

Recovery and Transformation in Washington State: From Consumers' Perspective

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In October 2005, Washington was one of seven states awarded the Mental Health Transformation State Incentive Grant. The Washington State plan for transformation places consumers and families at the center of system change and emphasizes that wellness and recovery, not just symptom management, is possible for all mental health consumers. With the goal of determining whether transformation activities lead to changes in recovery outcomes over time, a measure of recovery was selected and administered to a random sample of consumers receiving state funded mental health services. In this presentation, we will report baseline data on the recovery tool called the Recovery Oriented System Indicators (ROSI) measure as well as a measure of perceived stigma called the Discrimination Experience Subscale. To allow for consumer comments, participants were also asked a series of open-ended questions.

Survey data were collected through the use of telephone interviews. Consistent with the intention of the transformation grant, the majority of interviewers were themselves consumers of mental health services. Persons 18 years old and older who received state funded mental health services were the targeted population. A total of 633 consumers participated in the survey, yielding a completion rate of 21 percent of the randomly drawn sample.

A factor analysis of the ROSI identified six central dimensions of recovery: 1) *Staff and Treatment Satisfaction*; 2) *perceived Independence*; 3) *Access to services*; 4) *Invalidated Personhood*; 5) *perceived Support*; and 6) *perceived sense of Encouragement* from others. Overall, 70 percent of the sample reported being satisfied with staff and with the mental health services they received; however, less than 50% believe that mental health services helped them get basic resources such as employment, housing, and education – services do not appear to be seen as helping them gain a sense of independence. Approximately half (51%) of the respondents felt stigmatized due to their mental illness. Comments collected from the open-ended questions as well as policy implications of the current research will also be discussed.