NAMICon 2020

A Virtual Event • July 13-14

Together Toward Tomorrow

Trick or Treat!

40 Years of NAMI

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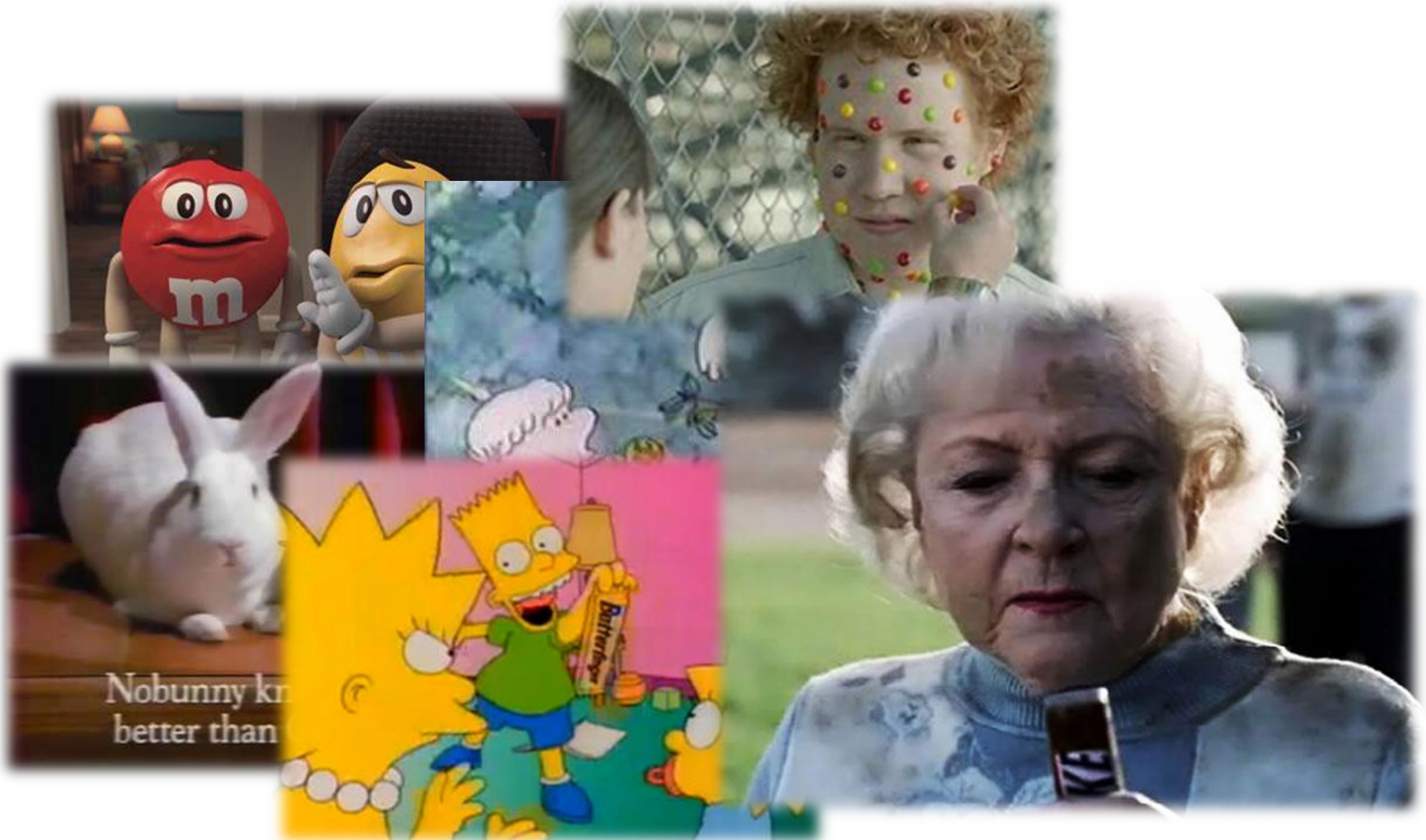

Nobunny kn
better than
Butterfinger

“You got peanut butter on my chocolate!”

Crisis Recovery Response Centers

Arizona

Phoenix (Peoria) (1996)
Respite (2015)
Living Room 2 (2019)*

Washington State

Fife (2009)
Lakewood E&T (2014)
*Olympia E&T (2019)**
*Spanaway (2020)**

North Carolina

Henderson (2009)
Durham (2015)
Jacksonville (2019)
*Fayetteville (2020)**

Delaware

Ellendale (2012)
Newark (2016)

California

Riverside (2015)
Palm Springs (2016)
Crisis Residential (2019)

Utah

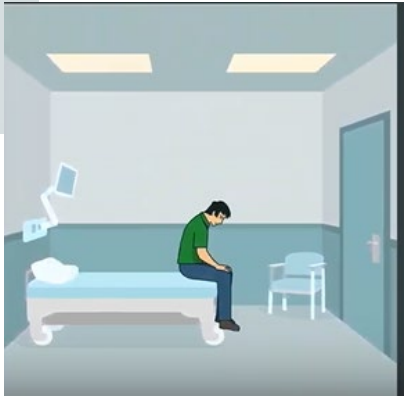
*Salt Lake City Crisis Respite & Residential (2020)**

Louisiana

*Baton Rouge (2020)**

It's Been

A BAD DAY



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NAMICon 2020

- ❑ CRISES METRICS
- ❑ NO WRONG DOOR
- ❑ QUALITY INITIATIVES

connections
HEALTH SOLUTIONS

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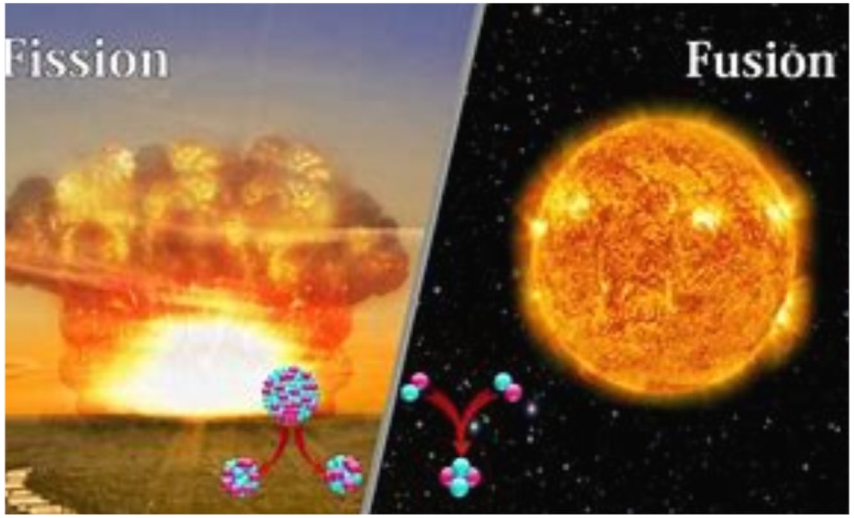
RI INTERNATIONAL

- ❑ PEER SUPPORT
- ❑ LIVING ROOM MODEL
- ❑ NO FORCE FIRST

OR

WHAT IS FUSION?



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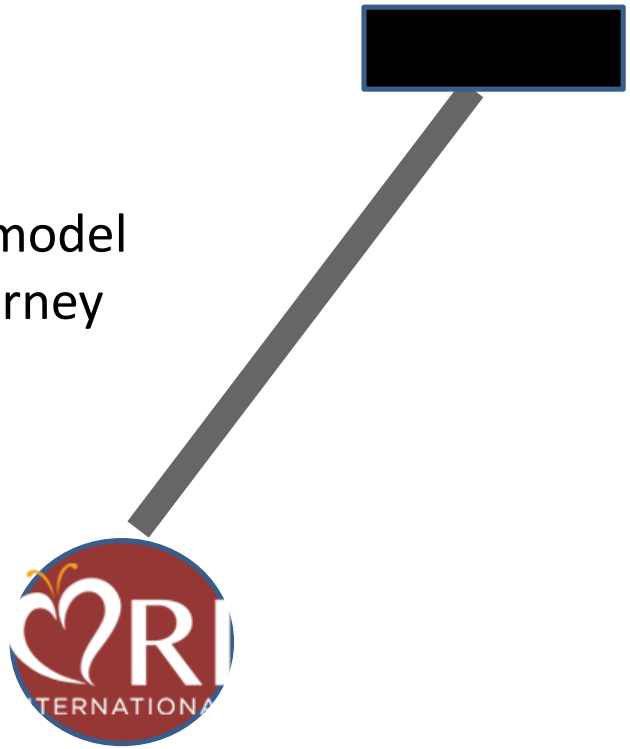
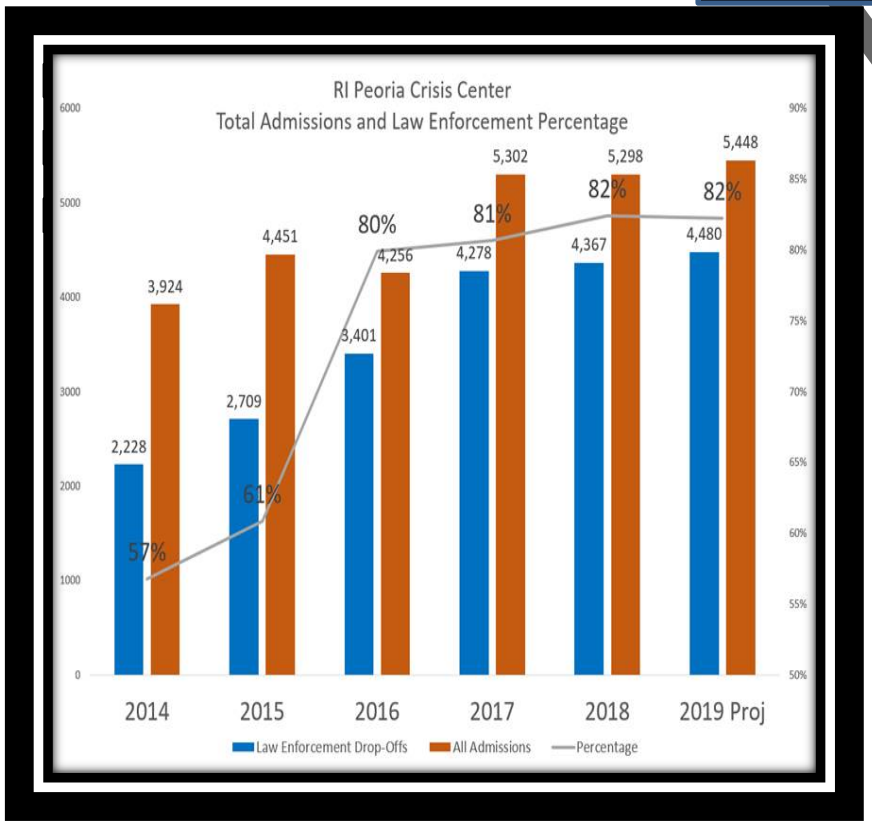
How NOT to attain fusion

Early 2000’s
Living room model
Recovery Journey

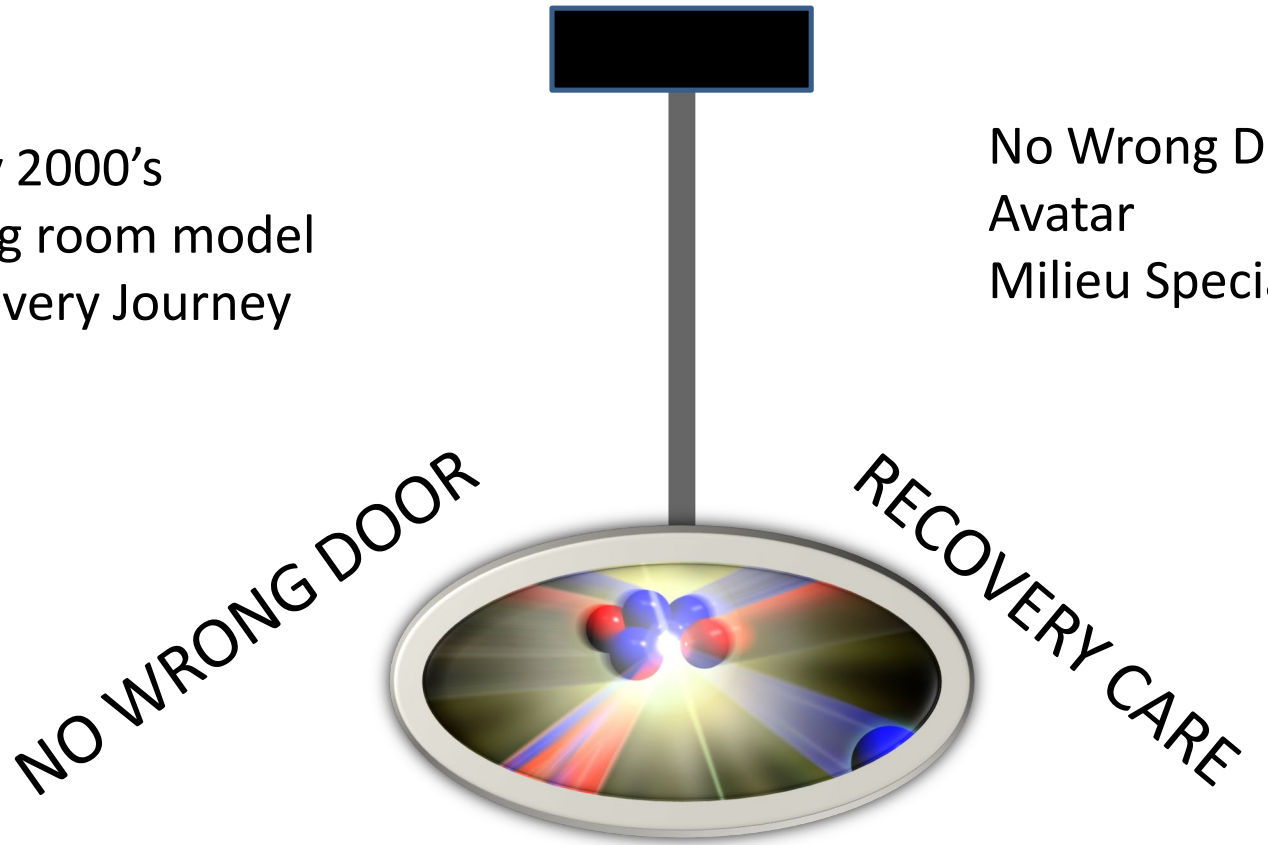




No Wrong Door
Avatar
Milieu Specialists

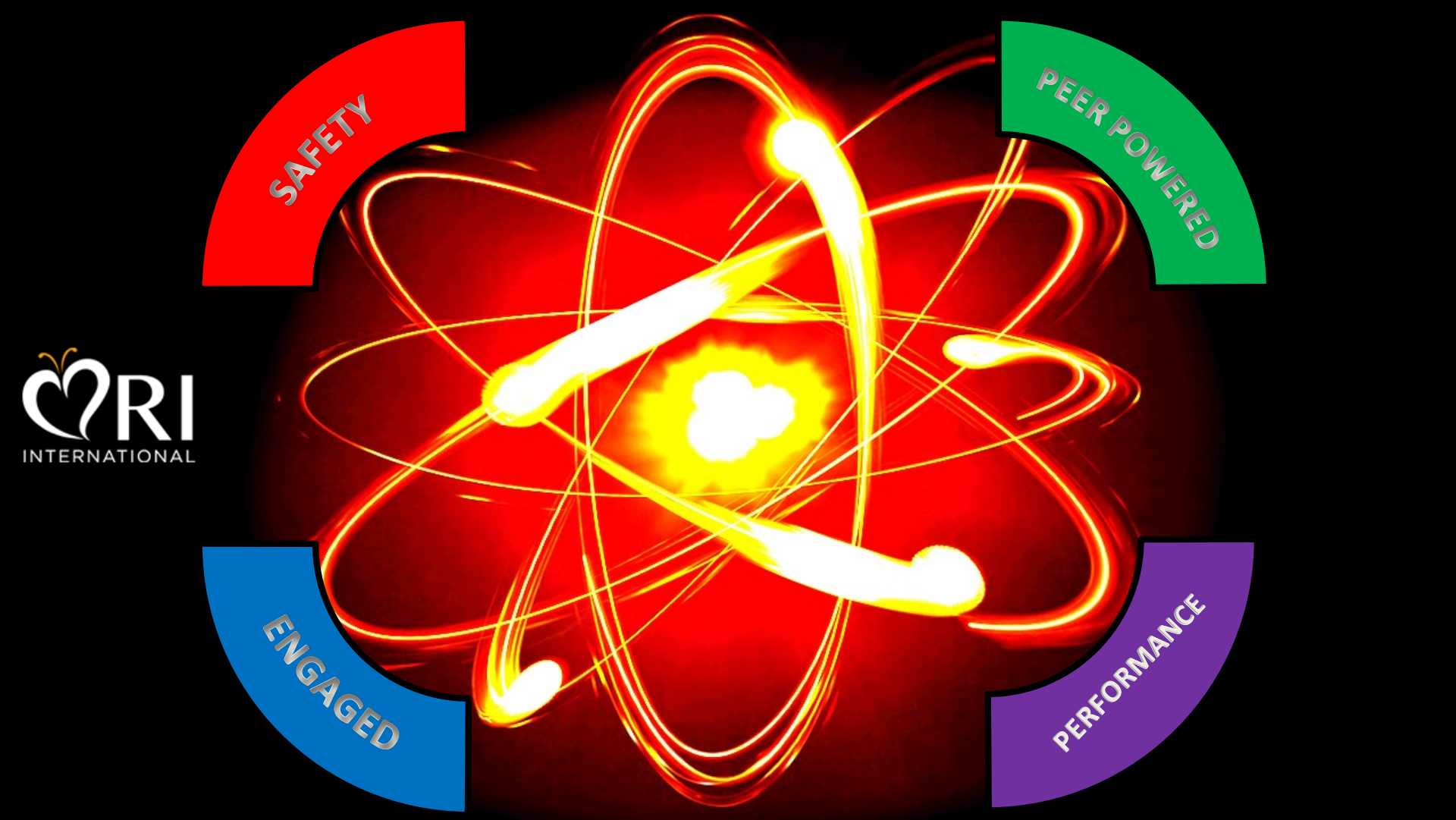
Early 2000's
Living room model
Recovery Journey

No Wrong Door
Avatar
Milieu Specialists

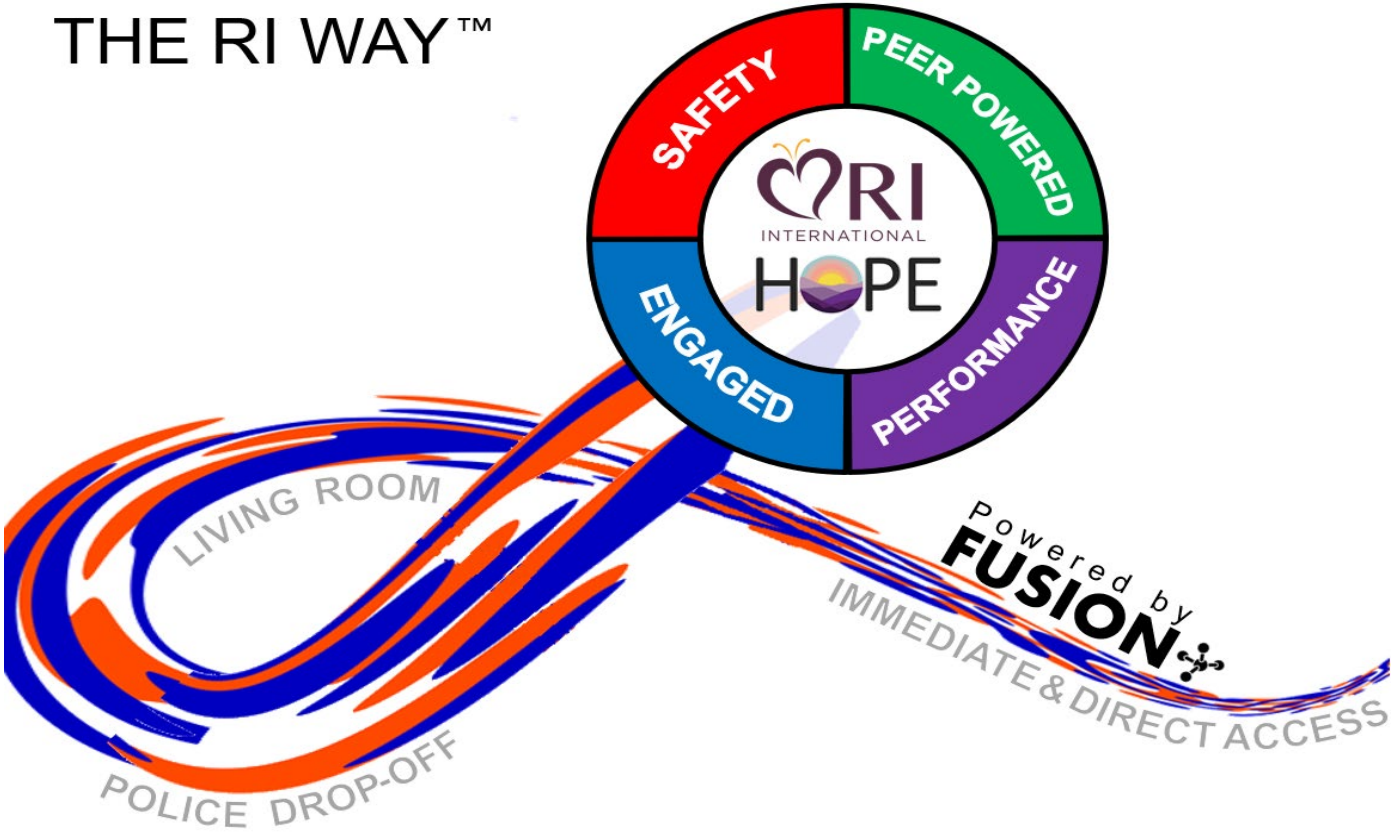


THE RI WAY

SAFETY
COURTESY
SHOW
EFFICIENCY
Safe
BEGINS
WITH
Me
Disney Parks
CAREERS
©Disney


SAFETY
PEER POWERED
ENGAGED
PERFORMANCE
ORI
INTERNATIONAL

THE RI WAY™



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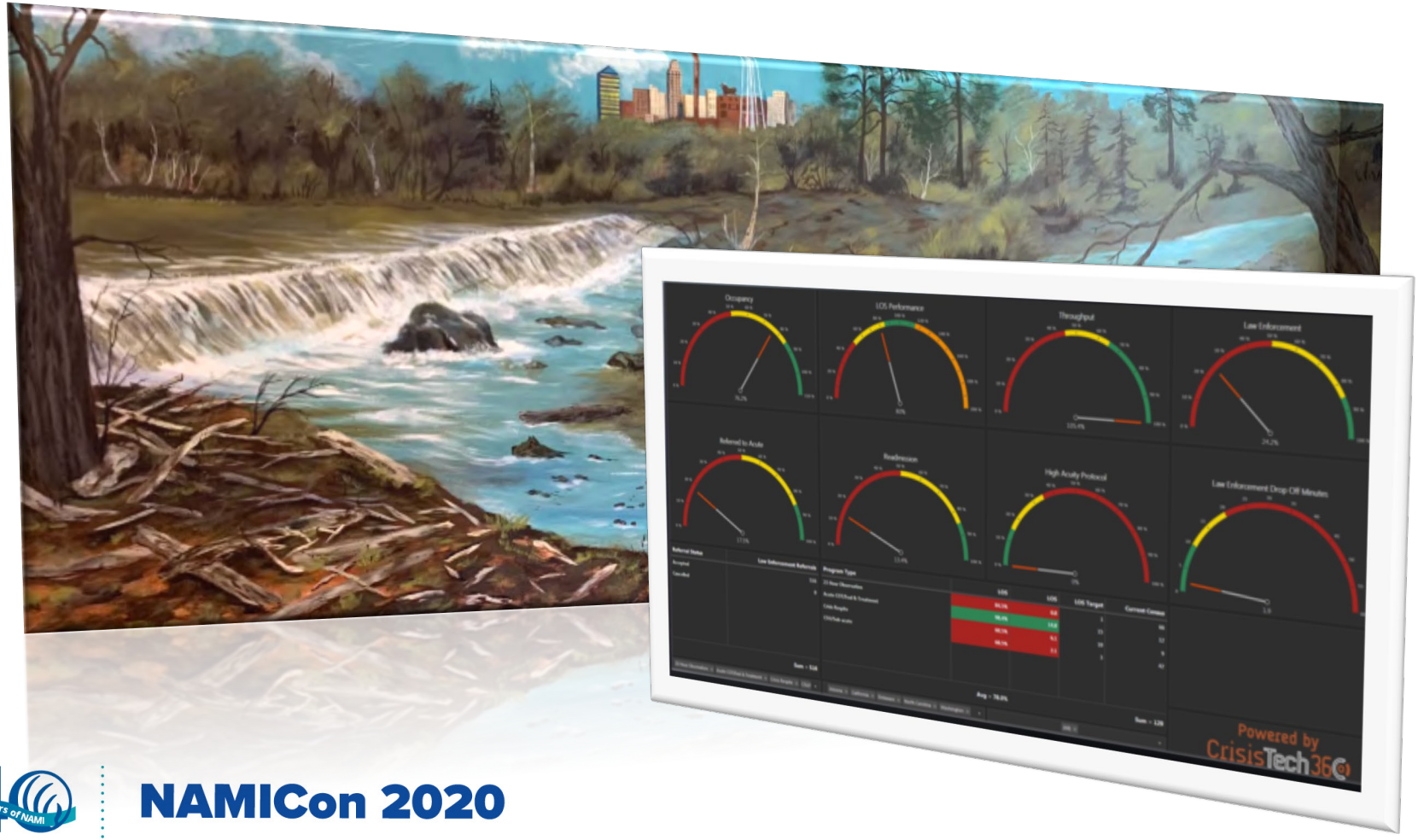
RETREAT



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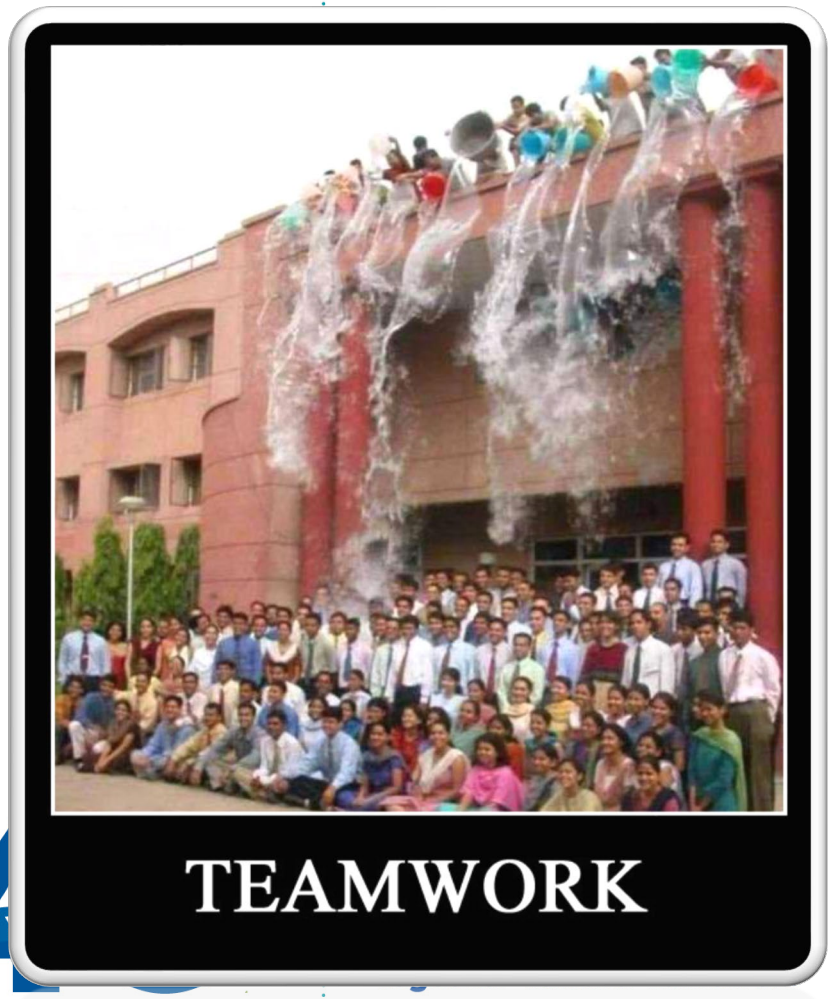
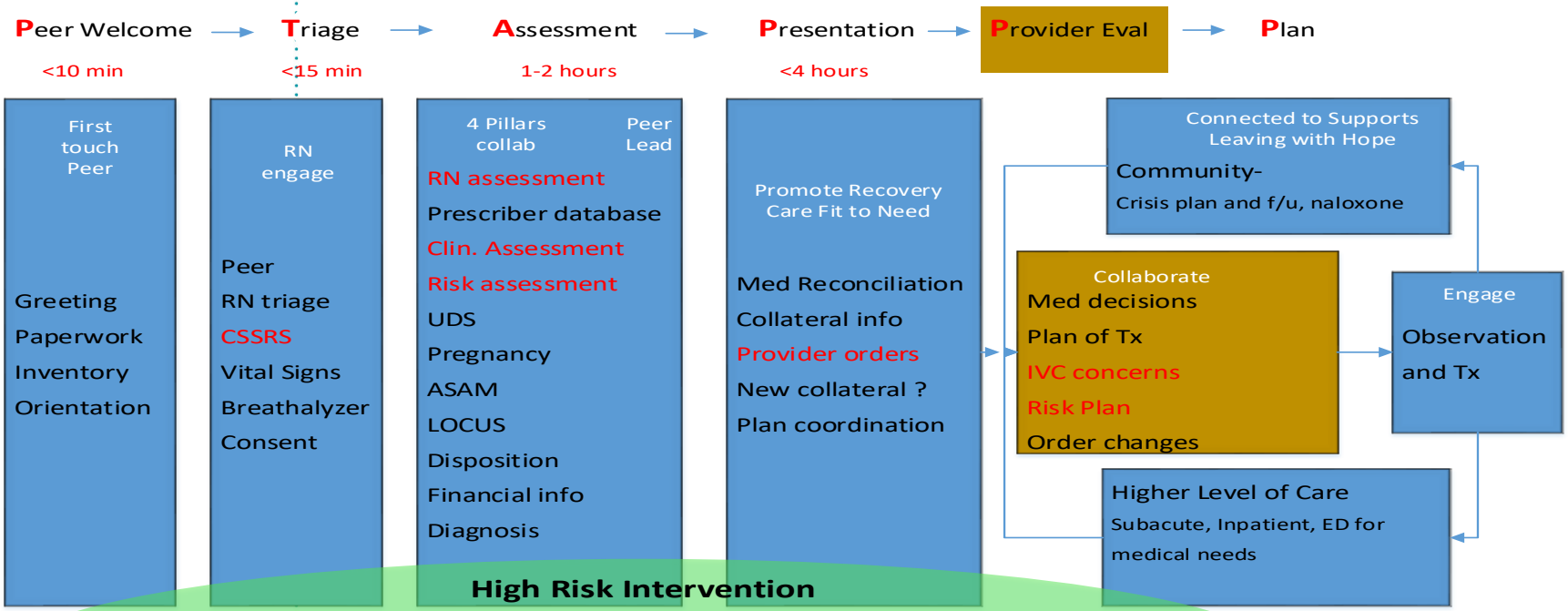


Next Steps

- Peer Role
- Language
- Measure and Manage



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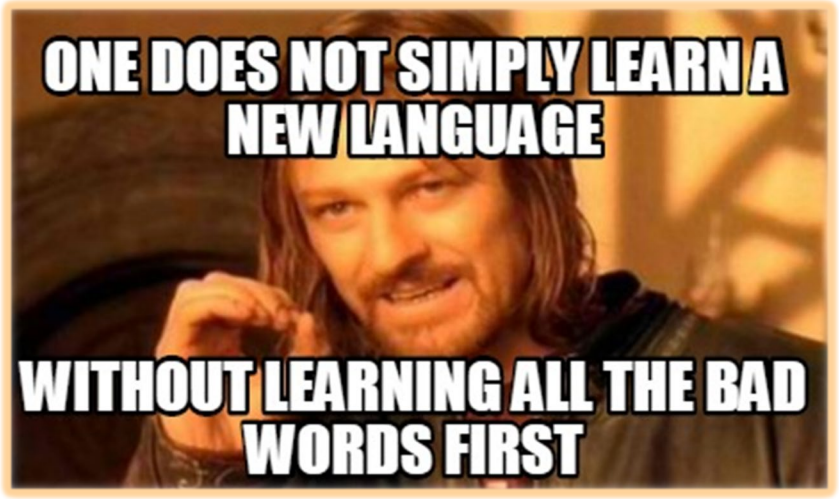
Peer Role

- ❑ Peer first peer last
- ❑ Peer Leadership
- ❑ Integration with new tools

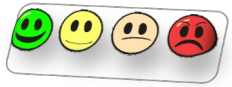
Language

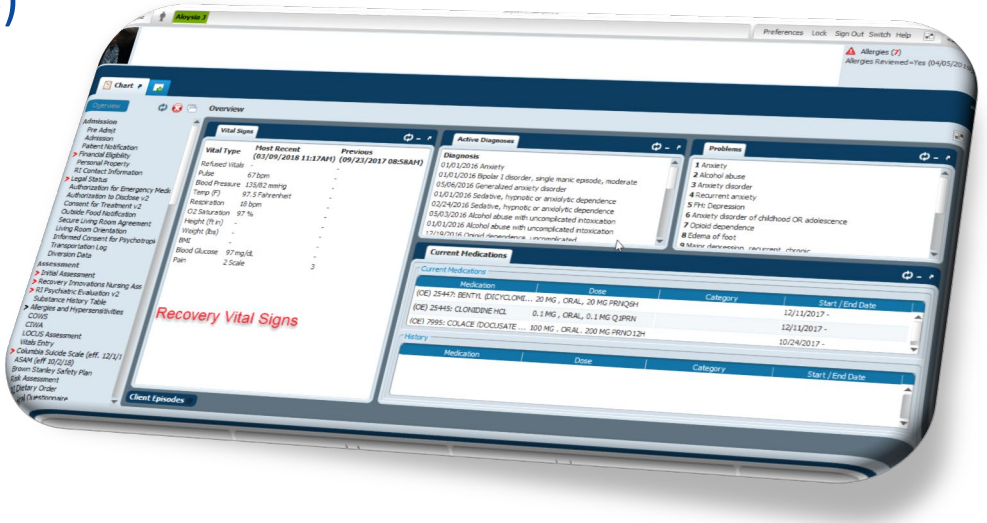
- Top 10 questions from guests
- “Do with “ clinical guides
- Concurrent Documentation



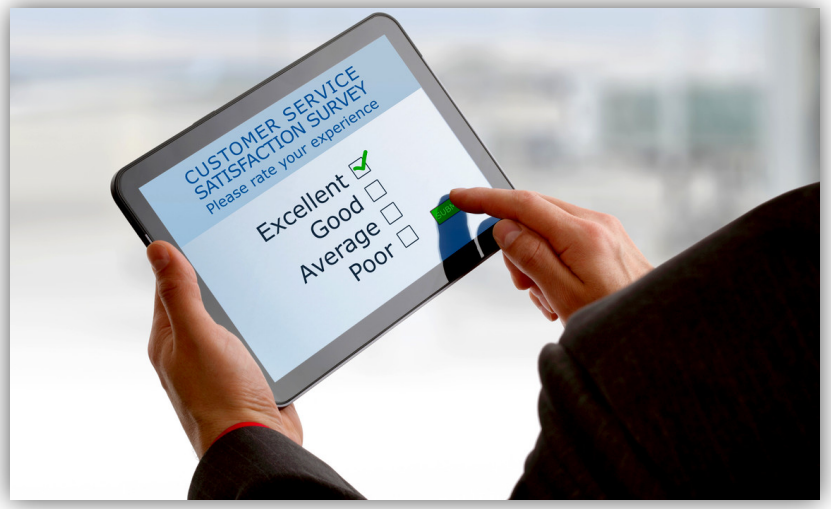
Recovery Vitals

- My level of hope in recovery (1-4)
- My well-being level today (1-4)
- I am feeling cared for (1-4)





Engagement Scale



- Anonymous , not part of medical record
- Done by Team Lead
- Questions
  - I am a partner in my care (1-4)
  - I am supported here to connect to my community(1-4)
  - I am feel cared for by the staff (1-4)

SAMHSA Pillars of Recovery
- Home
- Health
- Purpose
- Community

Urgent/Emergency Need

The Retreat features an open floor plan, meaningful inclusion of lived experience staffing and makes a substantial impact on the community through direct access to care.

The Retreat

Core Services

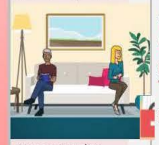
1. 24/7 Urgent Care Triage & Support
2. 23 Hour Crisis Observation
3. Sub-acute Crisis Beds (2 to 4 days)

Additional Services

1. Crisis Call Center Hub
2. Mobile Crisis Response Teams
3. Respite/Residential
4. Detoxification
5. Acute Inpatient (E&T)

Call Center Hub

Mobile Response


Retreat Facility

Good Contact = Engagement + Collaboration

Non Emergent

The Recovery Hub equips people with Illness Management & Recovery Skills, provides transition and navigation peer supports and addresses Opioid and other substance use (like a university).

The Recovery Hub

Core Services

1. Peer and Family Support & Training
2. Clinical Assessment & Services
3. Substance Use & MAT Services

Additional Services

1. Transition/Navigator Services
2. Perm. Supportive & Transition Housing
3. Employment Support
4. Routine Primary Care

Peer Supports

Friends
Employment
Health
Autonomy

Outcomes Focused

Fully Integrated with Clinical & Medical

Empowering Recovery = Connections + Contribution

zero suicide int'l

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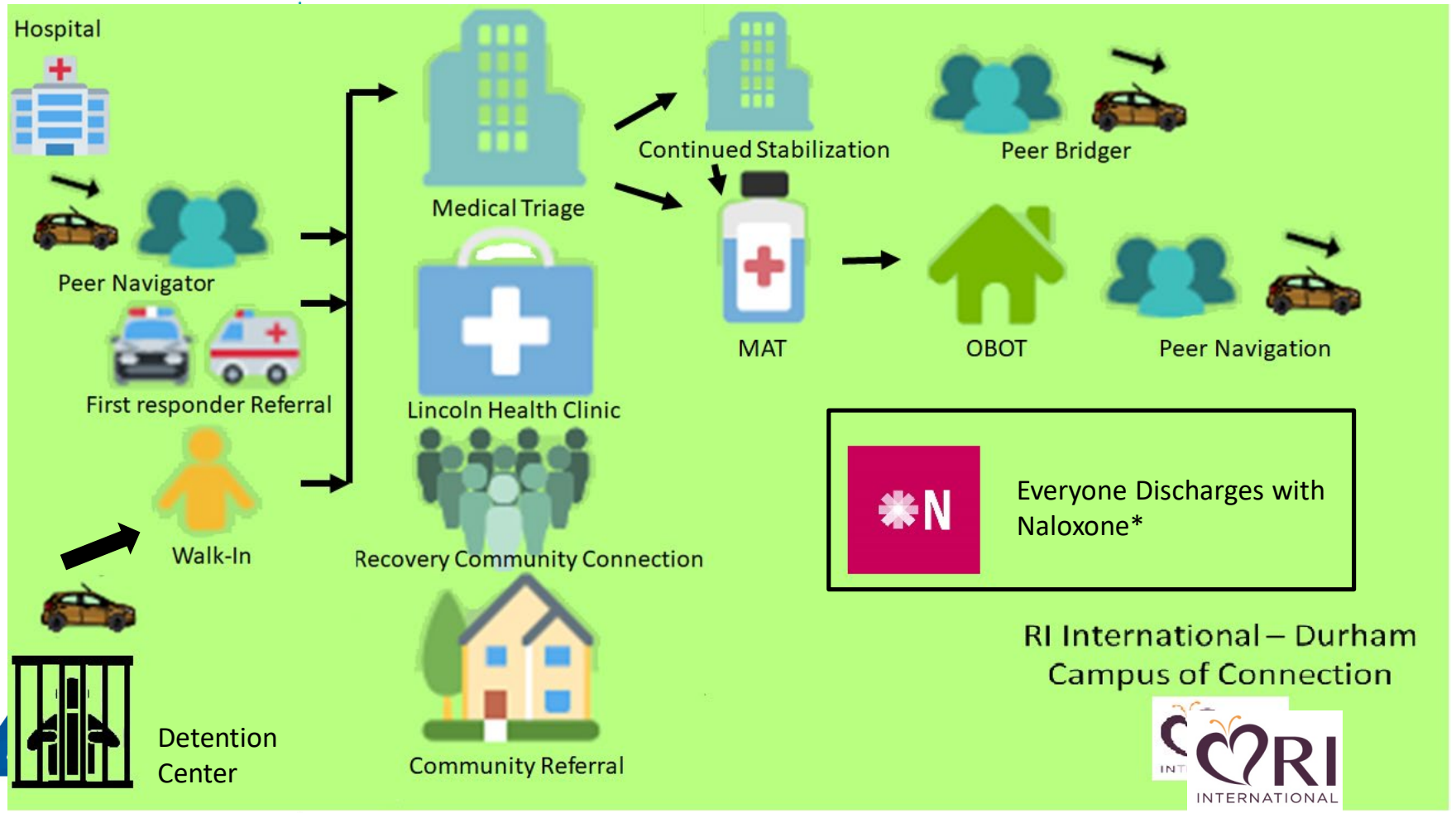
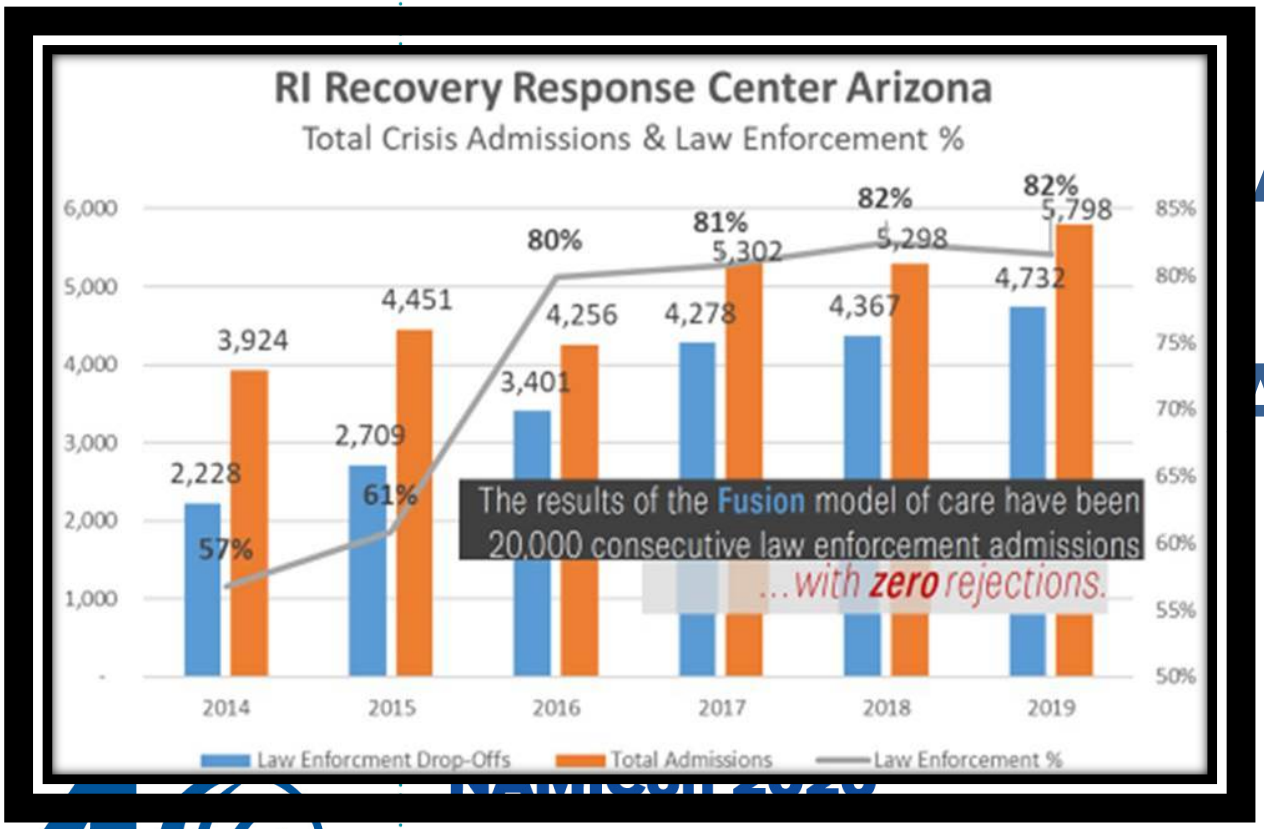

Hospital
Peer Navigator
First responder Referral
Walk-In
Detention Center
Medical Triage
Lincoln Health Clinic
Recovery Community Connection
Community Referral
Continued Stabilization
MAT
Peer Bridger
OBOT
Peer Navigation
N
Everyone Discharges with Naloxone*
RI International – Durham Campus of Connection
RI INTERNATIONAL

THE RI WAY™

40 Years



Anybody

Anywhere

Anytime

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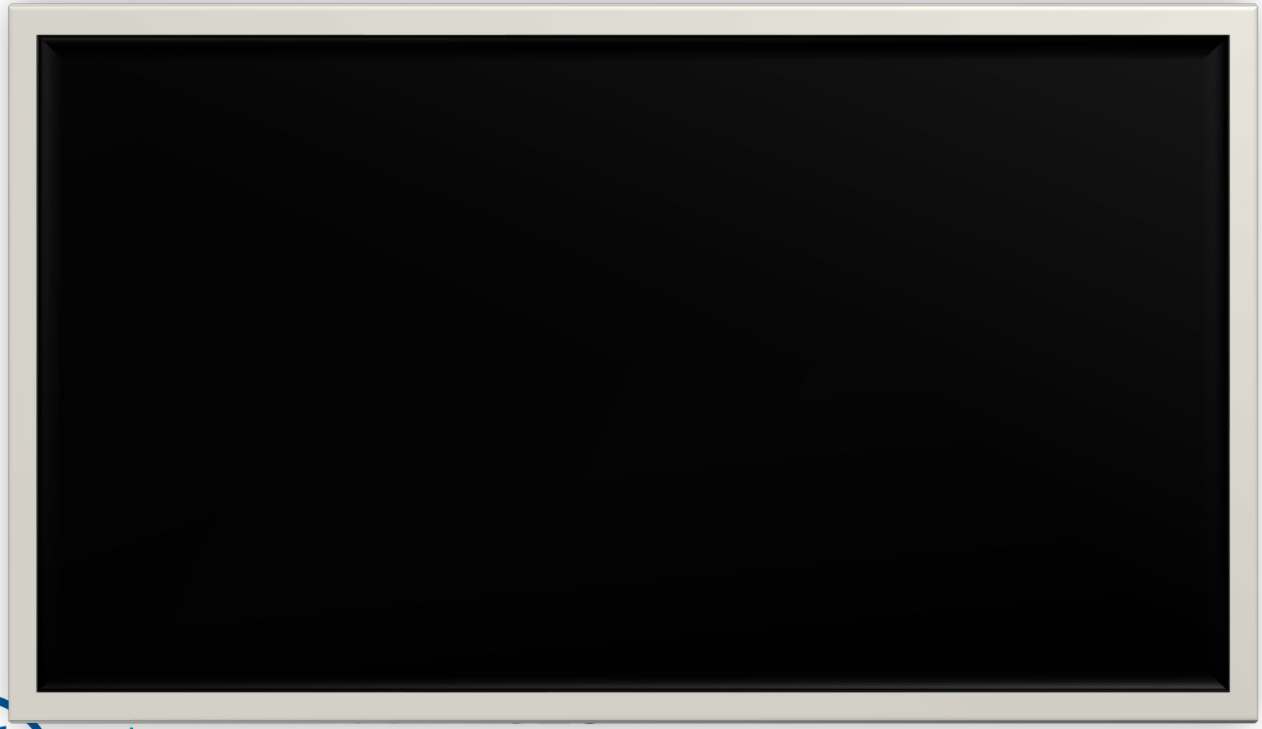

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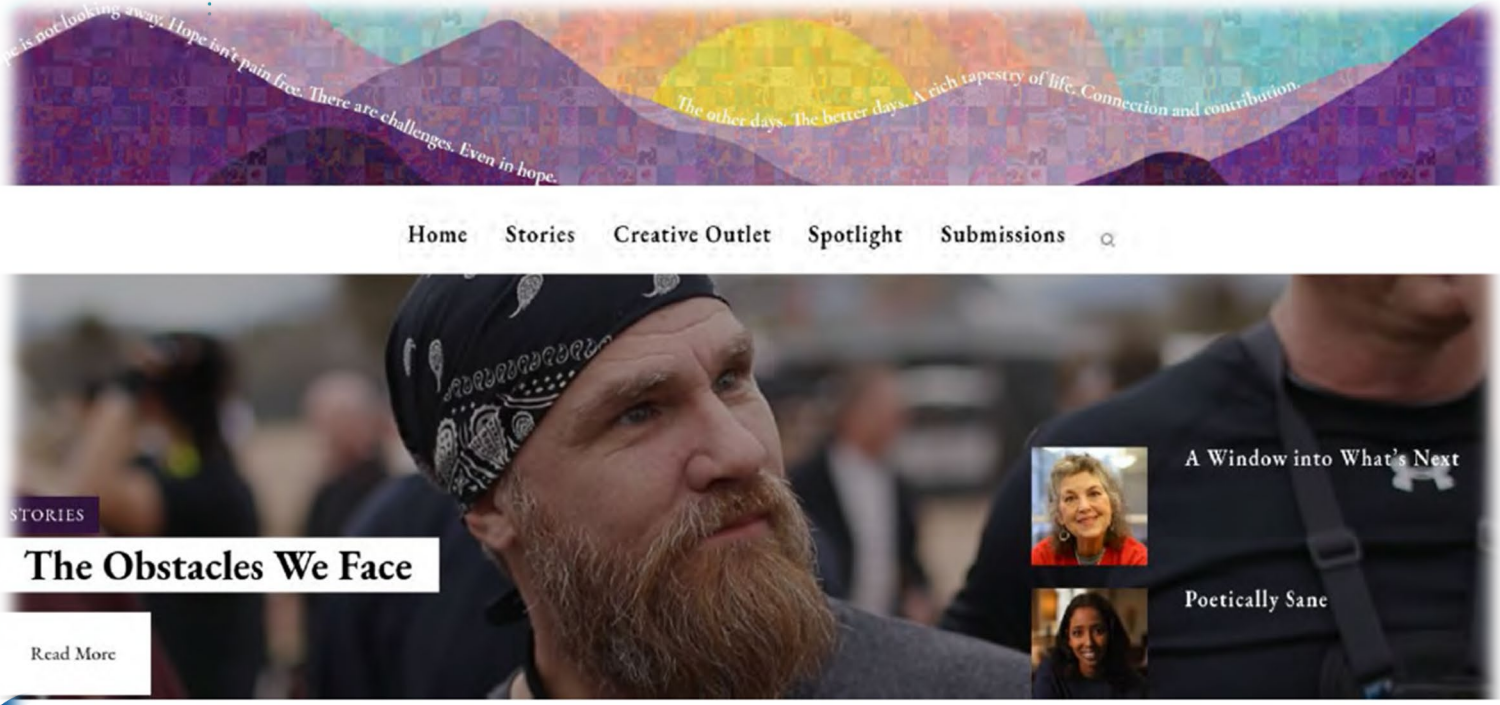

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