



What's "new at NAMI NH" Newsletter May 2008

News to distribute and share with your groups and classes

Please share these updates with your support group and classes.

Upcoming Events-

Life Interrupted Public Presentation-

Donna Stamper, leader of the Upper Valley NAMI Support group in Lebanon has organized a public "Life Interrupted" program. It will be held at the Dartmouth Hitchcock Medical Center in Lebanon, Conference room F at 7pm. The presentation is free and open to the public. This is a great way to educate our communities!

Annual Awards Dinner- The NAMI NH Annual Awards dinner will be held on Thursday June 19th at the Common Man in Plymouth NH. The Common Man is located right off the highway at exit 26. There will be a NAMI NH Annual Meeting held from 5-6:00, all are invited. There will be voting on new board members and NAMI NH bylaws. Please rsvp if you are attending the Annual Meeting.

The Annual dinner will begin at 6:00, the cost for the dinner is \$45.00 per person, please contact the NAMI NH office to purchase tickets.

Updates

Spring 2008 F2F classes are coming to an end. I want to thank the teachers for their dedication to educating and supporting families.

Concord- Pat Nelson, Betty Nitchie and Sue Barry

Bedford- Valerie Acres and Helen Harrison

Peterborough – Pat Whitney and Rebecca Lawrence

Nashua- Norma and Scott Smith

Fall 2008 F2F classes are being announced:

In Portsmouth starting August 19th - Contact Diane Cyr at dcyr@smhc-nh.org

In Nashua starting September 8th - Contact Norma Smith at ssmith411@aol.com

A detailed overview of the I&R form and process has been created to address in detail the comments and concerns raised at the spring Affiliate/Teacher meeting. I have included it at the end of this document. Please let me know if you have questions or if there is something more we need to address. I have attached an I&R form to this email so that you can refer to it if needed.

What's New?

**Sue Farris has joined the NAMI NH administrative staff, Welcome Sue! Sue is one of several staff members that answers our phone. Our most capable office staff now includes Diane Gedney office manager along with Deb Pike, Julie Dunham and Sue Farris.

**The Office of Consumer and Family Affairs wants you- You may have received an email from Marty Fuller's (Director of the Office of Consumer and Family Affairs) office asking for your address. They would like to include you on their mailing list to receive OCFA newsletters, case management and training announcements. Please contact:

Marty Fuller, Director

Office of Consumer & Family Affairs- Bureau of Behavioral Health

105 Pleasant Street Concord, NH 03301 Phone: 603-271-5138

mfuller@dhhs.state.nh.us

And Again...

****Support Group Facilitator Training-

We continue to actively seeking candidates for this leadership training. Please continue to share your recommendations for new leaders. The training will be held in Concord, mileage reimbursement and childcare reimbursement are available.

Summer Camps-2008 Directory of Summer Camps is available on line

www.nhcamps.org. Complete listing of summer camp programs in N.H. published by the NH Camp Directors' Association.

If you would prefer not to receive this email newsletter, please email me to be removed from the distribution list.

Please contact me with questions, needs, and news of your groups and classes at acarboneau@naminh.org or 1-800-242-6264 ext 25.

Annette

Information and Referral Overview

April 23, 2008

The Information and Referral Program includes the I & R Line (800 number), website, Resource Center and the work of the Community Resource Volunteers from the local NAMI support groups who provide 1:1 information and support to families in their local communities and connect them with NAMI NH supports and educational programs. The Information and Referral Program is the entry point for most of the families into the support, education and advocacy programs offered by NAMI NH.

NAMI NH uses the data collected from the Information and Referral Program to identify trends on the state and local level that reflect practices or policies that negatively impact access to and quality of treatment services and support programs , assist in NAMI NH program development and documents the need for and effectiveness of family support and education programs . We use all of this data to demonstrate the continuum of support and education NAMI NH is able to provide when seeking funding for programs. It is essential that we demonstrate how everything is “interconnected”.

The Information and Referral Form has several different purposes and the data is entered into a data base. The data base is necessary due to the high volume of contacts (2,400 + last year) and to ensure accurate reporting to funders of NAMI NH programs and for us to analyze the calling patterns, reasons for calling , referrals made and information mailed. Because of the need to capture different data from different sources, we have come up with a standard form. **This means that there are parts of the form that do not apply to everyone.** As part of quality improvement, NAMI NH pulls a random sample of contacts and sends out a satisfaction survey. The survey is distributed every six months by mail or email. If anyone would like to see a sample of the form, I would be glad to provide a copy.

The majority of calls that are documented are responded to by the central office staff and volunteers who answer the I & R line. In fact, in the last quarter (January through March 2008) NAMI NH has documentation for 490 contacts of which there were 43 contacts documented from the Community Resource Volunteers. The contacts from the local community are important and we are concerned that some NAMI NH volunteers have chosen not to document for reasons they recently shared at the Affiliate meeting. I would like to address these concerns. However, as a disclaimer, I may not be capturing the spirit of your question or concern, so PLEASE call me so we can discuss. I would ask that you have a copy of the I & R form available to you as you go forward.

As the Community Resource Volunteer, you are a representative of NAMI NH. We, NAMI NH, are strong advocates for respecting the privacy of callers and believe that anything they share with NAMI NH volunteers and/or staff stays within the NAMI NH family. NAMI NH does not share the caller’s contact information, reason for call, etc. with anyone outside of the organization.

Let me start with addressing some of the “myths” or “misconceptions”.

- Everything the caller says does not have to be recorded, especially sensitive information.

- All contacts are important to document regardless of who is calling (i.e., family members, consumer, provider, general public).
- The Satisfaction Survey is not to “check up” on our volunteers but to get a perception of what the caller feels about our service as a whole and how we can improve our response to meeting families’ needs. The results are aggregate so no individual is identified in the Satisfaction Survey Summary that is provided to funders.
- Volunteers are asked to be respectful of the privacy and confidentiality of anyone who they interact with in their role as a NAMI NH volunteer; however, as a volunteer you are part of a larger organization and have a responsibility to follow policies and practices of the organization.
- Community Resource Volunteers (CRV) do take calls from families in crisis; however, are not meant to be “crisis line workers”. It is not expected that CRV’s invest many hours on the phone with individuals. If someone is calling repeatedly, then it appears they require a different level of support and a referral to the Family and Community Support Specialist would seem appropriate to meet their needs. Please keep this new resource in mind!

Now let’s look at the form. I have tried to provide an explanation of why /how the data will be used.

Date: Date of call

Original or Repeat Caller: Check off one of these. If repeat caller, just document name and then do to Section 1 and Section 2.

Contact Information: Name, address, etc.

In my many years of doing these calls, I have only had a handful of folks that have refused to provide address or telephone number. I usually wait until the end of the conversation, ensure they feel they have been heard and they have a next step and then ask if they have any other questions or is there something I can help them with. When they say “no” or its equivalent, I say “ Can I ask you a few questions? “ That is when I ask them for their address, telephone number and questions from Section 5 and Section 6. Usually folks are very receptive. Sometimes they ask why I need specific information and I explain that we are a not for profit organization and need to document calls for funders or if a program is scheduled that I feel would be helpful to them or in their area we can mail something to them. I also tell them that no identifying information is shared so their privacy is protected. At this time, NAMI NH does not use this information for solicitation.

Section 1

This section provides us with information to assist with program development, planning and advocacy efforts. We can identify trends both in regions and statewide.

- You are asked to check off the box that best captures why they are calling.
- “Other” requires one or two words to identify why they are calling
- Other comments: are not needed

Section 2

This can provide NAMI NH with data on who is referred to what supports or programs . We then can see if they are connecting and if not, use quality improvement strategies to address the situation. Also, allows NAMI NH to know if our central office staff or volunteers need more resource information or training in a specific area.

- Notes: follow the “less is best” rule; in most cases you will not have to write anything if you are making a referral or mailing out information. I am providing a short list of examples of what could be written. It is important to indicate that you did provide something.

Examples:

- explained how to schedule an appt with the community mental health center
- provided name of community providers
- suggested legal resources
- provided support and allowed her to vent
- Referral to: check off the box
- Mailed Information About: check off a box if applicable

Section 4

Applicable only if you are making a referral to a NAMI NH support or education program. By asking this question, the caller knows that someone else from NAMI NH will be following up with them. They can say “no” and you could then provide them with the contact information to make their call. We offer this so that families will not have to make “another call”.

- Check off box only if making a referral.

Section 5

This will help NAMI NH know, especially as we move forward with a marketing initiative, what methods of NAMI NH’s marketing are effective.

- Check off the applicable box

Section 6

NAMI NH is a membership organization and it is through our members that the organization is build and sustained. It is members that are recruited as volunteers to continue to meet the needs of families in our communities. Funders are now asking what our membership enrollment is-this reflects the strength and sustainability of the organization.

Volunteers are the backbone of NAMI NH. The commitment of time, energy and your passion is what provides HOPE to families. The Community Resource Volunteer is sometimes the first contact callers have with NAMI NH. It is important that calls are returned in a timely way. If at any time you have a question about a resource or system policy or procedure, please do not hesitate to call me. I am more than happy to share what knowledge or information I have or where we can find the answer. Also, if you feel there is some training that would help you in this role, I am very interested in having that provided to you. Thank you for all you do, and please call me with any questions or concerns regarding this process.

Claudia