What if New York Were the Center of Healing for the World?

NYAPRS 39th Annual Conference
September 30, 2021

In the chat box, introduce yourself…

You will be muted throughout the session, but we'll be monitoring the chat box.

There will be a Q&A at the end.

Huddle Organizations

ACADEMY OF PEER SERVICES

Families Together in New York State

Center for Practice Inn
at Columbia Psychiatry
New York State Psychiatric Institute
Building best practices with yo

The Coalition for Behavioral Health

nctac ctac

NEW YORK STATE | Office of Mental Health

NEW YORK STATE | Office of Addiction Services and Supports

By the end of today's session, you will be able to:

- Discuss the purpose of the Huddle
- Identify the origins of the service recipient and family feedback
- Describe the goal of the *Center of Healing s*urvey
- Recall the roles of those who responded to the *Center of Healing* survey
- Share six recommendations that came from the *Center of Healing* Survey
- Brainstorm next steps

NEW YORK STATE | Office of Mental Health

Original Regional Advisory Committee Meeting
July 20, 2020

Conversations About Healing

What if…

New York was the Center of Healing for the World?

What would be different from the way things are now?

Introduction

So much has happened in the world since the last RAC meeting.

Most of us can identify with the need for healing at the personal, community, state, national and global level.

How should our “systems of care” respond to the current events?

What if… New York were the Center of Healing for the World?

Questions for small groups (~10 min./each)

- In a word or short phrase, how would you define “healing”?
- In your own life, where/ how does healing happen?
- What helps and what gets in the way of healing?
- What should systems of care do less or stop doing?
- What should systems of care do more or start doing?

(Magic Wand – if time permits)

What *would* it look like if New York was the Center of Healing for the World?

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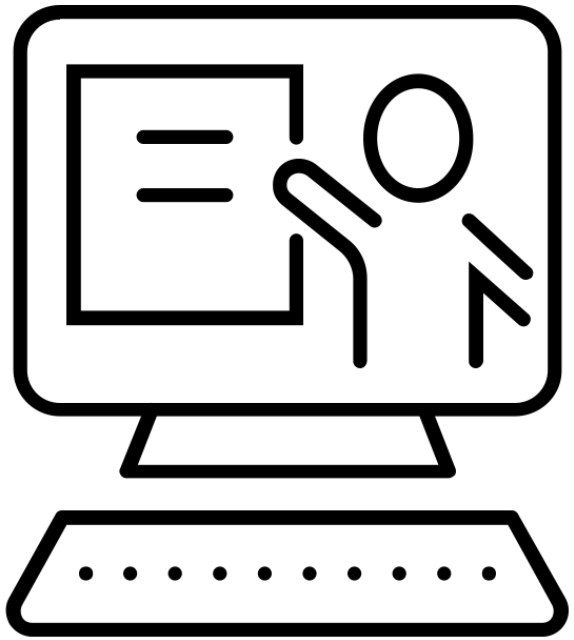
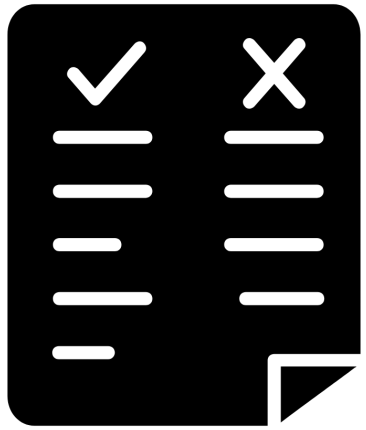
Polling Question #1

Did you attend the July 20, 2020 Online Regional Advisory Committee (RAC) Meeting?



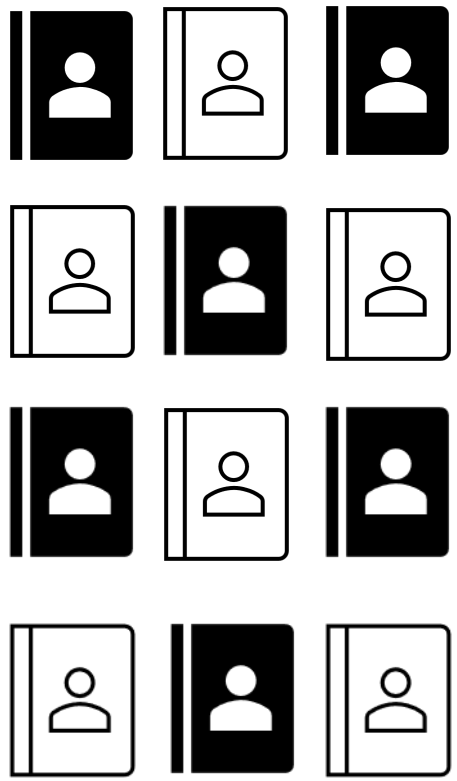
Created by Andrei Yushchenko from Noun Project



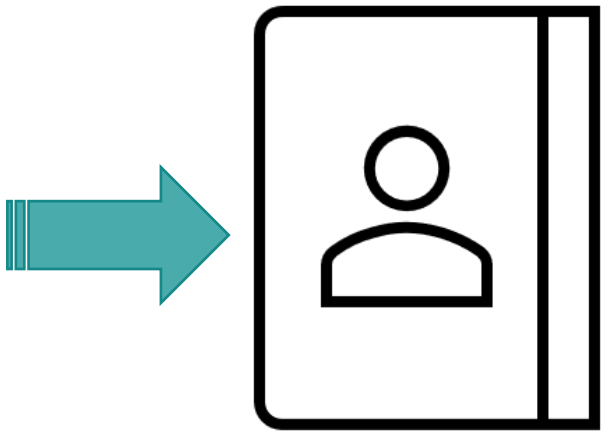
Yes

No

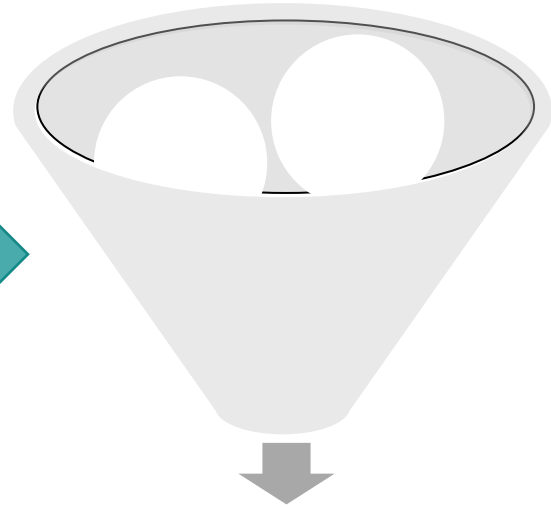
What if New York were the Center of Healing?



Individual RAC Breakout Discussions



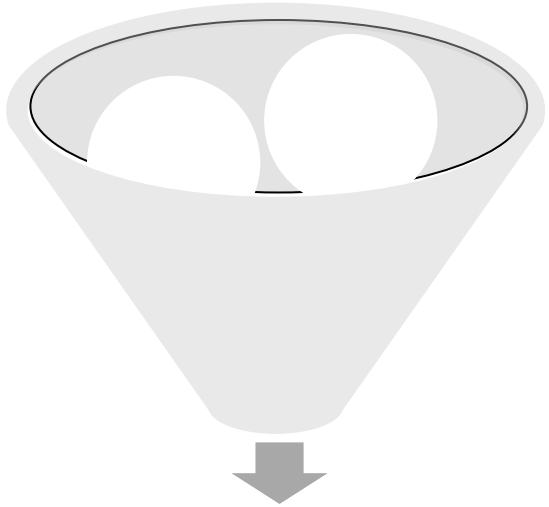
Consolidated Summaries



Themes from the OMH meeting

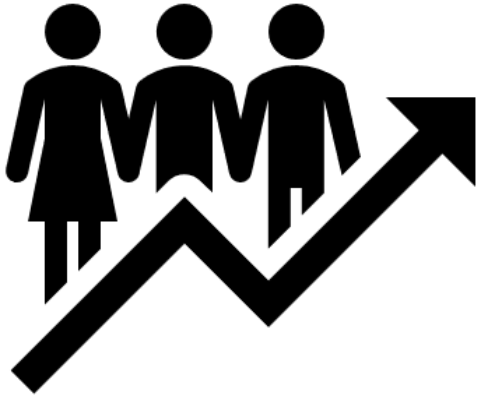
What if New York were the Center of Healing?

Add time for Julia to mention joining the Huddle at this point



Themes from the meeting

Responses* used in a survey, developed by full Huddle membership



Distributed to all OMH provider organizations – with additional distribution to OASAS organizations

IMAGINE: What if New York was the Center of Healing for the World?

About this Survey

The Invitation

Let us know what helps and what gets in the way of healing.

We will be sharing the results of this survey and earlier feedback from the RAC with OMH / OASAS organizations to use in their quality improvement efforts and to bring a greater sense of healing to services and supports.

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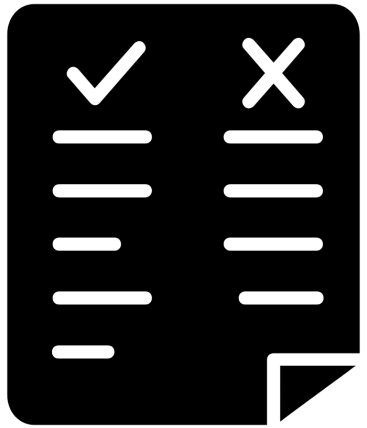
Polling Question #2

Did you take the Center of Healing online survey?



Yes

No

Not Sure

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Chat with us…

Throughout the remainder of this presentation,
Use CHAT to share your…

Reactions
Questions
Comments
Ideas

IMAGINE: What if New York was the Center of Healing for the World?

3848 Survey Responses

441 Service recipients, former patients, or survivors (11.4%)
100 Family members (2.5%)
639 Peer support workers (16.6%)
95 Community members (2.4%)

1134 Service providers (non-peer) (29.4%)
1041 Administrators (27%)
138 Educators/trainers (3.5%)

260 Other: usually a combination of two or more roles (6.7%)

IMAGINE: What if New York was the Center of Healing for the World?

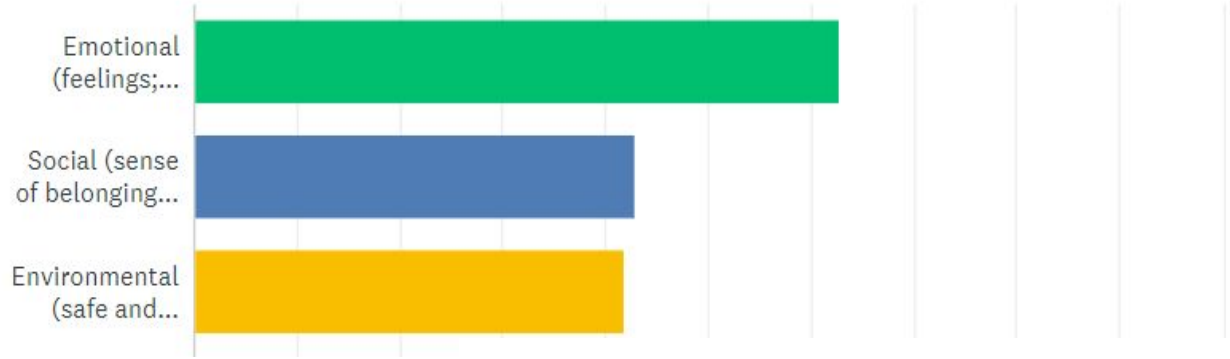
Top three:

- **Emotional**
- **Social**
- **Environmental**

Question: Dimensions of Wellness

Positive change in which of the following Dimensions of Wellness would bring the greatest sense of healing to you (or the people you support) right now? (Choose up to three.)

Answered: 3,410 Skipped: 438



ANSWER CHOICES	RESPONSES	
Emotional (feelings; emotional health)	62.67%	2,137
Social (sense of belonging; community)	42.79%	1,459
Environmental (safe and stable home; family life)	41.76%	1,424

IMAGINE: What if New York was the Center of Healing for the World?

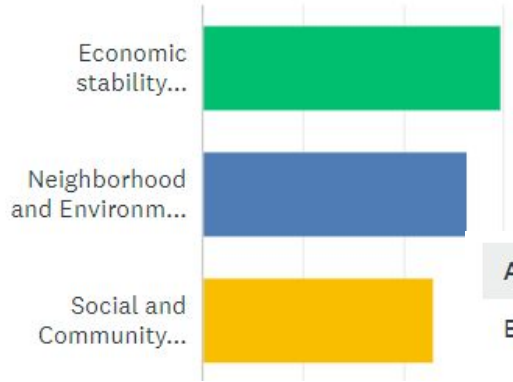
Top three:

- **Economic Stability**
- **Neighborhood/ Environmental**
- **Social/ Community**

Question: Social Determinants

Positive change in which of the following Social Determinants of Health (SDH) would bring the greatest sense of healing to you (or people you support) right now? (Choose one.)

Answered: 3,410 Skipped: 438



ANSWER CHOICES	RESPONSES	
Economic stability (level of income, cost of living, socioeconomic status)	29.68%	1,012
Neighborhood and Environment (housing, transportation, availability of healthy food, safety without crime and violence)	26.28%	896
Social and Community (feeling of belonging without discrimination or fear of incarceration)	23.11%	788

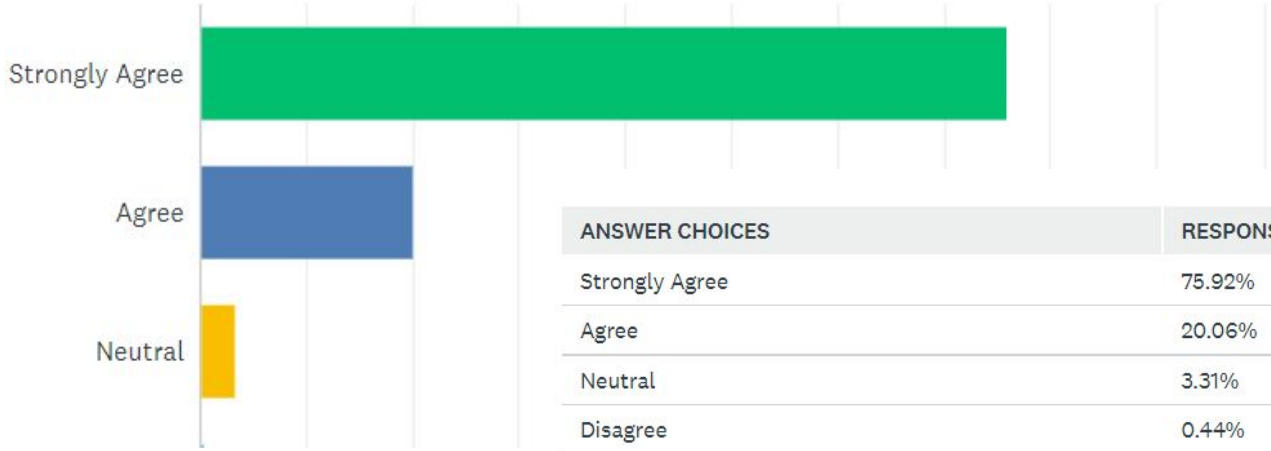
IMAGINE: What if New York was the Center of Healing for the World?

All responses
96% strongly agree or agree

Question: Trauma Awareness

An awareness of trauma and its effects is an important consideration in the healing process for you (or the people you support) right now.

Answered: 3,410 Skipped: 438



ANSWER CHOICES	RESPONSES	
Strongly Agree	75.92%	2,589
Agree	20.06%	684
Neutral	3.31%	113
Disagree	0.44%	15
Strongly Disagree	0.26%	9
TOTAL		3,410

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Chat with us…

- Dimensions of Wellness
- Determinants of Health
- Trauma Awareness

Huddle Highlight

Center for Practice Innovations℠
at Columbia Psychiatry
New York State Psychiatric Institute
Building best practices with you.

Participants: Paul Margolies, Nancy Covell, Andrea Cole, Sapana Patel, Melissa Hinds, David Lowenthal

Regional Advisory Committee (RAC)
July 20, 2020

What if… New York were the Center of Healing for the World?

Questions for small groups (~10 min./each)

- In a word or phrase, how would you define “healing”?
- In your own life, where/ how does healing happen?
- What helps and what gets in the way of healing?
- What should systems of care do less or stop doing?
- What should systems of care do more or start doing?

(Magic Wand) - What *would* it look like if New York were the Center of Healing for the World?

IMAGINE: What if New York was the Center of Healing for the World?

Question: How Does Healing Happen?

Type of Role	Top Three Endorsed		
Service Recipient (N = 441)	Acceptance of self (43.1%)	Supportive natural relationships (40.4%)	Peer support, supportive service relationships (32.2%)
Family Member (N = 100)	Supportive natural relationships (45.0%)	Acceptance of self (42.0%)	Peer support, supportive service relationships (38.0%)
Peer Worker (N = 639)	Acceptance of self (55.9%)	Peer support, supportive service relationships (49.6%)	Supportive natural relationships (45.2%)

All responded that healing happens in relationships – with self and supportive relationships

IMAGINE: What if New York was the Center of Healing for the World?

Question: What Helps with Healing?

Type of Role	Top Three Endorsed		
Service Recipient (N = 441)	Having a sense of purpose (33.1%)	Confidence or self-esteem (32.2%)	Supportive relationships (32.2%)
Family Member (N = 100)	Supportive relationships (37.0%)	Having a sense of purpose (32.0%)	Confidence or self-esteem (29%)
Peer Worker (N = 639)	Having a sense of purpose (41.%)	Supportive relationships (36.6%)	Self-care (31.8%)

All responded that having a sense of purpose and supportive relationship help with healing

Chat with us…

- How does healing happen?
- What helps you with healing?

Families Together in New York State

FTNYS and Youth Power Participants:
Tiara Springer-Love, Robbie Lettieri, and Paige Pierce

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IMAGINE: What if New York was the Center of Healing for the World?

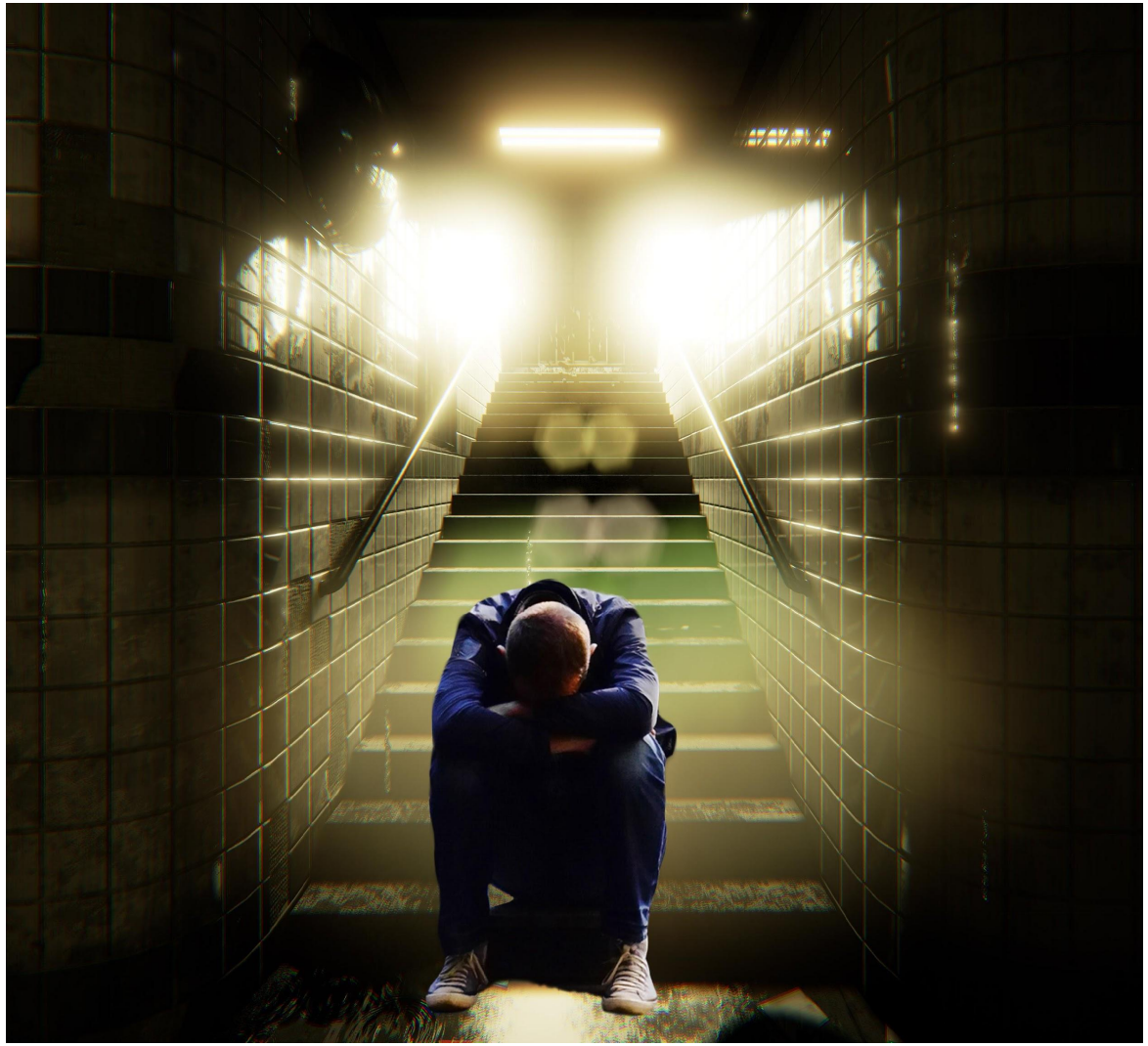
Question: What Gets in the Way of Healing?

Type of Role	Top Three Endorsed		
Service Recipient (N = 441)	Isolation (26.5%)	Negativity (25.6%)	Stress (23.4%)
Family Member (N = 100)	Isolation (29.0%)	Being in denial (25.0%)	Unhealthy relationships (19.0%)
Peer Worker (N = 639)	Being in denial (30.0%)	Isolation (28.2%)	Unmet basic needs (28.0%)

All responded that isolation gets in the way of healing

In 2018, before COVID, loneliness was cited in a Cigna study as more lethal than obesity, heart disease, or smoking 15 cigarettes per day

IMAGINE: What if New York was the Center of Healing for the World?



Loneliness is as lethal as smoking 15 cigarettes per day

People who experience loneliness are 50% more likely to die prematurely than those with social connections.

In 2018, before COVID, loneliness was cited in a Cigna study as more lethal than obesity, heart disease, or smoking 15 cigarettes per day

(Cigna , 2018)

IMAGINE: What if New York was the Center of Healing for the World?

Question: What do Systems Need to Do Less?

Type of Role	Top Three Endorsed		
Service Recipient (N = 441)	"Cookie cutter" or "one size fits all" approaches to care (29.9%)	Allow insurance to dictate care (26.1%)	Diagnose before understanding life circumstances (24.9%)
Family Member (N = 100)	"Cookie cutter" or "one size fits all" approaches to care (45.0%)	Allow insurance to dictate care (29.0%)	Criminalize people, force treatment, or impose control (21.0%)
Peer Worker (N = 639)	"Cookie cutter" or "one size fits all" approaches to care (45.7%)	Allow insurance to dictate care (26.1%)	Oppression based on system power dynamics (26.3%)

All responded with a desire for less "cookie cutter" and "insurance dictated" treatment

Question: What Do Systems Need to Do Less?

Open-ended responses (all roles):

- **403: Bureaucracy and red tape**
- **382: Cookie cutter approaches and outdated modalities**
- **304: Stigma, discrimination and outdated language**

- 259: Rule based, punitive, coercive services
- 217: Barriers to care
- 215: Lack of integration; silos in services
- 213: Allowing insurance or money to dictate services

The open-ended responses also spoke to reducing “cookie cutter” and “insurance dictated” treatment

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Chat with us…

- What gets in the way of healing?
- What do systems need to do less?

IMAGINE: What if New York was the Center of Healing for the World?

Question: What do Systems Need to Do More?

Type of Role	Top Three Endorsed		
Service Recipient (N = 441)	Communicate hope and an expectation of recovery (39.9%)	Recovery and wellness supports, including access to referral to alternative care (33.0%)	Person-driven healing practices (28.8%)
Family Member (N = 100)	Recovery and wellness supports, including access to referral to alternative care (37.0%)	Communicate hope and an expectation of recovery (30.0%)	Person-driven healing practices (30.0%)
Peer Worker (N = 639)	Peer support embedded throughout system of care (53.1%)	Person-driven healing practices (40.7%)	Communicate hope and an expectation of recovery (41.0%)

All responded to the importance of communicating hope and an expectation of recovery – through person-driven practices

IMAGINE: What if New York was the Center of Healing for the World?

Question: What Do Systems Need to Do More?

Open-ended responses (all roles):

- **663: More integrated services; more time with providers**
- **618: Empowerment; putting people in charge of their own care**

- 375: Custom, especially trauma-informed services
- 298: Focus on people; have a relationship prior to diagnosis
- 293: Accept people where they are, as they are
- 269: Benefits, employment, education, food security
- 259: Safe, affordable housing

The open-ended responses also spoke to person-driven practices (more time, empowerment, customized)

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Chat with us…

What do systems need to do more?

mctac ctac

MCTAC/CTAC Participants: Andrew Cleek, Boris Vilgorin, and Lydia Franco

IMAGINE: What if New York was the Center of Healing for the World?

What if New York *were* the Center of Healing?

Type of Role	Top Three Endorsed		
Service Recipient (N = 441)	Access to safe housing, affordable healthcare, and financial security (42.0%)	Compassionate, supportive community where everybody feels they belong (34.9%)	End of stigma, discrimination, and system-based oppression (34.2%)
Family Member (N = 100)	Access to safe housing, affordable healthcare, and financial security (36.0%)	End of stigma, discrimination, and system-based oppression (33.0%)	Community-based, person-driven care that includes options for whole-person alternatives (23.0%)
Peer Worker (N = 639)	Access to safe housing, affordable healthcare, and financial security (46.8%)	Peer support is available to everyone who choses it as a covered service (35.7%)	End of stigma, discrimination, and system-based oppression (34.4%)

All responded to the importance of safe housing, healthcare, and financial security – and – ending stigma & discrimination

Question: What Would it Look Like?

Open-ended responses (all roles):

- 294: Access to basic needs, employment, and education
- 288: Access to services, no wrong door
- 276: Access to safe, affordable housing in the neighborhood of their choice
- 222: Focus on people, more money invested into people

Open-ended responses spoke to basic needs, access to care, safe housing and more of a focus on people

IMAGINE: What if New York was the Center of Healing for the World?

Question: What Else is Needed?

“If you assume there is no hope,
you guarantee that there will be no hope…”

What Else is Needed?

Open-ended responses (all roles)

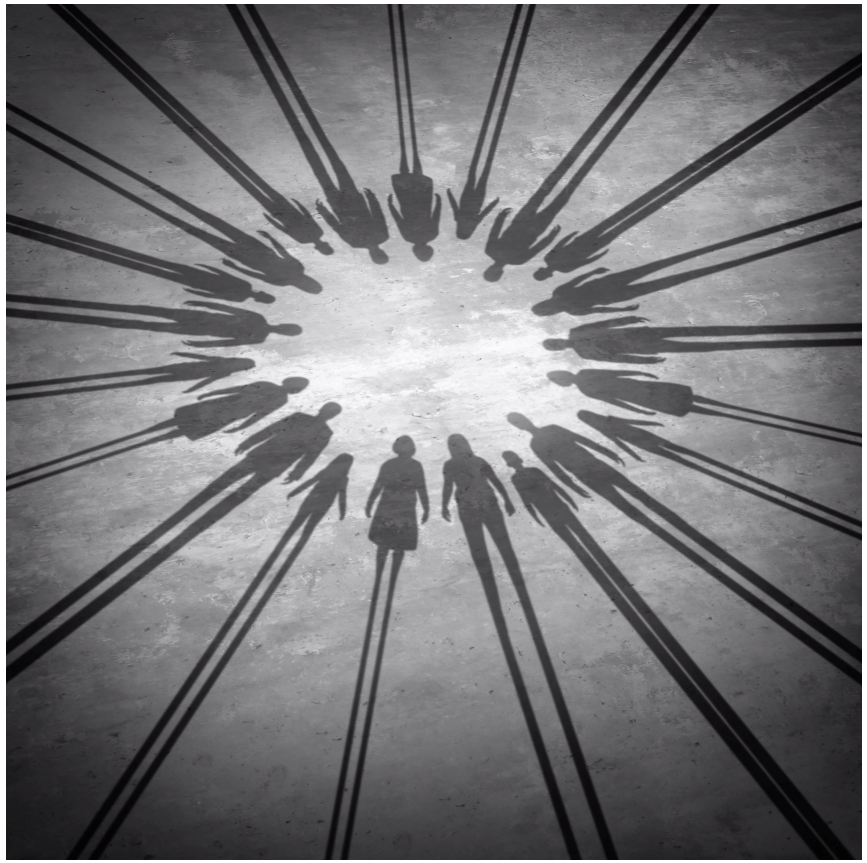
- Emphasize what one can do to help oneself; empowerment
- Promote belonging in their community and develop relationships among that community; a strong sense of community feel toward others; compassion, connectedness, and community

IMAGINE: What if New York was the Center of Healing for the World?

What Else is Needed?

Open-ended responses (all roles)

- We are all on a spectrum of humanity – each of us bring different qualities, strengths, and needs; cultivate an ‘all for one’ mentality
- Inclusion not exclusion
- Less discrimination and criminalization
- Address inequity with real solutions



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Chat with us…

- What would it look like?
- What else is needed?

The Coalition for Behavioral Health

Huddle Participants: Liz Breier, Clinton Green, Natalie Lleras, and Marlo Pasio

IMAGINE: What if New York was the Center of Healing for the World?

Actionable Recommendations

Recommendations were based on top-rated survey responses and positive actions for systems of care to explore

Huddle Highlight

Huddle Participants: Len Statham and Ruth Colón-Wagner

IMAGINE: What if New York was the Center of Healing for the World?

Rita

Actionable Recommendation #1

People value supportive relationships:

□ Increase access, availability and quality of peer services

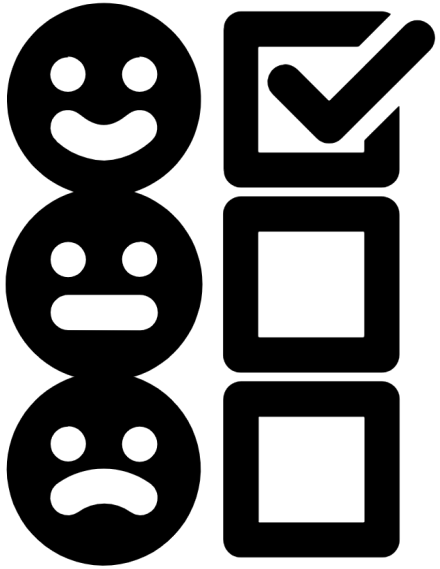
People also value a range of self-directed options for healing that may not fall under traditional (billable) services:

□ How might peer support and other types of services be expanded to support a greater range of options for healing?

IMAGINE: What if New York was the Center of Healing for the World?

Amanda

Actionable Recommendation #2



People value having choices:

- **Stop the "cookie cutter" treatment**
- **Get to know people and their circumstances**
- **Include people (and families) in program design**
- **Give more options and greater choice in when and how to receive services (i.e. Telehealth)**

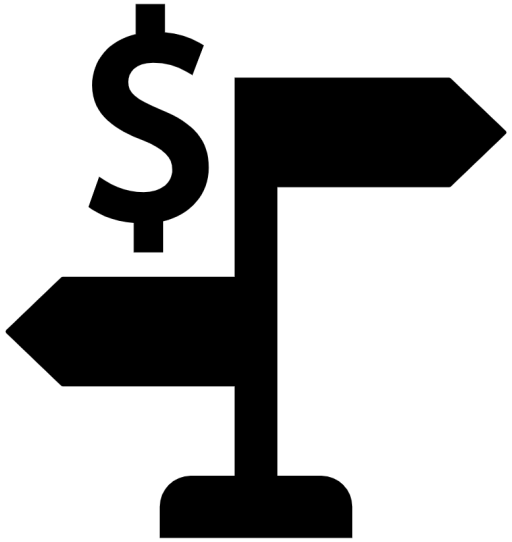
Chat

- How might service recipients and families be included in program design?
- How can services be personalized to give people more choices related to when and how to receive services?

IMAGINE: What if New York was the Center of Healing for the World?

Julia

Actionable Recommendation #3



People value individualized and customized person-driven care:

- **Ask people what they find best supports them in their healing**
- **Offer people choices about the type and intensity of services**

Chat

- If you had total control over the funding that pays for your healing support services, what would you buy?
- Do you have an example of how you've been able to do this?

IMAGINE: What if New York was the Center of Healing for the World?

Clinton

Actionable Recommendation #4

People want hope and a sense of purpose:

- **Give hope that recovery is possible**
- **Help increase natural supports in the community**
- **Support people in finding meaningful work or volunteer activity**

How can providers increase hope and help people find a sense of purpose, including meaningful work or volunteer opportunities?

IMAGINE: What if New York was the Center of Healing for the World?

Clinton

Actionable Recommendation #5

People value an awareness of trauma and its effects:

- **Focus on strengths and possibilities**
- **Emphasize trauma healing through person-centered care**

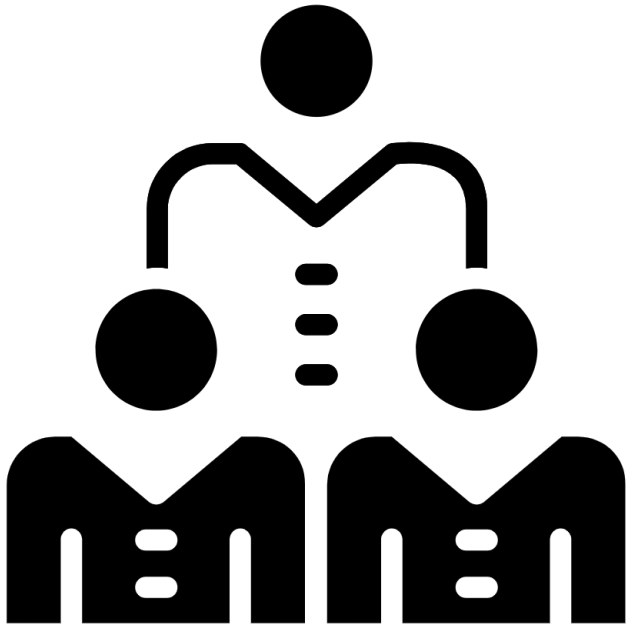
Chat

How might agencies and care providers focus on strengths, hope, belief in recovery, and help people to determine for themselves what is most helpful to heal from trauma?

IMAGINE: What if New York was the Center of Healing for the World?

Amanda

Actionable Recommendation #6



Organizations also need to heal:

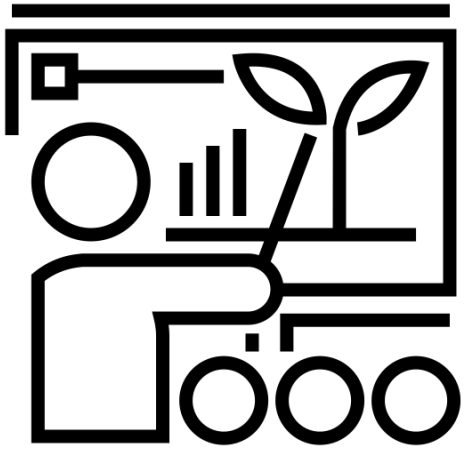
- **Provide staff care for vicarious trauma**
- **Identify and address oppressive practices still rooted in institutional racism, stigma, and exclusion**
- **Create an organizational WRAP**

Chat

What can organizations, managers, and providers themselves do to heal from trauma and create more space for a healing center of the world?

What if New York were the Center of Healing?

Next Steps



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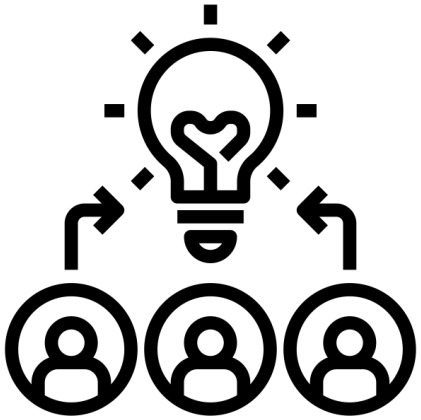
Present survey responses and recommendations

Identify OMH and OASAS provider organizations to share recommendations

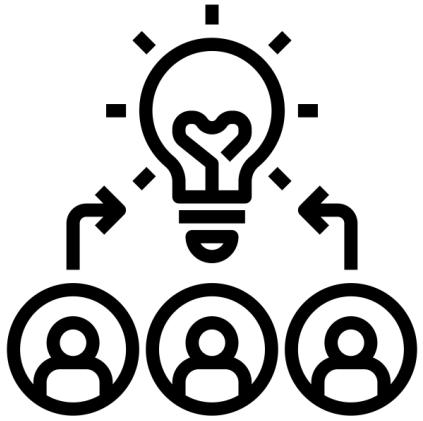


Created by Nithinan Tatah
from Noun Project

Brainstorm organizations to work with on these recommendations

What if New York were the Center of Healing?

How You Can Help



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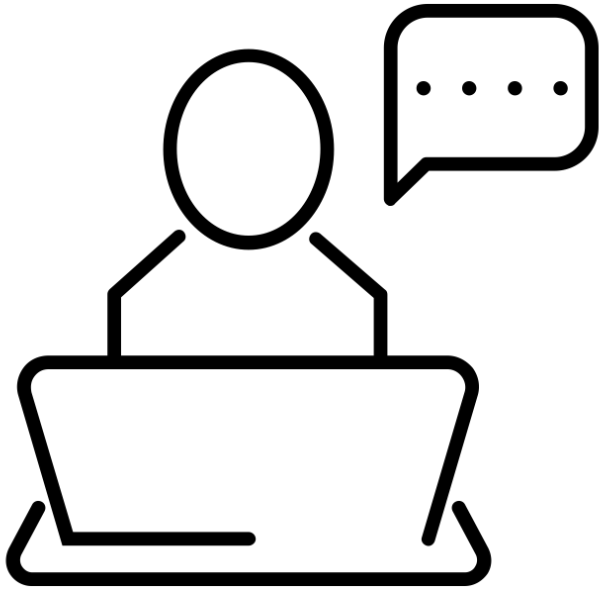
Share ideas for organizations and strategies



Created by Andrei Yushchenko
from Noun Project

<u>Follow up / Sign up survey</u>:

Acknowledgements
Regional Advisory Committee Meeting
July 20, 2020

12 Breakout Session Facilitators*

Coordinated by Tony Trahan

Michael Ammendola (CDPC)
Ivanna Bond (NYC PWC)
Celia Brown (Manhattan)
Christopher Coyle (OMH)
Leila Clark (OMH)
Rita Cronise (APS)
Digna Quinones (OMH)
Paul Margolies (CPI)
Cory Muraglio (OMH)
Sue Sotack (OMH Rochester)
Regina Shoen (OMH)
Tony Trahan (OMH)

*Several other volunteers mentioned on the next slide also volunteered to facilitate small groups, but instead were included in groups as participants.

Acknowledgements
Follow up analysis of RAC Feedback

"Name That Theme" Teams

Amanda Saake (OMH)
Amy Spagnolo (APS)
Andy Cleek (CTAC, NYU)
Aviva Cohen (HALI)
Boris Vilgorin (CTAC, NYU)
Celia Brown (OMH)
Christopher Coyle (OMH)
Clinton Green (The Coalition)
Cory Muraglio (OMH)
Curtis Dann-Messier (NYC PCHWC)
David Lowenthal (CPI)
Digna Quinones (OMH)
Emily Childress (Regional Planning Consortium)
Emily Vaianella (AMHW)
Garrett Smith (OMH)
Ivanna Bond (NYC PWC)
Joanne Forbes (Baltic Street)
John Stenson (OMH)

Acknowledgements
Follow up analysis of RAC Feedback

"Name That Theme" (continued)

Jonathan Edwards (NYC DOHMH)
Kate Hewlett (Baltic Street)
Kirsten Vincent (Recovery Options)
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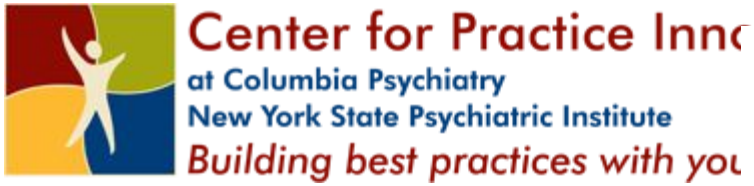
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