

Access Team Wins Governor's Award for Excellence

Access Team Members are:

Edna Magpantay-Monroe, Janet Chin, Lyle Miyasato, Dennis Williams, Rodney Aquino, Derrick Ford, Valerie Low, Tiffany Kaspo, Darnell Weeks, Diane Galich, Grace Schonhardt, Lisa Kealoha, Minako Johnson, Rayechelle Mamuad-Guieb, Paul Southworth, Rose Codiamat, Catherine Luciano, Mindy Padayao, Lindell Saelua

Pictured from left to right are:

Mindy Padayao, Dr. Hester, Chief AMHD, Rose Codiamat, Janet Chin, Lyle Miyasato, Governor Lingle, Dennis Williams, Edna Magpantay-Monroe, Rodney Aquino, Derrick Ford, Tiffany Kaspo



The following letter was presented to the Access team by Governor Lingle:



Department of Health Team Access

October 10, 2003

I am honored to present you with the 2003 State TEAM of the Year Award, for creating and coordinating a 24-hour adult mental health crisis line that provides mental health information to the community and links callers to the appropriate agencies where they can obtain the services they need.

You all displayed exceptional team work and competency when tasked to deliver a complex and demanding statewide service in a short period of time. Each of you took the initiative to take the lead by developing forms to assist in the organization of the operation and developing community resource binders, and initiating morale building activities and communication tools. Creativity was necessary to fulfill the mission of the program, which was never in short supply. Since the program's inception in 2002, your team received more than 21,000 calls, which you serviced promptly and exhibited great sensitivity.

Thank you for your commitment to helping our community in their recovery and health management and for working together in addressing their needs.

Sincerely,

Linda Lingle, Governor of Hawai'i

15 Qualities That Make The Access Team A Winner In the Words of the Team Members



Team poses with Governor Lingle & DOH Deputy Director Jane Kadohiro

According to Edna Magpantay-Monroe, APRN, Director, Access and Assessment, each member of her team functions harmoniously to bring needed services to the community. Operating 24/7 the Access Team strives to work together so that every consumer (clients) utilizing services is screened effectively. The team capitalizes on 15 important qualities taken from proven champion Denver Bronco coach Mike Shanahan's book, *Think like a champion: Building success one victory at a time*. Below are the abbreviated thoughts that each team member wrote:

The team matters more than individual: *Our team is quick to prioritize the overall needs of the program over individual needs and endeavors. Using individual strengths, each member contributes to the program.* —Rodney Aquino, Access Screener

Every job is important: *Each screener's job is an important component to the success of Access. No task is considered trivial. Each staff takes the initiative to "lead" a project according to our strengths to contribute to the smooth operation of Access.* —Lyle Miyashiro, Access Screener

Treating others with respect: *Working with others mandates an underlying sentiment of respect. Opinions and ideas are openly shared among the team. Alternative viewpoints are expected. Although we disagree, it is imperative for the members to be respectful of other's ideas and work together toward a shared goal.*

—Derrick Ford, Access Screener

Share in victories and defeat: *With each setback, we grow together to meet challenges ahead. With each success, we continue to find ways to improve. We treat "complaints" as an opportunity to change and grow. We triumph in wonderful kind words given to us by our clients, providers and peers as we share this through our kudos board.* —Dennis Williams, Access Screener

Accept criticism: *By being courageous enough to make changes, our commitment is to make our program more effective and efficient. That is success. We look at criticism and address it constructively as individuals, as a team and as a program. We strive to keep a caring, open and inviting philosophy with all our callers.* —Terri Garrett, Access Screener

Keep the boss informed: *Our leader must be well informed to make decisions, to address concerns, and serve as a resource to all. This type of communication fosters trust and growth. There is a clear channel for accountability.* —Janet Chin, Access Screener

Focus on your work ethic, not others: *As each individual approaches any task, challenge, or obstacle in various and unique ways, we must not digress in different directions other than our program's vision to serve. Using methods and practices that are learned and shared among us all. One word, professionalism, describes Access.* —Tiffany Kaspo, Access Screener

Allowing for differences in life-styles: *Our diverse team is comprised of individuals from different background and professional experiences. As a result, we capitalize on one of multiple strengths, our diversity. The team must be able to collaboratively work for the betterment of the clients' recovery process. Cultural competency is the key to our training.* —Mindy Padayao, Access Screener

Be more creative than predictable: *Our methods of program development are quite unique. Another program strength is flexibility. Despite conventional means, we look to other alternatives for solution and success.*—Anthony Moxley, Access Screener

Let go of failed ideas: *We capitalize on every opportunity to better our service. We accept our challenges to adapt. Through this, we let go of failed ideas and strive towards quality, conserving limited resources.* —Rose Codimat, Access Screener

Employ structure and order: *Our program has one leader and one shared principle. Although individuals, we march to the same beat and pace. Our journey is mapped out with one direction and one vision. Staff put together rules so there is no misunderstanding of expectations.*

—Val Low, Program Assistant

Rewarding those who produce: *Accomplishments should not be overlooked. Rewards should be given in a timely manner. Another important factor is the "kudos board" that we have in our office.*



Governor Linda Lingle opening awards presentation



Mindy Padayao, Rose Codimat (2nd & 3rd from right) awaits news

Customer service is of great important to us. Our board serves as a visual reminder how much of us make an impact. This results in increasing morale and motivation for all of the team. —Donna Tamura-Wagman, Access Screener

Find different ways to motivate your team: *Use positive and appropriate reinforcements, at the right time, to instill confidence and support the team. Laughter and the acceptance of one another are fostered through team-building exercises at work and off work activities. —Diane Galich, Access Screener*

Protect the system: *Our data service hold vital and crucial personal information of the people we serve. We must constantly ensure “confidentiality.” By doing this, we gain the trust of the community and maintain our confidence of our users.*

—Darnell Weeks, Access Screener

Keep your employee fresh: *Each staff member is encouraged to attend educational conferences and competency tools are used to share feedback. Our thoughts are welcome, learning is encouraged, and everyone gains valuable knowledge from each other. —Grace Gagala, Access Screen*



Chief Diane Okumura (3rd from left) of Office of Health Care Assurance waits with Access staffers from left, Dennis Williams, Tiffany Kaspo, Janet Chin

Mahalo Access Team for the excellent work you do everyday and congratulations on winning this prestigious award! Great work!

From the Chief...

As Chief of the Adult Mental Health Division (AMHD), I am pleased to announce the following accolades and accomplishments of the AMHD's hard working staff and community leaders:

Firstly, Governor Linda Lingle honored the Access Team's outstanding contribution to the State of Hawai'i with the "State Team of the Year Award," a recognition that comes shortly after receiving the "Department of Health Team of the Year Award." The value of these accomplishments is enhanced by the fact that the Access Team is only one year young!

I wish to thank all the members of the Access Team for their dedication and hard work. Special gratitude goes to Edna Magpantay-Monroe for training and coordinating the effort of her talented team. I am also pleased to announce that Edna has found another exciting professional challenge, but sad that it is not with the AMHD. Edna, we wish you great success in all your future endeavors and are grateful for your lasting contribution to the AMHD.

Among the positive comments from the Governor on the success of the Access team was an emphasis on the team's sensitivity to cultural diversity. This remark gives further credence to the importance of the Multicultural Services initiative, a project that has been underway since implementation of The Community Plan.

Most recently, a group of Native Hawai'ian mental health professionals, consumers, and community leaders have been meeting to discuss innovative ways for ensuring that mental health services are accessible, welcoming, and culturally appropriate for Native Hawai'ian communities throughout the state. This group has worked in collaboration with the AMHD staff to draft a job description for the new position of Multicultural Services Director. This position will report directly to me and will be responsible for facilitating the development, implementation, coordination and monitoring of cultural competency within the AMHD. We are hoping to list this position soon.

The Native Hawai'ian mental health group also drafted a policy regarding the formation of the Multicultural Services Advisory Committee. This Committee will be comprised of consumers, family members, community leaders, and clinicians that are representative of Hawai'i's culturally diverse population. With the guidance of the AMHD Multicultural Services Director, the Committee will advise the AMHD system on policy and programming that leads to improved services for culturally diverse consumers living with mental illnesses. The Committee will also work in collaboration with the AMHD Multicultural Services Director to develop a multi-year strategic plan for implementing cultural competency throughout the AMHD system. If you are interested in participating on this Committee, please contact Dr. Deborah Altschul (808-539-3943). We are gathering a list of folks interested in the initiative to pass along to the new Multicultural Services Director.

Cultural competency training is also occurring throughout the system. Dr. Altschul has provided a variety of introductory cultural competency trainings throughout the system, including settings such as Community Mental Health Centers, Service Area Board Meetings, Purchase of Service Providers, the Hawai'i State Hospital, the International Association of Psychosocial Rehabilitation, the Peer Specialist training, and the Jail Diversion Project on the Big Island, among others. Please look for upcoming trainings in your area!



Dr. Tom Hester, Chief AMHD



Spotlight on

Jean Ramage, Member Hawai'i State Council on Mental Health



Jean Ramage, PhD

Dr. Jean Ramage is a member of the Hawai'i State Council on Mental Health and a long time mental health advocate. Dr. Ramage believes that the Council has a major responsibility for developing policy directions, advocating for services and financial support for the implementation of these policies. She believes that Hawai'i is a model for the rest of the country in their concern and innovative behavioral and mental health programs.

Currently, Dr. Ramage is the Director of the Hawai'i Department of Education's School-Based Behavioral Health Program. This program serves about 9,500 students per year. Approximately 900 of these students also receive services from the Child and Adolescent Mental Health Division of the Department of Health. The program employs 500 professional staff to provide evidence-based services such as individual counseling, group counseling, and parent counseling and training to students and their families.

Dr. Ramage began her career as a math and science teacher, including teaching at Punahou School in Hawai'i and then went on to earn her Master's Degree in Counseling and a Ph.D. in Educational Psychology at the University of California, Berkeley. Dr. Ramage has contributed to mental health in many capacities such as serving as the Director of the Psychology in the Schools Program for the American Psychological Association, the Director of Governmental and Professional Relations for the National Association of School Psychologists, chairman of the National Consortium for Child and Adolescent Mental Health Services and Chairwoman of the Juvenile Justice Committee of the National Institutes of Mental Health.

We are very excited to have Dr. Ramage as a member of the Hawai'i State Council on Mental Health!

Eight in a Series of Twelve Step Paintings



In the October newsletter we feature the eighth in a series of 12 Step paintings. As described in the January 2003 *AMHD News*, we will feature one of the twelve step paintings in each edition. Please see the January edition of *AMHD News*, available on the AMHD public information website, for information about this series.

Made a list of all persons we had harmed and became willing to make amends to them all.

The November Meeting of the Psychiatric Rehabilitation Journal Club will focus on a discussion of Evidence-Based Practices and Recovery. The following three articles will be discussed:

- Expanding the Evidence Base in an Era of Recovery by William Anthony (2003), *Psychiatric Rehabilitation Journal*, Vol. 27 (1), pp. 1-2.
- Recovery: The Heart and Soul of Treatment by Wilma Townsend and Nicole Glasser (2003), *Psychiatric Rehabilitation Journal*, Vol. 27 (1), pp. 83-86.
- An Evaluation of Family Psychoeducation Program in Community Mental Health by Lyn De Groot, Chris Lloyd and Robert King (2003); *Psychiatric Rehabilitation Journal*, Vol. 27 (1), pp. 18-23.

The next brown bag meeting (i.e., bring your own snack or dinner) of the Journal Club will be held at the Mānoa Innovation Center at 5:30 pm on Tuesday November 18, 2003.

October: Focus on Mental Health
 World Mental Health Day
 October 10, 2003
 Global Mental Health Education Campaign



Mental Health Association Table at Ala Moana Shopping Center

Beyond the Blues

Beyond The Blues, sponsored by Mental Health Association in Hawai'i was held Saturday, October 11, 2003, at the Ala Moana Center Stage. Booths with literature provided information for the public. Thousands of people were exposed to information on Mental Health and live blues music graced the event.



Liz Jacobs, UH Psychology Graduate student shares mental health information



(left to right) Dr. Deborah Altschul, UH Graduate students, Kim Schaper, Liz Jacobs, Winter Hamada



Dr. Tom Hester, Chief AMHD, Grace Vo, Kahi Mohala



Dr. Brenda Cartwright



Eleanor Macdonald, Brian Hamada, Dr. Brenda Cartwright, Fiona McNeill

Depression Day Screenings Held at Kahala Mall

The Rehabilitation Association of Hawai'i offered free depression screenings to the public at Kahala Mall on Thursday, October 9, 2003. The Association also ran educational videos about depression and Dr. Tracy Trevorow gave an informative lecture explaining how to look for and understand signs of mental illness. The event was a success with more participants than expected.



Dr. Tracy Trevorow giving mental health presentation



Shoppers watching mental health videos

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Isle Mentally Ill Enjoy Mall Program

By Helen Altonn
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Mentally ill patients who used to spend days sleeping in their rooms are learning and socializing at the mall. Instead of stores, restaurants and theaters, this mall features school, work, recreational and recovery activities to help improve the patients' lives when they leave the Hawai'i State Hospital in Kane'ohe. "What's different about this program is, patients love it — and that's why we're here: patient care," said Jackie Lee, director of the Psychosocial and Rehabilitation Treatment Mall. One patient who has been in the hospital eight years without participating in anything is going to classes smiling, Lee said. It's easy to refuse classes in the units, where patients can go back to their rooms and sleep, she said. They still can refuse, but they must go to a "refusal room" where there's nothing to do, she said. "In a few minutes they're back to class. "We are putting patients first all the time," she added. "Hopefully this will get us out from under (a U.S. Department of Justice lawsuit)." U.S. Magistrate Kevin Chang, monitoring court-ordered hospital improvements, highly praised the program in a recent report to U.S. Chief Judge David Ezra.



The mall, which is open weekdays from 9 a.m. to 2:30 p.m., began June 9 with 155 patients participating from six units. An acute unit with 18 to 20 patients has its own minimall. "What's really good is that it provides a more normalizing routine at the hospital," said Dr. Kim Meyer, Psychosocial Rehabilitation Director. "Before, it was like never getting out of the living room where you reside." Security was tightened in the administration building, and many offices relocated to accommodate classes. Activities also are held in other buildings and at work sites. "We have to get everybody to own it, that it's everybody's mall," said Paul Guggenheim, hospital administrator, acknowledging that the program does not have total staff support. "Closing the units, the main focus of the hospital for 80 to 100

years, is a paradigm shift." He said the program affects the whole hospital because "every piece of space imaginable" is being used. "It's got to be driven by creativity, things out of the box. It's changing as we go along."

Patients arrive from their units at 9 a.m., go to home rooms for a head count, then attend two classes or activities before lunch and two after lunch. A five-bed sick bay was set up in the administration building, Meyer said, explaining, "The goal is to have everything all inclusive so there is no reason to go back [to the units]." He said meaningful activities are emphasized that patients can continue after leaving the hospital, including personal care, health and nutrition, vocational and social skills, and recreational activities such as tennis, volleyball, exercise and tai chi. Among classes are adult literacy, math and reading, health education, goal-setting and skills to think more clearly. Patients can meditate or relax in a "mood room" painted blue with stars and moons on the walls and black lighting. Catherine Davis, the hospital's patient advocate for 10 years, greets the patients every morning and says the mall is "the best thing that ever happened" to them. "Every single one we've asked says it's good. It's doing wonders for the patients. It's amazing." She said a record was set recently with no grievances from patients for six days. "I can't believe it myself. I don't think we've ever gone one to two days at the most, and that is pretty rare."

Lee Duke Jumawan, psychiatric technician who manages the mall, and nurse Grace Pakele feel they have accomplished a lot in a short time but said they are working to make it better. Meyer said the mall is scheduled in 12-week quarters, each usually followed with a one-week break. Many staff meetings are held to discuss concerns and improvements, and the patient council meets with Guggenheim so there is a lot of interaction, Meyer said. He said the program "affected a long routine" for some staff members, but they're "coming on board more" as they see changes in the patients.

He noted some surprising results. For instance, three patients walked away from the hospital in



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the first two weeks but were escorted back in about 20 minutes, he said. No one has left since, he said.

Some patients who would not participate in any programs before are going to classes, and some who were the most difficult are no trouble at all, he said. Many patients have capabilities that "rise to

the occasion" in the mall setting, Meyer said. "Sitting in the unit, there is no occasion to rise to." He said vocational activities are planned "to get people on their feet in the community" with new or improved skills. Patients earn tokens for their work that they can redeem in a hospital store. They are learning to do external car detailing, which they say is great because they are outside getting exercise. They work in the hospital's Kau Kau Cafe' and do tasks around the hospital. They are also clearing a jungle next to

the hospital to raise vegetables, fruit and flowers for lei-making and floral arrangements. An open market will be held at the hospital when there is enough produce, Meyer said. A 38-year-old woman who has been in the hospital two years said she really likes the treatment mall and working in the garden. "I can get away from everything. I look forward to it and learn to work with others." She said she has learned to manage her mood swings and illness and how to talk to people, which she hopes will help her get a job in a grocery store after leaving the hospital.



RFP Update...

At present, RFP420-2-04 statewide 24 hour group homes and 8 to 16 hour group homeservices, and RFP420-3-04 transportation services on the island of Maui, are in various phases of the procurement process.

Immediate plans are to release RFPs for the following services:

Homeless outpatient case targeted case management and dual diagnosis. Specific dates of release will be announced.

RFP No. HTH 420-4-04, for Statewide Representative Payee Services was released on October 23, 2003. The proposal deadline for this service will be on November 17, 2003.

RFP No. HTH 420-5-04, for Supported Case Management/Case Coordination (Bilingual Targeted Case management Services) was released on October 31, 2003. The deadline for proposal submissions will be on November 24, 2003.

If you would like to be on the RFP notification list, please call Vivian at 733-4489.



Pumpkin made by HSH lei making class

Employment Update...

Clubhouse Programs

- Waipahu Aloha Clubhouse reports 117 active members, 13 members were employed (11%). All 13 members were employed part-time in positions that were less than 20 hours per week.
- Ko'olau Clubhouse reports 104 active members, 23 members were employed (22%). Of those 23, 2 members worked full time (i.e., 40 hours per week) and 3 members worked 20 or more hours per week. The remaining 18 were employed in part-time positions that were less than 20 hours per week.
- Honolulu Clubhouse reports 145 active members, 25 members were employed (17%). All 25 members worked part-time in positions that were less than 20 hours per week.
- Friendship House reports 68 active members, 34 members were employed (50%). Of those 34, 5 members worked full time (i.e., 40 hours per week). 10 additional members worked 20 or more hours per week. The remaining 19 members worked part-time in positions that were less than 20 hours per week.
- Hui Hana Pono Waianae reports 81 active members, 12 members were employed (15%). Of those 12, 1 worked full time (i.e., 40 hours per week). The remaining 11 members were employed in part-time positions that were less than 20 hours per week.
- Hale 'Oluea Hilo reports 111 active members, 27 members were employed (24%). Of those 27, 2 worked full time (i.e., 40 hours per week). The remaining 25 members were employed part-time in positions that were less than 20 hours per week.
- House of Success Maui reports 28 active members, 8 members were employed (29%). Of those 28, 1 worked full time (i.e., 40 hours per week). The remaining 7 members were employed part-time in positions that were less than 20 hours per week.

Supported Employment Program

- Good news! We now have 290 consumer job placements, compared to 282 in the month of September. The retention rate was 37%.

Consumer Survey

- As of September 1, 2003, at State Operated Community Mental Health Centers, 2,285 consumers completed a quality of life interview within the previous 7 months. Of the 2,247 consumers who responded to the employment questions, 431 (19%) reported being employed (159 full-time and 272 part-time).

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