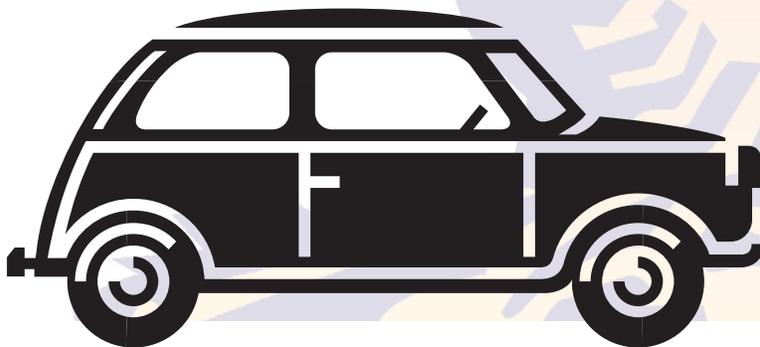


CLIMBING INTO THE DRIVER'S SEAT



CLIMBING INTO THE DRIVER'S SEAT OUTCOMES SYSTEM HANDBOOK

**A tool for using the Outcomes Survey
in your recovery plan.**





CLIMBING INTO THE DRIVER'S SEAT

PRE-TEST

Multiple Choice: Circle the letter before the correct answer.

1. A "consumer" is a person who:
 - A. takes a test.
 - B. is a student.
 - C. is a person who receives mental health services.
 - D. is making major decisions about getting a job.

2. "Recovery" is a term that refers to:
 - A. only some people.
 - B. only one program.
 - C. a process of regaining social functioning despite the continuing symptoms of mental illness.
 - D. a person involved in mental health services.

3. The Ohio Task Force that developed the Outcomes Project was comprised of:
 - A. mental health professionals.
 - B. family members of consumers.
 - C. consumers.
 - D. all of the above.

4. "Outcomes" can be defined as:
 - A. an indicator of a problem.
 - B. indicators of health and well-being as measured by statements and observed characteristics.
 - C. the result of reading many books on mental health.
 - D. the result of knowing about advocacy.

5. One of the values of the mental health system is to:
 - A. provide many assessment procedures.
 - B. help the consumer develop anxieties over getting a job.
 - C. provide a rehabilitation view of recovery.
 - D. determine the choices a person should make for a better quality of life.

CLIMBING INTO THE DRIVER'S SEAT



6. Mental Health is a state of:
 - A. anxiety over relationships.
 - B. successful mental functioning.
 - C. perfect peace.
 - D. none of the above.

7. Goals for consumers are:
 - A. not necessary.
 - B. purely a matter for the professionals.
 - C. areas that would be harmful to discuss.
 - D. to include choices made by consumers.

8. The Ohio Outcomes Survey is used to:
 - A. identify areas to develop goals.
 - B. identify diseases.
 - C. identify allergies.
 - D. none of the above.

9. Data from the Outcomes Survey:
 - A. needs to be tailored to the consumer.
 - B. is used to make a more effective plan for recovery.
 - C. results in facts about the four major areas of a person's life.
 - D. all of the above.

10. Self-determination:
 - A. is a valuable asset.
 - B. can make the difference between recovering or not recovering.
 - C. means taking charge of recovery.
 - D. all of the above.

11. A survey is a good assessment tool because:
 - A. the questions are about meaningful things.
 - B. then a diagnosis is not necessary.
 - C. it guides the consumer in setting realistic goals.
 - D. it provides nutritional advice.



CLIMBING INTO THE DRIVER'S SEAT

12. "Advocacy" is about:
- A. the Individual Reading Program.
 - B. collecting data.
 - C. speaking or writing in support of a cause.
 - D. inner rewards of peace.
13. The four "domains" of the Ohio Outcomes Survey are:
- A. assessment, treatment, discussion, and planning.
 - B. advocates, stakeholders, consumers, and case managers.
 - C. symptom distress, quality of life, safety and health, and role performance.
 - D. scales, subscales, scores, and subscores.
14. The goal of treatment here is assisting people by:
- A. not letting them make any of their own decisions.
 - B. empowering them by helping them develop self-management skills.
 - C. giving them a recovery plan written by the mental health task force.
 - D. none of the above.
15. Knowing our strengths and weaknesses when writing a recovery plan:
- A. is a task left to the professionals.
 - B. determines the next appointment.
 - C. just adds to the confusion.
 - D. puts us in the driver's seat on the road to a better life.

Personal Score _____

Class Score _____



THE ROAD MAP



Understanding Outcomes

fueling up with info

- Tree of Recovery
- Stakeholders
- Introducing the Outcomes Survey



Taking the Survey

understanding survey results

- What Can The Survey Do For You?
- The Survey: An Example of Scoring



Making the Outcomes Survey work for you

on the road to change

- Data Points to Possible Goals
- Using Outcomes for Advocacy
- The Survey Results Produce Data

Glossary

- Words to Understand



CLIMBING INTO THE DRIVER'S SEAT

FOREWORD

The Ohio Public Mental Health System promotes a view of recovery that encourages participation of consumers in their own recovery plans.

Recovery

The process of overcoming the negative impact of a psychiatric disorder despite its continued presence.

...PEOPLE CAN BE INVOLVED IN RECOVERY

(a deeply personal, unique process of changing one's attitudes)

...PEOPLE CAN BE INVOLVED IN DEVELOPING VALUES, FEELINGS, GOALS, AND SKILLS

...PEOPLE WITH MENTAL ILLNESS CAN RECOVER IN A WAY OF LIVING A SATISFYING, HELPFUL AND CONTRIBUTING LIFE

...RECOVERY INVOLVES THE DEVELOPMENT OF NEW MEANING AND PURPOSE TO ONE'S LIFE

Bill Anthony, Ph.D.



UNDERSTANDING OUTCOMES
fueling up with info

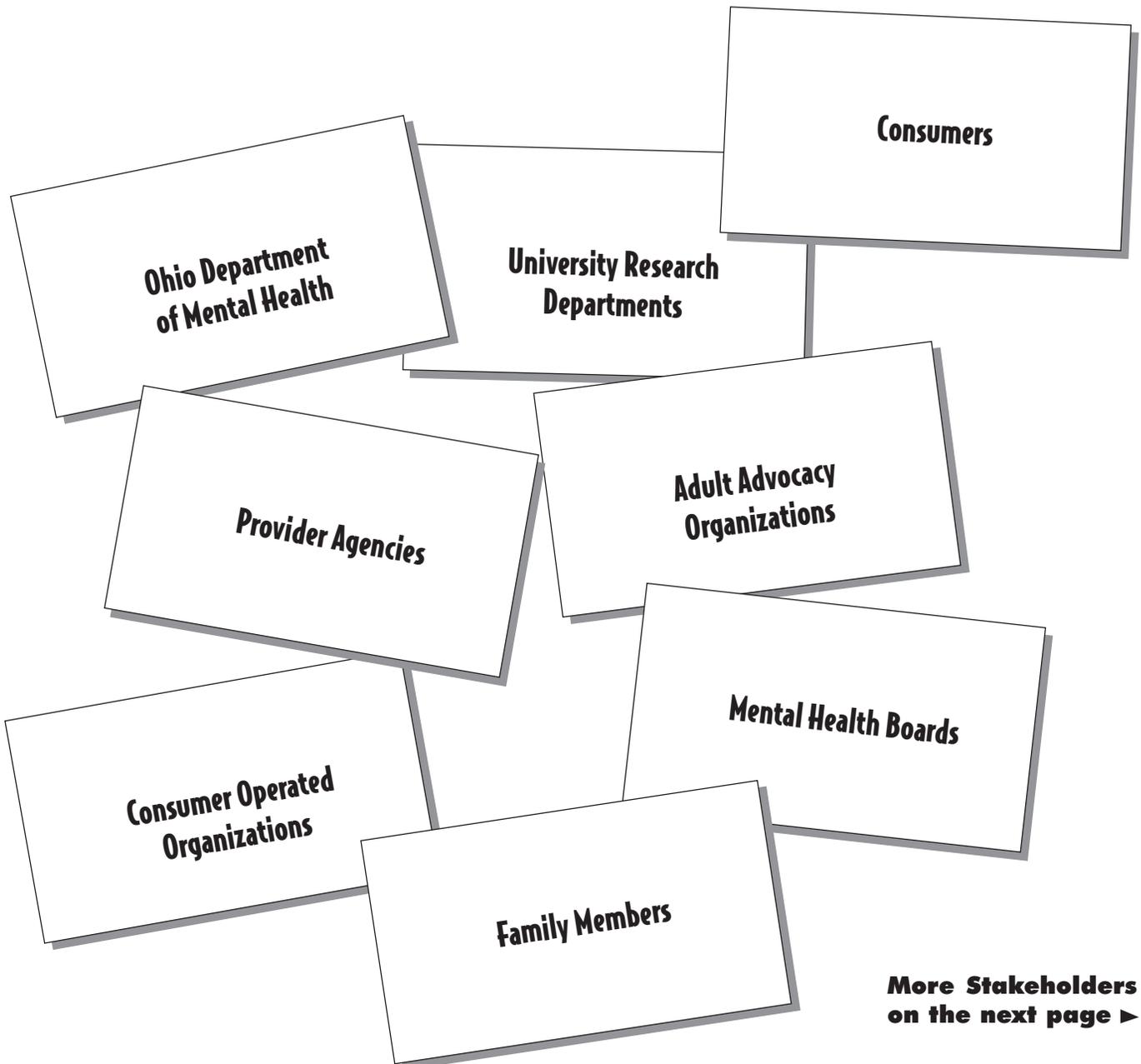
TREE OF RECOVERY





STAKEHOLDERS

These are the people and organizations that helped develop the Ohio Outcomes Survey.



More Stakeholders on the next page ►



CLIMBING INTO THE DRIVER'S SEAT

**Alcohol & Drug
Addiction Boards**

Consultants

**Children's
Advocacy Groups**

Taxpayers

**Children's Service
Agencies**

"Mental Health is a state of successful performance of mental function, resulting in productive activities, fulfilling relationships with other people, and the ability to adapt to change and to cope with adversity. Mental Health is indispensable to personal well-being, family and interpersonal relationships and contribution to community or society."

-1999 Surgeon General's Report on Mental Health



INTRODUCING THE OUTCOMES SURVEY

Using Outcomes to attain personal recovery

The information from the Ohio Outcomes Survey is presented from the perspective of the consumer, the person who is taking steps to recover from a serious mental illness, and also from the perspective of the provider/clinician. The data collected from answers to the survey is used to identify possible areas to develop goals. There are four main areas, and they are called “domains.”

It is important for a person to live with success in life. These areas of success, or “outcomes,” can be identified and developed by consumers with the help of mental health professionals, family and peers.

The domains affect our daily lives like an interlocking puzzle:



Consumers can experience life with a great deal of success. This is to say that people who have experienced serious mental illness do not have to be controlled by the negative impact of their illness. Persons with a history of serious mental illness can be in the process of getting better, or recovering. This recovering is based on the idea that, to get better, consumers must take increasingly more control over their lives and the treatment that they receive to deal with their illness.

Recovery begins with a sense of hope.

*Survey items for the domain of Functional Status appear only in the provider surveys. Throughout this Handbook, we will use the term Role Performance when discussing how a person uses his/her skills in the community.



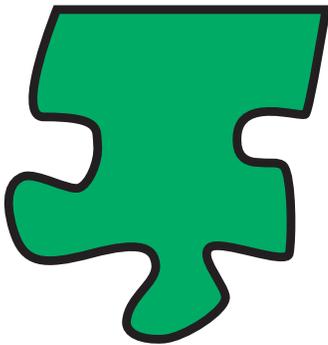
CLIMBING INTO THE DRIVER'S SEAT



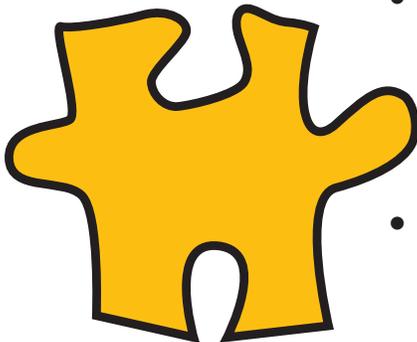
THE SURVEY ASKS ABOUT...

Satisfied? Dissatisfied? How Much? How Many Times?

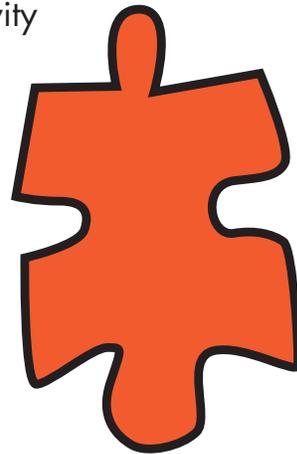
- The level of symptom distress
- Number of psychiatric emergencies
- Number of emotional behavior crises
- Person/Family ability to understand, recognize and manage/seek help for symptoms, both physical and psychiatric



- Work
- Meaningful daily activity
- Housing stability
- Relating to others



- Specific living situations addressed



- Empowerment; having control over important decisions in your life

Working with the survey leads to outcomes, positive outcomes lead to empowerment with the consumer in the driver's seat of the recovery process.



Using the Outcomes Survey to make your plan...

You must be actively involved in the treatment choices:

- Identify strengths, not just weaknesses
- Identify the parts of your life in which you are dissatisfied
- Work with mental health professionals and friends to develop goals
- Work with mental health professionals and friends to achieve goals

For example:

In the Quality of Life domain of the Outcomes Survey, there is the question:

“How do you feel about the amount of meaningful activity in your life, such as work, school, volunteer activity, leisure activity?”

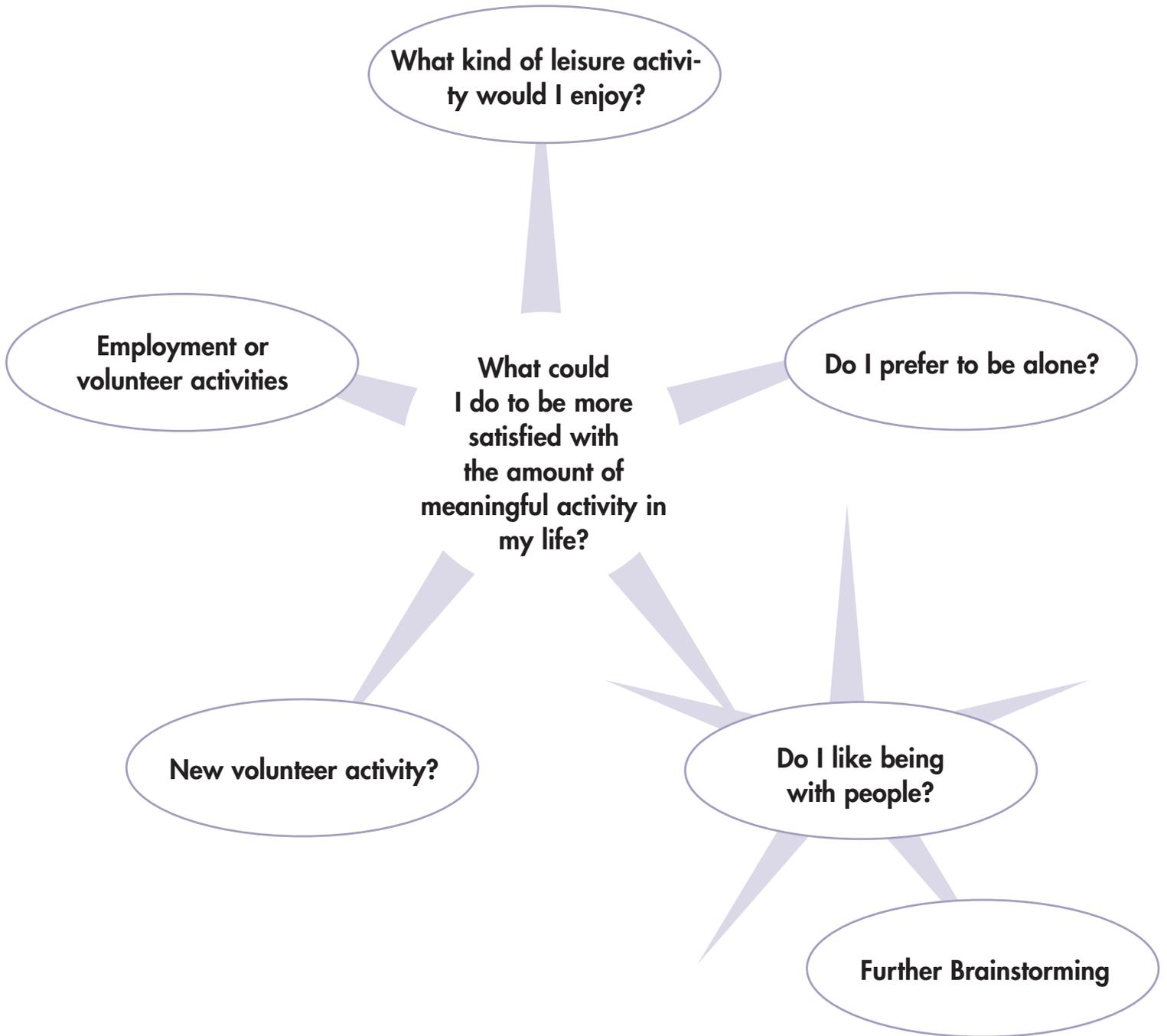


If a person answered that question **“I feel terrible,”** or **“mostly dissatisfied,”** that person could discuss this with family, friends, peers, and/or mental health professionals to identify his/her dreams and goals. Together they can brainstorm to come up with ideas for how this can change.

Or, for instance, a person desires to work with young children in a preschool setting. How could this happen? What could the person’s role be? How would supports be provided to help a person meet this goal?



EXAMPLE OF BRAINSTORMING



CLIMBING INTO THE DRIVER'S SEAT



LIST OF MY TREATMENT GOALS:

I WOULD LIKE MY SURROUNDINGS TO BE:

- 1.
- 2.
- 3.
- 4.
- 5.

I WANT TO BE ABLE TO:

- 1.
- 2.
- 3.
- 4.
- 5.

I WANT TO FEEL:

- 1.
- 2.
- 3.
- 4.
- 5.

SELF-DETERMINATION:

"When we make our own choices and set our own goals, we say that is self-determination."



TAKING THE SURVEY understanding survey results



TAKING THE SURVEY

WHAT CAN THE SURVEY DO FOR YOU?

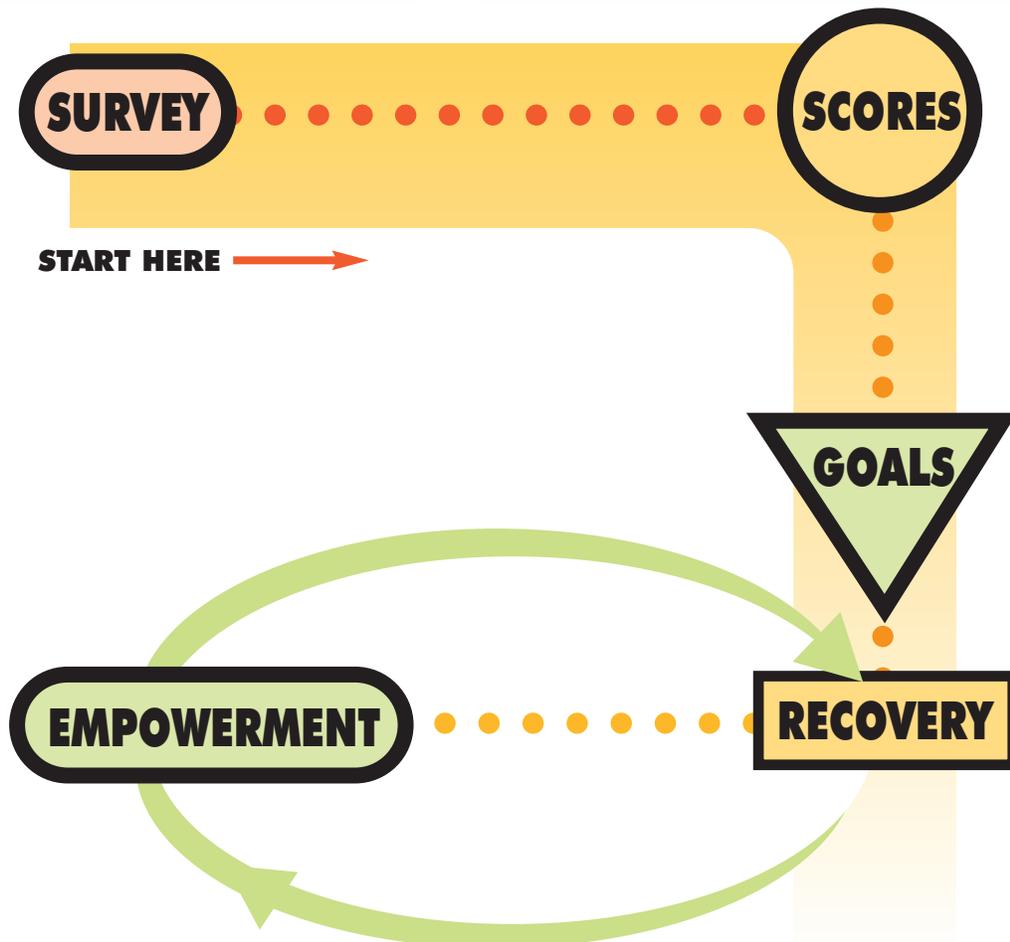
The Survey is a measure with which to better understand one's life.

Domains:

- Safety and Health
- Symptom Distress
- Quality of Life

Using the Survey:

- Individual Scores
- Interpreting Information
- Using Information
- Comparing to Previous Scores





CLIMBING INTO THE DRIVER'S SEAT

WHAT A SURVEY DOES

- BY DEFINITION, A SURVEY “STUDIES, AND PROVIDES AN OVERVIEW”
- IT ANSWERS THE BASIC QUESTION: “HOW AM I DOING IN MY RECOVERY PROGRAM?”
- THE OHIO OUTCOMES SURVEY HELPS IDENTIFY STRENGTHS
- IT IS FOR THE CONSUMERS TO COMPARE THEMSELVES TO THEMSELVES

WHAT A SURVEY DOES NOT DO

- IT DOES NOT ACT AS A TEST
- IT DOES NOT DETERMINE CHANGES IN FINANCIAL SERVICES OR PROGRAMS
- IT DOES NOT ACT AS A “PINK SLIP,” PUTTING A PERSON IN THE HOSPITAL
- IT DOES NOT ACT AS A DIAGNOSTIC INSTRUMENT
- IT DOES NOT GIVE SYNDROME NAMES OR LABELS

THE OHIO OUTCOMES SURVEY IS MEANT ONLY TO SHOW HOW A PERSON IS DOING IN HIS/HER RECOVERY

A NOTE TO CONSUMER

The Ohio Outcomes Survey does provide a lot of information. It is for the purpose of self-comparison. If you, as a consumer, are concerned about how this survey will be used, if you have any fears at all, please get input from a trusted administrator, clinician or trained consumer.



Ohio Mental Health Consumer Outcomes System Adult Consumer Form A

A

Today's Date ____/____/____

Name _____

Date of Birth ____/____/____

Gender (check one): Male Female

Agency Use Only

Client's Medical Record Number:

We are very interested in how you are doing, and how our services may or may not be helping you. Please answer all of the questions below, then give the questionnaire to your case manager or another staff person at the mental health agency.

Part 1

Below are some questions about how satisfied you are with various aspects of your life in **the past 6 months**. For each question, checkmark the answer that best describes how you feel.

How do you feel about:

1. The amount of friendship in your life?

- Terrible
- Mostly dissatisfied
- Equally satisfied/dissatisfied
- Mostly satisfied
- Very pleased

2. The amount of money you get?

- Terrible
- Mostly dissatisfied
- Equally satisfied/dissatisfied
- Mostly satisfied
- Very pleased

3. How comfortable and well-off you are financially?

- Terrible
- Mostly dissatisfied
- Equally satisfied/dissatisfied
- Mostly satisfied
- Very pleased

4. How much money you have to spend for fun?

- Terrible
- Mostly dissatisfied
- Equally satisfied/dissatisfied
- Mostly satisfied
- Very pleased

5. The amount of meaningful activity in your life (such as work, school, volunteer activity, leisure activity)?

- Terrible
- Mostly dissatisfied
- Equally satisfied/dissatisfied
- Mostly satisfied
- Very pleased

6. The amount of freedom you have?

- Terrible
- Mostly dissatisfied
- Equally satisfied/dissatisfied
- Mostly satisfied
- Very pleased

7. The way you and your family act toward each other?

- Terrible
- Mostly dissatisfied
- Equally satisfied/dissatisfied
- Mostly satisfied
- Very pleased
- Does not apply

Please turn to the next page

8. Your personal safety?

- Terrible
- Mostly dissatisfied
- Equally satisfied/dissatisfied
- Mostly satisfied
- Very pleased

9. The neighborhood in which you live?

- Terrible
- Mostly dissatisfied
- Equally satisfied/dissatisfied
- Mostly satisfied
- Very pleased

10. Your housing/living arrangements?

- Terrible
- Mostly dissatisfied
- Equally satisfied/dissatisfied
- Mostly satisfied
- Very pleased

11. Your health in general?

- Terrible
- Mostly dissatisfied
- Equally satisfied/dissatisfied
- Mostly satisfied
- Very pleased

12. How often do you have the opportunity to spend time with people you really like?

- Never
- Seldom/rarely
- Sometimes
- Often
- Always

Part 2

These next few items ask you about your health and medications ***within the past 6 months.***

13. How often does your physical condition interfere with your day-to-day functioning?

- Never
- Seldom/rarely
- Sometimes
- Often
- Always

14. Concerns about my medications (such as side effects, dosage, type of medication) are addressed:

- Never
- Seldom/rarely
- Sometimes
- Often
- Always
- Not applicable/no medications

The next two items deal with how you have been treated by other people.

15. I have been treated with dignity and respect at this agency.

- Never
- Seldom/rarely
- Sometimes
- Often
- Always

16. How often do you feel threatened by people's reactions to your mental health problems?

- Never
- Seldom/rarely
- Sometimes
- Often
- Always

Part 3

The following questions ask you about how much you were distressed or bothered by some things ***during the last seven days.***

Please mark the answer that best describes how you feel.

During the past 7 days, about how much were you distressed or bothered by:

17. Nervousness or shakiness inside

- Not at all
- A little bit
- Some
- Quite a bit
- Extremely

18. Being suddenly scared for no reason

- Not at all
- A little bit
- Some
- Quite a bit
- Extremely

19. Feeling fearful

- Not at all
- A little bit
- Some
- Quite a bit
- Extremely

20. Feeling tense or keyed up

- Not at all
- A little bit
- Some
- Quite a bit
- Extremely

21. Spells of terror or panic

- Not at all
- A little bit
- Some
- Quite a bit
- Extremely

22. Feeling so restless you couldn't sit still

- Not at all
- A little bit
- Some
- Quite a bit
- Extremely

23. Heavy feelings in arms or legs

- Not at all
- A little bit
- Some
- Quite a bit
- Extremely

24. Feeling afraid to go out of your home alone

- Not at all
- A little bit
- Some
- Quite a bit
- Extremely

25. Feeling of worthlessness

- Not at all
- A little bit
- Some
- Quite a bit
- Extremely

26. Feeling lonely even when you are with people

- Not at all
- A little bit
- Some
- Quite a bit
- Extremely

27. Feeling weak in parts of your body

- Not at all
- A little bit
- Some
- Quite a bit
- Extremely

28. Feeling blue

- Not at all
- A little bit
- Some
- Quite a bit
- Extremely

29. Feeling lonely

- Not at all
- A little bit
- Some
- Quite a bit
- Extremely

30. Feeling no interest in things

- Not at all
- A little bit
- Some
- Quite a bit
- Extremely

31. Feeling afraid in open spaces or on the streets

- Not at all
- A little bit
- Some
- Quite a bit
- Extremely

32. How often can you tell when mental or emotional problems are about to occur?

- Never
- Seldom/rarely
- Sometimes
- Often
- Always

33. When you can tell, how often can you take care of the problems before they become worse?

- Never
- Seldom/rarely
- Sometimes
- Often
- Always

37. Getting angry about something never helps.

- Strongly agree
- Agree
- Disagree
- Strongly disagree

38. I have a positive attitude toward myself.

- Strongly agree
- Agree
- Disagree
- Strongly disagree

39. I am usually confident about the decisions I make.

- Strongly agree
- Agree
- Disagree
- Strongly disagree

40. People have no right to get angry just because they don't like something.

- Strongly agree
- Agree
- Disagree
- Strongly disagree

41. Most of the misfortunes in my life were due to bad luck.

- Strongly agree
- Agree
- Disagree
- Strongly disagree

42. I see myself as a capable person.

- Strongly agree
- Agree
- Disagree
- Strongly disagree

43. Making waves never gets you anywhere.

- Strongly agree
- Agree
- Disagree
- Strongly disagree

Part 4
Below are several statements relating to one's view about life and having to make decisions. Please check the response that is closest to how you feel about the statement. Check the word or words that best describes how you feel now.

34. I can pretty much determine what will happen in my life.

- Strongly agree
- Agree
- Disagree
- Strongly disagree

35. People are limited only by what they think is possible.

- Strongly agree
- Agree
- Disagree
- Strongly disagree

36. People have more power if they join together as a group.

- Strongly agree
- Agree
- Disagree
- Strongly disagree

44. People working together can have an effect on their community.

- Strongly agree
- Agree
- Disagree
- Strongly disagree

45. I am often able to overcome barriers.

- Strongly agree
- Agree
- Disagree
- Strongly disagree

46. I am generally optimistic about the future.

- Strongly agree
- Agree
- Disagree
- Strongly disagree

47. When I make plans, I am almost certain to make them work.

- Strongly agree
- Agree
- Disagree
- Strongly disagree

48. Getting angry about something is often the first step toward changing it.

- Strongly agree
- Agree
- Disagree
- Strongly disagree

49. Usually I feel alone.

- Strongly agree
- Agree
- Disagree
- Strongly disagree

50. Experts are in the best position to decide what people should do or learn.

- Strongly agree
- Agree
- Disagree
- Strongly disagree

51. I am able to do things as well as most other people.

- Strongly agree
- Agree
- Disagree
- Strongly disagree

52. I generally accomplish what I set out to do.

- Strongly agree
- Agree
- Disagree
- Strongly disagree

53. People should try to live their lives the way they want to.

- Strongly agree
- Agree
- Disagree
- Strongly disagree

54. You can't fight city hall (authority).

- Strongly agree
- Agree
- Disagree
- Strongly disagree

55. I feel powerless most of the time.

- Strongly agree
- Agree
- Disagree
- Strongly disagree

56. When I am unsure about something, I usually go along with the rest of the group.

- Strongly agree
- Agree
- Disagree
- Strongly disagree

57. I feel I am a person of worth, at least on an equal basis with others.

- Strongly agree
- Agree
- Disagree
- Strongly disagree

58. People have a right to make their own decisions, even if they are bad ones.

- Strongly agree
- Agree
- Disagree
- Strongly disagree

59. I feel I have a number of good qualities.

- Strongly agree
- Agree
- Disagree
- Strongly disagree

60. Very often a problem can be solved by taking action.

- Strongly agree
- Agree
- Disagree
- Strongly disagree

61. Working with others in my community can help to change things for the better.

- Strongly agree
- Agree
- Disagree
- Strongly disagree

Part 5
Please tell us some things about yourself.

62. What was the last school grade you completed?

- | | |
|--|--|
| <input type="checkbox"/> Less than 1 st grade | <input type="checkbox"/> 10 th grade |
| <input type="checkbox"/> 1 st grade | <input type="checkbox"/> 11 th grade |
| <input type="checkbox"/> 2 nd grade | <input type="checkbox"/> High school diploma/GED |
| <input type="checkbox"/> 3 rd grade | <input type="checkbox"/> Trade/Tech school |
| <input type="checkbox"/> 4 th grade | <input type="checkbox"/> Some college |
| <input type="checkbox"/> 5 th grade | <input type="checkbox"/> 2 yr college/Associate degree |
| <input type="checkbox"/> 6 th grade | <input type="checkbox"/> 4 yr college/Undergraduate degree |
| <input type="checkbox"/> 7 th grade | <input type="checkbox"/> Graduate school courses |
| <input type="checkbox"/> 8 th grade | <input type="checkbox"/> Graduate degree |
| <input type="checkbox"/> 9 th grade | <input type="checkbox"/> Post-graduate studies |
| | <input type="checkbox"/> Further special studies |

63. Race (check all that apply):

- | | |
|---|--|
| <input type="checkbox"/> White | <input type="checkbox"/> Hispanic/Latino |
| <input type="checkbox"/> Native American/Pacific Islander | <input type="checkbox"/> Asian |
| <input type="checkbox"/> Black/African-American | <input type="checkbox"/> Other _____ |

64. What is your marital status?

- Never married
- Married
- Separated
- Divorced
- Widowed
- Living together

65. What is your current living situation?

- Your own house/apartment
- Friend's home
- Relative's home
- Supervised group living
- Supervised apartment
- Boarding home
- Crisis residential
- Child foster care
- Adult foster care
- Intermediate care facility
- Skilled nursing facility
- Respite care
- MR intermediate care facility
- Licensed MR facility
- State MR institution
- State MH institution
- Hospital
- Correctional facility
- Homeless
- Rest home
- Other _____

66. What is your employment status?

- Employed full time
- Employed part time
- Sheltered employment
- Unemployed
- Homemaker
- Retired
- Disabled
- Inmate of institution

67. Are you in treatment because you want to be?

- Yes
- No

Please stop here. Thanks!!

CLIMBING INTO THE DRIVER'S SEAT



THE SURVEY

AN EXAMPLE OF HOW SCORING IS DONE

Read: The directions that follow are from two parts of the Adult Consumer A form. A “scale score” is the combination of individual questions on the survey that together are a measure of an outcome. The scores you obtain on each scale can be compared to each other to see where there are areas of strength or need. However, the instrument does not determine the importance of each area; only you can determine what's important to you after carefully comparing the results to your own priorities. Scores can also be compared over time to see if there has been progress on goals and objectives on your recovery plan and to see if any other needs arise. You may choose to work with individual questions rather than scale scores because the individual question may be more important to you than the scale score.

WE HAVE CHOSEN "PART TWO: PHYSICAL SAFETY SCALE" AS ONE EXAMPLE.

The Physical Safety scale is a measure of how safe you feel.

Directions: (If you skipped a question, you will not be able to calculate this scale score.) For each question, circle the number under the response that you selected on the survey. For example, if you answered “Terrible” on Question 8, circle 1 in the table below in the Row titled Question 8; if you answered “Mostly Dissatisfied,” circle 2, etc. Add up the circled values and write this total on the line below, then divide by the total by three. This is your Scale Score.

	Terrible	Mostly dissatisfied	Equally Satisfied/Dissatisfied	Mostly Satisfied	Very Pleased
Question 8	1	2	3	4	5
Question 9	1	2	3	4	5
Question 11	1	2	3	4	5

Total of questions 8, 9 and 11: _____

Scale Score: (Divide the total by 3) _____

What your score means:

The Scale Score that you obtained can be compared to the Terrible–Very Pleased scale. If, for example, you obtained a score of 3.5, you could say that you feel just a little better than “Equally Satisfied/Dissatisfied” about your Physical Safety.



CLIMBING INTO THE DRIVER'S SEAT

THE SURVEY

FOR FURTHER PRACTICE, WE HAVE "PART FOUR: SELF-ESTEEM, SELF-EFFICACY SCALE."

Self-efficacy refers to how effective you are at achieving your own goals. This scale measures your opinion of yourself and how effective you are. This scale is part of the Empowerment Scale.

Directions: *(If you skipped a question, you will not be able to calculate this scale score.) For each question, circle the number under the response that you selected on the survey. For example, if you answered "Strongly Disagree" on Question 51, circle 4 on the table below in the Row titled Question 51; if you answered, "Disagree", circle 3, etc. Add up the circled values and write the total on the Scale Score line below.*

	Strongly Disagree	Disagree	Agree	Strongly Agree
Question 38	4	3	2	1
Question 39	4	3	2	1
Question 42	4	3	2	1
Question 45	4	3	2	1
Question 47	4	3	2	1
Question 51	4	3	2	1
Question 52	4	3	2	1
Question 57	4	3	2	1
Question 59	4	3	2	1

Scale Score: (Total of all questions) _____

What your score means: *The score you obtained can range from 9 to 36. Lower scores indicate higher Self-Esteem and Self-Efficacy.*



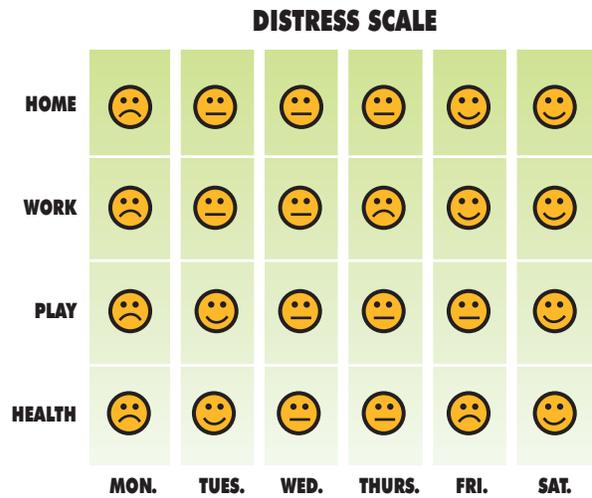
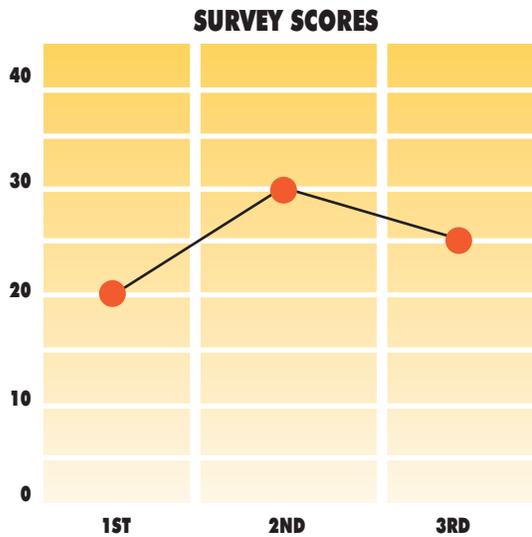
MAKING THE OUTCOMES SURVEY WORK FOR YOU

on the road to change

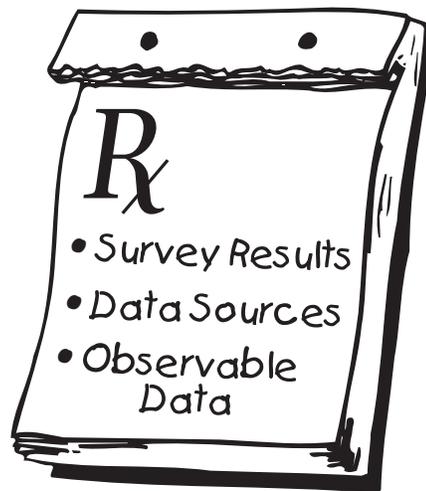


THE SURVEY RESULTS PRODUCE DATA

For data to be useful, it needs to be explained. The professional staff will interpret the results of the survey with the consumer.



For data to be useful, it needs to be tailored to the consumer.



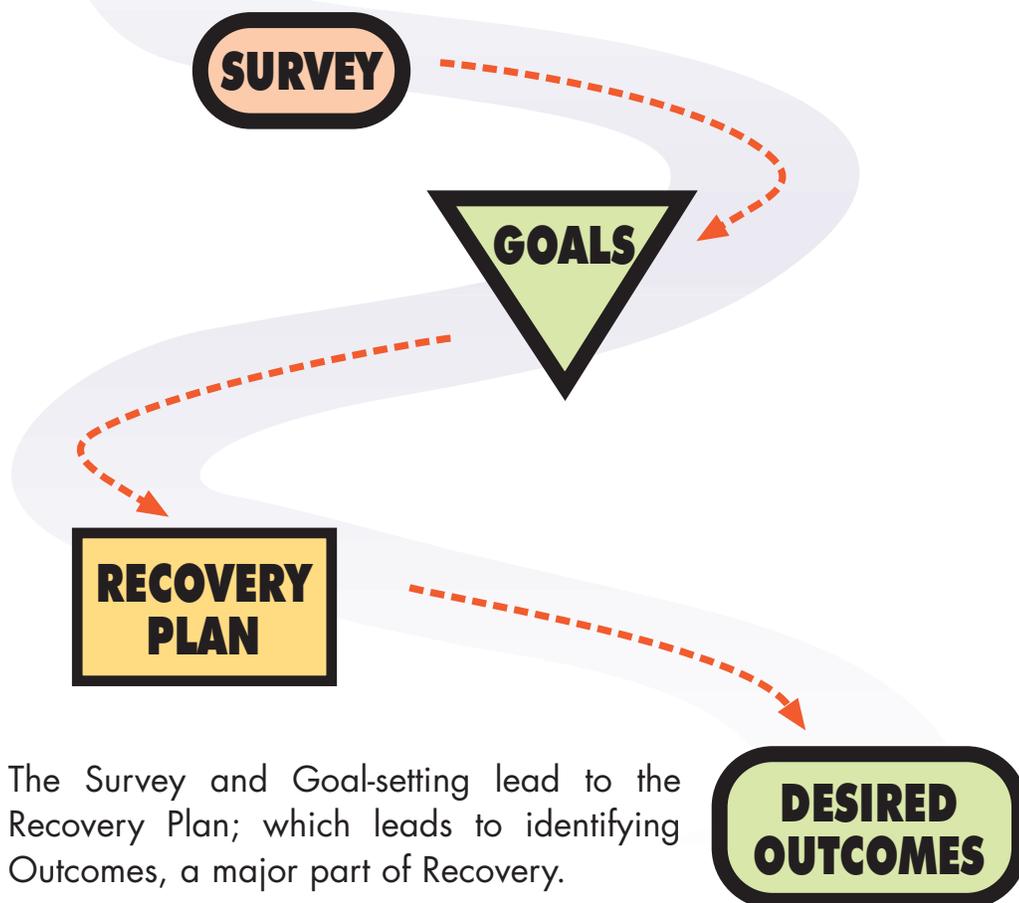


MAKING OUTCOMES WORK FOR YOU: How to use information in your recovery plans.

Data points for possible goals

In the Outcomes System, the consumer is encouraged to establish his or her own goals. One person's desired outcomes might be different from another person's. One person might want a paying job. Another might want more satisfying leisure activity. But no matter what the main goal, it is accomplished by reaching many small goals first, like going up a flight of stairs, one step at a time.

Personal identification of a specific issue, defining what it means, and then graphing progress or journaling about an issue, are examples of personal ownership. These are the kind of things that put you in the driver's seat!



The Survey and Goal-setting lead to the Recovery Plan; which leads to identifying Outcomes, a major part of Recovery.



RECOVERY PLAN ITINERARY

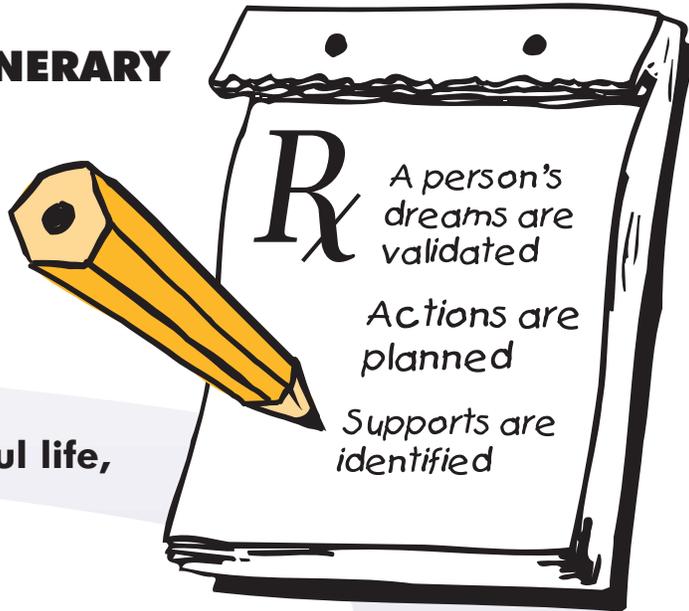
When a consumer makes the effort to reach the goals of quality of life,

...a less distressful life,

...and when the consumer uses self-determination,

...and realizes the power of his or her own choices,

...he or she has started the process of Recovery.



YOUR TREE OF RECOVERY



SAFETY AND HEALTH ISSUES

Write your word from the survey beside the question.

If the answer to the question reveals a problem to you, what would you like to do about it? Use the lines below to write your Desired Outcomes.

Terrible • Mostly dissatisfied • Equally satisfied/dissatisfied • Mostly satisfied • Very pleased

How do you feel about:

- #8 Your personal safety? _____
- #9 The neighborhood in which you live? _____
- #11 Your health in general? _____

Never • Seldom/Rarely • Sometimes • Often • Always

Within the past six months?

- #13 How often has your physical condition interfered with your day to day functioning? _____
- #14 I have had concerns about my medications (such as side effects, dosage, type of medication). _____

Areas of Concern:

- #15 How often have you been treated with dignity and respect at this agency? _____
- #16 How often do you feel threatened by people's reactions to your mental health problems? _____

How can you use this in your recovery plan?

SUCCESS BUILDS SUCCESS

THE RECOVERY PLAN

Most people grow and reach their goals when they experience success in life.

If the philosopher can say: "I think, therefore I am," the consumer can say, "I see, therefore, I am encouraged."

Today, we are going to talk about recovery plans. We will try to look at the process you use to work on your plan in a way that may be very different than what you have done before.

Each person has a basic need to see his progress or lack of progress. If that need isn't being met, your contract isn't being met. Yes, the **RECOVERY PLAN** is a contract.

In this contract, the consumer agrees to be responsible for certain things, and likewise, the case manager and other clinicians are responsible for certain things. Accountability goes both ways. It is a relationship and an agreement that provides a basis for the recovery process.

You + your case manager and other clinicians

- Decide specific needs
- Put goals in steps and measurable terms
- Compare strengths and weaknesses to achieve recovery goals

There's a starting line, a finish line, with many small steps in-between. The plan answers the questions: "What is happening?" "At what pace?" "Group sessions?" "By whom?" "How many times a week?" "For how long?" "With what level of success?"

This charting, measuring, working with survey scores, is a process that looks for indicators of your health and well being; the real outcome of the Outcomes System!

Although we talk about "starting points" and "finish lines," the recovery plan is still a process — it is an ongoing, working document that reflects moving towards a goal, a vision, a dream, that is the result of collaboration between the consumer and professionals.

This ongoing monitoring, evaluating, collaborating, is the heart of a good recovery plan, and personal involvement is fundamental to ownership.

QUALITY OF LIFE ISSUES

This domain looks at how satisfactory a person's life is, how well his/her needs are being met and how much control a person has over the events in his/her life.

Write your word from the survey beside the question.

If the answer to the question reveals a problem to you, what would you like to do about it? Use the lines below to write your Desired Outcomes.

Terrible • Mostly dissatisfied • Equally satisfied/dissatisfied • Mostly satisfied • Very pleased

How do you feel about:

#1 The amount of friendship in your life?

#5 The amount of meaningful activity in your life, such as work, school, volunteer, or leisure?

In the area of financial status, how do you feel about:

#2 The amount of money you get?

#3 How comfortable and well-off you are financially?

#4 How much money you have for fun?

#6 The amount of freedom you have?

#10 Your housing/living arrangements?

Never • Seldom/Rarely • Sometimes • Often • Always

And another Quality of Life issue, how do you feel about:

#12 How often you have the opportunity to spend time with people you like?

How can you use this in your recovery plan?



RECOVERY

Discussing the ideas of Bill Anthony, Ph.D.

- Recovery can occur with or without professional intervention. People can recover with the help of groups, families and friends.
- Critical to one's recovery is another human being (or group), whom one can trust to be available in times of need.
- Recovery is a deeply human experience built on trust and understanding, and can be everybody's business.
- Recovery can occur even with individuals who experience intense psychiatric symptoms from time to time.
- "Setbacks" do not mean that previous growth had no value. "Setbacks," although frustrating, may provide the basis for the process of recovering.
- Being in the process of recovering helps reduce the frequency and duration of symptoms. PEOPLE CAN GET BETTER.
- Recovering from the consequences of the illness is sometimes more difficult than recovering from the illness itself. The stigma of being "mentally ill" is real and sometimes overwhelming.

"Recovering means that, although a person has a significant illness/disability, they can have hope that things can and will get better. Life without the process of recovering, and our hopes for that outcome, would be very sad."

**THE VISION AND VALUES OF THE OHIO OUT-
COMES PROJECT ARE REFLECTED
IN THESE STATEMENTS ABOUT THE "EMPOW-
ERMENT VISION."**

FULL RECOVERY IS POSSIBLE FOR EVERYONE

"Recovery is possible through a combination of supports needed to (re)establish a major social role and the self-management skills needed to take control of the major decisions affecting one." People can fully recover from mental illness and it is not a life-long process.

People are labeled with mental illness due to:

1. Severe emotional distress.
2. Insufficient social supports/resources/coping skills to maintain the major social roles expected of them during that phase of their life.

THEREFORE:

...Recovery is made possible through a combination of SUPPORTS needed to re-establish the social role, and the SELF-MANAGEMENT needed to take control of the major decisions.

"The goal of treatment here is assisting people in gaining greater control of their lives and assisting them in regaining valued roles in society."

Dan Fisher, MD

EMPOWERMENT ISSUES: Power/Powerlessness

Write your answer
from the survey
beside the question.

If the answer to the question
reveals a problem to you, what
would you like to do about it?
Use the lines below to write your
Desired Outcomes.

Do you: Strongly Agree • Agree • Disagree • Strongly Disagree - with these statements?

#40 "People have no right to
get angry just because they
don't like something."

#41 "Most of the misfortunes in
my life are due to bad luck."

#43 "Making waves never gets
you anywhere."

#49 "Usually I feel alone."

#50 "Experts are in the best
position to decide what
people should do or learn."

#54 "You can't fight city hall
(authority)."

#55 "I feel powerless most of
the time."

#56 "When I am unsure about
something, I usually go
along with the rest of
the group."

**How can you use this
in your recovery plan?**

EMPOWERMENT ISSUES: Self-Esteem, Self-Efficacy

Write your answer from the survey beside the question.

If the answer to the question reveals a problem to you, what would you like to do about it? Use the lines below to write your Desired Outcomes.

Do you: Strongly Agree • Agree • Disagree • Strongly Disagree - with these statements?

#51 "I am able to do things as well as most people."

#52 "I generally accomplish what I set out to do."

#57 "I feel I am a person of worth, at least on an equal basis with others."

#59 "I feel I have a number of good qualities."

#38 "I have a positive attitude toward myself."

#39 "I am usually confident about the mistakes I make."

#42 "I see myself as a capable person."

#45 "I am able to overcome barriers."

#47 "When I make plans, I am almost certain to make them work."

How can you use this in your recovery plan?

EMPOWERMENT ISSUES: Optimism and Control Over the Future

Write your answer
from the survey
beside the question.

If the answer to the question
reveals a problem to you, what
would you like to do about it?
Use the lines below to write your
Desired Outcomes.

Do you: Strongly Agree • Agree • Disagree • Strongly Disagree - with these statements?

- #34** "I can pretty much determine what will happen in my life." _____
- #35** "People are limited only by what they think is possible." _____
- #46** "I am generally optimistic about the future." _____
- #60** "Very often a problem can be solved by taking action." _____

EMPOWERMENT ISSUES: Righteous Anger

- #37** "Getting angry never helps." _____
- #40** "People have no right to get angry just because they don't like something." _____
- #43** "Making waves never gets you anywhere." _____
- #48** "Getting angry about something is often the first step toward changing it." _____

**How can you use this
in your recovery plan?**

EMPOWERMENT ISSUES: Community Activism and Autonomy

Write your answer from the survey beside the question.

If the answer to the question reveals a problem to you, what would you like to do about it? Use the lines below to write your Desired Outcomes.

Do you: Strongly Agree • Agree • Disagree • Strongly Disagree - with these statements?

- #36 "People have more power if they join together in a group." _____
- #44 "People working together can have an effect on their community." _____
- #53 "People should try to live their lives the way they want to." _____
- #58 "People have a right to make their own decisions, even if they are bad ones." _____
- #60 "Very often a problem can be solved by taking action." _____
- #61 "Working with others in my community can help to change things for the better." _____

How can you use this in your recovery plan?

SYMPTOM DISTRESS ISSUES: What Symptoms Are You Experiencing, and How Much Are They Bothering You?

Write your answer
from the survey
beside the question.

If the answer to the question
reveals a problem to you, what
would you like to do about it?
Use the lines below to write your
Desired Outcomes.

Not at all • A little bit • Some • Quite a bit • Extremely

During the past seven days:

#17 Nervousness or shakiness
inside.

#18 Being suddenly scared for
no reason.

#19 Feeling fearful.

#20 Feeling tense or keyed up.

#21 Spells of terror or panic.

#22 Feeling so restless you
couldn't sit still.

#23 Heavy feeling arms or legs.

#24 Feeling afraid to go out of
your home.

#25 Feelings of worthlessness.

#26 Feeling lonely even when
you are with people.

#27 Feeling weak in parts of
your body.

**How can you use this
in your recovery plan?**

SYMPTOM DISTRESS ISSUES:

What Symptoms Are You Experiencing and How Much are They Bothering You?

Write your answer from the survey beside the question.

If the answer to the question reveals a problem to you, what would you like to do about it? Use the lines below to write your Desired Outcomes.

Not at all • A little bit • Some • Quite a bit • Extremely

During the past seven days:

- | | | | |
|-----|--|-------|-------|
| #28 | Feeling blue. | _____ | _____ |
| #29 | Feeling lonely. | _____ | _____ |
| #30 | Feeling no interest in things. | _____ | _____ |
| #31 | Feeling afraid to walk in open spaces or on the streets. | _____ | _____ |

Never • Seldom/Rarely • Sometimes • Often • Always

Early warning signs:

- | | | | |
|-----|--|-------|-------|
| #32 | How often can you tell when mental or emotional problems are about to occur? | _____ | _____ |
| #33 | When you can tell, how often can you take care of the problems before they become worse? | _____ | _____ |

How can you use this in your recovery plan?



The Role of the Advocate

The following information is adapted from "Seeds of Inspiration, Discovery, and Hope" by Tizzano, et. al.

Advocacy is grounded in empathy; the person generating support for those with mental illness is providing the kind of service he would for himself were he in that position.

For someone in need of an advocate, these are some principles consumers can keep in mind:

- A. An advocate always takes his/her cue from the consumer and never imposes personal judgement on the consumer.
- B. An advocate acts as an agent for the consumer only, and no one else. The consumer's rights are primary and should always take precedence over the prerogatives of professionals and significant people.
- C. An advocate respects the dignity, self-worth and personal choices of the consumer, and in all ways attempts to enhance those.
- D. An advocate supplies the consumer with the tools needed to gain control of his personal destiny.
- E. An advocate attempts to spell out the "rules of the game" for the consumer, to enable the consumer to "play the game" more effectively.

The Outcomes Survey is a basis for advocacy because outcomes data can be used to provide a basis for informed advocacy at all levels.

An informed advocate brings documented facts, dates and numbers that can strengthen the case for continued services, more services, improved services, different services, and can aid research at local, state and national levels.

And, the informed advocate teaches consumers to plead their own causes. Who better to write and to speak than those who are in the process of recovery themselves?

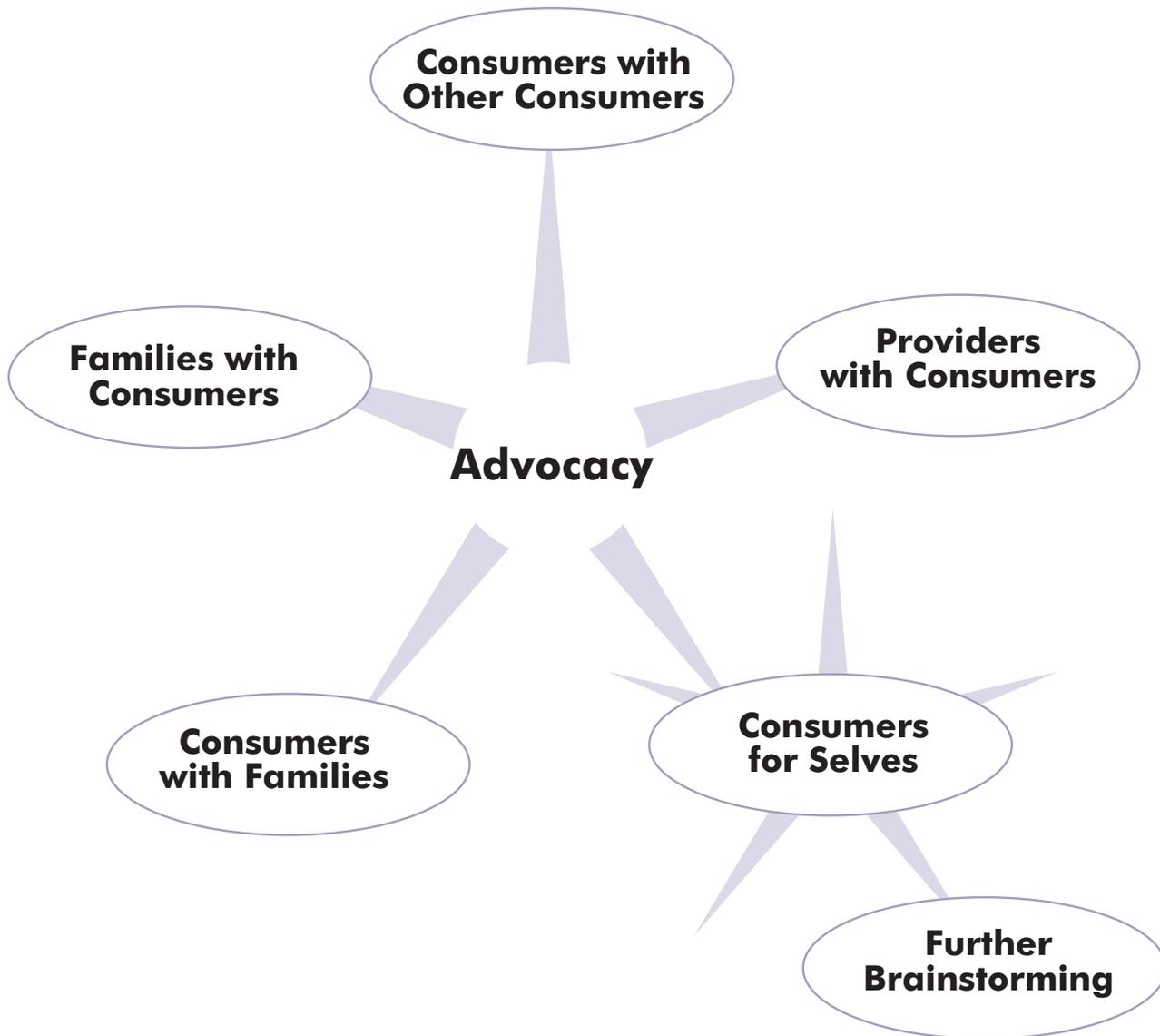
YOU, TOO, CAN BE AN ADVOCATE.





ADVOCACY **Using Outcomes for Advocacy**

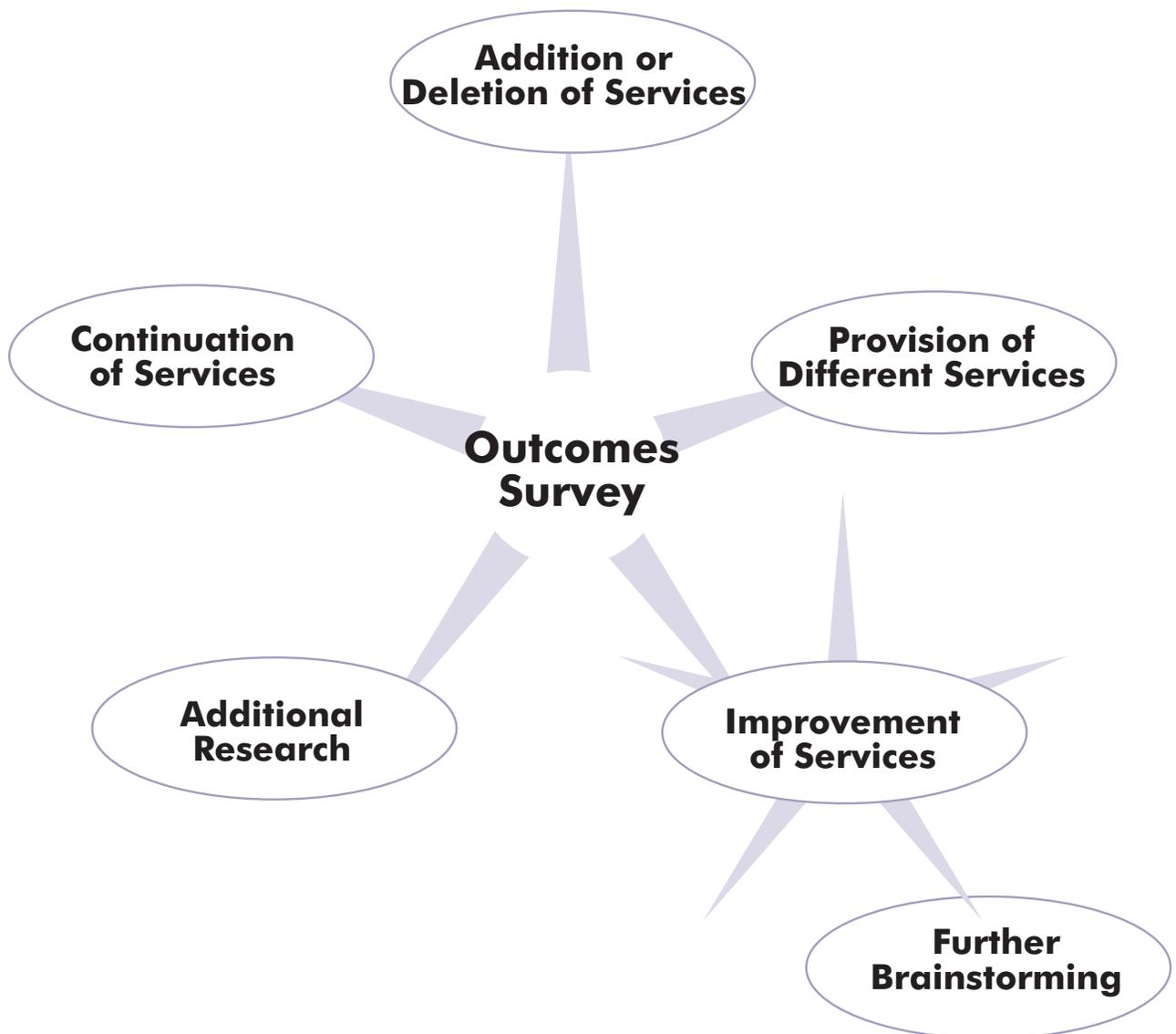
Advocacy is the process of pleading a cause by speaking or writing about ideas that generate support for needs. A person can be an advocate of his own needs by pleading his own cause.





How is the Outcomes Survey a basis for Advocacy?

The data collected provides facts, figures, dates, and numbers that can strengthen the case for:





CLIMBING INTO THE DRIVER'S SEAT

POST-TEST

Multiple Choice: Circle the letter before the correct answer.

1. A "consumer" is a person who:
 - A. takes a test.
 - B. is a student.
 - C. is a person who receives mental health services.
 - D. is making major decisions about getting a job.

2. "Recovery" is a term that refers to:
 - A. only some people.
 - B. only one program.
 - C. a process of regaining some social functioning despite the continuing symptoms of mental illness.
 - D. a person involved in mental health services.

3. The Ohio Task Force that developed the Outcomes Project was comprised of:
 - A. mental health professionals.
 - B. family members of consumers.
 - C. consumers.
 - D. all of the above.

4. "Outcomes" can be defined as:
 - A. an indicator of a problem.
 - B. indicators of health and well-being as measured by statements and observed characteristics.
 - C. the result of reading many books on mental health.
 - D. the result of knowing about advocacy.

5. One of the values of the mental health system is to:
 - A. provide many assessment procedures.
 - B. help the consumer develop anxieties over getting a job.
 - C. provide a rehabilitation view of recovery.
 - D. determine the choices a person should make for a better quality of life.

CLIMBING INTO THE DRIVER'S SEAT



6. Mental Health is a state of:
 - A. anxiety over relationships.
 - B. successful mental functioning.
 - C. perfect peace.
 - D. none of the above.

7. Goals for consumers are:
 - A. not necessary.
 - B. purely a matter for the professionals.
 - C. areas that would be harmful to discuss.
 - D. to include choices made by consumers.

8. The Ohio Outcomes Survey is used to:
 - A. identify areas to develop goals.
 - B. identify diseases.
 - C. identify allergies.
 - D. none of the above.

9. Data from the Outcomes Survey:
 - A. needs to be tailored to the consumer.
 - B. is used to make a more effective plan for recovery.
 - C. results in facts about the four major areas of a person's life.
 - D. all of the above.

10. Self-determination:
 - A. is a valuable asset.
 - B. can make the difference between recovering or not recovering.
 - C. means taking charge of your own recovery.
 - D. all of the above.

11. A survey is a good assessment tool because:
 - A. the questions are about meaningful things.
 - B. then a diagnosis is not necessary.
 - C. it guides the consumer in setting realistic goals.
 - D. it provides nutritional advice.



CLIMBING INTO THE DRIVER'S SEAT

12. "Advocacy" is about:
- A. the Individual Reading Program.
 - B. collecting data.
 - C. speaking or writing in support of a cause.
 - D. inner rewards of peace.
13. The four "domains" of the Ohio Outcomes Survey are:
- A. assessment, treatment, discussion, and planning.
 - B. advocates, stakeholders, consumers, and case managers.
 - C. symptom distress, quality of life, safety and health, and role performance.
 - D. scales, subscales, scores and subscores.
14. The goal of treatment here is assisting people by:
- A. not letting them make any of their own decisions.
 - B. empowering them by helping them develop self-management skills.
 - C. giving them a recovery plan written by the mental health task force.
 - D. none of the above.
15. Knowing our strengths and weaknesses when writing a recovery plan:
- A. is a task left to the professionals.
 - B. determines the next appointment.
 - C. just adds to the confusion.
 - D. puts us in the driver's seat on the road to a better life.

Personal Score _____

Class Score _____



A BRIEF HISTORY OF THE OHIO CONSUMER OUTCOMES SYSTEM

- In 1996, the Outcomes Task Force developed a framework for the Outcomes System. The group included consumers, family members, researchers, providers, and boards.
- Some board areas piloted the Ohio Outcomes System and evaluated it to see how consumers and case managers responded to the surveys and how much it costs to implement. As a result, changes were made and suggestions were offered to make it more effective.
- Forty-four local boards and over 200 agencies received implementation grants in the year 2000. Several special projects were funded to help implementation. In addition to the consumer training, these included Family Training, Re-Engineering Agencies, Cultural Competency guidance, and a series of videotapes. Each participating board and agency has the full "toolkit" of these products that should be available by request.
- The most important part of the Ohio Outcomes System is how consumers use the data to develop and work on their recovery plans. Close partnerships between consumers and case managers and other providers will help make sure the Outcomes data is used to keep the recovery process on track!
- More information on the Ohio Outcomes System can be found through the OAMH website, www.ohioadvocates.org or the ODMH website, www.mh.state.oh.us then click on Department and scroll to Outcomes. You may also call 614.466.7450 (Leslie Brower) or 614.466.8651 (Dee Roth) for assistance.

Consumers are people who are receiving mental health services and/or supports.

Providers are case managers, therapists, agencies, or others providing mental health services.

Recovery is the process of overcoming the negative impact of a psychiatric disorder despite its continued presence.

WORDS TO UNDERSTAND

Glossary of Terms as used in this Handbook

'Advocacy'

Active support for a cause; in this case the cause is better mental health services.

'Consumer'

A person who is receiving mental health services and/or supports.

'Consumer Outcomes'

Indicators (measures) of health or well-being for an individual or family.

'Domains'

Regions or areas. In this project, an area of daily life.

'Empowerment'

Consumers' experiences of feeling in control of or being able to affect the important decisions in their lives.

'Provider'

A case manager, therapist, agency, or others providing mental health services.

'Quality of Life' Domain

A section of the survey which evaluates the perception of "how good" a person's life is, and if his/her needs are being met. An important piece of this is how much control a person has over the events in his or her life. This is known as empowerment.



WORDS TO UNDERSTAND

Glossary of Terms as used in this Handbook

'Recovery'

The process of overcoming the negative impact of a psychiatric disorder despite its continued presence.

'Safety and Health' Domain

A section of the survey which addresses how well a person is doing physically, and the amount of freedom a person has from psychological and physical harm caused by self or others.

'Self Determination'

Goals and choices made by consumers.

'Stakeholders'

People concerned about solving a problem of mutual concern; in this project, it means the wide range of people involved in the process of developing a system that measures outcomes of mental health services.

'Symptom Distress' Domain

This section looks at the symptoms that a person may experience from his/her illness and how much they interfere with his/her daily living.