A POINT OF PRIDE

John Moneypenny draws upon a strong work ethic to advance his recovery

—by Nicole Clevenger, Matthew K. Weiland and Paul M. Kubek

Canton, OH—Nicole Clevenger first heard John Moneypenny tell his recovery story during a workshop at the 2008 Conference of the Ohio Supported Employment Coordinating Center of Excellence (SE CCOE) and was immediately struck by his honesty and humility, his ability to spare no details in much the same way that life sometimes pulls no punches.

Nicole is a consultant and trainer at the Ohio SE CCOE who works to promote the benefits of competitive employment among people diagnosed with severe mental illness. She also helps service organizations implement Supported Employment, the evidence-based practice.

Nicole has subsequently struck up a professional friendship with John through her consulting work with the Ohio Peer-Employment Partnership, which is sponsored by the Ohio Department of Mental Health (ODMH) to help consumer-operated services throughout the state help more consumers consider employment as an option for them.

Listen to Nicole’s interview with John online:

MAGICAL METROPARKS

Employer, employee team-up with onsite job coaching

—by Nicole Clevenger

Kirtland, OH—The Lake Metroparks Farm park in Kirtland, Ohio is no ordinary park. It is a living educational museum, with interactive exhibits for children and adults alike. John is a participant of evidence-based Supported Employment (SE) services who works at the Farm park. He has not missed a shift in over four years. His success is partly the result of his own fortitude, the guidance he receives from SE services at NEIGHBORING of Lake County, and the open communication he has with his boss, Beth Florian.

“Having an employment specialist there as a job coach took a big weight off my shoulders. . . . In the early days, it was very helpful.”

—Beth Florian, facilities coordinator, Lake Metroparks Farm park.

Learn more online:

Photos on this page by Nicole Clevenger.
NEW FIDELITY SCALE
—by Nicole Clevenger and Paul M. Kubek

Cleveland, OH—The Ohio SE CCOE is now using a revised fidelity scale to assist mental health service organizations in Ohio that are implementing the evidence-based Supported Employment (SE) model. Evaluators from the CCOE have already conducted fidelity reviews using the new scale at several organizations across the state and plan to conduct at least one review with the new scale at all evidence-based SE programs in Ohio by the end of the year. The consultants are also helping staff at each mental health organization compare current and previous fidelity results. The evidence-based SE model itself—its core principles and components—remain unchanged.

The revised fidelity scale was released by the New Hampshire-Dartmouth Psychiatric Research Center in January 2008 and is helping organizations implement the principles and practices of SE in a way that more precisely operationalizes elements of the practice that are believed to improve competitive employment outcomes.

Learn more and listen to this story online: http://www.ohioseccoe.case.edu/news/2009/01/afidelityscale.html

STATE HOSPITALS
—by Nicole Clevenger and Paul M. Kubek

Columbus, OH—Vocational specialists from the State of Ohio’s inpatient Behavioral Healthcare Organizations (BHOs) are putting to rest fears about symptoms of mental illness interfering with a person’s ability to work. The specialists are exploring how they might help some people obtain or return to competitive jobs in the community as part of their transition out of the hospital, before discharge.

For the first time, representatives from four hospitals gathered in Columbus to network with their counterparts in community-based mental health agencies who are providing evidence-based Supported Employment (SE) services. Participants discussed the utility of SE principles and practices and methods for partnership.

Learn more online: http://www.ohioseccoe.case.edu/news/2008/11/statehospitals.html

ON THE MAP

Technical-assistance services for SE are provided to these organizations by the Ohio Supported Employment Coordinating Center of Excellence (Ohio SE CCOE)—a program of the Center for EBPs at Case

1 NORTHEAST REGION

ASHLAND COUNTY
■ Appleseed Community Mental Health Center
Ashland, OH 44805

GEauga COUNTY
■ Ravenwood Mental Health Center (RMHC)
Chardon, OH 44024

COLUMBIANa COUNTY
■ The Center for Supportive Services of Columbiana County
Lisbon, OH 44432-0425
  • Collaborates in a Pathways II project (see below)

CYUAHOGa COUNTY
■ Mental Health Services for the Homeless Persons, Inc. (MHS)
Cleveland, OH 44114-2944
  • Implements SE within housing services for formerly homeless persons, including those diagnosed with a co-occurring substance use disorder

LAKE COUNTY
■ NEIGHBORING
  Mentor, OH 44060
    • Now has a staff of 9 employment specialists
    • Reports a 60-percent placement rate in competitive jobs among consumers receiving SE
    • Recently awarded a Science to Service Award from the U.S. Substance Abuse and Mental Health Services Administration (SAMHSA)
    • Participates in the national MHTS study (see below)
    • Participated in a study of the impact of SE upon people diagnosed with co-occurring disorders (see below)

SUMMIT COUNTY
■ Community Support Services, Inc. (CSS)
Akron, OH 44311
  • Collaborates in a Pathways II project (see below)

LORAIN COUNTY
■ The Nord Center
Lorain, OH 44053
  • Continues to have employment specialists participating on treatment teams for special populations (e.g., bilingual, cultural-centric, co-occurring disorders, etc.)
  • Collaborates with Gathering Hope House, a local consumer-operated service (COS), to promote employment among consumers and to support them through the process
  • Participated in a study of the impact of SE upon people diagnosed with co-occurring disorders (see below)

RICHLAND COUNTY
■ The Center for Individual and Family Services (CIFS)
Mansfield, OH 44902
  • Participated in a study of the impact of SE upon people diagnosed with co-occurring disorders (see below)

STARK COUNTY
■ Coleman Professional Services
Canton, OH 44702
  • J&J site (see below)
  • Collaborates in a Pathways II project (see below)

■ Collaborates with a local consumer-operated service (COS), called Foundations, to promote employment among consumers and to support them
  • Featured on CBS (see “National News” on page 3)

■ Community Services of Stark County, Inc.
Canton, OH 44702
  • Recently received CARF accreditation
  • Collaborates in a Pathways II project (see below)

Learn more online:
http://www.ohioseccoe.case.edu/research/employmentstudy.html

Three community-based organizations and the Ohio SE CCOE have been participating in a multiyear national evidence-based SE dissemination and research project sponsored by the Johnson & Johnson-Dartmouth Community Mental Health Program—a partnership between The New Hampshire-Dartmouth Psychiatric Research Center (PRC) and the Johnson & Johnson Foundation. The initiative is in 10 states and Washington D.C.

Learn more online:

Several organizations implementing SE and Integrated Dual Disorder Treatment participated in a multiyear study titled “The Impact of Supported Employment for Consumers with Co-Occurring Mental and Substance Use Disorders.” The study was conducted by researchers at the Mandel School of Applied Social Sciences at Case Western Reserve University and the Department of Psychiatry at the Case School of Medicine. Here are a few key findings:

• 46.9 percent of consumers referred to SE were competitively employed at some time during the 12 month post-referral study period.

• Consumers worked an average of 352 hours over the course of the study with a mean hourly wage of $8.16.

• Consumers with previous work experience were almost five times more likely to be referred to SE.

• Substance use status was not a predictor of competitive employment.

Learn more online:
www.centerforebp.case.edu/research/employmentstudy.html

The Mental Health Treatment (MHT) Study is funded by the U.S. Social Security Administration. It is being conducted at 22 sites across the country. The study investigates the impact of pharmaceutical and psychotherapeutic treatment and other employment supports upon outcomes such as medical recovery, functioning, employment, and benefit receipt for SSDI beneficiaries with a primary diagnosis of schizophrenia or affective disorder.

Learn more online:
www.ssa.gov/disabilityresearch/mentalhealth.htm

Pathways II is an initiative of the Ohio Rehabilitation Services Commission (RSC) that seeks to supplement Ohio’s ability to match and utilize federal dollars allocated to the state for vocational rehabilitation services as defined in the Rehabilitation Act of 1973.

Learn more online:
www.rsc.state.oh.us/pathwaysll/default.aspx

Several mental-health organizations implementing SE are collaborating with The Center of Vocational Alternatives (COVA) in Columbus, Ohio, as a Pathways II project. COVA career developers are embedded in the organizations, help consumers complete the RSC-intake process, and provide SE services.

Learn more online:
www.cova.org
**NEW!**
- Consumer assigns the ticket to the mental-health EN.
- SSA pays the mental-health EN with “milestone payments”, as each consumer achieves specific milestones (e.g., a job for 30 days, 60 days, 90 days, etc.).
- SSA issues “a ticket” to the consumer.

www.socialsecurity.gov/work/aboutticket.html

Learn more online:
Here’s how it works:
- Several organizations have expressed an interest in learning more about the implementation of other evidence-based practices in Ohio, namely the Integrated Dual Disorder Treatment (IDDT) model. The meetings enable participants to discuss challenges they face in their communities as well as strategies that have produced successful results.

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**SOUTHWEST REGION**

**CLERMONT COUNTY**
The Mental Health & Recovery Board received a grant from The Health Foundation of Greater Cincinnati to support and enhance SE services.
- Clermont Counseling Center
  Amelia, OH 45102
- Q &J site (see page 2)
- Receiving support from the Mental Health & Recovery Board to enhance SE services and data collection and reporting.

**GREENE COUNTY**
- TCN Behavioral Health Services, Inc.
  Xenia, OH 45385

**MONTGOMERY COUNTY**
- Eastway Behavioral Healthcare
  Dayton, OH 45410
- Q &J site (see page 2)
- Recently became an Employment Network (EN) and is now actively participating in and receiving consumer-tickets from the Ticket-To-Work initiative of the U.S. Social Security Administration for providing SE services to consumers who receive SSI and SSDI (see below).
- Reports a significant improvement in job-placement outcomes for consumers as a result of changing its expectations (productivity measure) for job-development activities: employment specialists are now required to make more face-to-face contact with employers who currently provide jobs for consumers and those who may potentially provide jobs.

**LICKING & KNOX COUNTIES**
- Moundbuilders Guidance Center of Licking County
  Newark, OH 43055

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**SOUTHEAST REGION**
- Several organizations have expressed an interest in learning more about the implementation process for SE.

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**NORTHWEST REGION**
- Several organizations have expressed an interest in learning more about the implementation process for SE.

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**PROFESSIONAL PEER-SUPPORT**

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**NATIONAL NEWS**

**CBS features Supported Employment success stories in Ohio**
—by Matthew K. Weiland and Paul M. Kubek

Canton, OH—It’s always a pleasant surprise when a national discussion focuses on the work we do in the world of social services. It’s all the more surprising when the conversation highlights one of our own. The CBS Evening News with Katie Couric recently aired a report on Supported Employment (SE), the evidence-based practice, featuring our own SE Consultant and Trainer Nicole Cleverger.

The report also features the story of Steve Cromer, who has returned to competitive and meaningful work at an auto dealership in Canton. Cromer, who is on a personal journey of recovery, has achieved his employment dreams through the help of evidence-based Supported Employment services provided by Coleman Professional Services in Canton.

Learn more and listen to this story online: http://www.ohioseccoe.case.edu/news/2009/01/acochinanews.html

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**PROFESSIONAL PEER-SUPPORT**

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**Evidence Matters - SPRING 2009**
The story highlights the direct-practice and technical-assistance experiences of Ric Kruszynski, M SSA (‘93), LISW, L ICDC, who is director of consulting and training for the (IDDT) model. The story primarily explores the evolution, effectiveness, and growing national commitment to IDDT. It also features the policy innovations of the Ohio Department of Mental Health and Ohio Department of Alcohol and Drug Addiction Services.

Learn more online: http://www.ohiosamiccoe.case.edu/news/2008/12/socialwork.html

THE WINDS OF CHANGE

—by Matthew K. Weiland and Paul M. Kubeck

Columbus, OH—Despite Hurricane Ike’s devastation across the Buckeye State, knocking out power to hundreds of thousands of Ohioans, over 350 of the 400-plus registered participants still made it to the Greater Columbus Convention Center on September 16 and 17 for the Ohio SAMI CCOE’s 8th Annual IDDT Conference.

The first plenary was presented by Robert Drake, MD, PhD of Dartmouth Medical School and co-creator of IDDT (see page 5). The second plenary was presented by Carlo DiClemente, PhD, of University of the Maryland–Baltimore County and co-creator of the Transtheoretical Model of Change (stages of change) (see page 6). The event also featured 52 practical workshops.

Learn more and listen to this story online: http://www.ohiosamiccoe.case.edu/news/2008/12/samicconference2008.html

ON THE MAP

Technical-assistance services for IDDT are provided to these organizations by the Ohio Substance Abuse and Mental Illness Coordinating Center of Excellence (Ohio SAMI CCOE)—a program of the Center for EBPs at Case.

1 NORTHEAST REGION

ASHLAND COUNTY
- Appleseed Community Mental Health Center
  Ashland, OH 44805

COLUMBIAN A COUNTY
- The Counseling Center of Columbiana County
  Lisbon, OH 44432-0429

CUYAHOGA COUNTY
The Cuyahoga County Community Mental Health Board has provided significant support for the community-based IDDT initiatives listed below. Providers of IDDT in the county meet periodically as a group to network and share implementation strategies.
- Connections: Health, Wellness & Recovery
  Beachwood, OH 44122
- MHS I Mental Health Services for Homeless Persons, Inc.
  Cleveland, OH 44114-2944
- "Northcoast Behavioral Healthcare (BHO)—Cleveland Campus
  Cleveland, OH 44109

LAKE COUNTY
- NEIGHBORING
  Mentor, OH 44060

LORAIN COUNTY
- The Nord Center
  Lorain, OH 44053

MAHONING COUNTY
- Meridian Services, Inc.
  Youngstown, OH 44509

RICHLAND COUNTY
- The Center for Individual and Family Services
  Mansfield, OH 44902

STARK COUNTY
- Crisis Intervention and Recovery Center of Stark County, Inc.
  Canton, OH 44703
- "Heartland Behavioral Healthcare (BHO)
  Massillon, OH 44648

SUMMIT COUNTY
- Akron General Medical Center in Akron is the first private community hospital in Ohio to be implementing the inpatient adaptation of IDDT, which was developed by the Ohio SAMI CCOE and the Ohio Department of Mental Health’s Integrated Behavioral Healthcare System (state hospital system). Akron General is a private 537-bed teaching hospital.
- Community Support Services, Inc.
  Akron, OH 44311
- "Northcoast Behavioral Healthcare (BHO)—Northfield Campus
  Northfield, OH 44067

2 SOUTHEAST REGION

ATHENS COUNTY
- "Appalachian Behavioral Healthcare (BHO)—Athens Campus
  Athens, OH 45701

GUERNSEY COUNTY
Support Mental Health Services (SMHS) in Cambridge became the first community-based provider in this region to implement IDDT.

3 NORTHWEST REGION

DEFIANCE, FULTON, HENRY & WILLIAMS COUNTIES
- Recovery Services of Northwest Ohio
  Defiance, OH 43512

HANCOCK COUNTY
- Century Health, Inc.
  Findlay, OH 45840

LUCAS COUNTY
- Harbor Behavioral Healthcare
  Toledo, OH 43623
- "Northcoast Behavioral Healthcare (BHO)—Toledo Campus
  Toledo, OH 43614
- Unison
  Toledo, OH 43624

WOOD COUNTY
- Behavioral Connections of Wood County, Inc.
  Bowling Green, OH 43402

* This organization is an inpatient psychiatric hospital operated by the Ohio Department of Mental Health and is implementing the inpatient IDDT model.

Medical Professionals & Integrated Dual Disorder Treatment (IDDT)

• 8 full-color pages
• A quick read
• How IDDT can enhance your practice and patient outcomes

www.ohiosamiccoe.case.edu/publications
**SOUTHWEST REGION**

**BROWN COUNTY**
- Brown County Recovery Service
  Georgetown, OH 45121

**BUTLER COUNTY**
- Community Behavioral Health | Horizon Services—SAMI Court Program
  Hamilton, OH 45011

**GREENE COUNTY**
- Women’s Recovery Center
  Xenia, OH 45385

**HAMILTON COUNTY**
- Centerpoint Health
  Cincinnati, OH 45206
- Greater Cincinnati Behavioral Health
  Cincinnati, OH 45206
- Summit Behavioral Healthcare (BHO)
  Cincinnati, OH 45237

**MONTGOMERY COUNTY**
- Day-Mont Behavioral Health Care, Inc.
  Dayton, OH 45408
- Dayton CAM (Consumer Advocacy Model)
  Dayton, OH 45403
- Eastway Behavioral Healthcare
  Dayton, OH 45410
- Nova House Association, Inc.
  Dayton, OH 45410
- South Community, Inc.
  Dayton, OH 45439

**REFRESHING THE HEART**

—by Paul M. Kubek and Matthew K. Weiland

Living two seemingly separate lives never seemed quite right to Darnella Allen, BA, LICDC, of Cleveland. There was her life as an ordained minister, where she felt free to use her compassionate, forgiving, and supportive self to help people. And there was her life as an addictions counselor, where she felt skeptical of the motives of people who abused alcohol and other drugs. She spent some 20 years living with this conflict. Then she was hired as a case manager at Mental Health Services, Inc. (MHS) in Cleveland, which uses IDDT to help homeless persons with severe mental illness.

Allen and other colleagues from MHS attended the 2008 Annual Ohio SAMI CCOE/IDDT Conference. For her, it was an extension of her orientation to the philosophies and practices of MHS. She caught up with us between workshop sessions, telling us about a conversion-like experience she had during an “Introduction to IDDT” workshop at the conference.

**DRAKE TIME**

*IDDT pioneer Bob Drake reflects upon integrated treatment and importance of supported employment*

—by Paul M. Kubek and Matthew K. Weiland

Psychiatrist Robert E. Drake, MD, PhD, knows a few things about the Integrated Dual Disorder Treatment (IDDT) model—why it’s necessary, how it works, and which treatment components produce the most positive outcomes. He is one of the original creators of IDDT, the evidence-based practice for people who have been diagnosed with co-occurring severe mental illness and substance use disorders. He has also been instrumental in the ongoing development and dissemination of Supported Employment (SE), the evidence-based practice.

Dr. Drake was a keynote speaker at the 2008 Annual Ohio SAMI CCOE/IDDT Conference, which took place in Columbus on September 16 & 17. He reported that there is increasing evidence that treatment groups, peer-support groups, and evidence-based Supported Employment (SE) services make recovery from co-occurring disorders more effective and sustainable.
Columbus, OH—A significant cutback in funding for tobacco-cessation programs in the State of Ohio has negatively affected efforts to reduce illnesses and healthcare costs associated with the use of harmful tobacco products.

Yet, the Ohio Tobacco and Recovery Project, developed for people with severe mental illness, continues to make progress toward a service model that will stand the test of time and create positive results for Ohio residents.

According to Project Manager Deb Hrouda, MSSA ('94), LISW, the Project team has developed a “getting-started guide” for its consultants, trainers, and evaluators to help organizations begin to implement the model. The team has also completed baseline fidelity assessments at five community-based behavioral healthcare organizations, with additional reviews anticipated at other organizations over the next few months.

The baseline fidelity assessments have found that consumers and service organizations are having difficulty accessing medications for tobacco cessation. The Ohio Departments of Health (ODH), Mental Health (ODMH), and Alcohol and Drug Addiction Services (ODADAS) are interested in working with healthcare institutions in the state to make medications more readily available, especially to underserved populations such as people with severe mental illness.

The fidelity measure is a 19-item instrument that represents all of the core components of the model. It combines components of the evidence-based Integrated Dual Disorder Treatment (IDDT) model, items from existing tobacco-cessation models, and items that were not present in other models to help people with severe mental illness address their tobacco use.

The fidelity measure helps organizations implement the model and helps evaluators provide feedback to the organizations to guide the progress of implementation. It also helps assure consistency of implementation across organizations located in communities throughout the state.

Learn more online: http://www.ohiotorbackcatalrecovery.case.edu/news/2008/12/tobaccorecovery.html
IMPROVING PRACTICE THROUGH SUPERVISION

Service organizations that are integrating or wish to integrate Motivational Interviewing (MI) into their daily routines and organizational structures have a new resource available to them. It’s a full-day supervisor’s training, which was designed by consultants and trainers at the Center for EBPs who are members of the Motivational Interviewing Network of Trainers (MINT).

The new supervisor’s training complements a menu of MI consulting and training services from the Center that is structured to help organizations develop the capacity to become self-sufficient at providing, supervising, and evaluating the effectiveness of MI for a variety of services.

According to Jeremy Evenden, MSSA (‘03), LISW, the Center emphasizes that “training for training’s sake” is not likely to promote long-term change in service-provider approaches or consumer outcomes. Instead, there needs to be organizational structures in place to sustain and continually enhance methods learned during training events. These structures include organizational planning, evaluation, and commitment to ongoing quality supervision.

Evenden adds that this is why the Center for EBPs couples organizational consultation with MI training. The Center engages in a readiness-assessment process with organizations interested in MI training. This helps program managers, team leaders, and supervisors utilize existing strengths and identify capacities that need to be developed to achieve the goals of sustaining the practice and improving consumer quality-of-life, as well as other outcomes.

BENEFITS PLANNING
relationships supporting recovery

A LITTLE KNOW-HOW HELPS A LOT

Case managers, employment specialists, and other service providers do not need to be full-time benefits counselors or experts in benefits planning to help people who have been diagnosed with disabilities (including severe mental illness) make informed decisions about their financial futures and prevent crises. Benefits planning begins with the following:

- Developing trusting relationships with consumers (therapeutic alliances)
- Knowing some basic information about benefits programs (e.g., eligibility requirements, income limits, work incentives)
- Having the ability to refer consumers to full-time benefits counselors for more detailed information
- Understanding how earned income from a paycheck and work incentives may complement benefits over time to promote long-term financial stability and consumer choice

In this way, service providers who work regularly with consumers may complement the work of full-time benefits counselors and promote consumer health and well-being.

The Center for EBPs at Case has developed Benefits Planning consulting and training services for organizations that serve people with disabilities. The services include the following:

- Program/organizational consultation
- Introductory and advanced training
- Onsite consulting (coaching) following the training
- Consulting for supervisors and team leaders

Support Consumer Choice

The Center for EBPs is in the process of adapting its MI consulting and training for other service areas, including criminal justice, residential, and housing services.

The Spirit of MI
an evidence-based treatment

Motivational Interviewing (MI) is a conversational technique that is one of the best available to address ambivalence to change. MI is designed to help people resolve their ambivalence about making meaningful personal changes in their lives.

The Spirit of MI
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www.centerforebp.case.edu/mi

The Center for EBPs is in the process of adapting its MI consulting and training for other service areas, including criminal justice, residential, and housing services.

Start with “The Spirit of Benefits Planning” CD and learn more from the free online “eConsult” series.

www.centerforebp.case.edu | Evidence Matters - SPRING 2009
Active. Affirmative. Effective.

As many of our readers know, we started off as the Ohio SAMI COCE back in December 2000 to provide technical assistance for Integrated Dual Disorder Treatment. Since then, we’ve added four more initiatives (see bottom of page 1). We’ve been producing a printed newsletter, SAMI Matters, since the spring of 2001. It was our flagship publication for seven years. The Fall 2008 issue was our last.

Why? Simply put, we had to innovate. We had to find a new way to communicate more efficiently about everything we do and have to offer. So, as each of you work to respond to new challenges in your service systems, organizations, and clinical relationships, we hope that this newsletter, Evidence Matters, might serve as a reminder that our consultants, trainers, and evaluators might be able to help you find the innovative solutions that you need.

ABOUT US

Evidence Matters is a newsletter of the Center for Evidence-Based Practices (EBPs) at Case Western Reserve University. We welcome and encourage your comments, questions, and suggestions. Please send address changes. Additional printed copies of this publication may be obtained by contacting our office. A free PDF of this publication may be obtained online: www.centerforebp.case.edu/evidencematters

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• Transform communities by facilitating inter-system collaboration

Mission
The Center for EBPs at Case is a technical-assistance organization that promotes knowledge development and the implementation of evidence-based practices and emerging best practices for the treatment and recovery of people diagnosed with severe mental illness or co-occurring severe mental illness and substance use disorders.

CO-DIRECTORS
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For a complete list of staff, follow this hyperlink: www.centerforebp.case.edu/staff

Public-Academic Partnership
The Center for (EBPs) is a partnership between the Mandel School of Applied Social Sciences at Case and the Department of Psychiatry at the Case School of Medicine. The partnership collaborates with and is supported by the following:
• Ohio Department of Mental Health
• Ohio Department of Alcohol and Drug Addiction Services
• Ohio Rehabilitation Services Commission
• Ohio Department of Health
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• Mandel School of Applied Social Sciences, Research Infrastructure Grant
• Woodruff Foundation of Cleveland
• Eva L. and Joseph M. Bruening Foundation of Cleveland

Mandela School of Applied Social Sciences
Earn a Master of Social Science Administration (MSSA) and/or a Ph.D. in Social Welfare. Paid field placements, scholarships, research assistantships, fellowships, and other forms of assistance are available, including:
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