



Recovery and maintaining a healthy, productive life are best achieved when people are a part of the larger community, including individuals with mental illness.

# Mayview Regional Service Area Plan

January 2008

## Counties Develop New Services and Supports in Advance of Mayview Closure

Allegheny, Beaver, Washington, Lawrence and Greene Counties have been working with the Department of Public Welfare (DPW) and local providers to expand and develop new services and supports in advance of the Mayview closure.

All people discharged will receive community treatment team (CTT) or case management/service coordination services. These services help people integrate back into the community and ensure that people are receiving the other services and supports they need.

In addition to CTT and case management, counties are developing or enhancing other services and supports. Develop-

ments vary from county to county, and cover a wide range of needs. These expanded local service systems will be prepared to support not only the people being discharged from Mayview, but people in the future who previously would have been admitted to Mayview.

The five counties have been developing services as part of the Mayview planning process since 2005, when Mayview State Hospital began downsizing. Services range from specialized housing, to crisis services and peer supports.

This newsletter gives an update on some of the developments in each of the counties.

### Allegheny County

Allegheny County has expanded services and supports to help people with mental illness (and often co-occurring substance use) live safely in the community.

#### *Housing Supports and Programs*

Allegheny County is increasing the availability of different types of housing supports and programs, including:

- **Supported housing:** a variety of supported housing programs will work with more than 800 people by the end of 2008. Supported housing helps people who want to live in the community to afford and maintain their housing.

Supported housing is about choice and having a home; people do not need to have mastered certain skills to take advantage of supported living. Supports are highly individualized and focus on helping people maintain their tenancy. Support staff visit people in their homes as often as needed, and help people with skills including grocery shopping, budgeting, cooking, and the responsibilities of maintaining a lease.

- **Comprehensive mental health personal care homes:** in addition to providing meal preparation and assistance

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## Allegheny County, cont.

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No matter where they are living, all people discharged from Mayview receive CTT or case management/service coordination services. These services help people integrate back into the community, and also make sure people receive the services and supports they need.

with activities of daily living, these homes provide medication monitoring, activities, and have 24-hour staff including mental health professionals and registered nurses.

- **Specialized group homes:** for people who need extra support and supervision in specific areas (including medical needs or behaviors that require close supervision) these community-based homes have 24-hour staff.
- **Long-term structured residences (LTSRs):** for people who need more supervision, LTSRs provide residential services with intensive mental health treatment.

### **Community-Based Treatment**

Allegheny County has expanded Community Treatment Team (CTT) services. Six teams are now operating, and will ultimately serve more than 600 people (see page 5).

For people who do not need the intensity of CTT, other services in addition to traditional case management/service coordination are available:

- Four providers are operating enhanced clinical case management (ECCM) services. The ECCM Team includes a Master's level clinical therapist, nurse, case managers and a peer specialist.
- Three providers are operating four mobile medications teams. Services are provided by a team of three nurses and a peer specialist, with the consultation of a pharmacist. The team meets daily to review consumers' progress and schedules, and focuses on both providing medications and teaching people how to manage their own medications.

### **Crisis and Diversion Services**

Allegheny County will soon have an expanded array of crisis services to help people

stay in the community safely rather than be admitted to a psychiatric hospital. The County has contracted with Western Psychiatric Institute and Clinic (WPIC) to provide telephone, walk-in, mobile teams and short-term residential crisis services on a county-wide basis.

For people who need more intensive services, the County is expanding beds at WPIC's Transitional Recovery Unit (where people may stay for an average of about 120 days) and Mercy Behavioral Health's Residential Treatment Facility for Adults (where people may stay for an average of about 45-90 days).

### **Justice-related Services**

Allegheny County has provided crisis intervention training to police officers, and is operating a triage center on the South Side. This center is available 24 hours a day, 7 days a week, and offers intake, screening, assessment and crisis intervention services, access to respite beds, and referrals to behavioral health services.

The County also has programs to divert people with mental illness if they are arrested for minor crimes from jail, and a nationally recognized Mental Health Court.

### **Peer Support Services**

The Peer Support and Advocacy Network (PSAN)'s peer mentor program at Mayview State Hospital works with people before and after discharge to help them transition to the community and build natural supports. The peer mentor program is expanding from five to 16 peer mentors. PSAN also operates a warmline in Allegheny County.

Certified peer specialist services in the community are also being developed, following the new guidelines from the Department of Public Welfare (DPW).

## Beaver County

Beaver County has been working to expand housing options, treatment programs, and peer support.

### **Housing**

The County has completed a plan for permanent supported housing, which is designed to ensure safe, affordable permanent housing for people using behavioral health services in Beaver County. The plan will fund the development of new affordable housing and also provide rental assistance while people seek Section 8 benefits. A Housing Support Specialist will help individuals find, apply for, and maintain their community housing.

### **Community-Based Treatment**

Beaver County is currently operating one CTT to provide intensive community-based treatment. In addition to CTT and traditional case management,

the County is starting a mobile medications service with a registered nurse.

To help support people with co-occurring substance abuse disorders, the County is receiving training and technical assistance in the treatment of co-occurring disorders from Dr. Ken Minkoff, a national expert. Also, the Prevention Network is newly licensed to provide drug and alcohol outpatient services.

### **Peer Support Services**

In Beaver County, peer mentors are visiting individuals discharged from Mayview. Peer activities include visiting, football games, bowling, fishing, and crafts activities. Peers are also operating a warmline.

The Mental Health Association (MHA) has hired additional peer staff. People are working on Wellness Recovery Action Plans (WRAP) and advanced directives with peer support.

## Greene County

Greene County is also working on housing, community-based treatment, and peer support services for people with mental health needs.

### **Housing**

The County is working on a comprehensive housing plan. They have filled their permanent supportive housing program, and are evaluating their personal care home capacity.

### **Community-Based Treatment**

Greene is conducting trainings for service providers on recovery and service planning, and also is educating providers on the array of services that are avail-

able. The County is also working on starting a CTT and increasing case management services.

### **Peer Support Services**

Currently, the County is in discussions with providers and Value Behavioral Health on incorporating peer specialist services.

### **Regional Services**

Counties are working with each other on developing specialized services that will work with people from all counties. These regional services may include extended acute services for people who need longer-term, intensive residential treatment, and some specialized housing options.

## Lawrence County

Lawrence County has focused on building peer support, housing, and longer-term treatment capacity.

### *Peer Support*

The County recently finished renovating and expanding the Drop-in Center. The Drop-in Center now offers many opportunities, including instruction for basic computer skills, bible studies, peer support, peer mentoring, WRAP training, advanced directives training, as well as other trainings on a monthly basis.

The Drop-in Center has more than 130 members, with average daily attendance of 45-50 people.

Eventually, the Drop-in Center will offer warm lunches daily. These lunches will be free and afford opportunities for individuals to learn appropriate meal choices and food preparation.

The Drop-in Center is also expanding to offer a small consumer-run thrift store, offering an employment opportunity and a

place to purchase affordable clothing.

The County also has peer mentor services available.

### *Housing*

The County is developing a comprehensive plan to meet their housing needs. Lawrence County has also developed a transitional housing program for the homeless, which focuses on helping people build skills to maintain their housing.

A Fairweather Lodge is also now available in Lawrence County. Lodges offer permanent housing, employment, and emotional support for people in a small community setting.

### *Treatment*

The County is developing a longer-term residential treatment program for people who do not need hospital-level care but do need the support and treatment of a 24-hour supervised residential program.

### State Operated Services

Mayview State Hospital employees have skills and experience that are valuable in community services. As a result, Counties and DPW are working to develop state-operated services including a specialized regional CTT, and residential programs for people who have extensive medical needs or behaviors that require close monitoring.



### How do counties follow up with people after their discharge from Mayview?

The five counties in the Mayview service area are not only expanding services and supports—they are also expanding their own efforts to keep in touch with people discharged and follow up on any issues that arise. Allegheny County has hired a team of people to make sure they have enough staff to work individually with people discharged and providers. Current employees of the suburban counties are also handling this essential monitoring role.

Each month, a county representative speaks with each individual's case manager or CTT, the residential provider, and often the person discharged and family (if the person has given permission). The county monitors how each individual is doing, and the services and supports he or she is receiving. If necessary, the county will help with changes and follow-up to make sure the individual's needs are met.

If a person has any difficulties or crises during the month, community providers let the county know immediately. The county will set up a meeting to make changes to the person's community support plan. The counties, in turn, report to the DPW weekly and monthly to make sure people are getting the services and supports they need to live safely in the community.

## Washington County

Washington County has focused on developing housing options, CTT, crisis services, and peer support services.

### **Housing**

Washington County has opened a new enhanced personal care home with mental health supports, which now has ten residents. In addition to helping people with their daily living needs, the home provides support groups and helps connect people to other resources and activities in the community, like the Drop-in Center, shopping, restaurants and appointments.

The County is also gathering information to make a plan for developing other housing options.

### **Community Treatment Team (CTT)**

The CTT is working with people discharged from Mayview, and all people

from Washington County still at Mayview. CTT is also working with people who have not been admitted to Mayview previously but need these intensive services. They are seeing people as often as each individual needs, sometimes daily.

### **Crisis Services**

The County has expanded its crisis services to include telephone and mobile services. A crisis residential program is also in operation. The County has been working to educate providers, police, hospitals, and other community resources about the crisis services now available.

### **Peer Support Services**

Washington County is also starting a peer mentor program to work with people while they are in Mayview and also to support them when they move to the community.

**Services are not only expanding—they are becoming more recovery-oriented. Service development is being driven more by the individual person's wants and needs. Services are becoming highly flexible, to adapt to people's changing needs quickly in the community.**



## What is a Community Treatment Team (CTT)?

**Many counties are developing CTTs. Why is this service so important?**

Counties are focusing on CTT for people discharged or diverted from Mayview because of the extensive success this service has had in helping people with serious mental illness. CTT is a team-delivered service. While staffing patterns may vary from rural to urban areas, CTTs typically include a Team Leader, a Psychiatrist, Nurses, Mental Health Professionals, Drug and Alcohol Specialists, Peer Support Counselors and Vocational Specialists. The hours are flexible, services are provided in the community, and CTT handles after-hours emergencies.

The teams provide a wide array of services, including psychiatric evaluations, mental health and drug and alcohol therapy, medication management, case management, peer support, assistance with housing, crisis and hospital diversion services, vocational assessments and supported employment, and assistance in managing personal finances.

## For Brenda R., life in the community means more freedom and control

Brenda\* R., a 27-year old woman who left Mayview in June after more than three years, says life has improved since leaving the hospital. She is proud to say that now she has more freedom and control in her life.

Brenda lives with two other people in a nice middle-class neighborhood in Pleasant Hills. Brenda has her own bedroom and bathroom, which she takes great care to keep neat and clean. With some help from the 24-hour staff, she cooks and does many of the chores around the house.

Between her CTT, housing staff, peer mentor, and mother, Brenda has the support and treatment she needs to make a life for herself in the community. Brenda sees her peer mentor once or

twice a week for AA/NA meetings, shopping trips, and other outings. Brenda says her peer mentor is "real good—she'll listen to anything I have to say." Brenda also visits her mother, sometimes attending church and bingo with her.

Brenda sees her CTT several times a week. She goes to the CTT offices for groups and to see her psychiatrist. She also sees CTT in the community for social outings and to take care of personal errands, including shopping and applying for benefits.

While Brenda's life has improved in many ways, she has bigger plans for the future. In addition to taking better care of her health (Brenda has diabetes), she would like to get her own apartment in the Bloomfield area, and would like to get her GED and a good job.

\*In order to protect privacy, names in this article have been changed.

## Do you need more information?

***If you have questions about any of the services and supports explained in this newsletter, please contact your county.***

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***You can also visit us on the Web.*** Go to [www.mayview-sap.org](http://www.mayview-sap.org) and click on the "Share Your Thoughts" link at the top of the page.

***Join us at a Stakeholder's Meeting.*** Stakeholder meetings are held every 3-4 months. Check the web site or contact your county for more information.

***Call Allegheny HealthChoices*** at 412-325-1100. When you reach the receptionist, ask for Mary Fleming.

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AHCI is a private, not-for-profit. Our mission is to assure equitable access to quality, cost-effective behavioral health care that promotes positive clinical outcomes, recovery, and resiliency.

AHCI's services include information systems, monitoring and oversight, analysis, training, and technical assistance. We are the project managers for the MRSAP project.