



From Mom-and-Pop to One-Stop Shop

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

Presenters:

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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

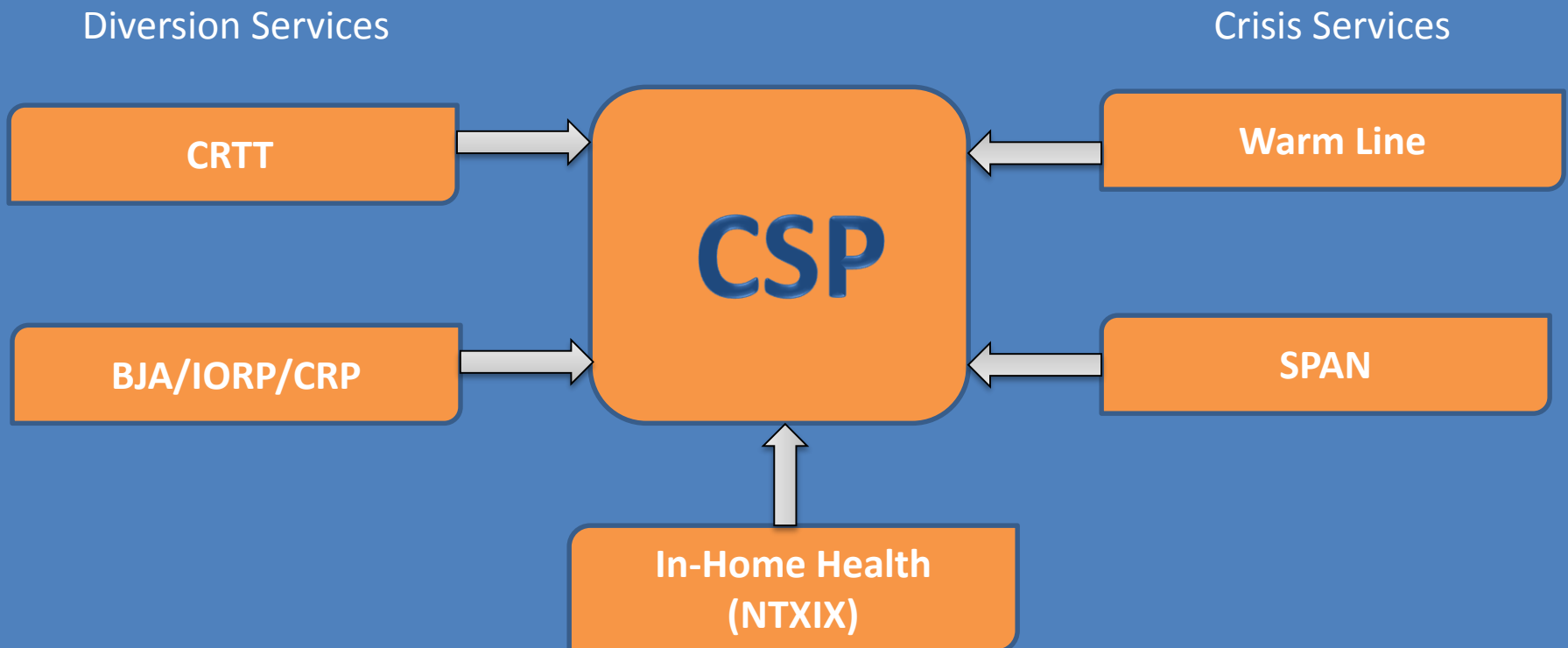
Paradigm Shift: Day-to-Day

- Documentation expectations
- Staff Trainings
- Coordinating Medical Services
- Coordinating UM Services
- Financial Accountability

How is HOPE different?



How do HOPE's Community Programs fit in?



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

