



OFFERING A  
COMPREHENSIVE  
AND HOLISTIC  
SERVICE ARRAY

MODULE 5

# MODULE 5 OUTLINE

1

Learning Objective 1

**Identify the core principles in providing comprehensive and holistic services**

2

Learning Objective 2

**Identify the values and attitudes required to create system of care that offers a comprehensive and holistic service array**

3

Learning Objective 3

**Understand best-practices of Recovery Support Services and Recovery Community Organizations**

4

Learning Objective 4

**Apply best-practices to offer a comprehensive and holistic service array.**



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## CORE PRINCIPLE

**OFFERING A COMPREHENSIVE  
AND HOLISTIC SERVICE ARRAY**

## WHY WE FOCUS ON OFFERING A COMPREHENSIVE AND HOLISTIC SERVICE ARRAY

Treatment and recovery-oriented services and supports provide a menu of options to meet the diverse needs of the individuals served.

Access to comprehensive services and holistic service supports the individual's own path towards mental health and well-being.

A comprehensive and holistic service array tailors to the individual's preferences, life circumstances, and aspirations.

Comprehensive and holistic services are integrated in the community.



## COMPREHENSIVE SERVICES AND HOLISTIC CARE IS BUILT ON PARTNERSHIP

- Individuals must be seen as *partners* in all decisions that affect their behavioral health and the importance of autonomy, self-determination, and self-management should be emphasized.
- Partnership requires *mutually trusting* and *respectful* relationships with
  - Individuals
  - Families and caregivers
  - Community and recovery support services

## CORE PRINCIPLES IN A COMPREHENSIVE AND HOLISTIC SERVICE ARRAY

- Strengthening connections between systems and sectors can improve multisector planning and facilitate access to services (*e.g., housing and employment services, schools, social services, addictions*).
- Everyone shares the responsibility to create opportunities for interaction, service access, collaboration, and civic participation.

# CORE PRINCIPLES IN A COMPREHENSIVE AND HOLISTIC SERVICE ARRAY

- Behavioral health services have a role in supporting communities to become more inclusive.
  - Promoting mental health awareness
  - Reducing stigma and discrimination
  - Supporting recovery and inclusion

# OFFERING A COMPREHENSIVE AND HOLISTIC SERVICE ARRAY

## Support Recovery

Access to a range of services, treatment, rehabilitation, psycho-social and recovery support to promote recovery and overall mental health and well-being

## Promote Community Integration

Access to support services in the community to promote community integration

## Enhance Network Supports

Access to environmental and community support services to enhance network supports



## A COMPREHENSIVE AND HOLISTIC SERVICE ARRAY REQUIRES

- **Collaborative partnership** with the individuals we serve; their families, friends, and recovery support system; and their community
- **Knowledge of best-practices and alternative services** that make up the holistic and comprehensive service array
- **Recovery mapping** to provide a landscape of community services and support networks within the community





**VALUES & ATTITUDES  
OFFERING A COMPREHENSIVE  
AND HOLISTIC SERVICE ARRAY**

# VALUES AND ATTITUDES



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Belief in healthy, inclusive communities where people with behavioral health conditions flourish and have promising futures

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Appreciate collaboration as a means of addressing community development and learning

## VALUES AND ATTITUDES

- Appreciate community as the space for recovery and active citizenship, where people find meaning according to their own customs, traditions, cultures, and upbringing
- Acknowledge local diversity, strengths and skills; respect local expectations, values and processes

## VALUES AND ATTITUDES

- View individuals in the context of their whole selves and lives
- Appreciate the complexity of needs and aspirations across cultural, spiritual, social, economic, emotional, and physical realms
- Priority is supporting the needs of the person

## VALUES AND ATTITUDES

- Recognize that engagement with individuals and offering support promotes personal recovery
- Be open and willing to learn from the individual in recovery as well as from their family and circle of support.

## A COMPREHENSIVE AND HOLISTIC SERVICE ARRAY IS BUILT ON PARTNERSHIP

- Individuals must be seen as *partners* in all decisions that affect their mental health and emphasizing the importance of autonomy, self-determination, and self-management.
- Partnership requires *mutually trusting* and *respectful* partnerships with
  - Individuals
  - Families and caregivers
  - Community and recovery support services



**WHAT WE KNOW  
OFFERING A COMPREHENSIVE  
AND HOLISTIC SERVICE ARRAY**



## NEEDED KNOWLEDGE BASE



Understanding certain concepts are necessary *to put into practice* Offering a Comprehensive and Holistic Service Array

- Recognize the need for up-to-date information about community services and resources for housing, education, transportation, employment, and income supports
- Demonstrate a collaborative process where the individual has a choice in guiding their recovery process
- Understand the social nature of communities and how best to work with them

## NEEDED KNOWLEDGE BASE



Understanding certain concepts are necessary *to put into practice* Offering a Comprehensive and Holistic Service Array

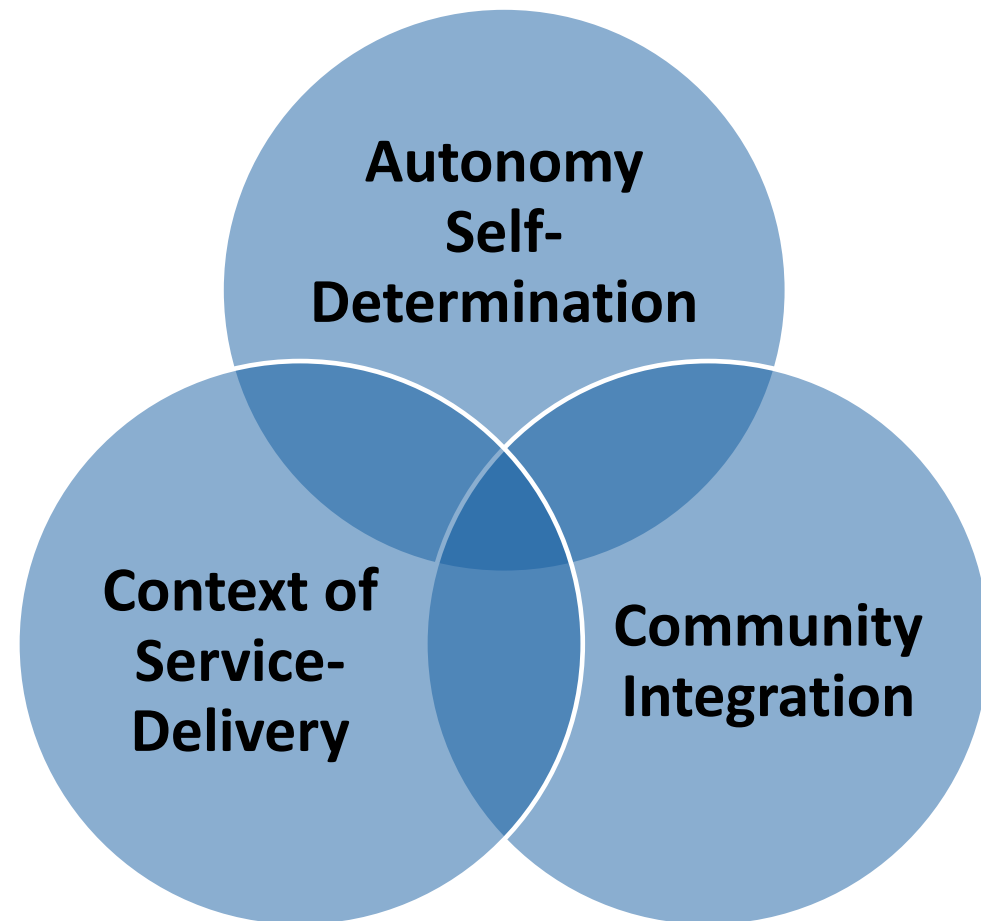
- Know community leaders, services, agencies, resources, local issues, and associations.
- Have up-to-date knowledge of funding sources and resources for community partnerships, capacity building, volunteerism, and community development.

# FOUNDATIONS OF RECOVERY

## ■ Foundations of recovery include:

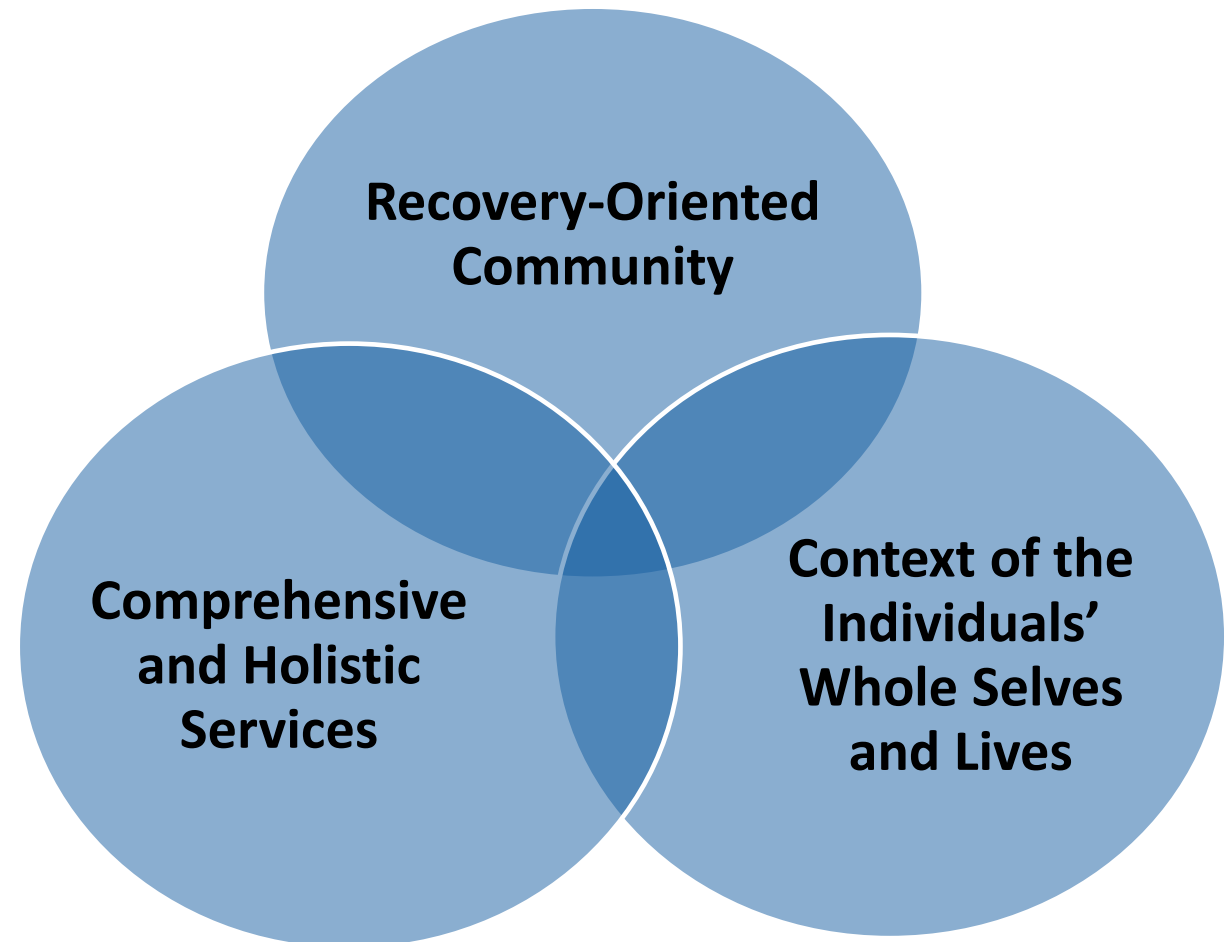
- Autonomy
  - Self-Determination
- Context of Service Delivery
- Community Integration

These components *intersect* with one another and they *rely* on one another.



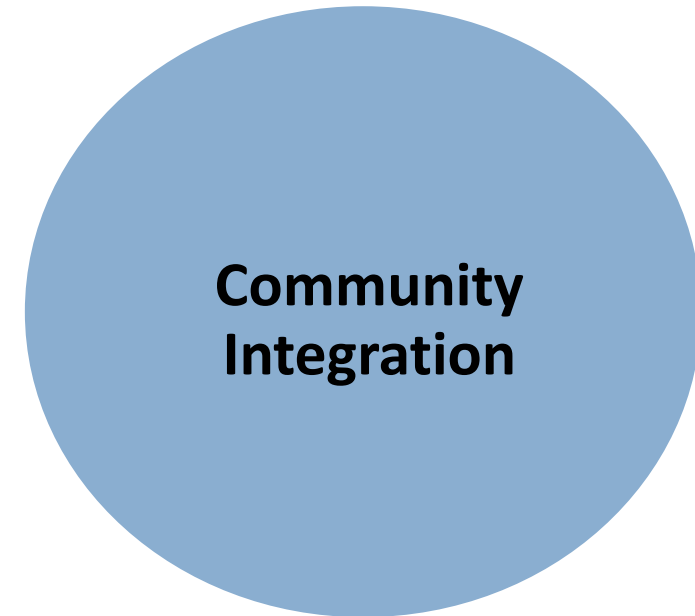
# WIDEN THE LENS: FOUNDATION OF COMMUNITY INTEGRATION

- Foundation of community integration includes:
  - Comprehensive and holistic service array
  - Context of the individuals' whole selves and lives
  - Recovery-oriented community
    - Network supports



# WIDEN THE LENS: FOUNDATION OF COMMUNITY INTEGRATION

- Community Integration
  - Self-help support groups
  - Social activities
  - Vocational/Educational services
  - Recovery network
    - Family
    - Sponsor
    - Recovery support services



# RECOVERY SUPPORT SERVICES



Are non-clinical



Foster engagement



Support resiliency



Open doors to service access



Support long-term recovery

Recovery-Oriented System of Care (ROSC Resource Guide, 2010 Page

# RECOVERY SUPPORT SERVICES

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Incorporate social, legal, and other resources

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Facilitate and support recovery and wellness to reduce or eliminate *environmental* or *personal* barriers to recovery

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Offer various opportunities and support services

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Occur across the continuum of care

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Play a critical role in the recovery journey

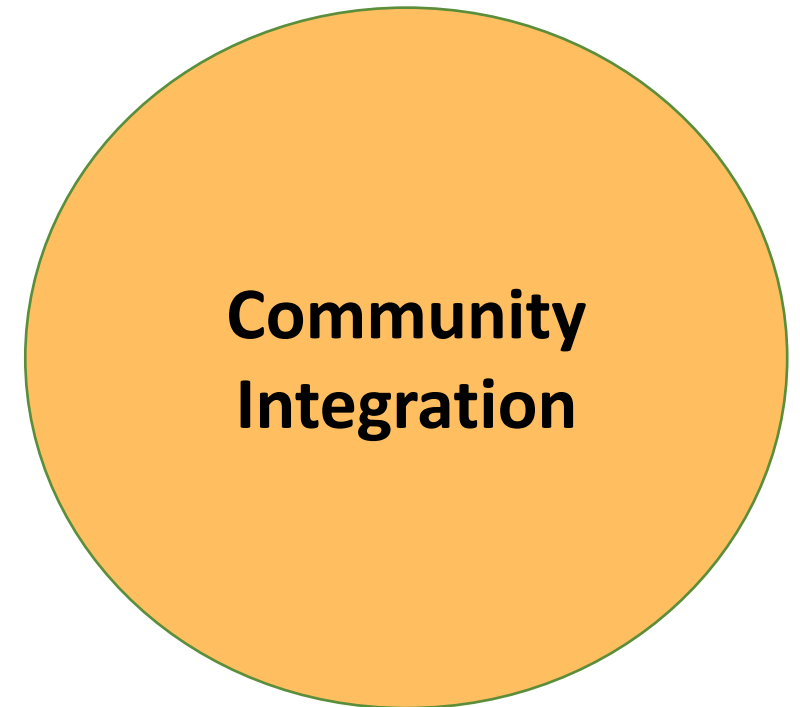
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Follow the best practices of *person-first* and *no-wrong-door* to provide successful individual and family outcomes.

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# COMMUNITY INTEGRATION THROUGH COMPREHENSIVE SERVICES

- Comprehensive services
  - Medication-assisted treatment
  - Medication
  - Counseling
  - Community and personal linkages
  - Family-based treatment
  - Trauma-Informed services
  - Wellness management





# COMPREHENSIVE SERVICES MEANS INDIVIDUALS HAVE ACCESS TO

- Medication
  - Evaluation
  - Treatment
- Medication-Assisted Treatment (MAT)
  - Individual is screened to determine if MAT is an appropriate option
  - MAT is presented as an option (*If appropriate*) as part of the service plan
    - The information explains pros and cons of MAT so that the individual can make an informed decision
  - *An understanding of MAT principles and practices is critical*

# COMPREHENSIVE SERVICES MEANS INDIVIDUALS HAVE ACCESS TO

- Counseling
  - Individual
  - Group
  - Family
- Family-based treatment
  - Frequent collateral sessions, visits, or phone calls with family members to gather information that can assist treatment team and individuals in meeting treatment/recovery goals

# COMPREHENSIVE SERVICES MEANS INDIVIDUALS HAVE ACCESS TO

- Trauma-informed services
  - Proactive efforts to identify individuals who experienced trauma
  - Access to targeted interventions to address on-going symptoms related to trauma
- Wellness management
  - Wellness management services provide individuals with team and services to foster the individuals' full potential for recovery
  - Wellness management includes interventions and services to maintain or improve well-being and recovery

# COMPREHENSIVE SERVICES MEANS INDIVIDUALS HAVE ACCESS TO

- Wellness management
  - Treatment/service plans include:
    - Psycho-education about behavioral health, including substance use
    - Building social support
    - Recognizing signs of decompensation or relapse and heading off crises
    - Education on treatment preferences
    - Psycho-education on coping with stress symptom management, and getting needs met within the behavioral health system and community

# RECOVERY COMMUNITY ORGANIZATIONS

- Recovery Community Organizations (RCOs) are at the root of a recovery-oriented community
- RCOs are independent, non-profit organizations led and governed by representatives of local communities of recovery
  - They increase the visibility and influence of the recovery community
  - They engage in activities that fall under one or more of the three core activities of policy and advocacy activities, recovery-focused community education and outreach programs, and peer recovery support services (PRSS)



**APPLICATION TO PRACTICE**  
**OFFERING A COMPREHENSIVE**  
**AND HOLISTIC SERVICE ARRAY**

# PROVIDER SKILLS FOR OFFERING A COMPREHENSIVE AND HOLISTIC SERVICE ARRAY

Honoring the many paths of recovery

Taking a person-centered approach

Providing collaborative and practice shared-decision making

Practicing person-centered planning

**Recognize that some *individual's* culturally-preferred holistic practices may conflict with the *provider's* personal biases or values.**

# CREATING A RECOVERY-ORIENTED COMMUNITY INVOLVES OR REQUIRES

- Implementing techniques for group facilitation, networking, and partnership building
- Relating well to all audiences, using language readily understood by all
- Participating in local initiatives to promote behavioral health and prevention of mental health and substance use issues
  - Intervening early
  - Fostering resilience
  - Developing mental health literacy
  - Building capacity
- Supporting *peer-led* community partnerships and initiatives, such as RCOs



## BUILDING RECOVERY-ORIENTED PARTNERSHIPS REQUIRES

- Having personal insight
- Undertaking ongoing critical reflection
- Maintaining openness towards continuous learning
- Adopting and presenting a hopeful attitude
- Actively encouraging the person's leadership in all aspects of decision-making
- Assisting individuals to build their lives in the ways that they desire.

## NEGOTIATING AND COLLABORATING WITHIN A PARTNERSHIP-BASED RELATIONSHIP INVOLVES

- The inclusion of family peer support workers
- Linking individuals to family services.
- Providing timely information, respite, education and training helps to support family members



Mental Health Commission of Canada, 2015

## SKILLS NEEDED FOR FAMILY/SUPPORT INCLUSION

- Assessing the needs of family caregivers and support individual
- Providing education, communication and an inviting atmosphere for family members and significant others to feel respected, welcome, safe and valued.
- Inviting individuals to:
  - identify close relationships
  - express their choices
  - identify needs for support from significant others
  - engage those identified as early as possible in the recovery process

## THE NEEDED AND DESIRED SERVICE ARRAY: IDENTIFICATION TO CONNECTION

- Initiate discussion of recovery goals.
- Create culturally safe and responsive services.
- Develop working relationships with police, justice, corrections, and probation and parole services.
- Assist individuals in connecting to a family physician or community health team to address ongoing general health needs and co-occurring medical conditions.

# THE NEEDED AND DESIRED SERVICE ARRAY: IDENTIFICATION TO CONNECTION

- Make referrals to services and resources that:
  - Promote meaningful social engagement
  - Provide education and employment opportunities
  - Link to income security and housing stability.
  - Increase food security
  - Foster overall health and well-being



**QUESTIONS FOR REFLECTION**  
**OFFERING A COMPREHENSIVE**  
**AND HOLISTIC SERVICE ARRAY**



## REFLECTIVE PRACTICE

Please reflect on the following questions and write down your responses.

**Direct Service provider:** How do you make sure that people's choices about involving significant others are respected and re-examined regularly?

**Management:** What have you done to ensure that staff, people with lived experience, families, and support people are aware of sources of family and caregiver support, including family peer support?

**Administrative:** How do you support or incorporate ongoing evaluation of satisfaction levels and planning processes to improve the inclusion of, and support for, families and friends?

# CONNECT TO HOPE



## PRINCIPLES

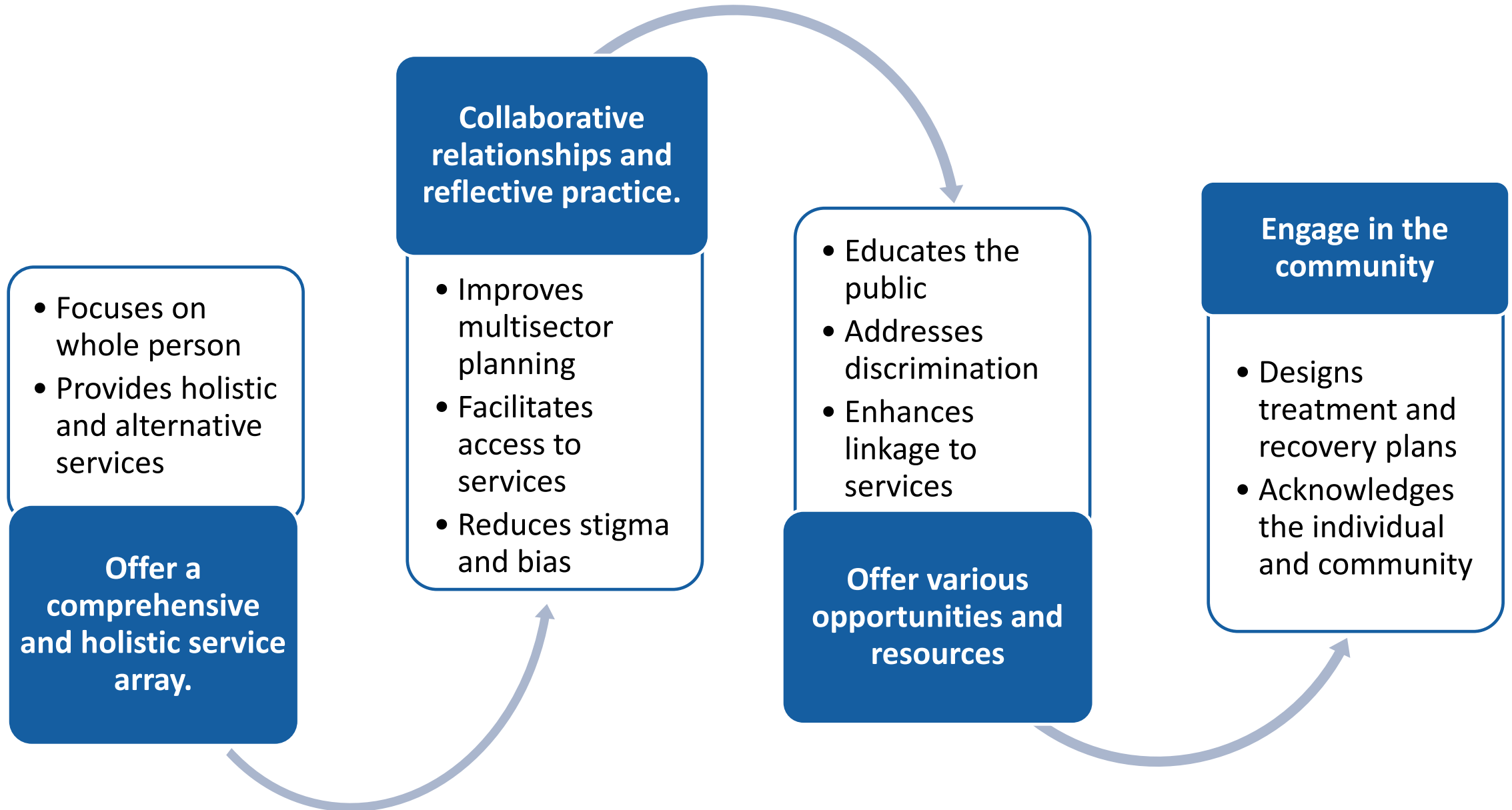
- C**reate a culture and language and hope
- O**ffer a **comprehensive and holistic service array**
- N**on-judgmental
- N**avigating diverse needs
- E**ngagement strategies
- C**ollaborative relationships and reflective practice
- T**ransforming services and systems

## PRACTICES

- H**onor the differences and diverse needs of each individual served
- O**ffer **various opportunities and resources that support the recovery journey**
- P**rovide an environment to encourage personal control
- E**ngage in personal recovery by **understanding personal recovery narrative in the treatment process and within the community**



# Summary: Offering a Comprehensive and Holistic Service Array





THANK YOU!

QUESTIONS?