



**Consumer & Family Member Involvement in the
Implementation
of the
Illinois Integrated Dual Disorders Treatment Project**

**Lessons Learned:
Embedding EBP's in Statewide Transformation
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Illinois Training and Evaluation Grant

Illinois Initiative

- To implement integrated dual diagnosis treatment using the SAMHSA IDDT Resource Implementation Toolkit with agencies in three geographic areas in Illinois
- To evaluate the implementation of IDDT to determine:
 - The fidelity with which the IDDT model is implemented by participating sites
 - The effectiveness of the implementation of IDDT through the assessment of treatment outcomes for consumers receiving treatment provided by participating sites.



Our Partners

∞ **Two Consortiums comprising 15 agencies**

- Three Substance Abuse agencies
- Six Mental Health agencies
- Six agencies providing both substance abuse/mental Health services

∞ **One consumer-run agency**

∞ **One Illinois training Institute**

∞ **Illinois Division of Alcoholism & Substance Abuse**



Primary Goals

- Ω Train 15 agencies on the IDDT Model
- Ω Evaluate agency programs
- Ω Increase the number of agency staff trained in evidence based treatment strategies for dually diagnosed consumers
- Ω Provide technical assistance & individualized support to participating agencies
- Ω Implement IDDT Model



Consumers & Family Member Implementation Involvement

Goal

Recognizing consumers & family members as stakeholders:

Ensured that the viewpoints of consumers and family members was captured throughout the implementation process



Consumer & Family Member Implementation Activities

- Ω Hired a consumer-run agency to provide consumer training to agencies and consult on service delivery
- Ω Trained 12 consumers and family members on IDDT-EBP
- Ω Four consumers participated in training agency staff
- Ω Gathered information from over 90 consumers related to Quality of Life issues
- Ω Presented at two consumer regional meetings
- Ω Invited 6 consumers to sit on project Advisory Committee

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Consumer & Family Member Implementation Involvement

- Consumers & Family members made recommendations on how to obtain community support of project
- Consumers perspective was captured in evaluation surveys
- A Family member wrote an article in IDDT project newsletter
- Consumers identified regional consumer meetings to present and circulate information about the IDDT project
- Provided feedback on Consumer Information Fact Sheet
- Participate on project Advisory Committee



Project Advisory Committee Make-up

- ∞ Advisory Committee meets bi-monthly
 - ∞ Comprised of 15 stakeholders involved in project
- Committee members include:
- Consumers & family members
 - Consortium agency members
 - Training staff
 - Divisions of Alcoholism & Substance Abuse and Mental Health.



Project Advisory Committee Goals

- ∞ To improve community participation on all levels of project implementation
- ∞ Focus on project planning, evaluation and implementation
- ∞ Ensure that special care is taken to address the cultural, racial and ethnic diversity of the communities and populations served by the project



Results of Consumer & Family Member Participation on Advisory Committee

∞ Bring a fresh perspective to the table

- Take an active role in planning, assessing goals and objectives of project

∞ Developed a Consumer Advisory Sub-committee

- Have begun to identify emerging themes within the project that affect consumer services
 - How to provide a continuum of care that will incorporate the IDDT model across all spectrums of services provided in both inpatient & outpatient settings
 - Importance of strengthening the clinical competency of physicians & other clinicians to provide integrated dual-diagnosis treatment services
 - Importance of providing training to consumer & family members on the IDDT model



Results of Consumers & Family Member Involvement

- Ω Consumers & family members trained and educated on EBP make better informed consumers & family members
- Ω Became champions of EBP
- Ω Better equipped to evaluate the effectiveness of IDDT project
- Ω Disseminate information about a project they understand



Lessons Learned

- ∞ Identify characteristics of consumers & family members needed for project
- ∞ Develop a back-up plan for consumers & family members turnover
- ∞ Define consumer & family member participation
- ∞ Provide adequate training for consumers and family members



Consumer & Family Member Implementation Involvement

What does consumer and family member implementation involvement mean?



Consumer & Family member Implementation Involvement should mean.....

Networking, networking, networking.....

- Ω Build ongoing relations with numerous consumers & Family member groups:
 - Consumer-run organizations
 - Individual consumers
 - Family members

- Ω Look for consumers who understand the big picture
 - Find champions for your program



Consumer & Family Member Implementation Involvement should mean.....

Clarifying roles of consumers and family members is key

Consumer and Family member participation is important.

Involvement can be on many levels

- ∩ Define role of consumers and family members in areas of program design, training implementation, decision making, etc.
- ∩ Summarize any participation requirements, develop job descriptions
- ∩ Formalize job responsibilities & expectations with contractual employees
- ∩ There is a need to make a distinction between personal views of what works versus the evidence-based model that is being implemented when it comes to evaluating funded EBP's



Benefits of Consumer & Family Member Implementation Involvement

Consumers & family members are experts

- Ω Bring a presence that sensitizes the service system
- Ω Develop into informed consumers & family members
- Ω Develop into stronger advocates
- Ω Provide priceless information for improving service delivery
- Ω Bring personal experiences of what works and what does not work
- Ω Bridge the gaps between the real life experiences and the Evidence based practice world