | DEPENDENT/ AWARE | INDEPENDENT/ AWARE | INTERDEPENDENT/ AWARE |
|---------------------------|---|---|--|---|
| CONSUMER'S STATUS | <ul style="list-style-type: none"> • May depend on family/significant others, human service systems and others for basic needs; • Lacks understanding of illness, basic needs, and how to access and manage available resources; • May not have access to resources that are necessary to live and function at an optimal level. | <ul style="list-style-type: none"> • Identifies and/or seeks assistance to identify, locate, and/or manage support and social resources (e.g., Help Lines, outreach programs, Drop In Centers, hospital, churches). | <ul style="list-style-type: none"> • Aware of illness & basic needs; • Functions independently & does not rely on family or human service systems; • Takes responsibility for his/her life goals, personal growth & development, and fulfilling needs; • Educates clinician about resources. | <ul style="list-style-type: none"> • Aware of and understands responsibilities for managing his/her illness; • Obtains and uses the appropriate information & resources needed to assist in achieving & maintaining life goals. |
| CLINICIANS' ROLES | <ul style="list-style-type: none"> • Initiates education process by providing information to consumer about illness, available resources, including all treatment services and supports; • Provides information to consumer that assists them in determining how to obtain access to services; • Makes referrals that are appropriate to consumer choices. | <ul style="list-style-type: none"> • Follows up on referrals; • Solicits input from consumer about other services he/she may be interested in receiving; • Provides information about resources; • Follows up to assure consumer receives all benefits that he/she is entitled. | <ul style="list-style-type: none"> • Educates consumer about benefits (GA, SSI SSDI, PASS, etc.); • Educates consumer about how to work effectively with human service systems; • Obtains & uses resources outside agency; • Support consumer while accessing community services. | <ul style="list-style-type: none"> • Teaches consumer to view self as a resource & advocate; • Joins with consumer and family/significant others in advocating for human service systems to maintain appropriate services and remove barriers; • Maintains support, as needed, of consumer while using community services. |
| COMMUNITY SUPPORTS' ROLES | <ul style="list-style-type: none"> • Provides all levels of support via family mental health and human service systems, including access to benefits for which the consumer may qualify (GA, SSI, SSDI, PASS, Housing, education, etc.). | <ul style="list-style-type: none"> • Makes appropriate resources available and accessible to consumers and their families/significant others; • Follows up to assure consumer receives all benefits that he/she is entitled. | <ul style="list-style-type: none"> • Provides wide rang of housing & transportation options that assist the consumer in functioning independently; • Provides opportunities for socialization and participation in community activities via peer support programs; • Creates cross-system support (e.g. one step shop). | <ul style="list-style-type: none"> • Provides cross systems training & networking with consumers; • Continues to provide opportunities for association and participation in community activities via peer support programs; • Continues cross system support (e.g. "one step shop"). |

**MENTAL HEALTH RECOVERY PROCESS BEST PRACTICES
ACCESS TO RESOURCES**

| | DEPENDENT/ UNAWARE | DEPENDENT/ AWARE | INDEPENDENT/ AWARE | INTERDEPENDENT/ AWARE |
|--------------------------------------|--|---|--|--|
| CONSUMER'S BEST PRACTICES | <ul style="list-style-type: none"> • Works with family/significant others, clinicians and providers to recognize, obtain and use available supports and resources. | <ul style="list-style-type: none"> • Develops partnership with family, significant others, clinicians, providers, and others to ensure needs are met. | <ul style="list-style-type: none"> • Educates others about his/her progress & available services; • Controls personal finances; • Maintains contact with friends. | <ul style="list-style-type: none"> • Schedules & makes appointments; • Manages finances; • Maintains adequate housing accommodations; • Makes appropriate choices. |
| CLINICIANS' BEST PRACTICES | <ul style="list-style-type: none"> • Provides educational information via sources appropriate for consumer (e.g., printed materials, oral communication); • Refers consumer to appropriate services; • May involve consumer in self-help groups for the purpose of educating about illness, recovery, and resources; • Maintains office hours that are convenient for consumer; • Discusses and decides with consumer what services are needed and will be initiated. | <ul style="list-style-type: none"> • Develops partnership with consumer to ensure appointments are kept and needs are met; • Provides educational opportunities for both consumer and his/her family/significant others; • Encourages use of media to learn about physical and mental health; • Takes consumer on community trips to explore available resources; • Educates consumer about how to access and maximize use of community services and resources; • Keeps current regarding resources and criteria to access resources. | <ul style="list-style-type: none"> • Refers consumer to Bureau of Vocational Rehabilitation (BVR); • Refers consumer to GED programs & other non-traditional services; • Assists consumer with learning self-advocacy & problem solving skills; • Encourages use of media to learn about jobs, hiring, interviewing, & getting along in the workplace; • Reviews with consumer progress and/or outcome of use of resources. | <ul style="list-style-type: none"> • Helps consumer use work incentives; • Encourages use of media to learn about community events; • Is available as needed. |
| COMMUNIT SUPPORTS' BEST PRACTICES | <ul style="list-style-type: none"> • Family/significant others/case manager accompany consumer to community agencies; • Mental health professionals make presentation about mental illness and recovery in the community (e.g., homeless shelters, outreach programs, prisons); • Disseminates information within community (e.g. hospital bulletin boards, half way houses, recovery clubs, shelters, churches); • Develops peer support groups for specific illnesses; • Conducts depression screenings; • Entitlement organizations hold training/ informational seminars regarding access to available services. | <ul style="list-style-type: none"> • Makes available information about community services & programs within community (e.g., Day Care Centers, outreach programs, churches, media); • Community organizations share information. | <ul style="list-style-type: none"> • Makes transportation available; • Establishes multipurpose agencies; • Makes housing options available; • Peer support groups schedule social activities & provide information to community organizations and programs (e.g. churches, outreach programs). | <ul style="list-style-type: none"> • Emphasizes to consumer the importance/value of contributing back to community. |

**MENTAL HEALTH RECOVERY PROCESS
EDUCATION**

| | DEPENDENT/ UNAWARE | DEPENDENT/ AWARE | INDEPENDENT/ AWARE | INTERDEPENDENT/ AWARE |
|---------------------------|---|--|---|--|
| CONSUMER'S STATUS | <ul style="list-style-type: none"> Does not understand how learning applies to achieving personal and vocational goals; Does not understand relationship between formal/informal education and the attainment of quality of life experiences; May not be educated about illness. | <ul style="list-style-type: none"> Begins to understand basic information about illness, symptoms, and treatment; May attempt or return to educational pursuits. | <ul style="list-style-type: none"> Establishes partnership with clinician in planning and making educated choices about treatment & medication; Begins to understand more complicated aspects of medications. | <ul style="list-style-type: none"> Uses knowledge to obtain formal education to further goals; Adeptly utilizes knowledge in seeking & maintaining intimate relationships. |
| CLINICIANS' ROLES | <ul style="list-style-type: none"> Provides consumer and family/significant others with information about mental illness; Offers consumer hope; Makes consumer aware of educational opportunities and resources; Promotes concept that education (formal/informal) and understanding about illness enhances and increases personal growth and recovery. | <ul style="list-style-type: none"> Involves consumer, family/significant others in educational opportunities for the purpose of establishing personal, social, and work goals; Provides consumer and family/significant others with information about illness and medications. | <ul style="list-style-type: none"> Provides consumer opportunity to personally participate in educational opportunities and/or obtain educational and learning materials (e.g., copies of books, Internet access). | <ul style="list-style-type: none"> Joins consumer in defining steps he/she must take toward establishing independence from mental health system; Supports consumer's choices. |
| COMMUNITY SUPPORTS' ROLES | <ul style="list-style-type: none"> Makes available educational opportunities and experiences that focus on mental illness; Makes available formal and informal educational opportunities (i.e. GED classes, Jr. College and College level opportunities, community classes in art, dance, etc.). | <ul style="list-style-type: none"> Makes available to consumers and their families/significant others educational experiences, opportunities, and products; Continues activities in Level 2. | <ul style="list-style-type: none"> Continues to offer upgraded and updated formal and informal training/work opportunities; Continues educational support as identified in previous levels. | <ul style="list-style-type: none"> Continues educational supports of previous levels; Peer Supporters participate in providing upgraded training/work opportunities. |

**MENTAL HEALTH RECOVERY PROCESS BEST PRACTICES
EDUCATION**

| | DEPENDENT/ UNAWARE | DEPENDENT/ AWARE | INDEPENDENT/ AWARE | INTERDEPENDENT/ AWARE |
|---------------------------------------|--|--|--|--|
| CONSUMER'S BEST PRACTICES | <ul style="list-style-type: none"> • Seeks feedback about mental illness, recovery process, stigma, self esteem, and self confidence from family, significant others, friends, peers and clinicians; • Begins to focus on defining life role(s), identifying potential work, educational needs, and developing relationships. | <ul style="list-style-type: none"> • Begins to take responsibility for gathering information about illness and recovery process; • Recognizes and begins to value self reliance and to trust self; • Begins to understand relationship between education, work, and meaningful life activities; • Begins to pursue education and training opportunities. | <ul style="list-style-type: none"> • Participates actively in developing a knowledgeable recovery management plan; • Focuses on how education can assist him/her in achieving personal, social, & physical goals; • Participates in consumer groups; • Obtains more formal/informal education. | <ul style="list-style-type: none"> • Focuses on targeted life goals, career plans at work and satisfying intimate relationships; • Asks family/significant others, friends, peers for feedback; • Takes responsibility for gathering information about illness, recovery process, stigma, self-esteem and building self-confidence. |
| CLINICIANS' BEST PRACTICES | <ul style="list-style-type: none"> • Identifies consumer's educational level/ preferred learning methods (e.g., visual/ auditory); • Provides educational materials/opportunities based upon information learned about consumer; • Provides consumer with information about his/her illness and medication; • Educates community about mental health issues; • Involves consumer in educational support groups to instill hope; • Makes consumer and others aware of impact education has on recovery. | <ul style="list-style-type: none"> • Provides training to consumer that focuses on developing problem solving skills. • Teaches consumer how to maximize use of community services & resources; • Helps consumer learn coping skills; • Teaches consumer symptom management. | <ul style="list-style-type: none"> • Develops with consumers effective education and symptom management activities to enhance their personal Recovery Management Plan; • Involves consumer in groups that focus on maximizing use of knowledge in recovery process. | <ul style="list-style-type: none"> • Helps consumer to integrate skills learned into his/her chosen life style. |
| COMMUNITY SUPPORTS' BEST PRACTICES | <ul style="list-style-type: none"> • Community provides educational materials, programs, and opportunities that meet the needs of the consumer; • Community ensures educational opportunities are accessible, appropriate & available; • Community assures consumers are aware of educational programs/products/ opportunities. | <ul style="list-style-type: none"> • Integrates educational printed materials into a unified learning program; • Continues activities in Level I. | <ul style="list-style-type: none"> • Peer Support Groups provide educational opportunities that focus on vocation & life issues; • Offers personalized career opportunity programs. | <ul style="list-style-type: none"> • Provides updated & upgraded educational opportunities; • Makes educational opportunities accessible (e.g. community colleges, universities, mental health centers); • Peer supporters mentor others. |