



**NAMI** | **Ventura County**
National Alliance on Mental Illness

CSS Programs Update
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January 17, 2013



PROGRAMS

Friends In The Lobby
Provider Education Program
Familia a Familia
NAMI Holiday Party


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Friends in the Lobby

Lonely

Confused

Afraid

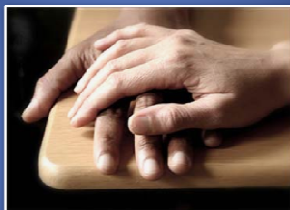




Information



Education



Compassion

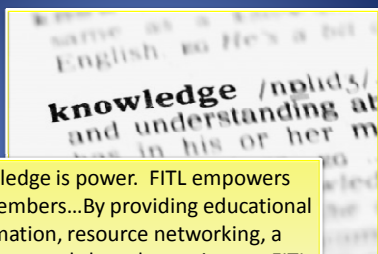


Hope



Friends in the Lobby has fostered improved relations between hospital staff and patient advocacy groups, especially NAMI.

Angela Timmons, Director of Operations, Hillmont Psychiatric Center



"Knowledge is power. FITL empowers family members...By providing educational information, resource networking, a listening ear and shared experiences, FITL is a comfort to returning family members, and a gift to the newcomer to mental illness."

A FITL volunteer

Friends in the Lobby is good for...



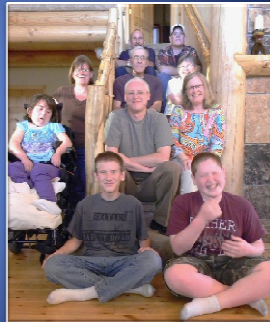
The Psychiatric
Hospital

FITL improves communication and problem solving
between agencies, because of accessibility.

Friends in the Lobby is good for...

The Family

"Provides real-time support
for families—including
educational information on
mental illness."
Hillmont Psychiatric Center



Friends in the Lobby is good for...

The Consumer



Objective

Practical information
that will enable
families to assist their
loved ones in the
recovery process.





Friends in the Lobby

- Began in October 2010
- 3 Days each week at Hillmont IPU
- 1 Day each week at Aurora Vista del Mar-
Began in August 2012 (not currently funded)
- Total Visitor contacts since inception:

2,933

Friends in the Lobby

- Helping Families
 - Families visiting are in crisis
 - Need support and information
- Attempting different ways of collecting contact information
- Anecdotal evidence suggests excellent outcome.
- Comments from volunteers and IPU Staff, and from people registering for NAMI Programs
- Survey for those who leave contact information

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Friends in the Lobby

NAMI Ventura County
Friends in the Lobby Survey

Department of Health & Human Services, Public Health Services Division

RESEARCH, PREVENTION & WELL-BEING

Today's Date (MM/DD/YYYY): _____

PARTICIPANT DEMOGRAPHICS

Five Digit Home Zip: _____ Age: _____ Gender: ☐ Female ☐ Male ☐ Other ☐ Decline to state

The individual I visited is my (Circle ONE):

a. Parent/Step-parent	d. Spouse/Significant other	g. Other relative (specify): _____
b. Sibling/Step-sibling	e. Grandparent	h. Other (specify): _____
c. Child/Stepchild	f. Friend	

Diagnosis of same individual: _____

PARTICIPANT QUESTIONS

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Provider Education Program

19 Classes since 2007

5 Trained teachers for each class

- 1 MFT
- 2 Family to Family teachers
- 2 Consumers



Provider Education Program

- No cost to providers
- Providers include:
 - Psychiatrists
 - Nurses
 - Case Managers
 - Social Workers
 - Psych Techs
 - Any professional serving people living with a SMI
- Free CEUs for licensed clinicians

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Provider Education Program

- 5 Consecutive Weeks
 - Rewritten from 10 weeks to accommodate professionals' busy schedules
- Classes offered 4 times each year
 - 2 in East County, 2 in West
- Reach out to all local providers of mental health services


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Provider Education Program

- 5 Week Course that presents a penetrating, subjective view of the family and consumer experiences with serious mental illness to line staff at agencies who work directly with people experiencing severe and persistent mental illness.
- Helps providers realize the hardships that families and consumers face.
- Includes a deeply personal perspective, setting it apart from other programs, by teaching the emotional aspects and practical consequences of these illnesses.
- Gives providers a new perspective on treatment, understanding the whole person, as opposed to simply the diagnosis from an academic viewpoint.


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Provider Education Program Goals

- To validate the subjective, lived experience of consumers and family caregivers as a Primary Knowledge Base for developing staff skills
- To emphasize the bio-psycho-social perspective necessary to understanding neurobiological brain disorders
- To introduce pragmatic, concrete steps to create a durable working concept for effective provider/consumer/family collaboration


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Provider Education Program



NAMI Ventura County
Provider Education Program (PEP) Survey



Today's Date (MM/DD/YYYY): _____ Circle one: This is a ☐ Pre ☐ Post Survey

PARTICIPANT DEMOGRAPHICS:

Initials: _____ Birth Month/Birth Year (MM/YY): ____/____

Job title: ☐ Social Worker ☐ RN ☐ MFT ☐ Rehabilitation Worker ☐ Psychiatrist ☐ Case Manager
☐ Program Manager ☐ Graduate Student ☐ Nurse Practitioner ☐ Intern (Type): _____ ☐ Psychologist
☐ MD ☐ Physical Therapist ☐ Peer Support Specialist ☐ Other (Specify): _____


Region you serve: _____ Agency Name: _____

Years in practice: _____

PARTICIPANT QUESTIONS:

1. When treating individuals with mental illness and their families, who of the family do you involve in treatment?

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Provider Education Program

- Hillmont IPU committed to have all nurses trained
- Currently have 2 classes set to begin
 - Class beginning February 6th in Ventura
28 Providers registered
 - Class beginning March 18th in Ventura
21 Providers currently registered



A previous course participant wrote:

"An extraordinary experience! The approach of having providers learn from family members and those living with mental illness is really eye-opening. I will tell my colleagues that until they attend this course, they don't have a clear and true picture of what those living with mental illness, their families, and their friends endure while they are battling their illness. But after the course, they will."

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Familia a Familia

- The NAMI Family-to-Family Education Program is a free, 12-week course for family caregivers of individuals with severe mental illnesses
- The course is taught by trained family members
- All instruction and course materials are free to class participants
- Familia a Familia is the same 12 week class, taught by trained family members, presented in Spanish

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Familia a Familia

- "My life has changed for the better. I have way more compassion and understanding for my brother and his illness. I also better understand my role, feel that I have grown so much in character, and have made many new friends. I am so grateful for this experience on all levels: spiritually, emotionally and socially."
- "I have been moved from ignorance to knowledge and understanding. This class has been a God-Send"

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Familia a Familia

- 2 Classes each year since 2009
- Total of 8 classes
- 141 Graduates
- 5 Trained Teachers, 2 new teachers being trained this weekend

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Familia a Familia

- Next class scheduled to begin in East Ventura in February
- Outreach to Spanish Community continuing with help from committed Spanish speaking NAMI Ventura County members

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Familia a Familia

Surveys completed on first and last week of class to indicate changes in understanding and attitudes regarding their loved ones serious mental illness.

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NAMI Holiday Party

- Yearly, in December



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NAMI Holiday Party

In 2012:

- 580 Guests
- 400 Clients received a gift from NAMI Ventura County
- 200 people transported from Board & Cares by Among Friends staff, coordinated by VCBH

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NAMI Holiday Party

- Dinner, Sing-a-long, and other entertainment!



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NAMI Holiday Party

Dancing!



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NAMI Holiday Party

Visiting dignitaries!



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CalMHSA

Funded via NAMI California

- In Our Own Voice
 - Community Education
- Parents & Teachers As Allies
 - Educating school professionals
- Ending The Silence
 - For high school freshman & sophomore classes

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In Summary

What could we do with more funding?

- Continue the programs started with CalMHSA
- Expand *Friends In The Lobby* into Vista del Mar Hospital
- Add a NAMI Peer Pals program

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Thank You



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