



Adult Mental Health and Consumer Services Division

The Adult Mental Health and Consumer Services Division is established to focus on the unique needs of Adults in need of services. Division is established to lay primary focus of the needs unique to individual adults and to provide trauma informed, recovery, wellness and healing faith based health services and community based programs that support the care needs unique to these adult trauma survivors and mental health consumers, including military veterans and their families.

The goal of Adult Mental Health and Consumer Services Division is to provide community based programs that are unique to needs and that provide support, and training to individual adults, and care providers, and to provide comprehensive care management for adult service recipients that produce a Preventative, Quality, Coordinated and Cost effective pastoral care.

Description of Individual Services

Pastoral Counseling
Crisis Intervention and Planning
Screening, Assessment, Evaluation & Referral
Collaborative Service Planning
Family Systems Navigation
Skills Building
Resource Referral – emergency and transitional housing, health, homeless needs, food, education, employment resources connection

CIS - Crisis Intervention Support
Mental Health Recovery Training
VETAA - Veterans Action Assistance.
Community Health Awareness and Education.
Renewed Minds Program - for Adult Literacy.
Employment training and readiness

PASTORAL CARE MANAGEMENT

includes ongoing participation in programs:

AUA – Alcohol and Urinalysis Monitoring
AMP – Anger Management Program
BDVP - Batterer and Domestic Violence Program
SUP - Substance Use Program
FEC – Family Empowerment and Connecting
THP - Transitional Housing Program
ORR – Offender Recovery and Rehabilitation
SOAC – Sex Offenders After Care program
STAC – Sexual Trauma After Care program
PSS - Peer Support Services
QIM – Quality Improvement Monitoring
SBI – Individual and Group Skills Building

Support Groups – Individual and Group Support

MMT - Mighty Men and Trauma
WWW –Wonderful Woman and Wellness



PTSD – Post Traumatic Stress Disorder
MD - Major Depression
SSS - Spirituality and Spiritual Support

PC - Pastoral Counseling

Pastoral Counseling, including faith-based specific counseling and treatment offers a trauma informed approach, and is faith-based counseling provided by a Spiritual Advisor ie: Pastor or Certified Pastoral Care Specialist, provided to any person who specifically request pastoral counseling including faith based [spiritual or religious] guidance or counseling. Such counseling may include spiritual or religious guidance, confession, counseling, mental health, substance abuse, and support counseling and referral based on biblical principles, social awareness education, and training. We do not charge a fee for Pastoral Counseling services.

CIP - Crisis Intervention and Planning

The CIP program is designed for a PCMS service provider informed in trauma, trauma informed care, and crisis training , to intervene as needed and address individual and family crisis, including recognizing and responding to individuals experiencing a mental health problem or crisis, and planning collaborative strategies to decrease additional current or future crisis situations through the development of short and long term recovery strategies and to facilitate the next level of care as needed.

Individual Faith Based Mental Health Assessment and Evaluation

Pastoral Care Specialist administer screening, and a battery of assessments. These specialist are ordained clergy who have received specialized training including, specialized education and training in behavior observation, recognizing and responding to psychological crisis, advocating for trauma victims and survivors, working with offenders, assessing individual, home and community risk, administering a battery of assessments that analyze behavior while screening and assessing Trauma histories, Alcohol and Drug consumption, Batterer and Domestic Violence, Sexual Behavior Analysis, Survivor/Victim Abuse and Neglect.

All assessments are administered by a trained and certified Pastoral Care Specialist, who can provide key information relative to gaining in-depth insight and understanding of issues regarding the person undergoing assessment, all assessments generally progress into the development of a personalized service plan or recommendations for recovery specifically designed for that individual or family unit.

A Pastoral Care Specialist is defined as a certified and licensed faith based health services specialist and health services practitioner who has been certified as a credential specialist in the art of Pastoral Care under a verified faith health agency, institution or organization. This credential holder has completed Facilitator Specialized Training for Mental Health Recovery, Wellness Recovery Action Planning, a state certified Peer Support Counselor, and has completed *extensive* specialized training including Pastoral Care and Counseling, Mental Health and Wellness, Screening and Assessment Theory and Practice, Crisis Intervention Support and Ethical Practice Standards including Mandatory Reporting and Specialized Advanced Training that exceeds the core competencies beyond advanced level practice.

An Individual Assessment also known as the Service Planning Assessment, is a screening interview designed to collect personal and detailed information in specific target categories detect and identify indications of risk, examine those risk indicators, and assess risk using a Risk Rating Scale. The assessment is conducted in the form of a private and confidential interview with the individual, and may include written input from the individual, family, school, employer or other agency.



The assessment may be completed in one interview or may be completed over two or more interviews until adequate information is obtained to complete the assessment. Interviews may take up to 2 to 4 consecutive hours and may be conducted at any location. Upon completion, information identified in the assessment is used to assist people in need of services in the development of a service plan or recommendations designed to provide care, treatment and recovery.

Individual or Family Service Plan

Following the assessment, the certified Pastoral Care Practitioner works directly with the person to receive services to determine suitability with programs and develop recommendations or a comprehensive individual or family service plan for management of care, treatment and recovery based on the outcomes of the screening assessment. The service plan or recommendations targets low to high-risk problem behavior that is causing or has caused, distress, or may cause distress, life disruption or functional impairment. Our goal is for the improvement of the quality of life, decreasing indicated risk behavior, and creating sustainable short and long-term goals in the specified target categories.

Evaluation Treatment and Professional Referrals

We may facilitate access the next level of care and we may contract with credentialed professionals to provide professional services that we offer and if necessary, we refer person's in need of services and consumers for Evaluation and Treatment when it is determined that the client consumer requires an evaluation and treatment we cannot provide.

Systems Navigation and Designated Advocate

Certified Pastoral Care Practitioners fulfill a critical role for individuals in need of services and consumers in traveling with and assisting the client and consumers to navigate, system processes to assist the client or individuals in becoming aware, acquire knowledge and skill to be able to self advocate for their own needs, and advocate on their behalf as needed. A Certified Pastoral Care Practitioner has training to be a designated advocate, including but not limited to, Child Advocate, Sexual Trauma Advocate, and Domestic Violence Advocate for any person in need of services in personal life matters as directed by the individual client receiving services.

SBI - Skills Building and Inventory Review

'SBI' Skills Building Inventories are trauma informed oral and/or written workshops or exercises that help to identify individual Strengths, Weakness and Needs and help to increase individual awareness, and develop healthy recovery skills, encourage self-empowerment, increase accountability. Inventories are tailored to the individual person, and individual receptiveness and may include character workshops and exercises whose focus includes, Accountability, Respect, Honesty, Trustworthiness, Fairness, Integrity, Courage, Citizenship, Conflict Resolution, Substance Use, Anger Management, Sexual Addiction Management, Finance Management, Social Interaction and Responsibility. These workshops may include Respect: for authority, others and property of others, Responsibility, Honesty, Self Control, Self Management, and independent Living Skills. SBI's are also scripted based on specific needs of each client.

Resource Referrals

PCMS will assist person's in need of services to identify and locate community resources to help people in need of services or consumers meet their housing, employment, education, mental health and health-care needs.

Description of Program Services

CIS - Crisis Intervention Support

Trained practitioners have been educated in PCMS Crisis guidelines, trauma, and trauma informed care,



crisis intervention and support, provide certified emotional, social and advocacy support for victims of, or witnesses to, a violent crime or trauma experience. This includes but is not limited to facilitating access to the next level of care while providing assistance with coping with daily life events and distress caused by trauma. Services provided include:

Partner with survivor to build a connection or bond for genuine trust, rapport. Providing information about individual victim rights and available options. As needed will assist with advocacy support with other agencies; attending with client at meetings, hearings and appearances, assist in the filing of desired documents, including stalking, harassment and domestic violence no contact orders.

Facilitate access to the next level of care and collaborate with local organizations, agencies, as needed to facilitate that care. Connect survivors and witnesses with community resources to meet short and long term needs. Coordinate client intervention, and follow-up.

MHRT – Mental Health Recovery Training

We provide Mental Health Recovery education and training, using the certified Mental Health Recovery and WRAP- Wellness Recovery Action Plan curriculum, while assisting any person who wants to develop a Crisis Plan or {WRAP} Wellness Recovery Action Plan. We also include Co-occurring substance use and mental health disorders.

Goals The goals of Mental Health Recovery and Wrap are to teach participants recovery, self-management skills and strategies for dealing with mental health difficulties that allow them to:

- Promote higher levels of wellness, stability and quality of life.
- decrease the need for costly, invasive therapies
- decrease the incidence of serious mental health difficulties
- decrease traumatic life events caused by severe mental health difficulties
- increase understanding of these mental health difficulties and decrease stigma
- raise participants' level of hope and encourages their actively working toward wellness
- increase participants' sense of personal responsibility and empowerment.

Objectives

The following topics are covered using a workshop style, including presentations, demonstrations, interactive discussion and related activities:• Hope, personal responsibility, self-advocacy, education, support.

- Accessing good health care and managing medications
- Self-monitoring using WRAP: A Wellness Recovery Action Plan (an individualized system for monitoring and responding to symptoms to achieve the highest possible levels of wellness)
- Wellness tools include finding and keeping a strong support system, peer counseling, focusing, relaxation exercises, diet, light, exercise, sleep, journaling, music, etc. WRAP assist consumers to:• deal with the effects of trauma.
- suicide prevention
- build self-esteem
- change negative thought patterns to positive
- building a lifestyle that promotes wellness

VETAA - Veterans Action Assistance

VETAA is service support for military veterans and their families designed to help connect veterans, and their families to local resources that will help them meet short, and long term needs.



This includes, collaborating with local organizations and agencies that provide information that will assist in the connecting and navigation of systems. When resources are available, we connect veterans and their families with veteran specific:

- counseling,
- housing,
- clothing and
- food assistance options.

CHAE - Community Health Awareness and Education program

CHAE is a program to provide awareness and health education to the public on issues of public health and safety concerns. We promote community awareness and provide education that may include but is not limited to the following subjects:

- Trauma, and Trauma Informed Care
- US Against Atherosclerosis Awareness
- Domestic Violence, Abusive Relationships, and Violence in Teen Relationships
- Mental Health Recovery
- Mental Health Anti Stigma
- Recognizing and Responding to Mental Health Crisis
- Suicide Prevention
- Homelessness
- Adult and Teen Substance Use
- Post Traumatic Stress Disorder
- Corrections, Community Re-Entry, Ex-offender Recovery and Rehabilitation

RMP - Renewed Minds Program for Adult Literacy

The purpose of this program is to teach reading and numeracy skills to participants, teach problem solving skills through the acquisition of coping skills and to mentor participants as they educate themselves.

This program is instructed by trained educators and will focus on the following instruction:

- Adult Basic Education - ABE classes
- General Equivalent Diploma - GED classes and Pre- GED.

The scope of this program is for any adult person living in the community whose literacy skills are below standard; and includes offenders re-entering the community whose literacy level is below standard.

PCM - Pastoral Care Management

We offer 'Care Management' for individuals needing to be seen on a regular and continuing basis for ongoing recovery care needs to include quality improvement monitoring, counseling, and case management-like services to include the below listed services or service programs:

- A. Pastoral Care Management allows a certified service provider to offer and perform a wide range of support services including:
 1. Conduct community and residential contact visits also known as 'Visitation'.
 2. Perform quality improvement monitoring;
 3. Screen, & Assess needs, risk and history of individual, and individual place of residence;



4. Provide family empowerment and mediation;
5. Provide spiritual encouragement and support;
6. Conduct skill building exercise and inventories;
7. Facilitate problem solving of client needs.
8. Facilitate to the next level of care through assessment, intervention and referral for evaluation and treatment to public mental health and healthcare providers, or other credentialed professionals for services;
9. Connecting person's in need of services to community systems or local resources to meet immediate and long term needs;
10. Provide continuous evaluation of an individual's progress;
11. interceding, as an advocate on behalf of an individual client to support or assist client with navigating systems;
12. Function as the representative or designated advocate for individuals affected by sexual trauma and other forms of Trauma;
13. Provide crisis intervention and planning for individuals in need;
14. Work to assure equity, both in the specific case and for any larger group or class to which the client might belong;

AUA - Alcohol and Urine Analysis monitoring

We accept people in need of services required to submit to mandatory Alcohol or Urine Analysis monitoring. A certified field representative may conduct Field test. Field test results are immediate, and an agency notification is made to the referral source regarding those results. Substance abuse field monitoring are spot field checks with immediate results.

AMP - Anger Management Program

The Anger Management program is a 12 to 24 week program that uses a direct approach in confronting Batterer and Domestic Violence by the offender, requiring that participants be held accountable for their behavior, discuss the behavior in individual and group sessions, develop and practice skills that produce clear and specific outcomes to stop the behavior.

The Anger Management program uses curriculum designed and developed by Substance Abuse and Mental Health Administration and uses a participant workbook. The workbook is designed to be used by participants in a group treatment with curriculum specific for substance abuse and with mental health needs. It provides individuals participating in a 12-week treatment with a summary of core concepts, worksheets to complete homework assignments, and space to take notes for each of the sessions. Trained staff facilitates this program.

This program will help participants develop the skills that are conducive to successfully manage anger. We emphasize that our program model requires that participants be held accountable for their abusive behaviors, and confront their tendencies to batter or commit domestic violence, and must actively participate in programming and develop skills to stop the behavior. Participants must accept accountability and must meet and cooperate with program expectations.

IAM - Individual Anger Management Classes

Individual Anger Management Classes are individual classes usually of one (1) hour duration designed to introduce, practice and review anger management concepts, for managing anger for general and topic specific areas.



Batterer and Domestic Violence Staff Training for the Batterer and Domestic Violence program.

The Batterer and Domestic Violence program has a three fold purpose.

1. To provide approved training for staff, clergy and the community.
2. For the Batterer and an individual who is determined to be at risk of battering to be confronted and be held accountable for their behavior, discuss the behavior in individual and group sessions, develop and practice skills that produce clear and specific outcomes to stop the behavior.
3. To work with and advocate for victims, survivors and their families who have been affected by trauma.

Objectives of workshops.

Define what Domestic Violence is
Forms of Domestic Violence
History
Victimization
Types
Theories
Cycles
Gender Differences
Managing interaction with offenders
Workplace violence awareness, and training

Abusive Relationships Workshop

The Abusive Relationships workshop is designed bring awareness to abusive relationships, and educate those in abusive relationships, where and how to get help, and build a support group to support others.

Objective of Workshop

- a. Understanding Abusive Relationships
- b. Learn the Warning Signs of Abusive Relationships
- c. The differences in Healthy vs. Abusive Relationships
- d. What are the Effects of Abusive Relationships
- e. Putting the Anger and Raging in context.
- f. Personality Traits in Abusive Relationships
- g. Support group creation and facilitation

ASUP – Adult Substance Use Program

The Substance Use Program and Individual Substance Use classes are 12 to 24 week programs designed to provide regular classes for individuals who need to participate in support group therapy, designed and operated by using the organization standard curriculum, for AA, and NA, and offers a period for participants to discuss individual concerns and stories. These include participation in individual workshops and exercises usually of one (1) hour duration designed to introduce, practice and review Substance Use concepts, for the education, awareness, abstinence, and harm reduction of participants. Participants are required to accept accountability and confront their consumption of alcohol and drug use.

'FEC' Family Empowerment and Connecting

'FEC' is Pastoral Care Management Services method designed to provide individual and family intervention and treatment, structured to encourage family communication and family mediation following a conflict, or absence.



FEC is structured for a Certified Pastoral Care Management Specialist to partner with the individual and their family to help the Individual and Family explore paths to re-connect with each other, Individual to individual, individual to family, and family to individual, PCMS partners with the family unit to facilitate family mediation. Emphasis is placed on the roles and needs of the individual, and the persons involved in the individuals immediate family circle, the accountability of those roles, and how those roles interact and how interaction can be improved. We facilitate communication and observe interaction, coach, observe interaction, plan and follow up on plan. With this model, FEC can be effective even for parent to child, child to parent, and parent-to-parent communication building. Both methods are dependant upon the cooperation of the individual roles.

Program Goals and Objectives

The goals and objectives for FEC are to:

- Build and mediate effective family communication.
- Model, Discuss, and practice skills for building positive relationship patterns.
- Building individual and family accountability;
- Advocacy, as needed, Systems Navigation, Resource Referral, and Quality Improvement Monitoring as needed.

FEC is a process generally conducted through contact with the individual. Receiving services as part of the individual or family service plan. FEC requires the participation, cooperation and willingness of the individual client and family members, respectively.

Outcomes

Regular participation in FEC will help the individual achieve the following:

- 1) Build and mediate effective family communication
 - a. Encourage open and honest discussion among family members
 - b. encourage family interaction and activities
 - c. Increase knowledge and awareness of individual needs, and respecting those needs.
 - d. Develop individual and family accountability
 - e. decrease in incidence of family conflict
 - f. creates sustainable life practices for healthy family communication.
- 2) Model, discuss and explore positive relationship patterns
 - a. increase effective parenting skill
 - b. create sustainable life practices for effective relationships.
- 3) Advocacy, Systems Navigation, and Resource Referral
 - a. Advocating for family and family needs
 - b. Provide information, and assistance with systems process for meeting needs
 - c. Helping clients with linking and connecting to local resources to meet mental health needs.
 - d. Helping clients increase knowledge of systems and system resources to be able to independently advocate for personal needs.
- 4) Quality Improvement Monitoring

A Certified Pastoral Care Management Specialist conducts FEC. FEC is generally conducted at the residence of the individual or approved family member's residence and each session is usually conducted over one (1) to two (2) hours in duration, or as needed.

ORR – Offender Recovery and Rehabilitation



ORR is a program designed to intervene and partner with individuals to provide assistance and give support to potential offenders and returning offenders to aid in providing supported housing, education, and employment training, to provide independent living skills, and assist with systems navigation to develop supportive strategies that encourage Hope, Empowerment, Self Advocacy, and Accountability and to divert thinking that leads to criminal involvement and that promotes crime prevention, and intervention strategies to promote recovery and rehabilitation.

The Offender Recovery and Rehabilitation program is a community based program designed to link with returning offenders to assist and provide support as a partner/coach and helps the client develop independent living skills, while providing supported employment readiness and training, supported education, and helping the client connect with needed resources to meet their short and long term needs; and act as an advocate for and on behalf of a client or group of clients and lays focus on working with offender's community re-entry, and person's at risk of offending, and offender referral. This program works with offenders who have committed low to high risk crimes.

SOAC – Sex Offenders After Care

SOAC offers participants structured and monitored care management that begins with a signed supervision and monitoring agreement, completion of a battery of screening and needs assessments, including sexual behavior assessment. We then provide recommendations for the Individualized Service Plan with the objective to provide continuous care management through out the term of agreement, continuous quality improvement monitoring according to assigned level for a minimum 24 month period. Practitioners will:

- Promote Hope, Taking personal Responsibility, Empowerment, Education and Developing supports
- assist in the development of short and long term living skills,
- develop coping skills,
- supported housing,
- employment and
- education,
- creating an outlet to encourage independence, recovery and requiring personal accountability.

STAC – Sexual Trauma After Care

In the STAC program we connect each person with a Crisis Intervention Support Specialist, and offer participants an intervention program to provide ongoing encouragement and support. Trained Pastoral Care Practitioners provide certified emotional, social and advocacy support for victims of, or witnesses to, a violent crime or trauma experience. This includes but is not limited to assistance with coping with daily life events and distress caused by trauma. Services provided include: Providing information about individual victim rights and available options. As needed will assist with advocacy support with other agencies; attending client at meetings, hearings and appearances, assist in the filing of desired documents, including stalking, harassment and D/V no contact orders. Collaborate with local organizations, agencies, as needed to facilitate client needs or facilitate next level of care. Connect victims and witnesses with community resources to meet short and long term needs. Coordinate intervention, and follow-up.

Quality Improvement Monitoring

Quality Improvement monitoring is a part of the individual or family service plan for the Certified Pastoral Care Management Specialist to conduct a contact visit with a client to discuss, observe or monitor progress in residential or community settings. Quality Improvement monitoring is generally an announced and scheduled telephone call or visual contact visit at the residence of the individual or family or at any public place in the community. If specified in the service plan, Intense monitoring of quality improvement will include both announced and scheduled; and unannounced and unscheduled contact.



SBI - Skills Building Inventories

‘SBI’ Skills Building Inventories are oral and/or written workshops or exercises that help to identify individual Strengths, Weakness and Needs and help to increase individual awareness, and develop healthy recovery skills, encourage self-empowerment, increase accountability. Inventories are tailored to the individual person, and individual receptiveness and may include character workshops and exercises whose focus includes, Accountability, Respect, Honesty, Trustworthiness, Fairness, Integrity, Courage, Citizenship, Conflict Resolution, Substance Use, Anger Management, Sexual Addiction Management, Finance Management, Social Interaction and Responsibility. These workshops may include Respect: for authority, others and property of others, Responsibility, Honesty, Self Control, Self Management, and independent Living Skills. SBI's are also scripted based on specific needs of each client.

Evaluation Treatment and Professional Referrals

We may contract with credentialed professionals to provide professional services that we offer and if necessary, we facilitate access with the next level of care as needed and refer person's in need of services and consumers for Evaluation and Treatment when it is determined that the client consumer requires an evaluation and treatment we cannot provide.

Peer Support Service

We provide peer support services, provided by a certified Peer Support Counselor which are a wide range of scheduled activities to assist people in need of services or consumers in exercising control over their own lives and their own healing, wellness and recovery process (e.g., promoting socialization, self advocacy, developing natural supports and maintenance of community living skills). Peer support services may include but are not limited to self-help support groups, telephone support lines, drop-in centers, and sharing of the peer's own life experiences.

Employment Readiness and Training Program

We offer supported assistance for clients in need of Employment Readiness and Training.

- Career Counseling and Assessment
- Job Seeking
- Employment Resume' Assistance
- Special Needs Supported Employment Readiness

Support Groups – Individual and Group Support

MMT - Mighty Men and Trauma
WWW –Wonderful Woman and Wellness
PTSD – Post Traumatic Stress Disorder
RAD - Rising Above Depression

MMT – Mighty Men and Trauma

A premier men's support group that meets individual adult males where they are to provide individual and group support for mighty men affected by traumatic experiences. A program designed to encourage an individual to take back control of their life.



The intent of the program is to partner and provide awareness, and education, to build resiliency and to foster hope, individual empowerment, and developing natural supports.

WWW – Wonderful Woman and Wellness

A premier women's support group to provide individual and group support for wonderful women that meets individual women where they are to partner and to provide education and skills building on issues affecting women's health and health care needs. A program designed to encourage an individual to take back control of their life.

The intent of the program is to foster Hope and build resilience, to provide support to women impacted by traumatic experiences while providing awareness, education, individual empowerment, and developing natural supports.

PTSD – Post Traumatic Stress Disorder

PTSD Individual and Group Support is designed for adult individuals affected by Post Traumatic Stress Disorder.