



Matthew McCleary
Carlotta McCleary
Mental Health America of ND

Connecting Consumers to Resources— System Navigation

- ▶ Helping consumers and family members of adults with mental health needs find services they may need.
- ▶ Phone Line: (701) 255-3692 or TOLL FREE at 1-888-705-5763
- ▶ SOAR
 - ▶ Help consumers who are homeless or at-risk of homelessness get access to SSI or SSDI through evidence-based application process that speeds up approval/denial process, leads to more approvals than normal.
- ▶ Some recent cases:
 - ▶ Case 1: Helped individual experiencing housing instability in Fargo. Previously in HSC, but no longer. Contacted SEHSC regarding Open Access Options, including getting to client with no transportation; also connection to PATH Case Worker. Notified by SEHSC that for team services, there is a waiting list, priority given to dual diagnosis patients; PATH availability is to all needing it. Client had dual diagnosis, conducted warm hand off to SEHSC, notifying client and HSC that the client is potentially in need of both services.
 - ▶ Case 2: Contacted by hospital who saw MHAND flyer, wanted information about support we could provide; hospital referred us to a client, who then was referred to NDFFCMH for family support.

Outreach Since October

▶ Visit Each HSC

▶ Northeast HSC (Grand Forks):

- ▶ Visited on November 18

▶ West Central HSC (Bismarck): Requested Visit

▶ Lake Region HSC (Devils Lake): Requested Visit

▶ Northwest HSC (Williston): November 20; have to reschedule due to weather conditions

Speaking Engagements and Conferences

- Leveraging NDFFCMH presence
- Manchester House (Bismarck)
- Mini Legislative Training Institute training planning (December 17)
- Planning multiple self-advocacy training activities with recovery centers
 - Mountainbrooke RC Grand Forks (December)
 - Reach out to other recovery centers for virtual training

Service Navigation Call Data October-November

- ▶ Region 5: 4
- ▶ Region 6: 1
- ▶ Region 7: 29
- ▶ Region 8: 2

SOAR

Been receiving technical assistance from SAMHSA.

An individual is just now connecting back to their primary care physician and mental health provider for evaluations. Got them to a provider to get an updated mental status exam, which has now been completed. Trying to connect them to their specialists for updated medical records. Upon their request, now connected with ND Rent Help as well. Often needs assistance making appointments and transportation assistance to successfully make appointments.

- ▶ Received another referral for an individual that is on SSI, but wants to apply for SSDI.
 - ▶ Wanted connection to other services and supports as they deal with housing insecurity; and their rights as a person with a disability seeking housing.

Outreach Plan

Update on activities from the campaign described to the right:

- ▶ Mailings of flyers to all clinics and hospitals
- ▶ Mailing of flyers to entities registered in mental health database
- ▶ Began mailings to churches in ND, especially Williston area
- ▶ Materials being widely distributed in Grand Forks area
- ▶ Began mailing to ND University System campuses

Fall & Winter Campaign:

- ▶ Suicide Prevention Conference
- ▶ All churches (and ministerial orgs & committees) in the 8 HSC communities
- ▶ Hospitals and Clinics
- ▶ Private Mental Health Providers
- ▶ Universities and Colleges
- ▶ Re-post at recreation centers
- ▶ Re-post at public libraries
- ▶ Free & Low-cost media: public service announcements
- ▶ Leverage NDFFCMH affiliation to have all staff share MHAND Helpline materials

Contact Us



- ▶ Matthew McCleary
Deputy Director
Mental Health America of North
Dakota
Phone: (701) 255-3692
Toll Free: 1-888-705-5763
E-mail: mmccleary@ndffcmh.com
- ▶ Carlotta McCleary
Executive Director
Mental Health America of North
Dakota
(701) 222-3310
E-mail: cmccleary@mhand.org