

ACT Center of Indiana

Excellence in Training, Research, and Technical Assistance

October 2006
Fall Edition
Volume 5 - Combo Issues 3 & 4

Notes from the Directors

Co-Directors Michelle Salyers and Mike McKasson

Happy Birthday ACT and the ACT Center!

Five years. It feels like just yesterday and a lifetime ago at the same time. When we first started in 2001, there were only a handful of programs in Indiana that espoused the ACT model and none that meet our current state standards. Today there are over 30, and that list is growing (see page 5). In a relatively short time, our state was able to create certification standards for ACT, pursue special Medicaid funding, and develop the infrastructure to support ACT programs. We at the ACT Center are thrilled to be a part of

the infrastructure for supporting ACT in Indiana. At the same time, we have also worked to develop IMR programs in our state, with 9 CMHCs involved with us in implementing IMR (see page 6). Most recently we have begun working with our first state hospital in IMR and are excited to see their recovery focus and to be part of this transformation (see page 6). We hope you take time to celebrate your work on ACT, IMR, and other programs that are helping people realize their dreams as Charlie so eloquently writes about (see page 4).

INTERESTED IN JOINING OUR TEAM?

We are currently seeking applicants to fill another administrative role to help us meet our center's growing needs. Please see page 2-3 of this newsletter for more information.

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Join our ACT Center of Indiana Team!

JOB OPENING

Administrative Coordinator

The ACT Center of Indiana, a collaboration of the Department of Psychology at Indiana University-Purdue University Indianapolis (IUPUI) and the Adult & Child Center of Indianapolis, is a technical assistance center funded by Indiana Division of Mental Health and Addiction (DMHA) to help support initiatives to bring evidence-based practices (EBPs) like Assertive Community Treatment (ACT) and Illness Management and Recovery (IMR) to Indiana. Our vision is to integrate research and practice to promote implementation of and continued commitment to high-quality, recovery-focused, evidence-based practices for adults with severe mental illness. Our approach is to combine training and implementation with ongoing program evaluation and research. We not only provide resources and other materials but also apply a hands-on, systematic approach to helping service providers implement EBPs throughout the state. Our organization enjoys an excellent reputation and growing credibility for providing progressive, quality training, consultation, research, and technical assistance.

Applications are now being accepted for an Administrative Coordinator. Salary and benefits are competitive with other university settings and based on education and experience. Exempt position within the IUPUI Department of Psychology based out of the Roudebush VA Medical Center in downtown Indianapolis, Indiana.

Job Description

Required tasks

- Maintain and oversee office organization and administrative functions (supplies, ordering, payment of invoices and reimbursement, copies, record keeping and filing, mailings, new employee coordination and acclimation, etc.)
- Plan and manage meetings and events to include scheduling, preparation, registration, coordination, and set-up which incorporates guest speaker arrangements and payment, securing location and catering, materials and agenda prep, on-site set-up, break-down, and event support, evaluations, letters of attendance and CEU distribution, follow-up, etc.
- Act as initial, primary contact and provide direct, front-line customer service for most outside entities specific to ACT Center business via various modes of communication (e.g., email, phone, fax, teleconference, etc.)
- Fulfill or triage all requests for training, research, technical assistance, and resources as appropriate
- Foster communication and coordination of all center staff located at and working from various locations on and off-campus which includes oversight of shared server space
- Maintain close coordination and communication with and provide support and administrative assistance for Co-Directors and leadership team
- Serve as a liaison between the ACT Center and Psychology Department and main office personnel who process invoices, payments, reimbursements, etc. for the ACT Center; also retrieve mail at department
- Coordinate with Senior Administrative Coordinator to see that all tasks are attended to
- Provide direct supervision and coordination of daily work of Administrative Research Assistants (2 at present), assigning and delegating tasks as appropriate and being available for assistance
- Participate in most ACT Center core activities and events (e.g., meetings, conferences, board events, conference calls) to include taking and/or overseeing minute-taking and posting
- Create and distribute promotional materials (e.g., semi-annual newsletter, brochures, posters, etc.) to include article coordination, layout, editing, printing, and mailing
- Produce quarterly reports to comprise of writing, editing, and submission to Indiana DMHA
- Oversee, disseminate, and maintain center resources as well as update and upkeep of resource library

- Coordinate transcription services, video/DVD duplication, and distribution
- Administer, edit, and monitor ACT Center’s LISTSERVs which includes initiating and tracking subscriptions
- Maintain ACT Center main Access database of contacts, event attendance, etc. and upkeep current CEU-related information, records, and oversight of CEU assignment
- Distribute site reports (e.g., outcomes, admission criteria, etc.) to sites and Indiana DMHA
- Assist in preparations of grants (particularly forms, copying, review board technicalities) as needed

Tasks that may be required

- Budget management/book keeping
- Data intake, tracking, and management
- Data quality control
- Assistance with website updates (new website coming soon)

All in all, this job requires the appropriate candidate to perform a touch of everything behind the scenes of the center to make the office, events, and contact with stakeholders run as smoothly, effectively, and efficiently as possible.

Important Skills/Qualities

- Flexible, responsible, problem solving, resourceful, trustworthy, self-starter
- Ability to work independently, remain organized and set daily priorities in order to efficiently plan activities and complete work
- Possess and/or gain sufficient knowledge of duties, priorities, commitments, policies, and goals in order to perform routine and non-routine task assignments as required, recognize and determine which information is or is not relevant to the problem at hand, and coordinate activities in varied circumstances.
- Strong interpersonal skills (engaging and empathetic, open and willing to learn, clear communication both verbally and in writing with a wide variety of people, timely and courteous, positive, team player)
- Demonstrates good decision making capabilities and management of multiple priorities
- Attentive to detail and able to handle confidential information
- Have sound time management, leadership, and supervisory skills
- Ability to work effectively and productively with faculty, staff, consultants/trainers, and customers at all levels
- Applicable, fluid knowledge and skills in a variety of computer software including Microsoft Office programs such as Word, Excel, PowerPoint, and Access as well as use of internet and general office equipment (fax machine, copier, printer, etc.)
- Ability to work in an office environment as well as at off-site locations including trainings, meetings, and regular visits to the Psychology Department across the IUPUI campus
- Job encompasses sitting, walking, standing, bending, and lifting, carrying, and transporting of items (lifting weight requirement 30 lbs)
- Bachelor’s degree and at least 2 years applicable office experience required

Apply by sending cover letter and resume/vitae OR for more information, contact:

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A Dream is a Wish Your Heart Makes...

By Charles Boyle

Bureau Chief of Adults with Mental Illness

Indiana Division of Mental Health and Addiction

“A dream is a wish your heart makes

When you’re fast asleep.” (In Disney’s Cinderella)

Some dreams are too fragile to say out loud.

Think of your most secret dream. Think how it would feel to share that dream out loud and what reaction people would have to your dream of being a movie star; or playing professional baseball; or being a hero; or winning the lottery; or being a racecar driver; or winning an Olympic medal for ice skating; or what ever. To say those dreams out loud is to risk laughter or rejection. To say them out loud is to be forced to realize that they are dreams and that they are silly and unreachable. To say them out loud is to risk losing that dream because you have exposed the dream to reality. These are dreams that remain our secret dreams and they are safe as long as we never share them with others.

It is risky to tell someone about a dream. But every day people are telling case managers and employment specialist and therapists about their dreams and care must be taken not to crush those dreams. People need to recognize how very fragile dreams are and how easily they are destroyed.

Now imagine that your dream is to work; to have a normal job. You know from experience that to say it out loud is to risk the embarrassment of rejection of that dream. To say it out loud is to risk losing that dream. It has been exposed as the dream it is and nothing more. You know it hurts too much to risk saying it out loud so you seldom do.

I believe it is your job to find those dreams and make them real. I believe it is your job to make sure that no one in your organization ever tramples on a dream and that you teach people how to recognize a dream and nurture it.

I believe that you are dream agents. That your job is to discover the dreams and help people move toward making those dreams a reality. Your jobs are demanding enough and I am adding a new task to your job responsibilities. At the very least you are not to damage dreams and at the very most you are to help make them real.

I will take a risk. I have a dream. I dream of a day when people that have a mental illness are asked about employment earlier than they are now. I dream about a time when programs realize that there is value in work and that sometimes a person’s treatment needs change when they go to work. I dream of a day when employment will be part of everyone’s treatment plan from the first day of treatment. I dream of a day when employment programs are not an afterthought but are used early and often.

I know that my dream is just as fragile and vulnerable as every other dream. I know by saying it out loud that I will have people react and tell me it is not possible or it will cost too much or that there are not enough jobs or that not everyone that says they want to work can work or that it would require more staff than they have or that Medicaid won’t pay for it or that it just won’t happen.

I now realize that I must have said my dream out loud at some point or I would not know of all the rejection and the attempts to crush that dream.

Maybe some dreams are not as fragile as I thought they were and some dreams live on regardless of the reactions to it.

“If you keep on believing

The dream that you wish will come true.”

(last line)

Reference:

“A Dream Is a Wish Your Heart Makes”

Words and Music by: Mack David, Al Hoffman, and Jerry Livingston

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Indiana ACT Teams & Our ACT Center People Who Help Them Succeed

Indiana **ACT** teams and our ACT Center personnel who provide each team with Consultation and Training

Agency Name	Team/Program Name	City	Coresponding ACT Center ACT Consultant/Trainer
Adult & Child Center	Team Case - ACT	Indianapolis	Angela Rollins
Adult & Child Center	Team Umoja - ACT	Indianapolis	Angela Rollins
Adult & Child Center	Team Sear - ACT	Indianapolis	Hea-Won Kim
BehaviorCorp	ACT Team	Carmel	Hea-Won Kim
Center for Behavioral Health	ACT Team	Bloomington	David McClow
Community MH Center	South ACT Team	Lawrenceburg	Angela Rollins
Community MH Center	North ACT Team	Batesville	Angela Rollins
Cummins Mental Health Center	ACT Team	Avon	David McClow
Dunn Mental Health Center	ACT Team	Richmond	David McClow
Edgewater Systems	ACT Team	Gary	Lia Hicks
Four County Counseling Center	ACT Team	Logansport	Lia Hicks
Gallahue Our Town ACT	ACT Team	Indianapolis	Angela Rollins
Gallahue Tiger ACT team	ACT Team	Indianapolis	Angela Rollins
Hamilton Center	ACT Team	Terre Haute	Lia Hicks
Howard Regional Health System	ACT Team	Kokomo	Lia Hicks
LifeSpring	ACT Team	Jeffersonville	Angela Rollins
Meridian Services	Muncie ACT	Muncie	David McClow
Meridian Services	Richmond ACT	Richmond	David McClow
Midtown CMHC	ACT Team	Indianapolis	Lia Hicks
Northeastern Center	ACT Team	Kendallville	David McClow
Oaklawn Psychiatric Center	ACT Team	Elkhart	David McClow
Park Center	ACT Team - IMR	Fort Wayne	David McClow
Park Center	CD-ACT Team	Fort Wayne	David McClow
Quinco	ACT Team	Columbus	Angela Rollins
Samaritan Center	ACT Team	Vincennes	Angela Rollins
Southlake	ACT Team	Merrillville	Lia Hicks
Southwestern	ACT Team	Evansville	Angela Rollins
Swanson Center	ACT Team	Michigan City	Lia Hicks
The Center for Mental Health	ACT Team	Anderson	Hea-Won Kim
Tri-City CMHC	ACT Team	East Chicago	Lia Hicks
Wabash Valley Hospital	ACT Team	Lafayette	Hea-Won Kim

As described on page 2 of this newsletter, the ACT Center of Indiana is a training, research, and technical assistance center. Although we do not provide services direct to consumers, we do help teams in Indiana implement services like Assertive Community Treatment (ACT) and Illness Management & Recovery (IMR) to the best of their ability through their work with consumers by our providing consultation, training, and program evaluation. Above you will find a listing of the current ACT teams in our state as well as the name of each team's assigned ACT Center ACT Consultant/Trainer. Likewise, on the next page, you will find similar information of Indiana's IMR teams.

Indiana IMR Teams & Our ACT Center People Who Help Them Succeed

Indiana **IMR** teams and our ACT Center personnel who provide each team with Consultation and Training

Agency Name	Team/Program Name	City	Coresponding ACT Center IMR Consultant/Trainer
Adult & Child Center	6 ACT/CTT Teams & 1 Clubhouse	Indianapolis	Tim Gearhart
Bowen Center	PHP Program - IMR	Warsaw	Tim Gearhart
Community MH Center	South ACT Team	Lawrenceburg	Alan McGuire
Gallahue IMR	IMR Programs	Indianapolis	Tonya Eiden
Madison Center	PHP - IMR	South Bend	Tim Gearhart
Northeastern Center	ACT Team - IMR	Kendallville	Tonya Eiden
Park Center	ACT Team - IMR	Fort Wayne	Tonya Eiden
Park Center	CTT - IMR	Fort Wayne	Tonya Eiden
Quinco	PHP - IMR	Seymour	Tim Gearhart
Wabash Valley Hospital	Clubhouse	Lafayette	Veronica Macy

Madison State Hospital IMR Pilot Project

By: Beth A. Johnson, MS

Madison State Hospital IMR Project Manager

Madison State Hospital, a JCAHO accredited hospital located in Madison, Indiana, will partner with the Indiana ACT Center to pilot the Illness Management and Recovery (IMR) program on four adult psychiatric units beginning November 2006. According to Peggy Stephens, MD, Superintendent and Medical Director, Madison State Hospital is currently undergoing a transition to integrate a recovery philosophy into psychiatric medical treatment in a state psychiatric hospital. The paradigm shift is spurred by the mission to provide intensive recovery-focused contemporary psychiatric care with the goal of accelerated community integration. Dr. Stephens, an appointed member of the Indiana Mental Health Transformation Work Group, indicates the support by State leaders and statewide transformation initiatives have been vital to the hospital's progress toward these changes.

Dr. Leonard Miller, Director of Psychology, indicates IMR will be piloted by the psychology department in an effort to re-align psychological services with the hospital's goal of integration of a recovery philosophy of patient care. The department will measure outcomes and use results to tailor psychological services at the hospital to promote collaboration between patient and clinician on

the mutual goals of illness management and mental health recovery.

Dr. Alix Price and Dr. Racheal Rauck are the clinicians assigned to the units designated for implementation and will utilize IMR to advance patient goals for treatment in both an individual and a group format. The clinicians will collaborate with the unit interdisciplinary teams (IDT) to incorporate patient goals for recovery into the IDT monthly treatment planning sessions.

Madison State Hospital (MSH) celebrates this innovative journey as the first state-operated hospital in Indiana to pilot the IMR program. Innovation is no stranger to MSH which recently moved into its state-of-the-art treatment facility. MSH has led the state in implementing the first fully electronic pharmacy system, establishing evidence-based prescribing guidelines, attaining hospital-wide Medicaid and Medicare certification, including respect-based performance expectations in every direct care employee's job description and performance appraisal, and volunteering to serve as a pilot hospital for the new JCAHO Psychiatric Core Performance Measures. The common element of these innovative efforts is a commitment to superior patient care. At MSH, staff look beyond mental illness to provide treatment that generates hope for recovery and encourages patients to define and pursue meaningful roles.

Up Close & Personal

with



Tim

Gearhart

Hello! My name is Tim Gearhart. I work as an IMR Consultant and Trainer for the ACT Center of Indiana.

I grew up in the town of Winamac, Indiana. I enjoyed playing baseball, riding horses, hunting, fishing, and almost anything the outdoors could offer. After high school, I completed my Bachelor's degree in psychology at Grace College in Winona Lake, Indiana, just outside of Warsaw. I received my Master of Social Work from Indiana University South Bend.

Instead of playing baseball my senior year at Grace, I got a job on the inpatient unit of the Otis R. Bowen Center. I did this because my wedding date was quickly approaching and employment offered more security than the small amount of scholarship money available to me if I pitched for the Lancers. I was employed for the Bowen Center for just over five years, but in my time there I gathered a wide range of experiences. After working for a year on the inpatient unit, I transferred to Shady Rest.

Shady Rest is a 40 bed residential facility for persons suffering from severe mental illness. After a year at Shady Rest, I transferred again to do partial hospital groups and also provided outpatient therapy. I enjoyed facilitating DBT groups and working with court referred anger management clients. After completing my Master's of Social Work, I became the Assistant Residential Supervisor. This involved providing clinical supervision for adult case managers in 5 different counties. I also had the opportunity to occasionally stand-in as Bowen's state hospital liaison. Along with these new responsibilities came that of the IMR team leader for the Bowen Center. I loved being able to espouse the necessity of adopting a recovery philosophy. I still love expressing my passion about recovery today as an IMR Consultant and Trainer for the ACT Center of Indiana.

My family and I make our home in Rochester, Indiana. I met my patient, wonderful wife Gretchen while attending Grace College. She and I will celebrate our fifth anniversary this summer. She teaches kindergarten for the Culver Community Schools. We have two daughters, Aubrey (3), Ella (2), and just welcomed our son Max in January! That rounds out our family. We enjoy baseball games (mostly White Sox), grilling, and gardening during the summer. I enjoy hunting and floating the Tippecanoe River to fish. One thing is for sure, there is never a dull moment at our house!

Frequently Asked Question

Question:

"What is the correlation between persons with SMI who are symptomatic and success with employment? We know that individuals with symptoms can still be successful with work, but some Vocational Rehabilitation (VR) counselors are telling their fellow VR counselors and the ACT Supported Employment (SE) Specialists that they will not approve anyone for VR/SE if they are hallucinating or delusional. The SE specialist was looking for some research and information to provide to them to help educate them."

Answer: (By Gary Bond, ACT Center of Indiana Research and Program Evaluation)

There is a large literature that shows that presence of schizophrenia symptoms does not preclude success in working. In fact, working actually helps some people to manage their symptoms better. Three articles that are pertinent are:

Anthony, W. A., & Jansen, M. A. (1984). Predicting the vocational capacity of the chronically mentally ill: Research and implications. *American Psychologist*, 39, 537-544.

Cont'd on pg. 8 >>>

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Indianapolis, IN
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The ACT Center of Indiana is a collaboration of the IUPUI Department of Psychology and Adult & Child Center of Indianapolis.
Funding for the ACT Center is provided by Indiana Division of Mental Health and Addiction (DMHA).
Our mission is to integrate research and practice to promote implementation of and continued commitment to high-quality, recovery-focused, evidence-based practices for adults with severe mental illness.

To change your subscription to the ACT Center of Indiana quarterly newsletter, contact Veronica Pedrick at vpedrick@iupui.edu or (317) 988-3119. Newsletter created, designed, & edited by V. Pedrick.

“FAQ . . .” cont’d from pg. 7

Bond, G. R., Resnick, S. R., Drake, R. E., Xie, H., McHugo, G. J., & Bebout, R. R. (2001). Does competitive employment improve nonvocational outcomes for people with severe mental illness? *Journal of Consulting and Clinical Psychology*, 69, 489-501.

Michon, H. W., van Weeghel, J., Kroon, H., & Schene, A. H. (2005). Person-related predictors of employment outcomes after participation in psychiatric vocational rehabilitation programs: A systematic review. *Social Psychiatry and Psychiatric Epidemiology*, 40, 408-416.

Hallucinations and delusions should not be an exclusion criterion for enrollment in supported employment. Most studies have found little relationship between these symptoms and work outcomes. Other factors are more important to success in employment, such as actual work performance.

There is some evidence that negative symptoms have an impact on work outcome, but programs providing supported employment appear to compensate for the negative symptoms. A paper that discusses this is:

McGurk, S. R., & Mueser, K. T. (2004). Cognitive functioning, symptoms, and work in supported employment: A review and heuristic model. *Schizophrenia Research*, 70, 147-173.

Negative symptoms should not be an exclusion criterion either, although such individuals may need extra assistance.

Of course, all clients enrolled in supported employment who are experiencing symptoms of schizophrenia should also be receiving high quality mental health treatment, which Assertive Community Treatment (ACT) teams are designed to provide.

Aron, L., Burt, M., & Wittenburg, D. (2005). Recommendations to the Social Security Administration on the design of the Mental Health Treatment Study. Washington, DC: Urban Institute.