

CRIF: Self Directed Care
Delaware County, PA
*Presentation to the OMHSAS Joint
Advisory Committee
March 4, 2010*

Erme C. Maula, RN, MSN, CRRN, CPS
Program Manager
Mental Health Association of
Southeastern Pennsylvania

CRIF SDC

- CRIF: Consumer Recovery Investment Funds
- SDC: Self Directed Care



Delaware County, Pennsylvania
Rich in Culture, History and Commerce



CRIF SDC



UPENN COLLABORATIVE ON
COMMUNITY INTEGRATION
The RRTC on Community Integration of Individuals with Psychiatric Disabilities



Collaborators

- Magellan Health Services



- Office of Behavioral Health, Delaware County, Pennsylvania



- University of Pennsylvania



- Mental Health Association of Southeastern Pennsylvania



Meet the Recovery Coach Team at MHASP

Joseph Rogers, *Director
of Advocacy*



Brett Diamond, *Billing
Clerk and
Administrative
Assistant*



Tim Connors, CPS,
Recovery Coach



Erme C. Maula, RN,
MSN, CPS *Program
Manager*



Philosophy of CRIF SDC is based on the following elements:

- Recovery
- Peer Support
- Self Directed Care

Recovery

- The program philosophy is based on the fundamental idea that people can and do recover from mental illness.
- **Recovery** is a deeply personal process that involves restoration of hope, self-esteem, creativity, and self-determination.
- Recovery is a life-long journey that restores and maintains individual dignity and control over one's own destiny.

Peer Support

- All Recovery Coaches of the CRIF SDC program are Certified Peer Specialists.
- Peers helping other peers has been identified as a critical part in the recovery process.
- The President's New Freedom Commission on Mental Health (2003) explicitly recognized the critical role of peer support.
- People who are employed as Recovery Coaches have the unique capacity to inspire hope, trust, personal responsibility, empowerment, self-determination and social connectedness in their fellow peers.
- Recovery Coaches are able to use their own Recovery Journey as an example of how recovery is possible.

Self Directed Care

- This approach supports individuals in developing their own wellness goals and in controlling the funds that are used to implement their self-directed behavioral health recovery plan.
- Each person is responsible for making his or her own choices on the recovery journey and must be responsible for the outcomes of those choices.
- Giving people decision-making power over their own behavioral health-care budget is a concrete step toward self-determination and responsibility.
- The process of creating a recovery plan, identifying appropriate services, and deciding how to spend service dollars advances one's independence and self-determination.

Recovery Values

HOPE

INDIVIDUALITY

SELF AWARENESS

SELF DETERMINATION

MEANINGFUL LIFE

RESPECT

PEER SUPPORT

COMMUNITY FOCUS

ADVOCACY

Criteria for Enrollment

- Delaware County Resident
- Member of Health Choices, Magellan Behavioral Health
- Diagnosed within either the schizophrenia or bipolar family
- 60th – 90th% utilizer of services
- No hospitalizations within the past 6 months
- Randomized into University of Pennsylvania study
- 150 total in study: 75 in control, 75 in SDC

Process for Enrollment

- Study group randomized by Magellan Health Services, letters sent to 50 at a time
- University of Pennsylvania contacts potential participants for enrollment
- Participants enrolled in study are randomized into Control or SDC group
- SDC Group is enrolled by MHASP Recovery Coach Team
- Orientation followed by monthly visits over 24 month period

Process of Engagement

- Establishing relationship
- Exploring Dreams
- Setting goals from dream exercise
- Reviewing past 24 hour utilization with peer
- Setting budget from goal activities
- Requesting authorization for purchases
- Authorization approved by Magellan Health Services
- Purchase amount placed on Allow Card
- Monthly check-ins with Recovery Coach, or as determined by Participant

MH Budget

- Budget is set with actual utilization
- Moving forward: all In-Plan (traditional Medicaid Reimbursable services, including Peer Support by Recovery Coach) and all out of Plan/non-traditional services (Freedom Funds) will be budgeted within actual past 24 month utilization

Recovery Goals

- All activities and purchases must fit within the Participant's Recovery Plan
- These can change over time
- Recovery Coaches help to educate Participants about the concept and process of recovery
- The Recovery Coach team keeps track of proposed monthly budget as well as actual utilization over the next 24 months.

What we have learned

- Similar to the Dallas, TX, program, we found that some of the first “asks” were in regards to physical medical health
- We focus on dreams, opposed to assessments. Self Directed Care allows the peer to set the area of focus
- It takes a while for people to understand the idea and process of recovery

First "asks"

- Back Rent
- Electric Bill
- Exercise Clothes
- Gym Membership
- Computer Software to write poetry
- Glasses
- Specialist visit to Ear, nose, throat (apnea study, etc.)

Allowcard

- Similar to a check/credit card
- Decreases the stigma of mental health
- Allows participant to have responsibility of funds
- Allows restrictions to be placed on card from Program Staff (certain items are not allowed to be purchased: alcohol, illegal drugs, guns, cash, pornography, etc.)
- Allows monitoring of activity

Next Steps

- 5 people enrolled in study
 - 2 in SDC
 - 3 in Control (services as usual)
- Moving forward with Recovery Process and Peer Support with “enrollees”
- Meeting with non-MH Providers to talk about Recovery and ask for possibilities of services to purchase
- Operations Team meetings
- Reporting with State, County

How exciting would it be if...

- We can show that working with a Recovery Coach/CPS/WRAP Facilitator moves people forward in their recovery
- By allowing people to self determine what works for them, we spend less, or the same amount as they would cost the system
- By allowing people to direct their own care will move them forward in their recovery
- We can model how four very different entities can work together successfully
- We are able to create more CPS job positions
- We help to establish a waiver to allow this to happen in other parts of the state

Contact Information for CRIF Self Directed Care Team:

Recovery Coach Team:

Tim Connors, CPS; Recovery Coach
Erme C. Maula, CPS; Recovery Coach
Brett Diamond, Administrative Assistant and Billing Clerk

Phone Number: **267-507-3873**

SDC@mhasp.org

Erme C. Maula, RN, MSN, CRRN, CPS
Program Manager, CRIF
Mental Health Association of Southeastern Pennsylvania
1211 Chestnut St., 11th Floor
Philadelphia, PA 19107
emaula@mhasp.org
Office: **267 507 3873**
Fax: (215) 525-9698