



# Presentation to the Illinois Deaf and Hard of Hearing Commission

May 24, 2012

Jordan Litvak

Regional Executive Director

Regions 3 and 4

DHS/Division of Mental Health

McFarland Mental Health Center

901 Southwind Road

Springfield, IL 62703

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# Learning Objectives:

- Division of Mental Health – Vision and Mission
- Learn About Recovery Services
- How to Access Services – Office Locator
- What We Mean by Recovery
- Services Offered
- Wellness Recovery Action Plan (WRAP)
- Problem Solving Access Issues

# *Vision*

It is the vision of the DMH that all persons with mental illnesses recover, and are able to participate fully in life in the community.



# We ENVISION:

a *FUTURE* when everyone with a mental illness will  
**recover,**

a *FUTURE* when mental illness can be  
**prevented or cured,**

a *FUTURE* when mental illnesses are  
**detected early,**

a *FUTURE* when everyone with a mental illness  
**at any stage of life**  
has access to

**effective treatment and supports –  
essentials for living, working, learning,  
and participating fully in the community.**

# *Division Of Mental Health*

## *Mission*

Through collaborative and interdependent relationships with system partners, it is the mission of the DMH, the state mental health authority, to assure the provision of a recovery-oriented, evidence-based, community-focused, value-dedicated and outcome-validated mental health service system, in order to build the resilience and facilitate the recovery of persons with mental illnesses.

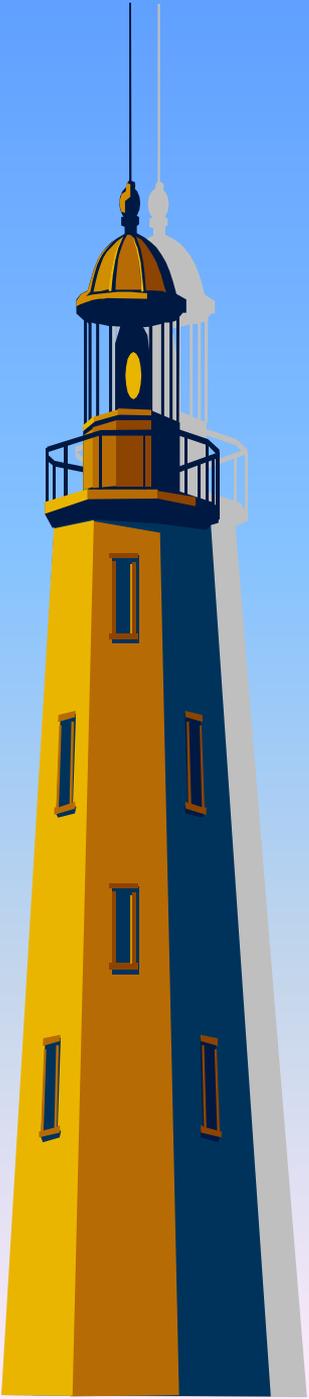
# *Recovery*

refers to the process in which people are **ABLE** to **LIVE, WORK, LEARN** and **PARTICIPATE FULLY** in their communities.

FOR SOME individuals **RECOVERY** is the **ABILITY** to **LIVE** a **FULFILLING** and **PRODUCTIVE LIFE** despite a disability.

FOR OTHERS, **RECOVERY** implies the **REDUCTION** or **COMPLETE REMISSION** of **SYMPTOMS**.

SCIENCE has shown that **HAVING HOPE** plays an **INTEGRAL ROLE** in an individual's **RECOVERY**.



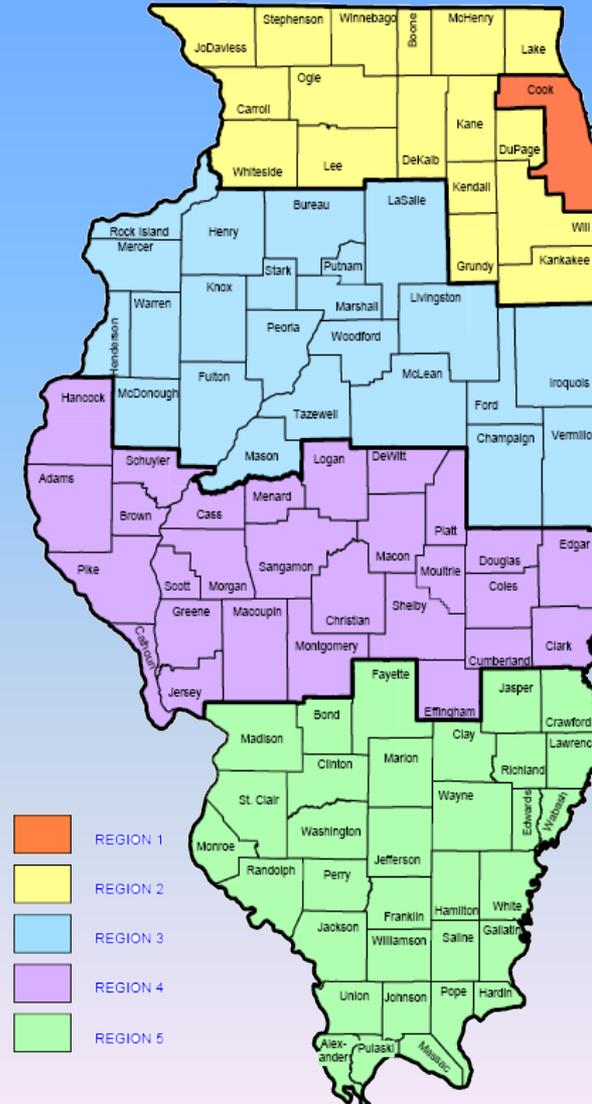
# Recovery Defined

Knowing who we are,  
and using our strengths  
to be all we are meant to be.

# What Does the Division of Mental Health Do?



# DHS / Division of Mental Health Regions Map



# DHS/DMH Region Area Exec. Directors/Managers

Region	Executive Director/Manager	Email	Phone Number
<b>Associate Director of Region Services</b> Tinley Park	Dan Wasmer, ED	Dan.Wasmer@illinois.gov	708-614-4002
<b>Region 1 North</b> Chicago	Dan Wasmer, ED	Dan.Wasmer@illinois.gov	773-794-4139
<b>Region 1 Central</b> Hines	Gustavo Espinosa, ED	Gustavo.Espinosa@illinois.gov	708-338-7202
<b>Region 1 South</b> Tinley Park	Gustavo Espinosa, Acting ED	Gustavo.Espinosa@illinois.gov	708-614-4031
<b>Region 2 Northeast</b> Elgin	Amparo Lopez, ED	Amparo.Lopez@illinois.gov	847-742-1040 Ext. 2002
<b>Region 2 Northwest</b> Rockford	Amparo Lopez, ED	Amparo.Lopez@illinois.gov	815/987-7910
<b>Region 3 &amp; 4</b> Springfield	Jordan Litvak, ED	Jordan.litvak@illinois.gov	217-786-6866
<b>Region 5</b> Alton and Choate	Jim Novelli, ED	Jim.Novelli@illinois.gov	618-833-5161 ext. 2321 and 618-474-3812
<b>Children &amp; Adolescents</b> Chicago	Lisa Betz Constance Williams Asst. Deputy Clinical Directors	Lisa.J.Betz@illinois.gov Contance.Y.Williams@illinois.gov	773-794-4847
<b>Forensic</b> Chicago	Anderson Freeman	Anderson.Freeman@illinois.gov	312/814-1318

# Who are Our Partners in Mental Health Recovery?

- ❖ Consumers
- ❖ Community Mental Health Agencies
- ❖ Primary Care Professionals
- ❖ DHS Sister Agencies, DASA, DRS
- ❖ Advocacy Organizations
- ❖ Employers
- ❖ The Communities in which we live
- ❖ DMH Recovery Support Specialists

# DHS Office Locator

DHS: Illinois Department of Human Services



## Illinois Department of Human Services



DHS can help you and your family meet your basic needs.

We offer a range of services to help you become healthy and self-sufficient.

See our "[for Customers](#)" section for details.

- ▶ [Cash, Food, Child Care, Housing](#)
- ▶ [Health & Medical, Pregnancy & Parenting](#)
- ▶ [Developmental Disability, Disability & Rehabilitation](#)
- ▶ [Mental Health, Addiction](#)
- ▶ [More for Customers...](#)



If you are - or want to be - a DHS partner, provider, contractor, or vendor, you can find the information and resources you need under "[for Providers](#)."

- ▶ [Payments, Licensure](#)
- ▶ [Contracts, Financial Reporting](#)
- ▶ [Grants, RFPs](#)
- ▶ [Forms, Software, Training](#)
- ▶ [More for Providers...](#)



Learn about our mission, organization, and programs in "[about DHS](#)."

Read the [General DHS Agency Brochure](#).

- ▶ [Divisions, Organization](#)
- ▶ [News, Publications, Cash, SNAP & Medical Manual](#)
- ▶ [Initiatives, Events, DHS Office Locator](#)
- ▶ [Budget, More about DHS...](#)

### DHS Office Locator

Office Type:

County:

### DHS Help Line

• 1-800-843-6154

• 1-800-447-6404 TTY

[www.dhs.state.il.us](http://www.dhs.state.il.us)

# DHS Office Locator Example

DHS: Office Locator



## Office Locator

Search for a DHS Office or Service Provider by selecting your county, and, for Cook County, your ZIP Code:

**1** Select an Office Type:

**2** Select your County:   
and your ZIP Code:

**3**

[Help](#) | [FAQ](#) | [Contact DHS](#)

## DHS Offices and Service Providers for Sangamon County

### A. Division of Mental Health - Region Four

Mental Health

901 Southwind Dr  
Springfield, IL 62703

Phone: (217) 786-6866

TTY: None

No direct services provided at this location. Administrative office only.

[Show Map](#) | Directions: [To this Office](#) | [From this Office](#)

### B. MHC of Central Illinois/Sangamon-Menard Mental Health

Mental Health

710 N 8th St  
Springfield, IL 62702

Phone: (217) 525-1064

TTY: None

Fax: (217) 525-9047

Afterhour Crisis Number: (217) 525-1789

[Show Map](#) | Directions: [To this Office](#) | [From this Office](#)

### C. SIU Community Support Network

Mental Health

801 N Rutledge St, PO Box 19230  
Springfield, IL 62702

Phone: (217) 545-8251

TTY: None

Fax: (217) 545-2275

Afterhour Crisis Number: (217) 545-5880

# Value of the Community MH Center (DMH Support)

- @ Mental Health Assessment
- @ Evaluation
- @ Crisis Services
- @ Teaching How Instead of Doing For (Recovery Model)
- @ Housing Support
- @ Groups
- @ Counseling
- @ Community Support or Recovery Specialist Services
- @ Psychiatry - Medication
- @ Linkage, Case management to other supports

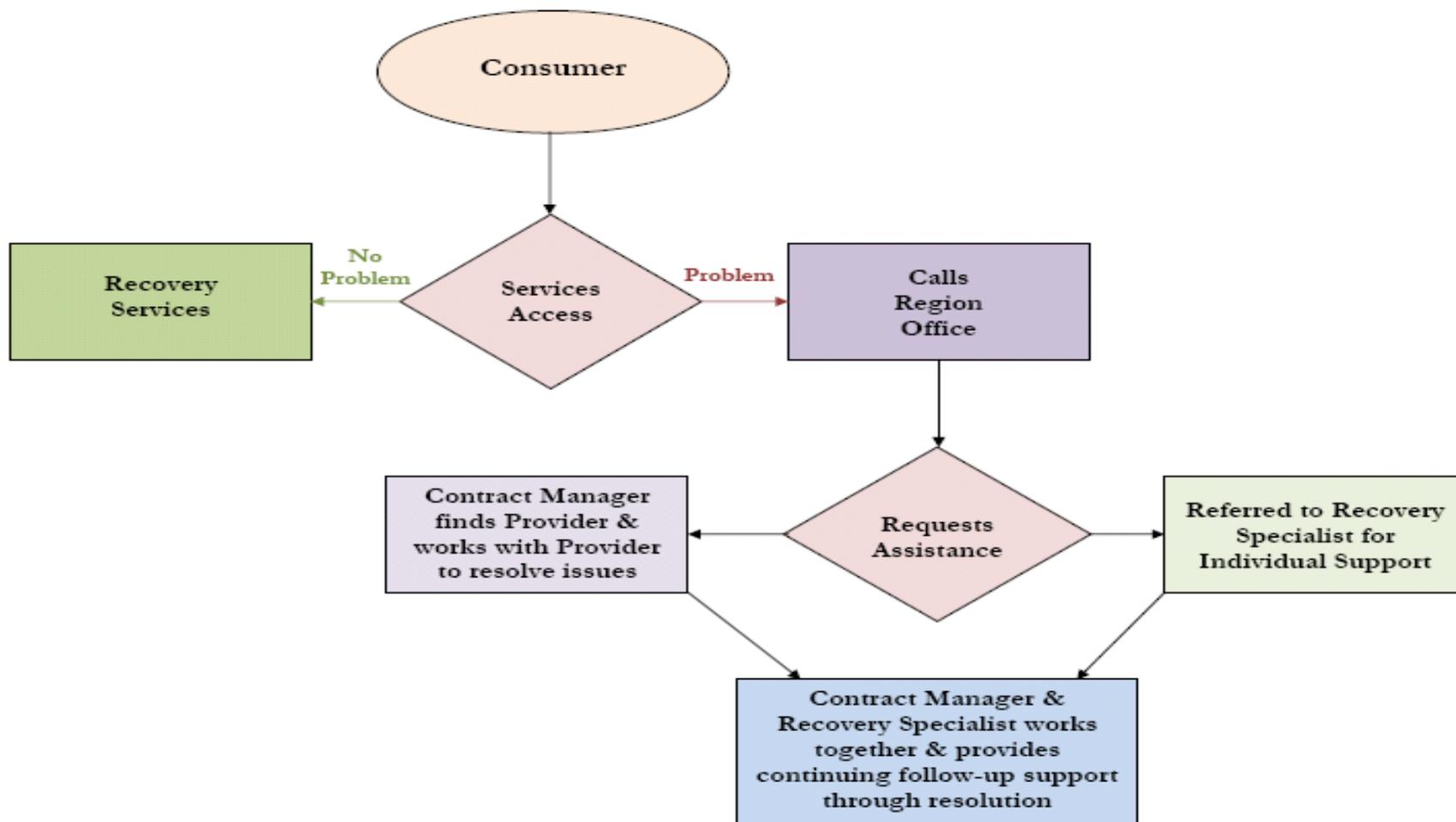
# What is a Recovery Support Specialist?

They function as an ear for the consumer and the consumer voice to the Illinois DHS Division of Mental Health. They are involved heavily in consumer advocacy education and support, as well as substantial staff and community education.

# DMH Recovery Support Specialists

Last Name	First Name	Title	Street Address	City	Zip	Phone	Cell	Email
Larson	Nanette	Director	5407 N. University St.	Peoria	61614	309-693-5228	309-264-3882	Nanette.Larson@illinois.gov
Jones	Julie	Associate Director	5407 N. University St.	Peoria	61614	309-693-5192		Julie.K.Jones@illinois.gov
Brodbeck	Josephine	Executive Secretary	5407 N. University St.	Peoria	61614	309-693-5228		Josephine.Brodbeck@illinois.gov
<b>REGIONS</b>								
Goldrick	Virginia	Region 1	4200 N. Oak Park Ave	Chicago	60634	773-794-5680	708-989-9019	Virginia.Goldrick@illinois.gov
Hines	Marty	Region 1-South	7400 W. 183rd Street	Tinley Park	60477		708-612-4236	Marty.Hines@illinois.gov
Lindquist	Patricia	Region 2-East	750 S. State St., Rehab #233	Elgin	60123	847-742-1040, x2985	847-871-3284	Patricia.Lindquist@illinois.gov
Wigget	Eldon	Region 2-West	4402 N. Main St.	Rockford	60013	815-987-7033	815-378-6804	Eldon.Wigget@illinois.gov
Troe	Tom	Region 3	5407 N. University St.	Peoria	61614	309-693-5231	309-339-8125	Thomas.Troe@illinois.gov
Hayes	Patrick	Region 4	901 Southwind Rd.	Springfield	62703	217-786-7626	217-836-4328	Patrick.Hayes@illinois.gov
Mayhew	Cindy	Region 5-Metro East	4500 College Ave	Alton	62002	618-474-3813	618-797-8595 (PC)	Cindy.Mayhew@illinois.gov
Keck	Rhonda	Region 5-Southern	1000 N. Main St.-Adm. Bldg.	Anna	62906	618-833-5161, x2515	618-697-9036	Rhonda.Keck@illinois.gov

# ACCESS PROBLEM-SOLVING FLOW CHART



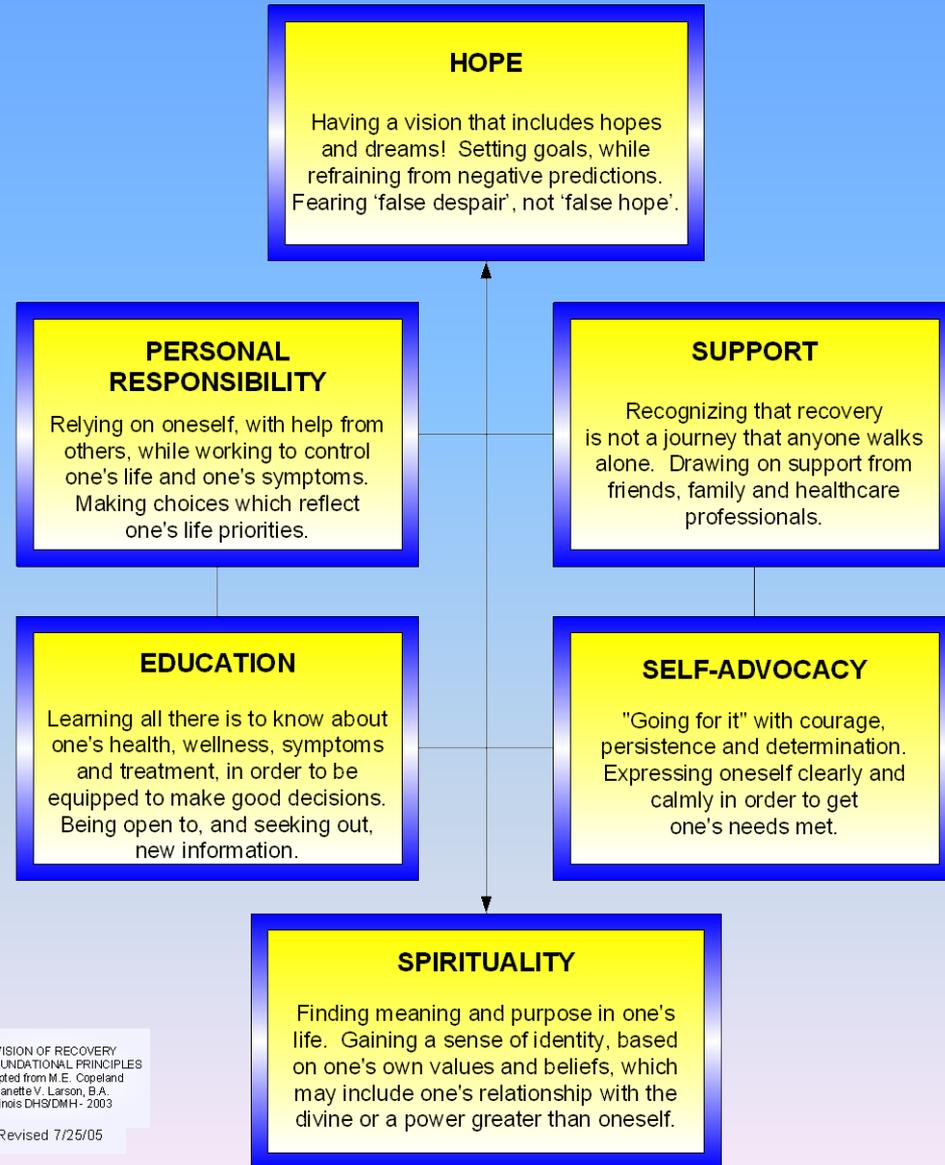
Also, there is a small army of Certified  
(Wellness Recovery Action Plan WRAP)  
Facilitators assisting consumers in  
developing their own recovery plans.



WRAP is an evidence-based practice.

What does all this mean?

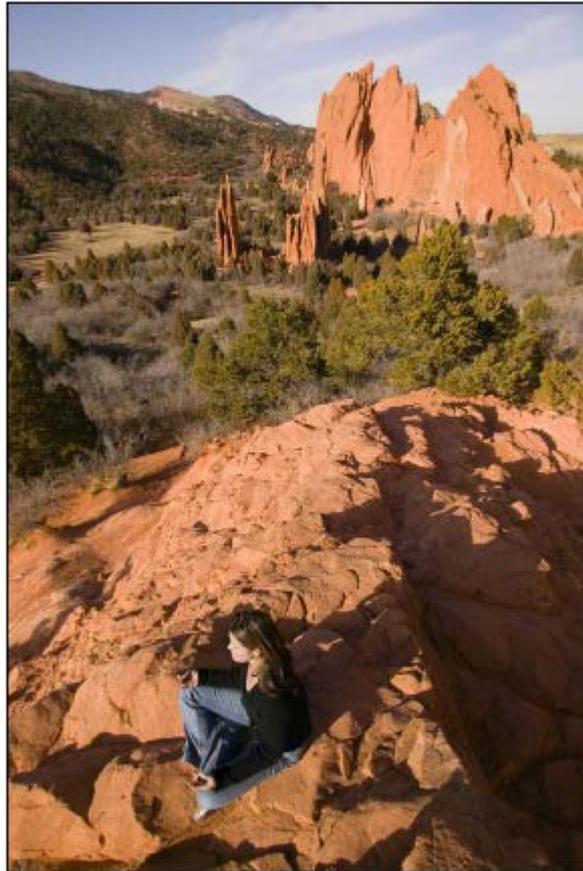
# *Foundational Principles of Wellness*



A VISION OF RECOVERY  
THE FOUNDATIONAL PRINCIPLES  
Adapted from M.E. Copeland  
Nanette V. Larson, B.A.  
Illinois DHS/DMH- 2003

Revised 7/25/05

# Hope



Goals can be achieved

# Personal Responsibility



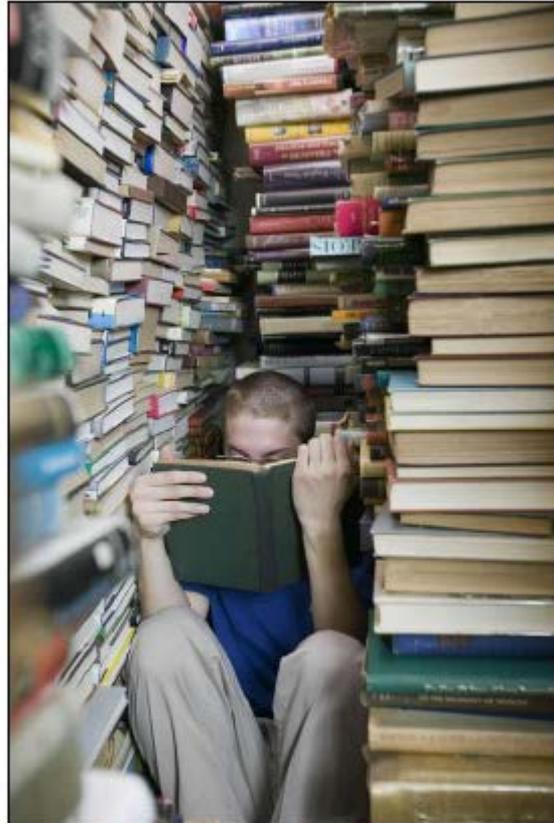
Choices you make  
have the best  
outcomes

# Support



Everyone needs a  
support network

# Education



Knowledge  
empowers you

# Self-Advocacy



Focus on what you  
want to achieve

# Spirituality



Spirituality is an  
essential part of  
recovery



# Four Parts of Recovery Education using W.R.A.P.

**1. Foundational Principles of Recovery**  
 Being connected to...  
 Hope, Personal Responsibility, Support, Education, Self Advocacy, Spirituality

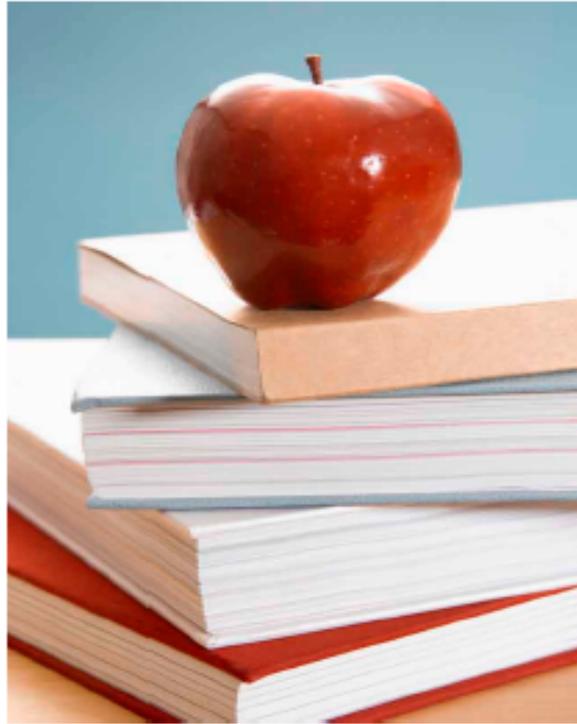
**2. Wellness Toolbox**  
 A list of simple, safe coping and wellness strategies I can use any time to help me to stay well,  
 or to help me feel better when I am not well

**3. Action Plans**

Daily Maintenance Plan	Triggers	Early Warning Signs	Things Breaking Down	Crisis Planning	Post-Crisis Planning
<ul style="list-style-type: none"> <li>➤ A description of me <i>at my best</i>, which helps me stay focused on a vision for my wellness every day</li> <li>➤ The things I do EVERY DAY to help me <i>stay the best I can be for today</i></li> </ul>	<ul style="list-style-type: none"> <li>➤ A list of events and circumstances that can compromise my wellness, <u>IF</u> I do not respond to them</li> <li>➤ Identify Signs</li> <li>➤ Develop Action Plan</li> </ul>	<ul style="list-style-type: none"> <li>➤ A list of internal signs (thoughts, feelings, sensations) that I am having difficulty; only I know they are happening</li> <li>➤ Identify Signs</li> <li>➤ Develop Action Plan</li> </ul>	<ul style="list-style-type: none"> <li>➤ A list of signs that I am having difficulty, which others begin to notice, <u>but</u> I can still take action on my own behalf</li> <li>➤ Identify Signs</li> <li>➤ Develop Action Plan</li> </ul>	<ul style="list-style-type: none"> <li>➤ A plan I develop when I am well to be used at a time when someone else needs to step in and take over</li> <li>➤ Identify Signs</li> <li>➤ Develop Action Plan</li> </ul>	<ul style="list-style-type: none"> <li>➤ Steps I will take after a crisis has ended, to help ensure a smooth recovery and return to wellness</li> <li>➤ Identify Signs</li> <li>➤ Develop Action Plan</li> </ul>

- 4. Recovery Topics**
- Self-Esteem
  - Work-Related Issues
  - Suicide Prevention
  - Lifestyle/Living Space/Enhancing Your Life
  - Trauma Recovery
  - Peer Support
  - Motivation
  - Changing Negative Thoughts To Positive

Based on the work of Mary Ellen Copeland [www.mentalhealthrecovery.com](http://www.mentalhealthrecovery.com)  
 Nanette V. Larson, BA, CRSS; Director, Recovery Support Services, DHS/Division of Mental Health; Senior Recovery Educator, Copeland Center  
 Mail: 5407 N. University St., Peoria, IL 61614 Phone: 309-693-5228 Fax: 309-693-5101



# **ILLINOIS MENTAL HEALTH RECOVERY AND EMPOWERMENT DICTIONARY**

**November 2009**

Collaborative effort between consumers,  
Mental Health professionals, and medical professionals.

# Resilience

means the personal and community **qualities** that **enable us to rebound from adversity, trauma, tragedy, threats, or other stresses** – and to go on with life with a **sense of mastery, competence, and hope.**

We now understand from research that **resilience** is **fostered by a positive childhood** and **includes positive individual traits, such as optimism, good problem-solving skills, and treatments.**

**Closely knit communities and neighborhoods** are also **resilient**, providing support for their members.

# Also, there is Housing Support

## What Is Permanent Supportive Housing (PSH)?

Permanent Supportive Housing refers to a unit (a studio, efficiency or one bedroom apartment or a two-person, two-bedroom shared apartment or in a small house with no more than two bedrooms) where the consumer resides and holds the lease agreement in accordance to tenant/ landlord law. Permanent Supportive Housing may either be in existing rental units in a community or in new units of housing specifically developed as PSH.

# Then there's Employment Support

**70% of Consumers of Mental Health  
Services Want to Work**

**What is being done?**



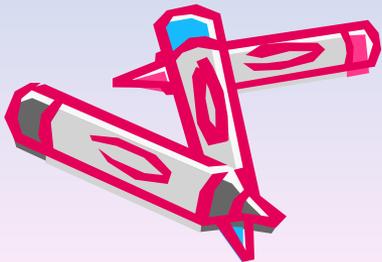
# Individual Placement and Support (IPS)

Evidence-Based Supported Employment - (EBSE)  
as defined by the Federal  
Substance Abuse & Mental Health Services Administration - (SAMHSA)

**Working toward RECOVERY!**

# Why Do You Work...

- ⊙ Increased income?
- ⊙ Structure in your day?
- ⊙ Time outside of your home?
- ⊙ Socialize with other people?
- ⊙ Increased self-esteem?
- ⊙ Learn new things?
- ⊙ Be helpful to other people?
- ⊙ Develop a career?



# Seven IPS Principles

- 
- Zero Exclusion
  - Consumer Job Preferences are important
  - Rapid Job Search
  - Competitive Employment is the Goal
  - Integration of Mental Health Services and Vocational Services is Important
  - Unlimited Follow Along Support
  - Benefits Counseling

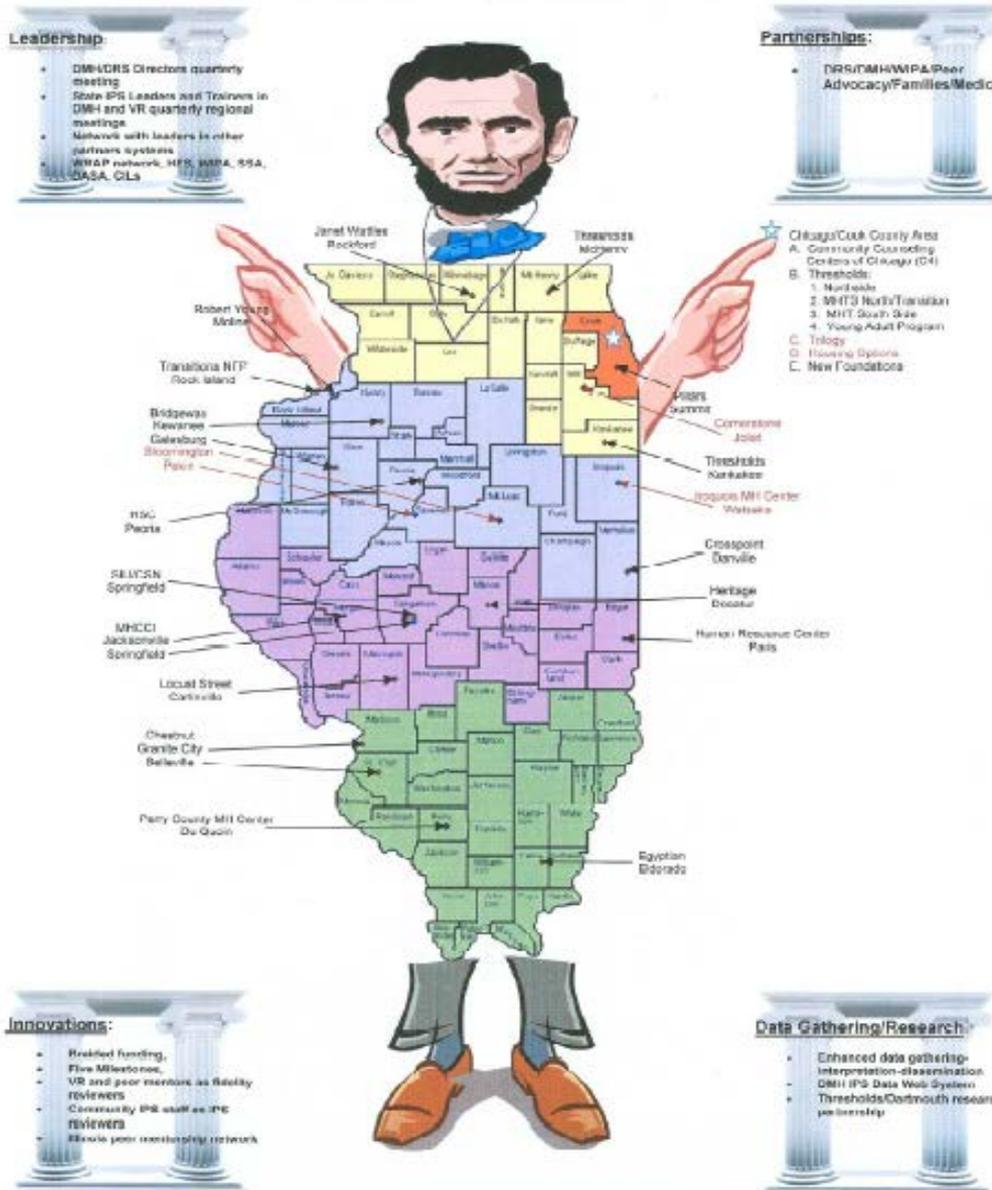
# IPS State Map

## Leadership

- DSM-ICRS Directors quarterly meeting
- State IPSR Leaders and Trainers in DMH and VR quarterly regional meetings
- Meetings with leaders in other partners systems  
 MWPA network, ICR, IASMA, SSA, OASA, GLs

## Partnerships:

- DRR/MH/MWPA/Peer Advocacy/Families/Medicaid



## Innovations:

- Fractal funding
- Five Milestones
- VR and peer mentors as fidelity reviewers
- Community IPSR staff as IPSR reviewers
- Blackie peer mentorship network

## Data Gathering/Research:

- Enhanced data gathering-interpretation-examination
- DMH IPSR Data Web System
- Thresholds/Dartmouth research partnership

# Consumer and Family Handbook

Illinois Department of Human Services/  
Division of Mental Health



## Consumer and Family Handbook

Fourth Edition  
October 2011

*"The Expectation is Recovery!"*

Produced by the:

ILLINOIS  
MENTAL HEALTH COLLABORATIVE  

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FOR ACCESS AND CHOICE

# Region 2 West Recovery Conference Flyer

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## "Mental Wellness Recovery— A Journey Through the Healing Arts" Consumer Family Forum 2012

The Region - 2 West, Consumer Family Forum is proud to announce  
the 13th annual Mental Health Recovery Conference  
Klehm Arboretum, 2715 S. Main St., Rockford  
June 27th, 2012  
9:30 a.m. — 3:00 p.m.



Art Exhibit and Sale  
Musical Performances  
Poetry Performances  
Zentangles Seminar  
Door Prizes  
Drum Circle  
The Stars of Light

Outdoor presentations will be a new part of the conference this year in addition  
to our main indoor agenda. Exciting Key Presenters are in the works.  
Keep the date open—Hope to see you there!

To register please contact [Julie.K.Jones@illinois.gov](mailto:Julie.K.Jones@illinois.gov) or by phone: 309-693-5192

Additional help is needed with conference planning. Family members, providers, interested citizens  
are welcome; 80% of the planning team will be individuals that are self disclosed as having experi-  
ence with the mental health system. Meetings are held on Thursdays at 2:15 at Singer MHC or by  
teleconference, 1-877-402-9757, passcode 5179303#. Please contact [Patricia.Lindquist@illinois.gov](mailto:Patricia.Lindquist@illinois.gov)  
or 847.742.1040 Ext. 2985 or [Eldon.Wiggett@illinois.gov](mailto:Eldon.Wiggett@illinois.gov) 815.378.6804 to volunteer some of your  
valuable time!

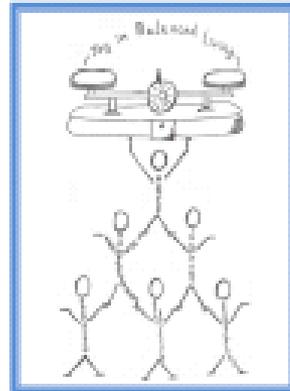
Topics and events being planned for the fall...**Mental Illness Awareness Week activities (October), Veterans Mental Health (November), Now What?—Inpatient Mental Health Treatment if/when Singer Closes,** and more!



# Regions 3 & 4 Recovery Conference Flyer

## Save the Date

Regions 3 and 4 Annual Recovery Conference  
Including the Arts & Crafts "Show and Sell"



## “Joy in Balanced Living”

Five Points Conference Center  
Washington, Illinois (Metro Peoria)  
September 20, 2012

Dear Friends:

As we see in the time of year wishing it were Summer already, consumers of Central Illinois are preparing to bring you our annual **Recovery Conference**. This year's theme, "**Joy in Balanced Living**" will be reflected throughout the conference offerings.

Back by popular demand, The Arts & Crafts "Show and Sell" returns (details to follow). There will also be numerous workshops that will align themselves with the theme, and will feature topics that in most cases people don't receive every day at an agency.

*Please note additional details:*

**Advanced registration** is preferable and **strongly encouraged**. Conference participation will be **limited to 350 persons** this year, due to seating availability.

There will be a conference fee to offset meal costs. **Advanced T-shirt sales** will be available. T-shirts will also be available at the conference.

We look forward to seeing you in September. Should you have questions regarding the conference, or wish to become part of the planning process, please feel free to call **Tom Trice, Region 3 Recovery Support Specialist** at 309-693-5231 or **Pat Hayes, Region 4 Recovery Support Specialist** at 217-784-7626.

# 2012 Consumer Education & Support Statewide Call-In Dates

 2012 Consumer Education & Support  
Statewide Call-In Series 

## "Living Well in 2012!"

*Please mark your calendars now for the  
2012 Consumer Education & Support Statewide Call-Ins*

*Calls are held on the 4<sup>th</sup> Thursday of each month (except November and December),  
from 10:00am-11:30am. Call-In Number: 888-790-6707. Password: "RECOVERY".*

January 26:	"Living Well through Self Esteem"
February 23:	"Living Well through Healthy Alternatives"
March 22:	"Living Well through Community Living"
April 26:	"Living Well through Fulfilling Relationships"
May 24:	"Living Well from Trauma to Triumph"
June 28:	"Living Well through Practical Spirituality"
July 26:	"Living Well through Self Education"
August 23:	"Living Well through Career Building"
September 27:	"Living Well through Integrated Healthcare"
October 25:	"Living Well through Action Plans for Wellness & Recovery"
November:	No Call-In scheduled
December:	No Call-In scheduled

# Then there is

## The Warm Line: Peer and Family Support by Telephone

The Illinois Mental Health Collaborative for Access and Choice is pleased to announce the Warm Line!

Sometimes what is needed most in difficult times is someone to talk to. The Warm Line is an opportunity in Illinois for persons with mental health challenges and their families to receive support by phone. The warm line is not a crisis hotline, but is a source of support as you recover or help a family member to recover.

Call: 1 (866) 359-7953

TTY: 1 (866) 880-4459

**Hours of Operation:** Monday through Friday, 8am-5pm except holidays

From the main menu, select option #2 for Consumers and Families.

Next, select option #5 for the Warm Line: Peer and Family Support by Phone.



# RECOVERY EDUCATION

Finding  
Hope  
and  
Living  
Your  
Dreams



Recovery Specialists available for Recovery Education presentations at your site.

*Medical Importance:  
We Live  
Twenty-Five Years Less  
Than Average*

- Emergency Diversions
- Integrated Health Care
- Federally Qualified Health Centers
- Value of the Medical Home

# Natural Supports

- Transportation

- Community Support Groups

- Alcoholics Anonymous, Narcotics Anonymous,
- Depression and Bipolar Support Alliance
- Emotions Anonymous
- Local Consumer-Created Groups
- GROW
- Community Advocacy
- Exercise
- Churches
- Groceries
- Junior Colleges

Family  
Bowling  
Shopping  
Community Events  
Medical Community

Friends  
Theater  
Sporting Events  
Mini Golf  
Pharmacist

Peers  
YMCA  
Art Galleries  
Parks  
Internet

Dining out  
Museums  
Antiquing  
Library Resource Directory

# Who is Responsible?

- ◆ Consumers
- ◆ Mental Health Agencies
- ◆ Medical Professionals
- ◆ Criminal Justice System
- ◆ Employers
- ◆ Division of Mental Health
- ◆ Advocacy Organizations
- ◆ The Communities in which we live

The background of the slide is a scenic landscape. It features a calm body of water in the foreground, reflecting the sky and clouds. The water is surrounded by a dense forest of green trees. The sky is a clear, vibrant blue, filled with numerous white, fluffy clouds. The overall scene is peaceful and natural.

**We**

**are**

**all**

**Responsible!**



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