

# MHSA Newsletter

Stanislaus County Behavioral Health & Recovery Services  
*A Mental Health, Alcohol and Drug Service Organization*

...a newsletter to share information about Stanislaus County's Mental Health Services Act (MHSA) programs with staff, consumers, stakeholders, other county departments and the community at large.



### MHSA Five Essential Elements:

- Community Collaboration
- Cultural Competence
- Client/Family-Driven Mental Health Systems
- Wellness for Recovery & Resilience
- Integrated Service Experiences

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## Telecare Success Story

*By Susan Kelly, Peer Support Counselor, Telecare*

I am a Peer Support Counselor working for Telecare. Prior to my employment I was a client receiving services at Telecare. I admired the staff and my therapist who later became a role model for me. I have never met people so genuine and dedicated to helping others become successful in all areas of their lives. Because of the services I received, I decided to return to school and have now graduated from MJC with a 3.8 GPA. As a Mental Health Services Act (MHSA) program, Telecare Westside SHOP believes that offering services at different levels of intensity as well as offering services by peer employees are crucial in a program's ability to meet the client "where they are". This article hopefully communicates both of these MHSA values.

I would like to tell you more about myself. I came from Miami in 1992, where I ran the streets and became a regular inmate at a correctional institution. I was diagnosed with severe depression, PTSD and polysubstance abuse. I ignored the diagnoses. I was addicted to the chaos in the streets. When I came to Modesto, my family and friends paid me to go to Stanislaus Recovery Center. I had some success but could not stay clean. This led me to feel hopeless and demoralized and to becoming homeless. Everyone in my life had given up on me. After several visits to Stanislaus Behavioral Health Center, I finally decided to go to Telecare. My life began to change. I frequently could not get out of bed and my anxiety kept me isolated. With Telecare's help, I started attending groups, went to one-on-one therapy and began to take responsibility for my life rather than blaming others. I now have a set of principles I live by. Rather than feeling like I can't change and have no choices, I now have many options and opportunities. In December 2009, I celebrated four years of clean time.

I would like to introduce another successful client I will call "Joe" for the purposes of this article. Two years ago Joe and his girlfriend were homeless, living in abandoned buildings and sleeping in cars. Joe had great difficulty managing any kind of relationship because of his ongoing visual hallucinations, hearing voices, paranoia, and poor communication skills. Joe's girlfriend also had significant mental health issues and was fed up with their relationship. As she separated from Joe, she came to Telecare to get help and was enrolled in Partnership TRAC, Telecare's most intensive program. Joe observed the positive changes she made and decided to begin receiving services from Telecare, too.

Both Joe and his significant other successfully moved on to less intensive services - Fast TRAC then Wellness TRAC - where they maintain their recovery and now need very little assistance. Today Joe is taking six units at MJC, has purchased a car and maintains a home. His communication skills have improved to the degree that he regularly attends peer support groups and can facilitate a group. He encourages others and can handle situations that used to baffle him. Joe and his girlfriend just got married!

This couple has been such an inspiration to me. I have related closely to their story since I also struggled with being homeless, drug addicted and hopeless. My own mental health journey allows me to "step into the shoes" of those I'm serving; feel what they feel, and continue to heal.

# REGISTER NOW! 2010 BEHAVIORAL HEALTH SUMMIT

By Karen Hurley, MFT, MHSA Planning Coordinator

**Monday, May 10, 2010**  
**8:00 am to 5:00 pm**  
**Doubletree Hotel Modesto /**  
**Modesto Centre Plaza**  
**Modesto, California**



Stanislaus County Behavioral Health and Recovery Services (BHRS) has undertaken an ambitious effort to help communities and families better promote the health and well-being of their members. The 2010 Behavioral Health Summit—entitled **Leadership for Community Results**—will explore the three elements at the heart of this change effort: a focus on results, a commitment to community, and a passion for leadership.

**Mark Friedman**, Director of the Fiscal Policy Studies Institute and author of *Trying Hard Is Not Good Enough*, will present a keynote address on his world-renowned Results-Based Accountability framework.

**John Ott**, co-author of *The Power of Collective Wisdom* and a facilitator of successful change efforts for more than thirty years, will offer a keynote address on the leadership challenges of community transformation.

*A panel of public and private sector leaders will offer diverse perspectives on the history and emerging promise of community efforts to promote health and well-being in Stanislaus County.*

### How to Register

BHRS staff received an offline registration form and instructions via e-mail.

All other stakeholders please register online at [www.stanislausBHSummit.org](http://www.stanislausBHSummit.org)

For more information contact Karen Hurley, [khurley@stancounty.com](mailto:khurley@stancounty.com) (209) 525-6247, Teresa Garibay, [tgribay@stancounty.com](mailto:tgribay@stancounty.com) (209) 525-6247.

*Stanislaus County Behavioral and Recovery Services, Mental Health Services Act—Prevention Early Intervention & Innovation, 800 Scenic Drive—Modesto, CA 95350*



The MHSA-CSS (Communicate, Share, and Support) Meeting is held the 4th Monday of each month at 10:00 a.m. in the Redwood Room, 800 Scenic Drive (unless otherwise notified).



If you have questions or suggestions regarding MHSA, please forward them by I.D. mail or e-mail to: Carol Jo Hargreaves, BHRS / Administration, e-mail: [chargrea@stancounty.com](mailto:chargrea@stancounty.com); or Karen Hurley, BHRS / Administration, e-mail: [khurley@stancounty.com](mailto:khurley@stancounty.com)

## Results-Based Accountability 101 Training

(For Communities and Programs that Want to Get From Talk to Action)

**Tuesday, May 11, 2010**  
**9:00 am – 4:00 pm**  
(Registration: 8:30 am to 9:00 am)

**Doubletree Hotel Modesto • Modesto  
Centre Plaza • Modesto, California**  
**(Continental breakfast/lunch provided)**

### **Trainer: Mark Friedman**

*Author of “Trying Hard is Not Good Enough: How to Produce Measurable Improvements for Customers and Communities”*

### What is Results-Based Accountability (RBA)?

RBA is a disciplined way of thinking and taking action that communities can use to improve the lives of children, families and the community as a whole. RBA can also be used by agencies to improve the performance of their programs. RBA can be adapted to fit the unique needs and circumstances of different communities and programs.

### Workshop Highlights: You will Learn

- A common language for results and performance accountability
- How to use results (or outcomes) to drive decision making and budgeting
- How to choose indicators in a sea of data
- How to use baselines to define success and failure
- How to measure the cost of bad results and the financial stakes of failing to improve
- How to identify the most important performance measures for programs, agencies and service systems
- How to build performance accountability in your organization
- How to link program performance to cross community accountability for population results

### Who Should Attend

Program Managers, Agency Directors, Budget and Fiscal Officers, Community Partnerships, those in oversight roles and performance accountability, interested direct service staff.

**To register**, send e-mail to [mcantu@stanbhers.org](mailto:mcantu@stanbhers.org) or call 209-525-6081. Register by 5/4/10. For further information, call Ruben Imperial at 209-541-2558.