

'Recovery' - the journey within three rural communities in NSW

Personal Helpers & Mentors Evaluation Results

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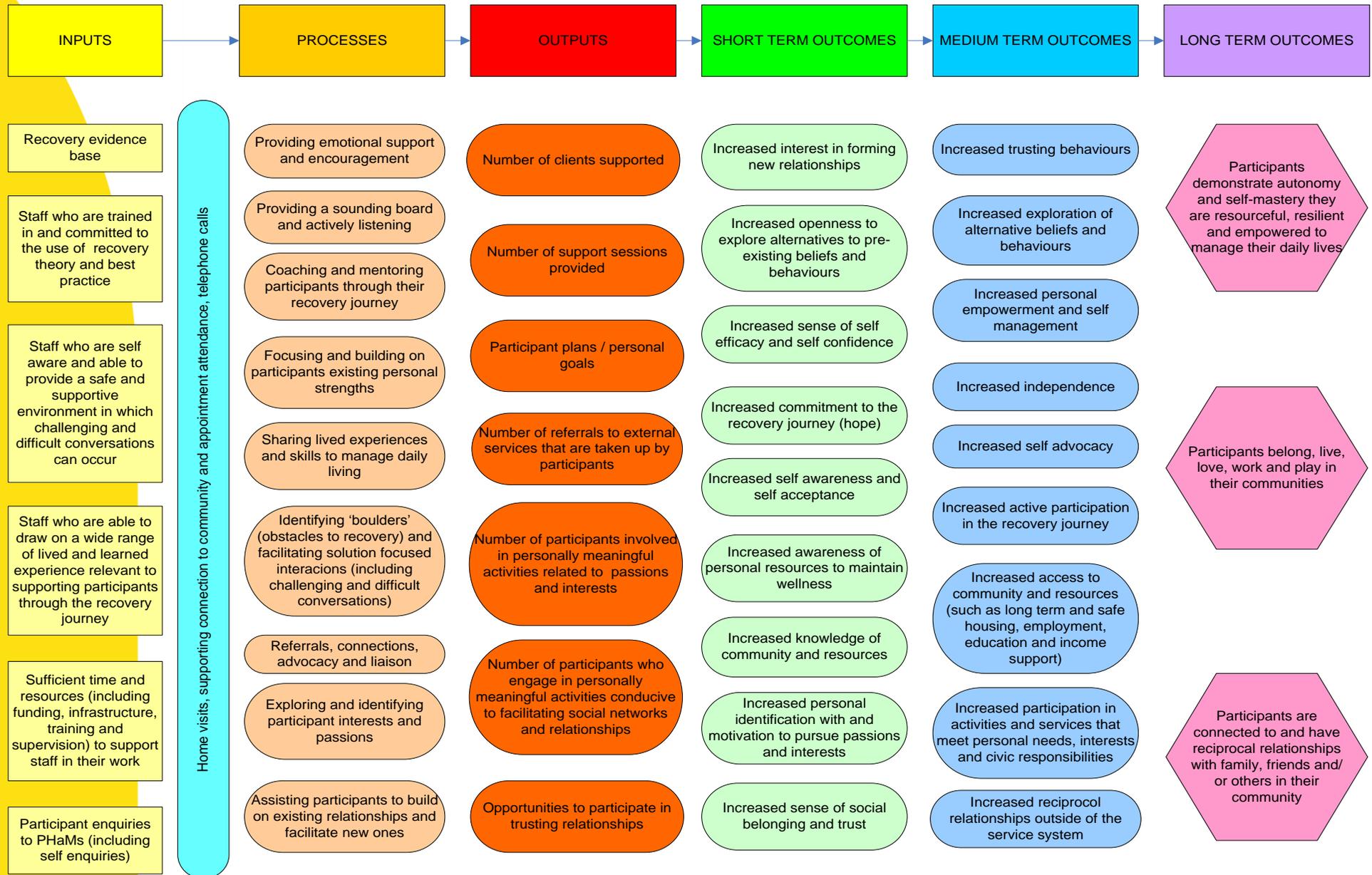
Overview of The Presentation

- The Personal Helpers & Mentors (PHaMs) program
 - Background and Aims of the Evaluation
 - Methodology
 - Evaluation Results
 - Practice Improvement Plans
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The Personal Helpers & Mentors Program

- PHaMs is an innovative community based mental health program funded by FACHSIA
- TBS is funded to deliver six PHaMs programs
- Armidale, Liverpool and Wingecarribee began operating in 2007
- Funding for Mudgee, Inverell and Logan in 2009
- Voluntary program based on a recovery orientated approach- new approach to the delivery of community health program in Australia
- Challenges the traditional & clinical approach to mental illness
- *“Recovery is a deeply personal, unique process of changing one’s attitudes, values, feelings, goals and skills and/or roles. It is a way of living a satisfying, hopeful and contributing life even with the limitations caused by illness. Recovery includes the development of new meaning and purpose in one’s life as one grows beyond the catastrophic effects of mental illness.”*

PHaMs Program Logic



Background to the Evaluation

Aim of the Evaluation

- To determine the effectiveness of the PHaMs program in delivering recovery oriented practice and supporting participants achievement of recovery outcomes
- To identify areas for program improvement and development to enhance the recovery experience of PHaMs participants

Evaluation Questions

1. Is the PHaMs program effectively delivering recovery oriented practice?
2. Are PHaMs program participants achieving (or making progress towards achieving) recovery outcomes?
3. What can we learn from the rollout of recovery oriented practice across TBS and how can the PHaMs program be further developed and improved?

Evaluation Methodology

- Development of PHaMs program logic
- REE Elements of Recovery Survey/Personal Wellbeing Index- baseline /follow up
 - *74 participants baseline (13 Armidale, 5 Inverell, 22 Mudgee)*
 - *35 participants follow up (2 Armidale, 1 Inverell, 18 Mudgee)*
- REE Program Satisfaction Survey
 - *25 participants (2 Armidale, 2 Inverell, 2 Mudgee)*
- Interviews with PHaMs staff, managers and program participants
 - *17 participants (8 Mudgee, 2 Armidale) & 20 staff/managers (3 Mudgee, 2 Inverell, 4 Armidale)*
- 2011 Recovery Training Workshop Evaluation Survey (pre and post)
- 2012 ROMP Evaluation Survey
- Review of recovery orientated literature

Are PHaMs program participants achieving (or making progress towards achieving) recovery oriented outcomes?



Evaluation Results

- The number of participants who reported being **actively involved in their recovery process** increased from 56% to 68%
- The number of participants **interested in working or study** increased from 72% to 83%
- Overall increase in **16 out of 24 recovery markers**
- Overall increase **6 out of 7 personal wellbeing** indicators

A number of participant outcomes were revealed through the **evaluation interviews**

- Hope for, commitment to and involvement in the recovery journey
- Self-awareness, self acceptance and exploration of alternative beliefs and behaviours
- Self efficacy and autonomy
- Access to community resources- housing, education and employment
- Involvement in passions and interests- linked to community groups

What can we learn from the rollout of recovery oriented practice across TBS and how can the PHaMs program be further developed and improved?

Evaluation Results

The results suggest that there are some best practice recovery processes/outcomes that are either not being implemented or are not being implemented as effectively as they could be:

- Facilitating collaboration between key partnerships, including participants themselves, families, carers and other service providers to provide holistic support to participants
 - Assisting participants to build on existing relationships and facilitate new ones
 - Person centred planning, especially in terms of participant goals such as employment, improved physical health and program exit
 - Reflecting a recognition and appreciation of the role of informal peer support
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Practice Improvement Plans

- Performance Improvement Plans were designed to systematically use evaluation results to shape practice
 - Identify clear, objective targets for practice improvement
 - Identify evidence based activities to meet these targets
 - Review progress towards these targets
 - Contribute to ongoing service development and improvement.

- 6 month/12 month review of targets