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# Noble

## News & Views

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

September 2020

## Upcoming Events

### A Cup of Compassion

Thursdays at 12:30- 12:50 pm  
YouTube Live Stream

**October 7** Sustaining Compassion  
Without Fatigue

**November 4 & 5** Building Resilient,  
Trauma Informed Cultures

**December 9** Conflict Management

## Awareness Dates

**October is National ADHD  
Awareness Month**

**October 8** National Depression  
Screening Day

**October 10** World Mental Health Day

**November** National Homeless Month

**November 15-22** National Hunger  
and Homelessness Awareness Week

For more information  
about upcoming events, visit  
[facebook.com/trumedBH/events](https://facebook.com/trumedBH/events)

## Spotlight on:

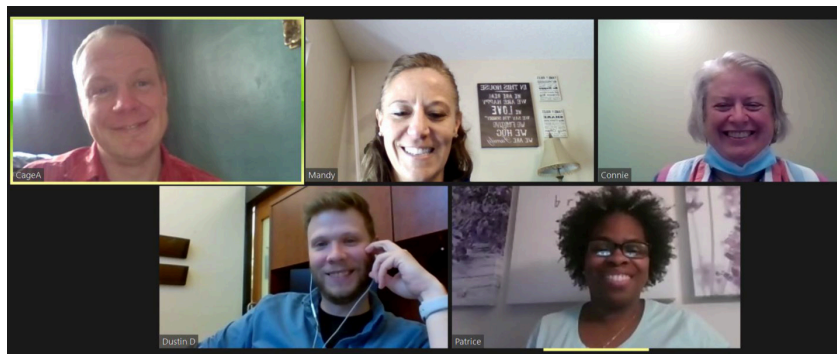
### Intensive Community Services

Truman Medical Center Behavioral Health's Intensive Community Services (ICS) serves individuals with chronic mental health conditions, experience with substance use, serious physical health conditions, legal involvement, and trauma history. Working with a lower than usual staff-to-client ratio, the ICS team connects individuals with critical supports and healthcare.

ICS offers a team of professionals from various backgrounds with experience and training to provide care for clients. Services include help with medication, employment readiness, access to education, skill-building, and case management. The ICS team focuses on adults whose mental health issues can impact other areas such as hygiene; meeting nutritional needs; obtaining medical, legal, and housing services; recognizing common dangers or hazards to oneself; inability to perform daily living tasks; and maintaining a safe living environment.

The ICS Young Adult team meets weekly to discuss Transition to Independence Process (TIP) solutions for their clients. The TIP solutions is for recovery coaches to brainstorm and help clients achieve their goals. The Young Adult team has been able to help their clients complete at least three TIP solutions a month since December. TIP solutions results can include:

- Successful discharge to navigate mental health recovery without case management supports.
- Maintain employment, and continue to be compliant with mental health medications.
- Increase family engagement.
- Medication compliance to help with stability.
- Complete educational goals; one client completed a semester of college.



Top left to right: Anthony Cage, QMHP, Team 1 Leader; Mandy Rosenbaum, LCSW/LCSW Associate Director of ICS; and Connie Bates, Operations Coordinator. Bottom: Dustin Dukes, LPC Licensed Team 2 Leader; and Patrice Robinson, LPC Licensed Team 3 Leader.

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# Noble

## News & Views

### Fast Facts about MENTAL HEALTH

*\*State of Homelessness: 2020 Edition:*

- Seventeen out of every 10,000 people in the United States were experiencing homelessness on a single night in January 2019. These 567,715 people are associated with every region of the country, family status, gender category, and racial/ethnic group.
- Seventy percent of people experiencing homelessness are individuals who are living on their own or in the company of other adults. The remainder (30 percent) are people in families with children.
- Sixty percent of all people experiencing homelessness are male. Amongst individuals, the numbers are starker—70 percent are men and unaccompanied male youth.
- Far too many people in America sleep outside and in locations not meant for human habitation including more than 200,000 people (37 percent of the overall homeless population).

*\*National Alliance to End Homelessness*

### A note from our COO...

We have all risen to the occasion of responding to COVID-19. Even as schools are starting and decision fatigue takes on new shapes constantly, I keep seeing you live out Our Noble Cause Principles of acceptance, bearing hope, and compassion.

That being said, COVID-19 could easily distract us from the **hard and essential work** of responding to the racial inequity that pervades our society.

**My commitment to you is not to let that happen.**

Here's one step I'm taking: I'm looking at how we **prioritize diversity and inclusion in all that we do.**

This will start with a **revision of Our Noble Cause posters** to include our commitment to this end. I often point at the poster with Our Noble Cause,

Principles, and Practice as I am sitting in meetings with others, and I want to make sure that our guiding documents **keep me accountable** – first and foremost – to our continued work toward equity. I want everyone who walks through our building and sees those familiar blue, green, and orange posters to know that we know that **Black lives matter.**

In addition, as we prepare to finalize our strategic framework for this year, we are including ideas generated from the equity town halls which were hosted a few months ago here at TMC Behavioral Health, including an intentional focus on raising up People of Color already in our organization to positions of leadership.

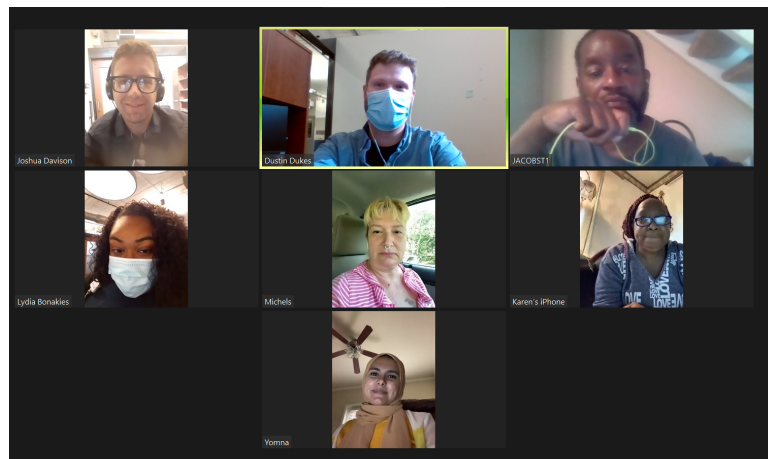


*Sharon Freese, RN, BSN, MSW*

*Intensive Community Services continued from page 1*

Other ICS teams utilize the Strengths-Based Case Management (SBCM) model in their work with clients. This approach focuses on a client's intrinsic strengths and skills—rather than their challenges or weaknesses—as the foundation for setting and achieving their goals. SBCM includes several key assumptions including:

- all individuals and communities have strengths.
- trauma is a barrier, but it can be used as an opportunity for growth.
- collaboration with clients is the best way to serve them.
- every environment has resources available to those that reside in it.
- all participants, regardless of their disabling condition, are able to improve and grow.



*Team 2, top left to right: Josh Davison, Team RN; Dustin Dukes, LCP Licensed Team Leader; Tyrone Jacobs, Community Support Specialist; Lydia Bonakis, Recovery Coach; Michela Murray, Recovery Coach; Karen Holliday, Recovery Coach; and Yomna Hassaballa, Recovery Coach.*

*Team 3, top left to right: Brad Amen, Recovery Coach; and Michael Ighoyiwui, Recovery Coach. Cami Koob, Recovery Coach; and Andre Abrams, QMHP; and (not pictured) Ruth Van Horn, Recovery Coach; Team 1 (not pictured) Anthony Cage, Team Leader; Shante Clark, Recovery Coach; Roma Ennis, Community Support Specialist; Morgan Tyler, Recovery Coach; Holly Gardner, Recovery Coach; Jacob Santen, Recovery Coach; and Leila Lindsay, QMHP.*



## Success Stories

With help and guidance from the ICS team, individuals achieve small successes almost daily that can have a big impact on their quality of living. For example, once a client learns to ride the bus and becomes familiar with the city, this leads to shopping independently at stores, making scheduled appointments, visiting family more often and even moving into an apartment after years of living in an institutional setting.

Other successes include a client who followed up with oncology care and alleviated a cancer scare. After inpatient hospitalization, another client decided not to return home but seek additional care for continued stabilization. With the support of TMC Behavioral Health, one client paid past due financial obligations which then resulted in more housing options. This same client has been attending and keeping appointments to manage his diabetes. Please read the Kudos section on page 4 to learn more about our Recovery Coaches and their client success stories.

## In the News

### TMC Behavioral Health named one of the top rehabilitation facilities in Kansas City

**Help.org**, a trusted online resource for individuals who struggle with addiction and their loved ones, has named TMC Behavioral Health one of the top rehabilitation facilities in Kansas City.

The Help.org research team analyzed thousands of facilities across the country and then identified the most cost-effective and highest rated programs. Each facility was evaluated based on rehabilitation services, treatment approaches, cost, special programs for unique demographics and ancillary services. Congratulations to our amazing team members whose care and dedication is being recognized. For a detailed listing of the Best Rehab Facilities in Kansas City, Missouri please visit [help.org/drug-and-alcohol-rehab-centers/kansas-city-mo/](http://help.org/drug-and-alcohol-rehab-centers/kansas-city-mo/).

## In the Community

### Encore Social Impact Superheroes

**Encore Institute for Social Impact** recently recognized the **Futures Community Program** as Encore Social Impact Superheroes. The feature stated, "An amazing team of miracle workers. . . **Tiffany Sturdivant** leads the passionate, innovative, and dedicated staff in their work with youth, young adults and families.

**Andrea Lopez, Vladimir Sainté, and Victoria Hardy** reflect the diversity of their clients, looking

beyond physical well-being to mental and emotional wellness. They offer a variety of therapy and case-management services to assist clients in overcoming their challenges and fighting the stigma of using mental health services. These social impact superheroes are making a lasting difference for youth and young adults under 25." Congratulation to our Futures Community team for this well-deserved honor.



### Employment News

Congratulations to **Tamika Bables** for her promotion to the **Tracy Group Home Manager**.

Tamika was a supervisor in TMC BH Employment Services. She has her Master's Degree in Organizational Development in Executive Leadership and has been with Truman Medical Centers/University Health for eight years. Welcome Tamika to the Tracy Group Home team!



### CTII Cup of Compassion

Join us for a 20-minute **Cup of Compassion** each Thursday at 12:30 pm. The TMC Center for Trauma Informed Innovation team will give you tips for reinforcing your resilience and support your self-care with a practice to try in this short break from the day. Can't make it at 12:30 on Thursdays? No problem—catch the replay anytime. Sponsored by the Missouri Show Me Hope Crisis Counseling Program.



# A Cup of Compassion

Thursdays @ 12:30pm

SHOW-ME  
**HOPE**  
MISSOURI



# Kudos!



Visit [facebook.com/trumedBH](https://facebook.com/trumedBH) to read more about those who exemplify Our Noble Cause of acceptance, hope and compassion to those they serve.

Kudos to **Jennifer Waterman** and her team for the countless hours they've spent loading client information into Anasazi as we prepare for our Electronic Medical Record upgrade. - *Sharon Freese*

Kudos to the following Recovery Coaches for their amazing work with our clients - *Mandy Rosenbaum*:

- **Lydia**, had a client living in a difficult housing situation that was causing significant stress. Lydia went above and beyond to advocate for this client and got her out of her lease and into new housing.
- **Michela** had a persistently suicidal client that was bouncing around inpatient settings. She was able to get her client into our group home. Michela's client is now doing much better.
- **Holly** works with a vulnerable client who was experiencing abuse from individuals who are supposed to be her supports. She helped her client identify the abuse, get to a safe space, and advocate for herself to report the abuse.
- **Karen** works with three clients who are at various stages of recovery. Before working with Karen, one of her clients was not able to go even one day sober, experienced homelessness, was exploited, and had legal difficulties. She is now doing well and is proud to have her own home. A second client has struggled with substance use but is now in counseling and on his way to recovery. Karen is working with a third client, who was homeless and repeatedly jailed, to get him into supportive services as an inpatient.
- **Tyrone** has navigated a persistently disorganized and symptomatic caseload of clients and has supported them in managing stressors. He coordinates with supports and resources, and helps them access care from the Healing Canvas location.
- **Yomna** has a client who has moved in with his mother to support her as she undergoes cancer treatment. He is working with Yomna to relocate his treatment and resources to Kansas where his mother lives so he can continue treatment as well as manage this responsibility full time.

## 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

### Are you on f ? TMC Behavioral Health is too!



Follow and like our page at  
[facebook.com/trumedbh](https://facebook.com/trumedbh)



SHOW-ME  
**HOPE**  
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**Have you been affected  
by COVID-19?**

We're here to help.

Call **816-404-6222** to learn  
more about our counseling  
services.

For immediate care, call the  
Disaster Distress Helpline:  
**800-985-5990.**

## Essential Conversations

IN SOCIAL SERVICES 2020

Introducing a new podcast series intended for behavioral health and substance use disorder providers. During each episode, a subject matter expert provides timely information and tips designed to help the BH and SUD workforce. James Glenn, MSW, TMC Behavioral Health Business Strategies, facilitates the Essential Conversations series. Find these at: [attnetwork.org/centers/mid-america-attc/](https://attnetwork.org/centers/mid-america-attc/) podcast.

### Episodes now available:

- Self-care: In the 1st episode we discuss the importance of self-care for BH leaders with Dena Sneed, Director of TMC Behavioral Health's Center for Trauma Informed Innovation.
- Race & COVID-19: During this episode we discuss how to have a conversation about race in the workplace, featuring experts Marla Smith, Heartland Family Service in Iowa and Vladimir Sainte, Team Leader at TMC Behavioral Health.

### Upcoming episodes:

- The Importance of Housing and Employment During and Post-COVID
- A Psychiatrist View of Supporting Recovery in 2020 and Beyond
- Post Pandemic Trends in Mental Health and Substance Use Disorder



## 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.