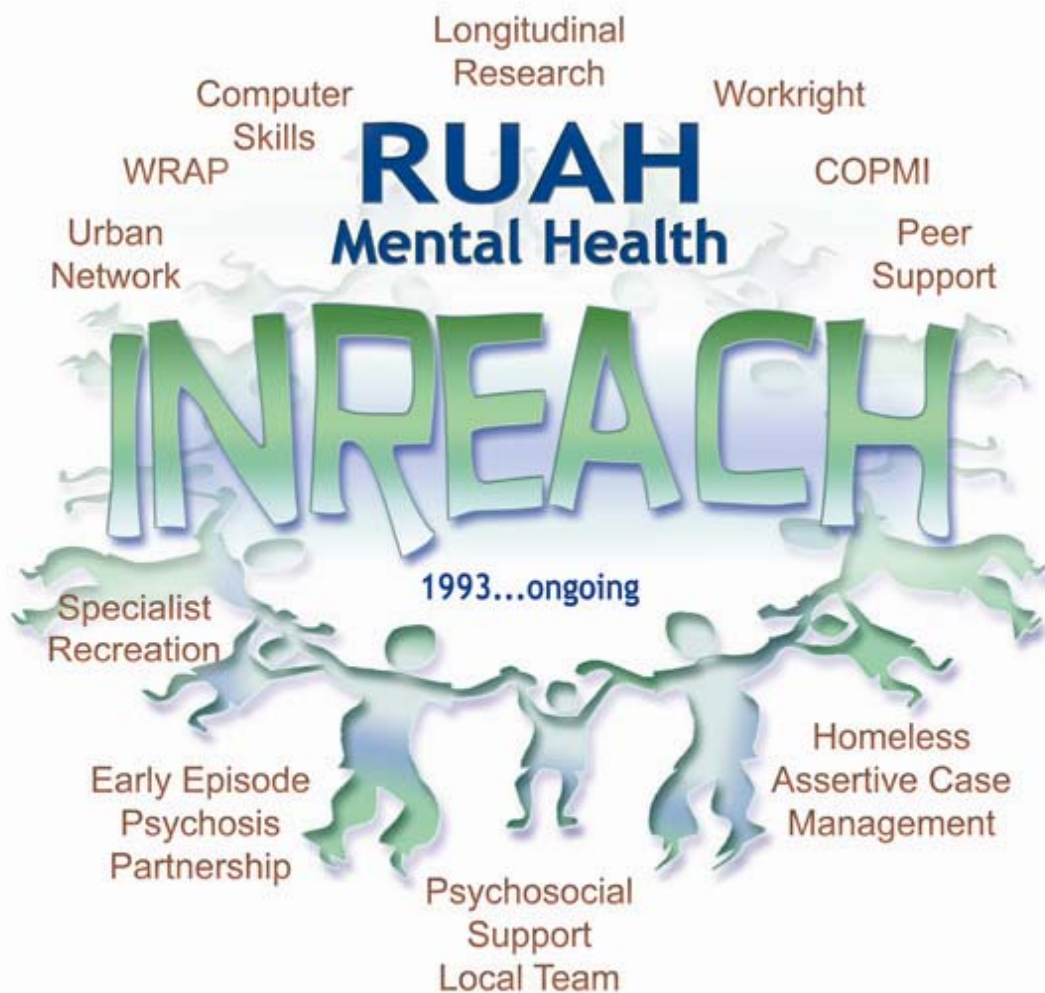


Overview of Ruah Inreach Mental Health Developments 1993-2008



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Overview of Ruah Inreach Mental Health Developments 1993-2008

This booklet is one of a series created to celebrate Ruah's 15th year of mental health service provision. It is dedicated to all Ruah managers and workers, and key stakeholders, who contributed to the success of Ruah Mental Health.

Service Origins

1988-92 Ruah Inreach's service origins were preceded by a lead role in advocacy for community-based services for people with a mental illness who were being encountered by Perth's homeless services.

1993 In May/June, we established a six-month pilot psychosocial support service, known as De Paul Community Support Service, with \$52k from the Health Department for two fulltime social workers; one working in Inner-City Perth and the other in the Fremantle region. A six-month extension of the pilot ensued.

1994/95 In July 1994 we had a significant funding boost from the Health Department, via the then South, East and North purchasing authorities, with service contracts totalling \$651,775 – allowing for a fulltime manager, 13 professional support workers and some administrative and evaluative capacity. These funds were made available through the Health Department renegotiating the application of some Commonwealth funding coming via Disability Services Commission due to the closure of Heathcote Hospital.

1996 We changed our name from De Paul Community Support Service to Ruah Inreach:

***Ruah** was adopted for its universal spiritual meaning - wind, breath, Spirit of Life. **'Inreach'** (rather than 'outreach') was consciously adopted to describe the service from the outset, though it was not incorporated into the agency name for several years. The choice of 'Inreach' has been important in shaping a mindset and orientation to the work for both managers and workers. The work is not envisaged as facility or office based, rather, inreach into the individual/family's own home environment, community setting or location of choice. The flexibility of the regular 'inreach' mobile model enhances individuals' and families' access to the service and workers' capacity to engage assertively, comprehensively assess each individual/family situation, needs, and aspirations and choices, and provide tailor-made support.*

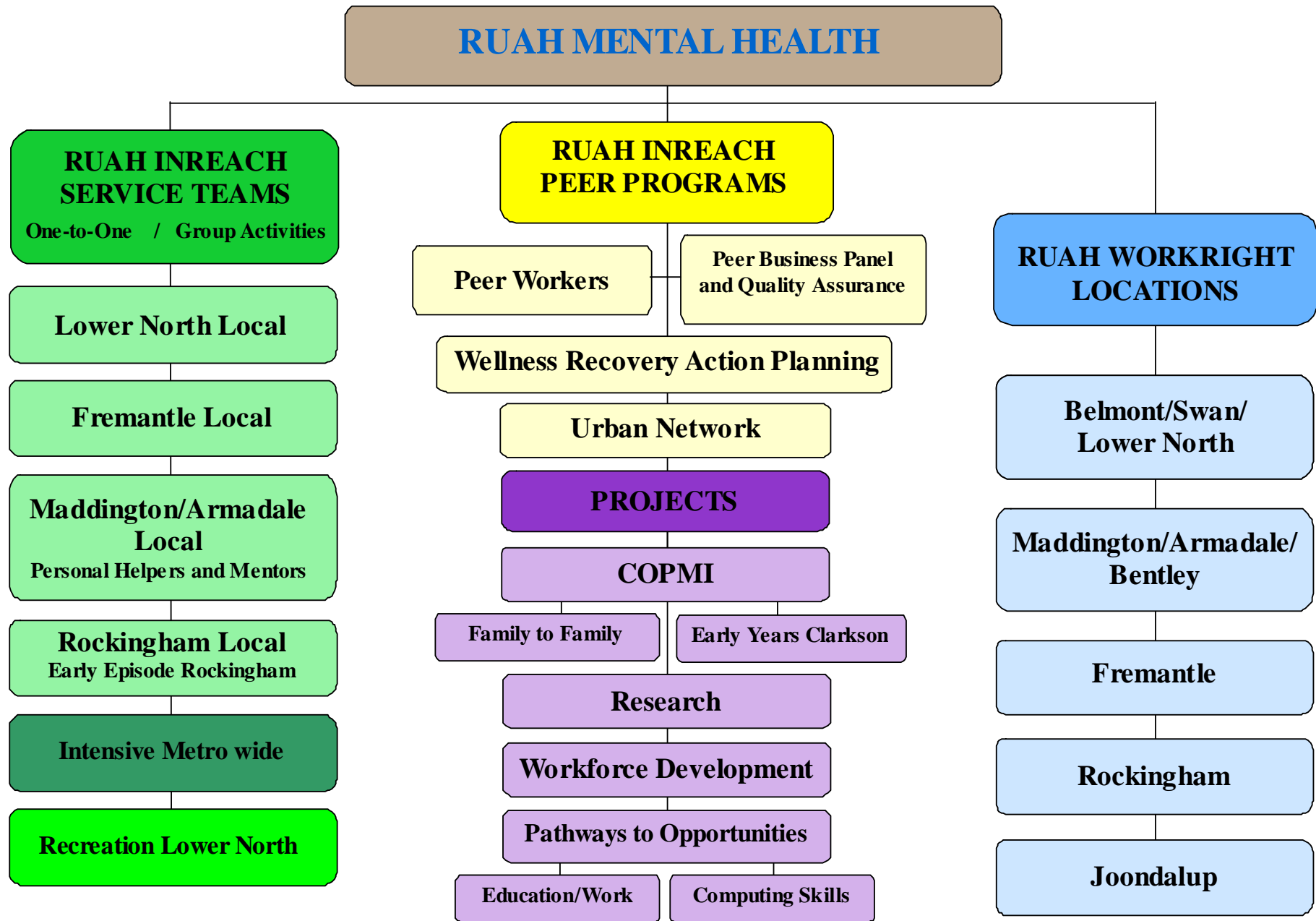
2005... Over the years, due to the exciting growth in innovative projects and complementary programs and Workright joining the organisation in 2005, we now trade under two names, Ruah Inreach or Ruah Mental Health, when referring to the totality of our programs and projects, interchanging to suit the context. Service Agreements are in the name of the incorporated entity, Daughters of Charity Services (WA).

Ruah Inreach Key Operations Today

The following is a list of the operations of Ruah Mental Health today:

- There are four Local Inreach Teams providing professional **psychosocial and recovery support**. They are located in the Lower North, Fremantle, Armadale and Rockingham regions.
Since 1993, these Teams have worked with 803 individuals.
- The Intensive Team works metro-wide with people with chaotic and complex needs, employing a **bio-psychosocial assertive case management** framework.
Since 2001, this Program has worked with 208 individuals.
- An **Early Episode Psychosis Program** operates in Rockingham in a formalised partnership with the local public mental health service. Ruah staff working in this program are integrated into the Local Inreach Team.
Since 1996, Ruah workers in this program have worked with 113 people.
- The **Personal Helpers and Mentors Program** operates in Armadale with staff also integrated into the Local Inreach Team.
Since May 2007, this program has worked with 55 individuals.
- A **Specialist Recreation** program operates in the Lower North region.
Since 1999, this program has worked with 126 individuals.
- **Urban Network:** This is a social and community linking program that operates in the inner city of Perth.
Over 100 individuals participate annually.
- The **Wellness Recovery Action Planning (WRAP)** program is a consumer inspired and led program.
From 2003 to 2007, 19 WRAP group courses and 14 one-to-one courses were run with 133 people completing the courses.
- **Computer Skills Training** courses are provided periodically through the Department of Education and Training's First/Second Click computer literacy program.
268 individuals have accessed these courses since 2002.
- **Research:** A longitudinal research project on community recovery has been underway since 2004.
There are 276 participants involved in this study.
- **The Children of Parents with Mental Illness (COPMI) Project**, with multiple dimensions of work focus, is involved with an extensive network of individuals and agency partners.
- **Ruah Workright:** This is Perth's only specialist psychiatric job placement agency. *It has the capacity to work with 274 individuals at any one time.*

(NB. Client numbers quoted refer to the period from program start through to February 2008.)



Service Model(s) Development

Over the years, Ruah Inreach, through continuous

- critical reflection and evaluation
- quality improvement
- workforce development and
- innovation,

has developed the following models of service delivery:

1. Mobile Professional Psychosocial and Recovery Support
2. Assertive Case Management
3. Specialist Recreation
4. Social and Community Linking
5. Recovery Journey Group Program.

Each of the service models is well documented. It is developed from in-house reflective practice and subject to continuous quality improvement. The two larger-scale program areas are:

1. The **Mobile Professional Psychosocial and Recovery Support model**, which is utilised by Inreach Local Teams for individuals and families who live with mental illness or are experiencing early episode of psychosis.
2. The **Assertive Case Management model**, which is utilised by the Intensive Team for work with individuals with complex presentations of mental illness, substance use, HIV, HCV, social marginalisation, homelessness and/or transient circumstances.

The documentation for these two programs consists of:

- Conceptual diagrams and service model principles and strategies
- Policies and procedures
- Links to evidence-based practices
- Adherence to current practice standards
- Workforce development induction and in-house training modules
- Service review and evaluation strategies
- Established team and supervision processes.

Inreach's major service models have developed the capacity to deliver a continuum of support interventions.



In addition to the above, Ruah Inreach has been in partnership with the Rockingham Kwinana Mental Health Service since 1996 in WA's leading-edge community-based comprehensive **Early Episode Psychosis Partnership Program**. This model is also documented with clinical protocols, operational policies and procedures, a staff orientation package and a comprehensive review and evaluation framework.

Ruah Inreach Service Contracts

In 2007/08, Ruah Inreach has service contracts for a total funding program of \$3.3m with the following bodies:

- **State Mental Health Division of the WA Department of Health.** A significant component of funds is provided via the **Disability Services Commission** to the Department of Health.
- **State Sexual Health and Blood-borne Virus Program, Communicable Disease Control Directorate, WA Department of Health.**
- **Commonwealth Department of Families, Housing, Community Services and Indigenous Affairs Mental Health Branch.**
- **Lotterywest:** The research project and a small-scale COPMI project.
- **State Department for Child Protection Early Years Strategy** (small-scale COPMI project work).
- **State Department of Education and Training:** First/Second Click program.

Ruah Inreach Staff Group Today

Over 60 people are employed in Ruah Inreach, involving both fulltime and part-time positions. A small contingent of loyal volunteers is involved in Urban Network. Position titles across the staff group include:

- Executive Manager
- Inreach Manager
- Intensive Clinical Services Manager
- Intensive Program Manager
- Peer Program Manager
- Local Team Coordinators
- Community Mental Health Workers
- Intensive Case Managers
- Recreation Workers
- Urban Network Coordinator
- Rehabilitation/Mentor Workers
- Peer Support Workers
- WRAP Coordinator and Casual Facilitators
- COPMI Project Workers
- Senior Researchers
- Administration/Data/Computer Skills Worker
- Peer Standards Auditor, and Project workers as required
- Loyal volunteers in the Urban Network program.

Significant Client/Consumer Participation Milestones

- 1995...** The process of Inreach clients contributing to the planning and review of client group activities was commenced, complementing the one-to-one psychosocial support.
- 1996/99** A Consumer Advisory Council was established in 1996 and operated for the next three years.
- 1997/98** Working groups consisting of clients, managers and workers were established to review and develop key service delivery policies, such as a service exit policy and procedure.
- 2000/01** A 'Partnership in Documentation Project' was initiated in 2000. It consisted of a series of Inreach client focus groups to review ways client file running notes were kept.
- 2001...** Consumer consultant positions on Ruah Project Reference and Working Groups.
- 2003** The consumer-led Wellness Recovery Action Plan (WRAP) was introduced to Perth, followed by:
- 2006/07** The HealthRight Peer Advocacy and Support Service Project trial
 - 2007/08** The Family-to-Family Partnership Project trial
 - 2008** Peer Support Roles introduced to Inreach Local, Recreation and Urban Network Teams
 - 2008** The Peer Business Panel created as a core agency structure.

Significant Partnerships over the 15 years

1995/98 Aboriginal Community Support Service: Ruah was involved in a substantial partnership with **Derbarl Yerrigan Health Service** to establish and mentor an Aboriginal-specific community mental health support service. Ruah continues to remain committed to improvements in Indigenous mental health and pursues ongoing opportunities to put this commitment into action. For example, it is currently supporting a small network of Indigenous consumers, family members and carers.

1996... Early Episode Psychosis Partnership Program. Ruah has been involved in an innovative early intervention service in conjunction with the Rockingham and Kwinana Mental Health Service (RKMHS) for over a decade. In 2006, the partnership went through an extensive review process which resulted in the Memorandum of Understanding between the two services being up-dated and re-signed. The review process highlighted how Ruah complemented the services provided by the public RKMHS.

Ruah currently has two ongoing MOUs with the RKMHS, covering:

- The early episode partnership program; and
- An integrated practice between clinical service and Ruah's Workright job placement service.

In 2007, a third MOU covered the HealthRight Peer Advocacy and Support Service trial.

2003/06 Pathways to Opportunities – in Education and Work. This started as a Ruah Mental Health project in 2003 and involved extensive liaison with TAFEs. Ruah Mental Health has embedded the knowledge and recommendations from the project as ongoing strategies in its service delivery.

Project outcomes included:

1. The barriers and obstacles which prevent people living with mental illness from achieving educational success were researched and documented in the *Access, Participation, and Success* report.
2. A bridging course, *Return to Study*, designed to specifically meet the needs of people living with mental illness, was incorporated in the Central TAFE/Perth curriculum in 2004, and introduced to other TAFEs, albeit with limited success.
3. The *Practitioner Training Package* was developed to build the capacity of Mental Health Workers to support people living with mental illness to minimise the effect of barriers and achieve successful educational outcomes.
4. A *Pathways Kit* - a collection of community resources related to education, training, work and budgeting - was developed.
5. A booklet, *Getting By, Getting Ahead - a guide to concessions and other ways of keeping costs down* was produced, and subsequently updated.

6. The document, *Supported Education Orientation*, was produced for staff. It describes strategies to apply the accumulated knowledge of supported education programs into the psychosocial and recovery model that Ruah Inreach employs.

2001... Ruah participated with a significant number of other agencies, including government and non-government, in a range of **Children of Parents with Mental Illness (COPMI)** projects. For instance:

2002/04 Inreach was awarded a service contract with the Commonwealth Government (FaCSIA) under the Stronger Families Stronger Community Strategy to deliver a three-year demonstration service of coordinated support for families with young children where a parent has a mental illness (January 2002 to December 2004). This was located in the geographical health service region of Armadale in WA and involved work with 30 families. The project enabled learning in service delivery and interagency work to develop a direction for best practice in family-focussed, inter-agency collaborative work.

2003/06 During 2002, negotiations between representatives of the WA Department of Health Mental Health Division, FaCSIA and Ruah led to an extension of the three-year contract and added an additional component. Thus, Ruah became party to a State-wide inter-agency service delivery cultural change project, in partnership with the WA Mental Health Division. The project commenced in July 2003 and concluded in July 2006. Three pilot sites were identified – Armadale, Clarkson and Albany. Ruah had five key roles:

- i. Training module development and the provision of other, across sector training and resource back-up for workforce development in the COPMI pilot sites
- ii. Community development, capacity building and networking activities to support the objectives of the COPMI Project
- iii. Resource provision and support for three one-day-a-week project workers in the pilot sites
- iv. Conducting action research and evaluation activity throughout the life of the project
- v. Active participation in the COPMI State-wide Advisory Committee and sub-committee working groups.

2006/08 Over this period, Ruah Inreach implemented internal agency workforce and policy framework development to enhance family-inclusive practices within its own services.

Ruah Inreach played a lead role in the creation of the Family-to-Family project, which involves a number of partnership activities to increase resilience of families living with mental illness. Key activities have been:

- i. The development of booklets designed with input from the Family Reference Group and Consumer Consultants, and

distributed by Ruah and Children of Mentally Ill Consumers WA (COMIC WA)

- ii. Delivery of a series of workshops for a whole family, meeting where small numbers of families come together for learning. This is a partnership program involving COMIC WA; ARAFMI; Wanslea Family Service and Ruah Inreach.

2007/08 With Early Years funding, Ruah Inreach project workers play a leading role in building family-friendly practice and mental health awareness in Clarkson and Joondalup, reporting to the Clarkson Merriwa Early Years Action Group. They work with the Joondalup Mental Health Inpatient Unit and a range of other local community-based children and family services. The project supports services to understand and respond early to the needs of children and the family where a parent is experiencing mental health issues.

2008... Ruah Inreach has a vision to create a **collaborative community-based Families Mental Health Resource Unit** for resource distribution, network building, workforce development, and service and community capacity building, to enable improved responses for families with children where a parent lives with mental illness.

Significant Sector Contributions

- The **WA Association for Mental Health** is the State's peak non-government mental health body. Ruah has contributed to WAAMH since its foundational years as a peak body, filling an active Board membership role since its inception, including President and Vice-President roles for a period.
- **Local Mental Health Networks:** Ruah mental health was instrumental in the establishment of the local service provider and consumer network known as the **Armada Mental Health Network** in the late 1990s. Today, it continues to coordinate this Network, which includes government, non-government, consumer and carer representatives. Ruah also played an active support role in the formation of the Sound Psychiatric Information Network (SPIN) - a consumer and carer group in the Rockingham region.
- **A Recovery Vision for Rehabilitation: Policy and Strategic Framework:** Ruah's Executive Manager chaired the State-appointed committee which developed this policy for the Mental Health Division.
- Ruah has been an active member of:
 - **State Mental Health Advisory Group and Mental Health Review Group**
 - **South Metropolitan Mental Health Advisory Group SUMMAT**
 - **Mental Health Division NGO Strategic Plan Working Group**
 - **COPMI State-wide Advisory Group**
- Ruah Inreach workers have participated in numerous **accommodation working groups**, eg: WA State Homeless Taskforce; Hampton Rd Service Reference Group; Accommodation Review Groups; and Mental Health Strategic Accommodation Committees.
- Senior staff have participated with WAAMH and other sector agencies in many **advocacy delegations** to government ministers and departments.
- Since 2007, Ruah has been involved in a cross sector collaborative effort in the formation of a **Psychosocial Rehabilitation and Recovery Association** in WA.

Key Influences in Mental Health Community Sector Developments

Ruah Inreach has significantly contributed to **mental health service delivery** in Perth, often providing a **leading-edge developmental role**. Characteristics of its contribution include the following:

- Promotion and development of community-based professional psychosocial work by the non-government sector
- Demonstration of a professional and grassroots person-centred way of working
- Incorporation of spirituality within a professional service delivery approach
- Demonstration that a non-government agency can perform clinical case management and care coordination roles across a range of areas;
- Exercising leadership roles in many small-scale capacity-building sector projects, such as Pathways to Opportunities in Education and Work, HealthRight Peer Advocacy and Support Service, and Children of Parents with Mental Illness
- Development of a range of innovative programs complementary to one-to-one professional support work, such as Urban Network, WRAP, Specialist Recreation, Computer Skills Training and a range of local group activities for social and skills development
- Management of community-based research projects assisting advanced understanding about pathways to recovery and social inclusion
- A forerunner to the introduction of Peer-led programs and Peer Support roles in Perth
- Promoter of community-based rehabilitation and recovery vision and strategies that support social inclusion in the broader system
- Promoter of the importance of focusing on Children of Parents with Mental Illness and a Family Inclusive Framework across sectors.

We want to acknowledge the many people with whom Ruah Inreach has shared their 15-year journey and who have contributed to what Ruah Mental Health is today and aspires to be in the future....

We want to express deep gratitude to those who believed in us as we embraced the challenges of innovation. For all the support and collaboration – we say thank you.

For what we did not do so well in either support work or in any of the multiple relationships in which we have been part, we acknowledge this and commit ourselves to reflective practice, ongoing learning and openness to the contribution others similarly committed.

For more information about
Ruah Community Services
please see:

www.ruah.com.au

