

DEPARTMENT OF MENTAL HEALTH

# STRATEGIC PLAN HIGHLIGHTS

FY 16 Third Quarter

## SPOTT Team Connects People to Services

**Goal 3: To ensure people receive quality services in safe settings and utilize information/data management to enhance decision making and service delivery**

**Outcome: Increase public knowledge about services through information and referral**

People served by Mississippi's public mental health system have unique needs. Over the last two years, DMH has partnered with other agencies and providers to develop a specialized team that is focused on connecting each person with all of the services they need, no matter where they are.

The Specialized Planning, Options to Transition Team, or SPOTT, was designed to help provide a person-centered, recovery-oriented system of care for all Mississippians in need of services. Specifically, it has been developed to support people who have required treatment in inpatient programs on multiple occasions, linking them with additional services in the community to help them remain successful in their recovery.

*In FY16, there have been 103 people served through SPOTT and there are 26 people currently on the active list, which means SPOTT is actively working to access proper services and supports.*

SPOTT grew out of services offered through The Arc of Mississippi, and was associated with services for intellectual and developmental disabilities, but has since grown to include mental health services. Members of the SPOTT team come from a variety of backgrounds and agencies, including private providers and state agencies such as the Division of Medicaid, Department of Human Services, and Department of Rehabilitation Services.

Matt Nalker, Executive Director of The Arc of Mississippi, said the team is a true collaboration. "Our main goal is to help people with a history of recidivism," Nalker said. "We don't silo people or categorize people. This is really about their need for support, wherever those referrals come from."

Many referrals come from calls made by family members to the DMH Helpline in the Office of Consumer Support (OCS), but referrals also come to OCS from private providers, local hospitals, or other concerned citizens. Group members meet every two weeks to oversee the cases that have been referred. Members are committed to providing help when they can, but are also in a position to immediately request services from the other team members.

There are many success stories associated with SPOTT, including a young man who had been verbally abused. He had been diagnosed with a mental illness, had problems with substance use, and has had several acute hospitalizations.

SPOTT referred this person to services through a local Community Mental Health Center (CMHC), where a change in location was eventually needed to better serve him. SPOTT connected him with Psychosocial Rehabilitation Services (PSR) and therapeutic services through a local CMHC in another area of the state. He received assistance with transportation to the local CMHC, where he is successfully living independently with limited support.

"SPOTT has been the biggest challenge I have ever been a part of, but it has also been the most rewarding," said Veronica Vaughn, DMH Director of OCS/Community Placement. "It is truly following our mission of helping one person at a time and also assists us in identifying where gaps are in the public mental health system related to access to care. It also gives people a voice and makes the person an integral part of their recovery plan."



Supporting a Better Tomorrow...Today

DEPARTMENT OF MENTAL HEALTH

**STRATEGIC PLAN HIGHLIGHTS**

FY 16 Third Quarter

**DMH and MDRS Implementing Supported Employment Program**

Everyone knows that a meaningful day is an important part of life, especially for people with intellectual and developmental disabilities. For many, a meaningful day includes employment where a person has the opportunity to grow and help others. Mr. Brown is a prime example of the difference Supported Employment can make in someone's life.

The Mississippi Department of Mental Health and Mississippi Department of Rehabilitation Services (MDRS) signed a Memorandum of Agreement (MOA) in July 2015 to employ at least 75 people with intellectual/developmental disabilities (IDD).

The MOA also specified joint training activities. To date, 30 people have been employed and 300 staff from the DMH, MDRS, and the Division of Medicaid have been trained about implementation of the MOA. In order to be eligible for Supported Employment through the ID/DD Waiver, a person first has to go through MDRS, per federal regulations. Staff from these agencies were trained in the referral process and the responsibilities of each agency.

Mr. Brown is 35 years old, has cerebral palsy and he uses a wheelchair to get around in the community. MDRS staff began seeking job opportunities for Mr. Brown based on his stated preferences that were expressed during a Person Centered Planning Meeting.

After negotiating with the potential employer and looking at skills matching, he was hired by Lowe's in November 2014. MDRS provided a job trainer until August 2015, when he was deemed to be successful in his job placement. MDRS job trainers supported Mr. Brown by teach-

ing him the skills he needed for the job and also by establishing natural supports at Lowe's so that when MDRS services ended, he would have support from his co-workers on the job.

**Goal 2: To increase access to community-based care and supports for people with intellectual and/or developmental disabilities through a network of service providers that are committed to a person-centered system of care**

**Objective 2.5: Provide Supported Employment Services to people with IDD**

Nearing the completion of MDRS job training services, he was referred to an ID/DD Waiver provider in Tupelo to become his

Extended Service Provider. An Extended Service Provider offers job support to the extent needed by a person after MDRS has faded their services. After having Supported Employment added to Mr. Brown's ID/DD Waiver Plan of Services and Supports, the ID/DD Waiver provider stepped in and is supporting Mr. Brown so that he can continue to be successful at his job.

Mr. Brown works five hours per day, six days per week. His job is to greet people at Lowe's as they come in the door and direct them to the appropriate department to find what they need. As a result of his helpfulness, Mr. Brown has had two customers specifically indicate to management how helpful he was and that they admired Lowe's for hiring someone who might not have otherwise been employed.

This is just one example of how the partnership between DMH and MDRS is helping make a difference in the lives of people with intellectual/developmental disabilities in Mississippi and enabling people to remain successful in the community.

Mr. Brown is one of many success stories for Supported Employment and hopefully only one of many more yet to come.



**Supporting a Better Tomorrow...Today**