



**Mental Health Block Grant
Final Report**

Service Period: January 1, 2019 – June 30, 2019

Regional Service Area: Pierce County

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Total Mental Health Block Grant (MHBG) Allocation: \$772,964

Consumer Involvement

Provide a summary of actions taken during the contract term to increase meaningful Consumer involvement (commonly referred to as Consumer Voice) in the development and/or provision of services. If applicable, please be sure to include short notations about Peer-run or influenced projects:

TACID, Tacoma, WA: Peer Support

TACID is a peer led, peer driven organization. This past year, and typically annually, they conduct anonymous surveys to gather input from individuals regarding what is working, what needs changed, and what they would like to see added. This information is used with TACID's staff and Board to develop its strategic plan, planning new groups, adjusting hours, and/or looking at new opportunities. This consumer voice was what prompted TACID to add 3 evening groups, more hours of service, additional CPC staff for 1-1's, workshops, and activities.

Recovery Innovations International Peer Bridger /Warm Line Tacoma, WA

The Peer Bridger Program is a community/home-based outreach service which is designed to be short term community support for Pierce County residents (over 18 years of age). This program provides services to individuals to support their recovery as they transition from inpatient services back into the community. All services are provided under the direction of an MHP (Mental Health Professionals) and include Recovery Navigators and Peer Recovery Coaches. The Peer Bridger Program services are based in recovery principles and focus on the values of hope, choice, empowerment, and wellness.

Telecare Peer Bridgers Tacoma, WA

The Peer Bridger Program is intended to serve those who are currently at Western State

Hospital (WSH) and have had a lengthy hospitalization or a history of frequent, multiple hospitalizations. Participation in the program is voluntary. The Peer Bridgers attempt to engage individuals in planning their discharge. The Peer Bridger will transition from spending significant amounts of time on social support and begin offering assistance with independent living skills, coping skills and community adjustment skills. The hand-off between the Peer Bridger and the community behavioral health provider who is providing mental health services is gradual and based on the participant's needs and their person-centered plan. The Peer Bridger is not a case manager, discharge planner or a crisis worker. However, the Peer Bridger brings the participant's perspective into the provision of those services.

Cultural Competence

Describe efforts undertaken to incorporate cultural competency ("Cultural Competence," as defined in this contract) into the delivery of services, especially during subcontractor reviews. Include actions taken that demonstrate efforts to effectively work with Tribes within the BHO's service area:

TACID, Tacoma, WA: Peer Support

The Executive Director has participated in 16 hours of equity and cultural competency trainings. This information has then been discriminated to staff and their Board. Recent hiring has allowed TACID to increase the diversity of their staff, and their Board is working diligently to broaden the breadth of board members to be more representative of the cultures they serve. The Board has also participated in training by a professor from University of Puget Sound regarding this topic. They have made a variety of attempts to connect with the tribes in the area, and continue to pursue these relationships.

Progress Toward Block Grant Project Plans

Provide a short summary of progress made towards achievement of Contractor's Project Plan, including barriers encountered and steps taken to remove barriers:

TACID, Tacoma, WA

TACID has been working diligently to increase the diversity of our staff and board to more appropriately represent the populations we serve. We have made great progress in the past two years with staffing. This has included hiring 4 new staff members, with 3 of them representing different ethnicities, and one a previous participant. These changes diversified our staff much more providing 6 staff members of color.

TACID Board has also been working on this issue to diversify our board to be more representative of those we serve. They have added a new committee, who has worked hard to have conversations that will broaden their understanding and increase the board. We are currently working with two individuals who will begin this transition with

us. One is African American with a disability, and the other is Hawaiian with a daughter with a disability.

Barriers and Mitigation Plans

Providers were asked to describe any barriers that their organization encountered and the steps that were taken to remove those barriers. Provider responses are summarized in the table below.

Provider	Barriers Encountered	Steps Taken to Remove Barriers
TACID	Recognizing that we have much to learn we have been working hard to educate ourselves.	The Executive Director has attended Race and Equity workshops for the past two years, and a wonderful training done by Nick Bayard called "Race, Power, and Social Impact within Nonprofit Organizations." This training was so good that the board and staff will be participating in a similar training done for them at TACID in mid-September. We have also been able to have more in depth discussions as a board. Working with staff I have developed an Equity, Acceptance, and Inclusion work group to work on insuring that our staff feel comfortable at TACID and that we are doing all that we can to continue to diversify the staff.
Telecare	Telecare's Peer Bridger program relocated from the Western State Hospital campus to a new location in Fife in April. This relocation had various challenges with getting up and running to include staffing and hours of availability.	Now that the facility is fully operating staff is fully available and clients are able to be fully served.

Lessons Learned and Recommendations for Improvements

Provide a short Summary/List of "Lessons Learned," including any comments or recommendations that will improve future service outcomes:

TACID

Finding individuals with skills needed on their Board and who are comfortable being first time Board Member has been difficult. They learned that the choice of words used when sharing with individuals needs to be comfortable, engaging and inviting. Additionally, taking the time for conversation, answering all questions, and not being too pushy to make something happen fast plus finding ways to let them know they are not a token, that their input is extremely important and will help ensure TACID's Board represents the array of people they serve.

We are learning with every step of this work. Taking time to really have the necessary discussions is the greatest challenge and following all leads.

Telecare

As Telecare is becomes more familiar with its new location and issues regarding service delivery due to staffing changes they will have more to report. For the time being Telecare is navigating their issues well and are looking forward to engaging community members in need of inpatient diversion to community based care.