

**Title of Presentation:** The Recovery Implementation Initiative at the Mental Health Center of Denver: Lessons learned by a Recovery Oriented Community Mental Health Center

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This proposal highlights the work the Mental Health Center of Denver (MHCD), winner of the 2005 Community Service Provider Award from the National Council for Community Behavioral Healthcare has been doing for the last two years to become a recovery-oriented mental health center. MHCD developed a steering committee of consumers, staff, and consultants that defined a **Recovery Implementation Initiative**. As a result of the **Recovery Implementation Initiative**, we changed our mission statement to reflect a commitment to recovery, developed a plan for implementing recovery-oriented practices, and identified ways to measure the impact of these practices.

The **Recovery Implementation Initiative** is a direct consequence of MHCD's Recovery Conferences that started back in 2000. The **Recovery Implementation Initiative** involved developing a working definition of recovery, conducting a comprehensive review of different models of recovery, and defining a logic model that represents MHCD's vision for recovery oriented practice throughout the organization. MHCD's mission statement became: *"Enriching Lives and Minds by Focusing on Strengths and*

**Recovery.”** The **Recovery Implementation Initiative** is being implemented at various organizational levels and includes the development of hiring practices, the development of training tools (including a “back to work video” that is now shown as a standard practice to all new hires), promoting strength-oriented clinical supervision and finally, the development of new programs and services. For example, we have developed MHCD’s Substance Use Recovery Gaining Empowerment (SURGE) program in collaboration with an expert in the substance abuse field. SURGE is an integrated treatment modality that simultaneously addresses both mental illness and substance use by a treatment team and has been shown to be superior to other approaches. Similarly, we have designed an innovative utilization management review system that supports our recovery philosophy by encouraging consumers to successfully transfer to less intensive services. By doing so, we have been able to open new slots in the high-intensity teams, thus allowing the opportunity to increase access to our comprehensive system of care.

Finally, the **Recovery Implementation Initiative** includes a set of outcome indicators that allows us to evaluate the recovery process for MHCD consumers. We developed and use two recovery measures: 1) The **Recovery Markers** measures the consumer’s recovery from the clinician’s point of view. The markers are a series of objective indicators collected by the clinician on every consumer (sometimes as often as every other month) and, 2) The **Recovery Instrument** measures the consumer’s recovery from the consumer’s own point of view. All adult consumers answer the survey during the update of their Individual Service Plan (every six months). This survey has been psychometrically analyzed and has good reliability and a sound factor structure.

In addition to sharing the major steps taken by MHCD on its path to a more recovery-oriented center, we will describe the process used to develop **Recovery Markers** and the **Recovery Instrument**. We will also present the reports that we are currently distributing among clinicians, program managers and program directors so they can monitor the changes in recovery experienced by consumers as they move on their unique recovery path. We will also discuss how these reports can play a significant role in the clinician’s recovery oriented practice. Furthermore, our longitudinal data allows us to analyze the consumer’s change in recovery over time. This type of analysis contributes to our understanding of how consumers have the capacity to recover, though their pathway can be quite different from each other.