



QC Hearts and Minds: Building Bridges Service Trailblazing Sessions Concept Paper

Goals:

- 1) Enhance communication and coordination among existing mental health service professionals
- 2) Provide community based orientation for social service and other professionals regarding awareness of and access to local mental health services
- 3) Through discussion, identify and substantiate gaps in local services and generate new ideas for how to improve local information and referral processes
- 4) Build social capital and facilitate knowledge transfer among our local professionals

Description:

Offer education and information sessions (“Service Trailblazing Sessions”) for social service and other professionals about how to access local mental health services. Sessions will be led by experienced mental health case management staff who will discuss complex fictitious patient cases and scenarios. We also plan to include and learn from the perspectives of people with mental illnesses who are personal experts. The Sessions will explore the local available resources and answer questions about how existing services can meet the real world needs of patients.

Timeline:

Hold the first Service Trailblazing Session in the second quarter of 2009.

Possible Outcomes or Results of Sessions:

- 1) Establish new communication channels for tackling complex mental health patient cases (e.g., local ListServ, Blog)
- 2) Identify unmet needs and gaps in existing services that should be addressed
- 3) Provide a regular forum for information exchange by experienced mental health professionals and those new to the field or community (e.g., new hire orientations)
- 4) Create an expert team of community mental health service navigators

***Your Input
Requested
on These
Issues ⇒***

Resources Needed:

- 1) **Experienced mental health services staff who would be willing to lead the Sessions**
- 2) **Suggestions on organizations and individuals who should be invited to participate in the Sessions**
- 3) **Ideas for cases, or important information about existing mental health services that you think should be shared during the Sessions (e.g., questions you answer all the time)**

Questions? Organizing “Service Trailblazing” Workgroup:

Karrie Abbott, United Way of the QCA
Nicole Carkner, Quad City Health Initiative
Lori Elam, Scott County Community Services
Joanne Hermiston, Vera French
Nancy Martel, Handicapped Development Center
George Carizey, Scott County Community Services
Michael Terry, Child Abuse Council
Anabel Flaherty, Vera French
Cara Allen, Child & Family Connections
Dr. Bob Anderson, Genesis Health Group
Sherri Behr DeVrievie, Trinity Regional Health System
Michelle Blackmer, Trinity Regional Health System

Jan Wiggins, Trinity Regional Health System
Shelly Hawk, Child Development Associates
Jennifer Jensen, AEA
Marcy Mendenhall, Scott County Kids
Matt Mendenhall, Community Foundation of the
Great River Bend
Cliff Tebbitt, Scott County Sheriff’s Office
Gary Weinstein, Transitions
Kathryn Griffith, UIC/Division of Specialized
Care for Children
Peg Macek, Child Health Specialty Clinics

The QC Hearts and Minds: Building Bridges team was created in June 2008 by the Quad City Health Initiative to 1) Increase the community’s understanding of mental health, mental illness and thus reduce the stigma associated with mental health care; 2) Preserve and increase access to care for the mentally ill; and 3) Promote mental health as integral to our overall health and well-being.