

DEPARTMENT OF MENTAL HEALTH

STRATEGIC PLAN HIGHLIGHTS

20 People Transition from DMH Regional Programs in 1st Quarter

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

As the Department of Mental Health continues to focus on the availability of community services, more people are getting the help they need in the most independent environments possible.

Over the past several years, people served in DMH's six regional IDD programs have been able to transition to group homes, to homes with their families, and to their own homes and apartments. Sometimes they are aided by supports and services from the ID/DD Waiver, but these transitions all represent steps towards more independence.

In the first quarter of FY17, those transitions continued. From July 2016 through the end of September 2016, 20 people were transitioned from DMH regional programs.

One of those people who has benefited from the focus on community services is Kiki, who has transitioned from Hudspeth Regional Center to a group home, and is now preparing to once again make another transition.

In 2001, Kiki, then 10-years-old, came to live at Hudspeth Regional Center (HRC). Kiki had a history of intellectual/developmental disabilities and behavioral problems. Her move to HRC represented a big change for her, but it also opened many new opportunities.

At HRC, Kiki learned how to get along with others, how to follow directions, and she started school – first at the school on campus, then moving to public school. Slowly but surely, Kiki began to love her new life.

When she became high school age, she worked during the summers and earned her own money. She was loved (and a little spoiled) by the HRC staff and had lots of friends on campus.

It became apparent that Kiki was ready for a new step in her life, and she began to prepare for a move to a home in the community.

She was both excited and apprehensive, but she has loved the time she has spent in her new home. She is employed in Morton and does a great job. She is an active member in her church and never misses a Sunday.

Kiki has also become a “big sister” to a younger girl at the home and thoroughly enjoys the role. She has taught her new little sister to dance, because Kiki loves to dance more than anything. Kiki gets to visit with one of her sisters who lives in Ridgeland and has a boyfriend.

Again, it has become apparent that Kiki is ready to move on. In the not too distant future, Kiki will be moving to her own apartment. She knows how to clean and not only does she do it well, but she enjoys doing it.

And again, Kiki is apprehensive about moving. She will have to leave her new friends at the group home and live a more independent life, but she is almost up for the challenge.

Kiki has come so far - she came to HRC as a 10-year-old girl with a lot of potential, and she is now a young woman ready to face her future.

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Office of Consumer Support Plays Vital Role at DMH

The Office of Consumer Support (OCS) at the Department of Mental Health has a vital role in the agency—its three components play a part in the lives of thousands of people each year.

The office is the call center that provides information and referral to DMH Certified Providers throughout the state, including providing counseling to Mississippians who call the National Suicide Prevention Lifeline. It also investigates grievances about DMH Certified Providers, taking information from people receiving services, family members, and staff members. The office also plays a role in SPOTT, the Specialized Planning Options to Transition Team that works to offer services to people with challenging needs.

The office has four full-time staff members, three part-time staff members, and staff have a master's degree and/or six or more years of experience in the mental health or a related field. In FY16, those seven staff members in the Office of Consumer Support received a total of 4,638 calls through the DMH Help Line. An additional 1,278 calls came into the office through the National Suicide Prevention Lifeline.

In the first quarter of FY17, the office took 482 calls from the National Suicide Prevention Lifeline and another 1,715 calls from the DMH Help Line.

Someone needing services or information can call

the DMH Help Line at 1-877-210-8513 and receive an answer 24 hours a day, seven days a week.

“The DMH toll-free Help Line number is publicized throughout the state and provides connections to

Goal 3, Objective 3.2—Operate referral and grievance reporting system and conduct subsequent investigations to ensure individuals receiving community-based services through the public mental health system have an objective avenue for accessing services and resolution of grievances related to services needed and/or provided

services throughout Mississippi,” said Molly Portera, OCS Coordinator.

“Calls range from referrals to community mental health centers, Mobile Crisis Response Teams, or Crisis Stabilization Units. We may provide information about the commitment process, or we may be speaking to families in crisis who need immediate help.”

Another crucial role OCS plays is in handling grievances reported through the Help Line. This process offers an assurance of quality control and may lead to investigations of documentation, certified providers, and/or their environments of care. Grievances may remain anonymous, and can also be submitted via fax or email to include all relevant details.

OCS collaborates with The Arc of Mississippi on SPOTT, which was detailed in another recent Strategic Plan Highlights flyer. Since its inception in late 2013, it has served 352 people in finding placement for needed person-centered services.

“SPOTT has been an excellent way to provide community services to people who have historically required inpatient treatment on multiple occasions,” said Veronica Vaughn, OCS Director.

FY17 First Quarter



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