



Experience in the Field Recruiting Students, The Interview Process, Retention & Aftercare

NAMI Central Ozarks is a rural affiliate located in South-Central Missouri serving nine counties with a geographic area the size of Rhode Island. Seven counties have less than 5,000 residents; two have populations of approximately 20,000, both with changing populations on a yearly basis (due to university or military base deployment).

Recruiting, Interview Process, Retention & Aftercare

Recruiting

- NAMI C.A.R.E.
- Family Member Referral from Family Support Group
- Active Family-to-Family Education Course
- Procovery Circle of Light
- Local Community Mental Health Centers
- Presentation of Program for Local/Regional Community Mental Health Centers
 - Psychologists
 - Licensed Professional Counselors
 - Community Support Specialists
- Traumatic Brain Injury Group
- 12-Step Programs/Groups
- Public Housing/Section 811
- “Word of Mouth”
- Local Morning AM Radio Shows and Public Radio Public Service Announcements
- **Used no Paid Advertising**

The Interview Process

- Most Interviews Conducted by One Mentor
 - Veteran NAMI C.A.R.E. Facilitator
 - Veteran Professional Provider Course Teacher
- Interviews either Face-to-Face or by Telephone
 - Telephone interviews necessary because of long distances in rural area
 - Interviews lasted about one hour; results shared with Mentor Team and decisions were made collaboratively.
- Twenty-one Interviewed
- Four “Self Dropped” after interview
- Three “Waitlisted” due to issues in recovery
 - Primarily untreated co-occurring/dual-diagnosis issues (substance abuse)
 - Untreated Personality Disorder

Retention “Plan”/Reasons for Retention

- Enrolled Thirteen, Graduated Twelve
 - Two Students traveled over 100 miles round-trip and attended every class
 - One “drop” due to transportation problems
- Weekly Check-in by phone from Mentor Team Members
- Weekly Reminder by phone/email from Mentor Team Members
- Designated a Mentor each week to be “Support Mentor”
 - Most often Mentor Three or Two
- All Mentors seasoned NAMI C.A.R.E. Facilitators
 - Helped us create an atmosphere of “fellowship,” particularly during and after Storytelling

Aftercare

- Students are kept informed of training opportunities, affiliate activities and community supports via mail, phone and/or email
 - Four are training to become In Our Own Voice: Living With Mental Illness Presenters
 - Many chose to attend our new Procovery Circle of Light
- Seven became members of NAMI
- All have volunteered to serve on one or more committees or volunteer for events
 - Fundraising Committee
 - Annual Meeting Planning
 - Mental Illness Awareness Week Planning

Contact Information

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