From Mom-and-Pop to One-Stop Shop

(How HOPE, Inc. became the first 100% Peer- and Family-Run Comprehensive Service Provider in Arizona!)

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HOPE’s Mission is to deliver recovery-based community services using empathy from our own experience to ensure every individual achieves the most fulfilling life possible.
Objectives

• Discuss the changing landscape for Peers and Family Members, and how Peer- and Family-run organizations continue advocacy work without “selling out.”

• Describe the paradigm shift in HOPE’s recovery model, in order to include clinical care.

• Describe challenges and lessons learned from implementing a peer- and family-run comprehensive behavioral health organization.
Ch-Ch-Changes, or Why Integrated Care is Awesome for Peer-Run Organizations!

• Member Care!
• Stigma Reduction
• Stronger Peer- and Family-Run Network
Why Did HOPE Choose to Expand?

• HOPE was approached by CPSA to discuss billing over-the-phone peer support

• Explored different options to bill, including Case Management

• HOPE needed to become licensed to bill case management
Paradigm Shift: Day-to-Day

- Documentation expectations
- Staff Trainings
- Coordinating Medical Services
- Coordinating UM Services
- Financial Accountability
How is HOPE different?

Member

- Recovery Coordinator
- Medical Liaison
- Therapist
- Recovery Coach(s)
- Recovery Navigator(s)
- Natural Supports

We’re in it together.
How do HOPE’s Community Programs fit in?

- Diversion Services
  - CRTT
  - BJA/IORP/CRP

CSP

- Crisis Services
  - Warm Line
  - SPAN

In-Home Health (NTXIX)
Paradigm Shift: Culture

- Staff Concerns
- Member Concerns
- Board Concerns
- Addressing Concerns
Lessons Learned

• EHR woes
• Learning Medical culture
• Logistics, Logistics, Logistics
• What’s My Job, Again?
• Case Management theory vs. reality
• Silos? What Silos?
Successes

- Comprehensive policies and procedures
- A more sophisticated evaluation Plan
- Improved marketing and outreach strategies
- Experimental program design
- Increased capacity to receive funding
- More staff!
- Overall, a better capacity to serve Members
Questions