

Title: Transforming Consumer Run Organizations through Best Practices Research

Principal Presenter: Greg Meissen, PhD
Title: Professor of Psychology & Director
Organization: Self-Help Network: Center for Community Support and Research
Address: Wichita State University, Wichita, KS 67260-0034
Phone: 316-978-3039
E-mail: greg.meissen@wichita.edu

Additional Presenters: Matt Shepherd, PhD
Title: Senior Researcher
Organization: Self-Help Network: Center for Community Support and Research
Address: Wichita State University, Wichita, KS 67260-0034
Phone: 316-978-3073
E-mail: matt.shepherd@wichita.edu

Additional Presenters: Louis Brown, PhD
Title: Research Associate
Organization: Self-Help Network: Center for Community Support and Research
Address: Wichita State University, Wichita, KS 67260-0034
Phone: 316-978-3843
E-mail: louis.brown@wichita.edu

The President's New Freedom Commission Report has led to a year long set of summits in Kansas that focus on each of the goals of the Report. These summits have been influenced greatly by the mental health consumer leadership through the statewide Consumer Advisory Council and the Kansas Network of Consumer Run Organizations (CROs). Of great help to the beginning of a statewide transformation to a consumer and family driven system has been the data from a long-term research initiative that has investigated individual, organizational and community impacts related to CROs.

The Kansas Department of Mental Health in partnership with the Self-Help Network: Center for Community Support and Research at Wichita State University and 20 Kansas Consumer Run Organizations (CRO) has established a longitudinal research initiative that has led to the documentation of emerging best practices for CROs. This long-term research has also provided much organizational feedback to CROs which has led to the strengthening and expansion of CROs in Kansas and well as the statewide consumer

leadership in the state. This poster describes the research and results that have identified organizational and leadership characteristics of CROs related to healthy organizations and positive individual outcomes resulting from these naturally occurring, nontraditional self-help organizations.

Currently Kansas has 20 state funded CROs and another six CROs in the developmental stages which are seeking start-up funding. There is a great deal of diversity among these CROs (i.e., rural vs urban settings, population served, number of members, leadership style, collaboration with community partners). The goal of this research was to establish a “best practices” set of indicators that suggest organizational characteristics that result in the best outcomes for members and the organization. More specifically, this research attempted to:

- 1) Develop best practices model of organizational functioning of CROs.**
- 2) Determine fidelity to the model through adherence to best practices among Kansas CRO's.**
- 3) Development / continuation of a formative evaluation process that incorporates feedback from CRO members to improve the best practices model.**

This research poster will describe the process and outcome of these effort and how this information has directly benefit Kansas by providing specific information that 1) aids targeted technical assistance efforts to build the organizational capacity of CROs to increase their beneficial impact upon members and 2) aids in the development and expansion of CROs in Kansas and nationally.