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Noble

News & Views

A monthly report for those in support of
Truman Medical Centers (TMC) Behavioral Health and our mission

January 2020

coming events

January 15 Orientation to Trauma Informed Care

January 22-23 Metro-wide Homeless Point in Time Volunteer Opportunity

January 31 Mental Health First Aid Training

February 5 Compassion Without Fatigue Training

March 11-12 Building Resilient, Trauma Informed Cultures Training

April 8 Sustaining Compassion Without Fatigue Training

April 8 We Rise KC Breakfast Fundraiser for Behavioral Health

May 6 Conflict Management: Escaping the Drama Triangle Training

May 8 Lakewood Spring Symposium - A Fine Line: Differentiating Between Normal Adolescent and Risky Behaviors

June 3 Navigating Change Training

July 15-16 Building Resilient, Trauma Informed Cultures Training

For more information about coming events, visit facebook.com/trumedBH/events

HFF grant helps TMC Futures Program increase access to mental health care for youth and families

The Truman Medical Centers (TMC) Futures Community Program for Youth, Family and Young Adults was awarded a Health Forward Foundation Grant (HFF) to improve mental healthcare access for families. This included the launch of a new evidence-based model, the Behavior Checker, and hiring a team lead, a recovery coach/case manager, and a qualified mental health professional/therapist (QMHP). Some noteworthy outcomes include:

- Increase in client access including contacting clients within 2 weeks or less, with some same-day or next-day appointments and program enrollments.
- Increase in the number of youth served: a total of 2,315 youth served by the overall Futures Program, up from 1,600 the previous year; a total of 341 youth accessed therapy services, up from 240 the previous year; and a total of 362 youth accessed non-clinical or preventative care (case management), up from 310 the previous year.
- Increase in community referrals as a direct result from outreach efforts by our new team lead including referrals from Hope Leadership Academy. We are also developing partnerships with Children's Mercy and Linwood YMCA.

- Increase in training on parent engagement, exploring and reducing biases/judgments, and Raised with Love and Limits Behavior Checker.

Part of this training included staff mentorship. One of our recovery coaches had this mentorship success story:

"My Futures staff mentor, Diana, helped me with a grandmother who has guardianship of my client. After sharing stories of my failed attempts at connecting with Grandmother and client together, Diana recommended that I talk just with Grandmother. I learned that she has been through a great deal of trauma, from losing her third baby, to being sexually assaulted, to enduring the death of my client's mother. Now, she asks me when I'm coming over and texted me last week 'What would I do without you?' We've come a long way! Grandmother is now open to coaching, and the benefit to my client is immeasurable."

Noble

News & Views

Fast Facts about MENTAL HEALTH

- 1 in 5 U.S. adults experience mental illness each year
- 1 in 6 U.S. youth aged 6-17 experience a mental health disorder each year
- 50% of all lifetime mental illness begins by age 14, and 75% by age 24
- Suicide is the 2nd leading cause of death among people aged 10-34

A note from our COO...

Welcome to the inaugural edition of Noble News and Views!

George Bernard Shaw once said, "The single biggest problem in communication is the illusion that it has taken place." Isn't that the truth? I am the first to attest that sometimes I think I've told someone a tidbit of information only to realize later I haven't.

Which is why you're reading this.

I'm very excited about the fantastic work we do here at TMC Behavioral Health. So, this monthly COO report will provide engaging information about the great things we're doing – all in pursuit of our Noble Cause: "dedicating our professional lives to **accepting** people as they are today, **bearing hope** for their future, and using **compassion** to empower those we serve."

For our inaugural edition, I want to highlight our **Community Assistance Program**. You've probably heard it referred to by its shorter form, CAP, but what our colleagues do in this program is nothing short of amazing.

CAP, along with Intensive Community Services (ICS), empowers those we serve by using Strengths-Based

Case Management. This model of providing services emphasizes the recognition that every person has strengths that can be utilized to achieve their goals. I'm inspired every day by the relationships our staff builds with those we serve, because it is through these relationships that those we serve are able to build meaningful lives and to achieve their worthy aspirations.

To my fellow staff members at TMC Behavioral Health, I especially want to take this opportunity to extend my heartfelt gratitude. Thank you! The work you do can be both rewarding and challenging. Together, I look forward to what this year will bring.



Sharon Freese, RN, BSN, MSW

Did you know?

The Stress Management team is available to help you through any client situations that have been especially difficult. You can ask your director for information on how to connect with the team.

Spotlight on:

Community Assistance Program (CAP)

TMC Behavioral Health's **Community Assistance Program (CAP)** provides case management services for those diagnosed with severe and persistent mental illness, who require a significant level of support and treatment to live in the community. Our CAP team members go above and beyond to help our clients live as independently as possible. They also provide care and treatment to help decrease symptoms while enhancing strengths to overcome barriers. Our CAP specialists help our clients:

- Access food stamps, insurance, medication treatments, Social Security income, and housing

- Engage in healthier habits, such as eating healthy and being more physically active
- Explore the best medical/dental care available based on health coverage
- Learn to use public transportation and how to remain safe while out in the community
- Improve relationships and participate in more social and recreational activities
- Access vocational and educational programs

Thank you to our CAP employees who help our clients build meaningful lives and achieve their goals!

Welcome new staff members



We're grateful to have you as a part of our team. *Back row from left to right:* **Hayden Pennington**, CAP; **Jordyn Johnston**, RHS; **Pamela Taylor-Opfer**, Geri-Psych; **David Jackson**, Supportive Housing; **Tracey Baugher**, Futures; **Michael Guliati**, MHT. *Front row from left to right:* **Lindsay Frazier**, Crisis Services; **Kamri Owens**, Supportive Housing; **Jarita Lindsey-Carter**, AIMS; **Tiana Daniels**, CAP. Not pictured: **Amber Blunt**, Employment Services and **Artesha Gladney**, Geri-Psych.

CSTAR Program begins January 2020

Trumen Medical Centers (TMC) Recovery Health Services (RHS) has been proud to provide treatment for clients with mental health issues and/or substance use disorders. Now, RHS is pleased to announce the addition of the CSTAR (Comprehensive Substance Treatment and Rehabilitation) Program, which provides treatment for individuals who are experiencing alcohol use disorder.

The CSTAR Program uses comprehensive, evidence-based practices to help clients with early interventions, active treatment and aftercare. TMC RHS offers treatment and services in a convenient downtown location, easily accessible for many clients who need immediate access to this level of care. For more information call (816) 404-5850.

OUR NOBLE CAUSE

Dedicating our professional lives to accepting people as they are today, bearing hope for their future, and using compassion to empower those we serve.

Quality Corner:

Congrats to BH Teams achieving goals with Four Disciplines of Execution (4DX)

Using the Four Disciplines of Execution (4DX), BHS Senior Leadership trained two high-performing teams, CAP/ICS and Finance (totaling 22 participants). Both teams excelled in accomplishing each of their established Wildly Important Goals (WIGs). The CAP (Community Assistance Program)/ICS (Intensive Community Services) scores excelled in Strengths-Based Case Management, empowering staff and clients, and significantly improving their fidelity score.

The Finance team captured lost revenue and ensured patients received timely care by making appointment reminder calls, scheduling patients into open timeslots and supporting full schedules for our providers. Our Housing Teams also participated in WIGs and 4DX. Housing Location recruited 12 new landlords and acquired potentially hundreds of additional units for our clients to live in safe and affordable homes. The Housing Specialist team increased clients from 6 percent to 15 percent, connecting them with meaningful activities and developing a lasting connection between Employment Services and Housing. Congrats to all of our teams for their amazing work and success!

Kudos

Visit **facebook.com/trumedBH**

to read stories about our staff (listed right) who exemplify Our Noble Cause of acceptance, hope and compassion to those they serve.

Scout Desimio
Nancy White
Melaney Courtice
Jessica Doane

Derick Farmer
Brittany Dwyer
Diana Rose

2019 Holiday spirits

TMC Behavioral Health staff hosted their Annual Holiday Party for clients and members of the community.



Truman Medical Centers Behavioral Health Services

TMC Health Sciences District

2301 Holmes
Kansas City, MO 64108

Healing Canvas Building

300 West 19th Terrace
Kansas City, MO 64108

TMC Lakewood

7900 Lee's Summit Rd
Kansas City, MO 64139

Lakewood Counseling

300 SE 2nd St
Lee's Summit, MO 64063

**816-404-5709 or
BehavioralHealthKC.org**

WE RISE KC

NEW EVENT - SAVE THE DATE!

WEDNESDAY, APRIL 8, 2020
8:30 a.m., Sheraton Kansas City Hotel at Crown Center

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Facebook page!**

www.facebook.com/trumedBH

