



Meeting Your Communities' Behavioral Health Needs

Delta Region Community Health Services
Development: 2020 Virtual Summit
September 16, 2020

Objectives

- Learn about the mental health ecosystem and collaborative care
- Learn how to engage family members as partners in collaborative care
- Learn about no-cost peer support

What is NAMI?



What does NAMI do?



What makes NAMI different?

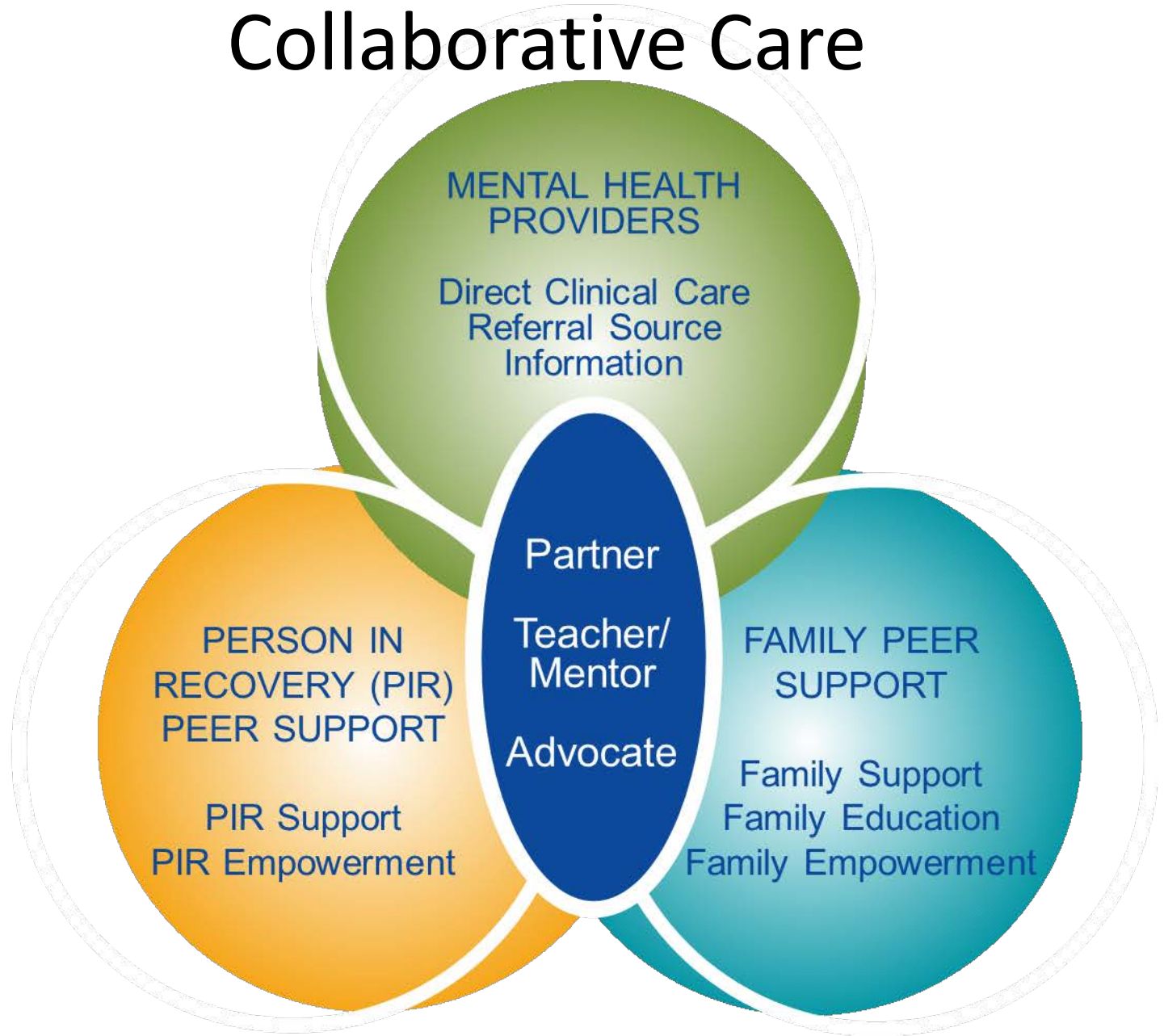


NAMI's Approach

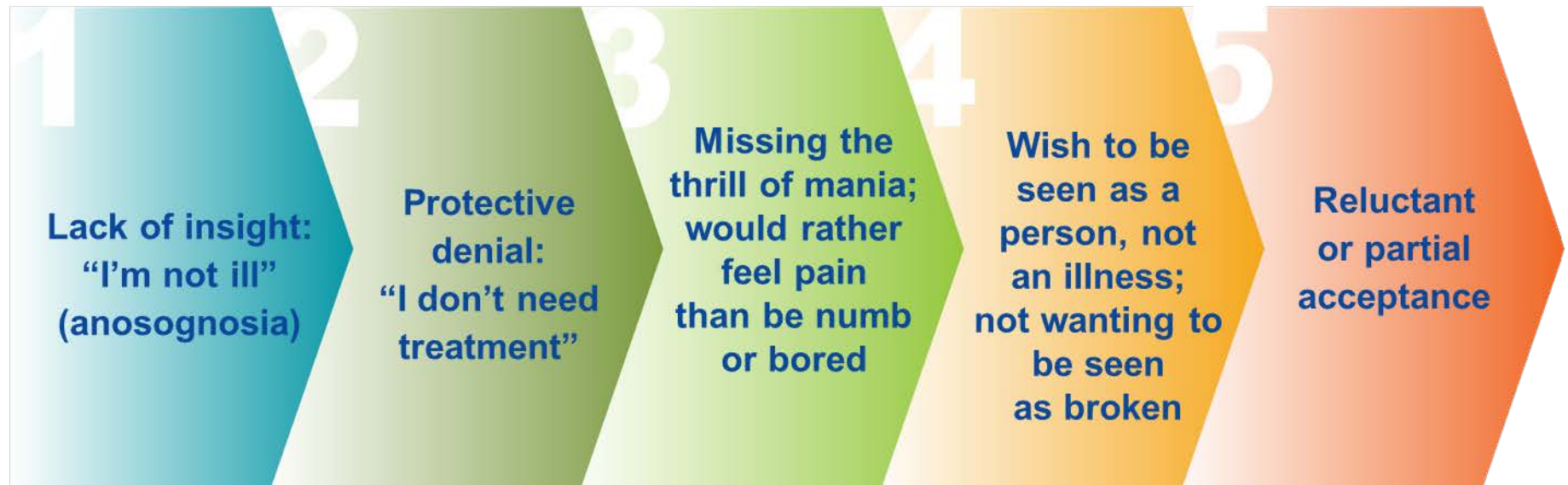


- Mental health conditions are no one's fault
- Catastrophic stressors
- Bio-Psycho-Social Model
- Collaborative care

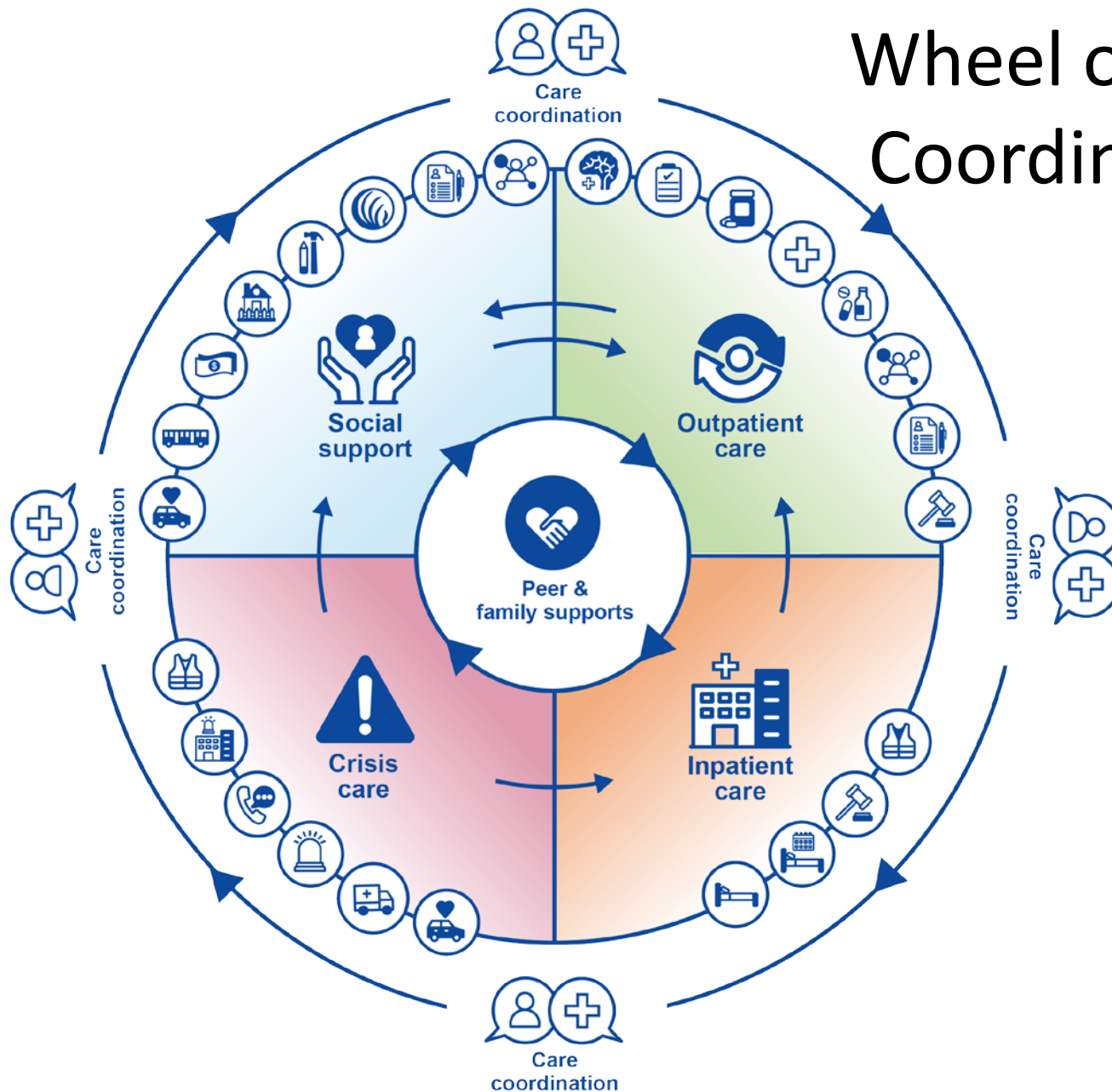
Collaborative Care



STAGES of Treatment Adherence



Wheel of Care Coordination



Crisis Care



**Crisis
care**



Crisis respite



Crisis centers



Crisis hotlines



Mobile crisis teams



Crisis transportation

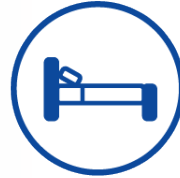


Mobile outreach

Inpatient Care



**Inpatient
Care**



**Short-term
inpatient care**



**Long-term
inpatient care**



**Competency
restoration services**



Crisis respite

Outpatient Care



Mental health services



Screening
and assessment



Medication
management services



Primary health care



Treatment for
co-occurring
disorders



Intensive
multidisciplinary
programs



Case management



Competency
restoration services

Social Support



**Social
support**



Mobile outreach



**Non-emergency
transportation**



Income supports



Housing



**NAMI education and
support programming**



**Supported employment
and education**



Case management

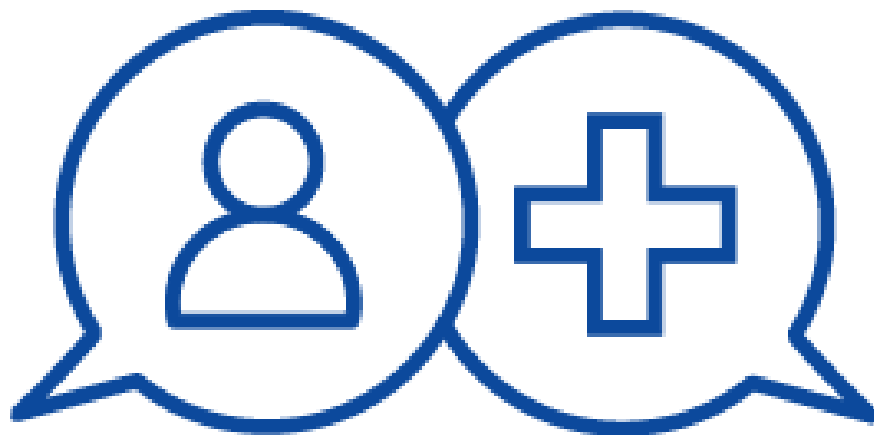


**Intensive
multidisciplinary
programs**



Care Coordination

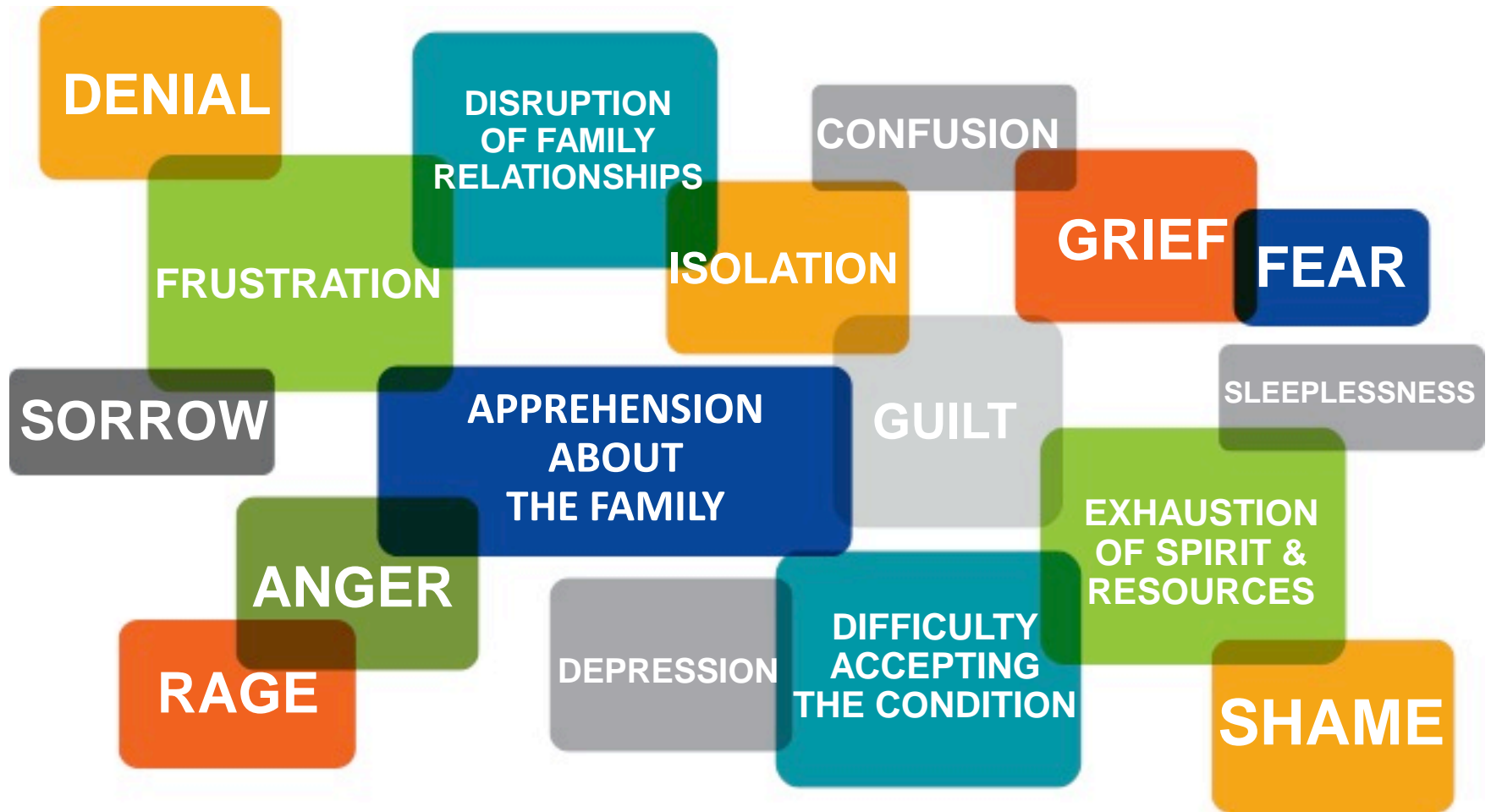
**Peer and Family
Supports**



SELF-CARE for family members



FEELINGS Reported by Family Members as **REACTIONS** to a Loved One's Mental Health Condition



STAGES of Emotional Reaction



DEALING WITH CATASTROPHIC EVENTS

Crisis, chaos, shock, denial, hoping against hope



LEARNING TO COPE

Anger, guilt, resentment, recognition, grief



MOVING INTO ADVOCACY

Understanding, acceptance, advocacy, action

Important Points about the STAGES



- None of these stages are “wrong” or “bad”
- This process is ongoing - for most of us it takes years to navigate
- Different family members are often at different places in the cycle
- This cyclical process is not about expectations
- With time, you will begin to recognize these stages and emotional reactions

MISINTERPRETATIONS

of Natural Reactions to Trauma

Natural trauma response people have	In family, response may be viewed as	In individual, response may be viewed as
Shut down	Withholding, cold	Uncommunicative
Angry	Demanding, unreasonable	Out of control
Dazed	Disinterested, aloof	Fragile
Worried	Enmeshed	Bothersome
Blaming others	Dysfunctional	Irresponsible
Withdraws	Something to hide	Lacks motivation
Cuts off contact	They're the real problem	Uncooperative

SECONDARY TRAUMAS for Families

OVERWHELMING
RESPONSIBILITY

FEEL
CONFINED

UNINFORMED

EMOTIONALLY
EXHAUSTED

INADEQUATE
SUPPORT

- Families assume overwhelming responsibility
- Families feel confined
- Families remain uninformed
- Families are emotionally exhausted
- Families find inadequate support

Secondary Traumas for the Person in **RECOVERY**



Making treatment decisions



Medication side effects



Self-harm



Co-occurring mental health condition
and substance abuse



Criminalization

BURNOUT

is not just for
professionals

- Emotional and physical exhaustion
- Emotional stress
- Absenteeism; decline in performance
- Increased escape behaviors
- Lowered self-regard



Self-Care





DIAPHRAGMATIC breathing

Setting LIMITS

LIMIT

LIMIT

LIMIT

LIMIT

EMPATHY

Empathic GUIDELINES



Basic Communication GUIDELINES



- Use short, clear, direct sentences
- Keep the content simple
- Do what you can to keep the stimulation level as low as possible
- If your loved one appears withdrawn and uncommunicative, back off for a while
- Assume that much of what you say may not be heard the first time
- Be pleasant and firm
- Communications form our boundaries with others; make sure your boundaries are sturdy and clear

I – Statements

- I am speaking in a very specific, direct manner
- I am at the center of the communication
- I take complete responsibility for my feelings and opinions
- I don't waver
- I say what I mean

Example: “I don't like it when there's smoking in the house.”



YOU – Statements

When we move away from I-Statements with our loved one, we tend to:

- Feel defensive
- Blame and become judgmental
- Make assumptions about the other person's motives
- Generalize a specific problem to other situations and accusations begin to snowball
- Vent our negative feelings



Sustaining **POSITIVE** Outcomes

Improved
coping

Reduced
family stress

Improved problem
solving skills

Increased
knowledge

Increased
help-seeking
behaviors

Changed
attitudes
toward mental
health

Empowerment



nami

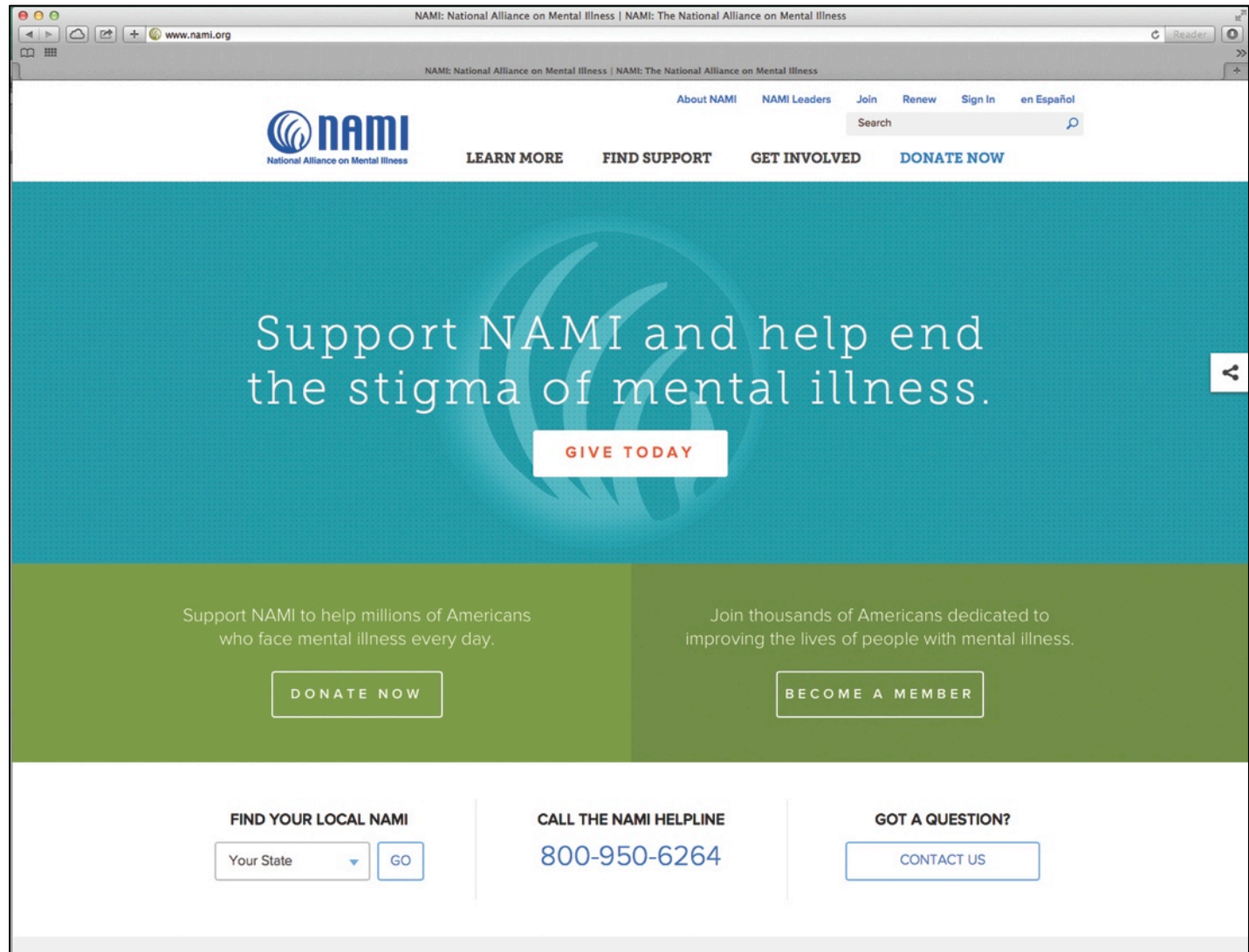
*Presentations
Support Groups
Classes*

IMPACT of NAMI Programs



What's NEXT?

www.nami.org



CALL THE NAMI HELPLINE

[800-950-NAMI](tel:800950NAMI)

info@nami.org

M-F, 10 AM - 6 PM ET

OR TEXT "NAMI" TO 741741

CRISIS TEXT LINE |



Remember

Acknowledgements

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