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What is the Consumer Family Network (CFN)?

- ▶ Consumers of ND mental health system with an active membership throughout North Dakota
- ▶ Mission: Together we are dedicated to ensuring the mental health system of North Dakota, including community recovery support programs, are consumer and family driven. We will work together to be informed and advocate for our recovery choices and possibilities.
- ▶ Among CFN's Top Priorities: the knowledge of lived experience; peer support
- ▶ CFN Council
- ▶ Advocacy Work
- ▶ CFN Conference: June 11, 2024 in Bismarck at Radisson. 85 attendees. Sessions included: Indigenous Mental Health and Adaptive Practices; Keeping Home Clean, Reducing Being Overwhelmed; Annual Meeting, Mental Health and Developmental Disability Panel, Advocacy Panel; Firstlink and 988 and ND DHHS Updates.

2023-2024 Service Navigation Service Improvement



Greatly increase call volume

Better promotional materials (business cards, new pamphlets, etc.)
Increase outreach to human service/social service agencies throughout ND about service navigation services



SOAR Implementation

MHAND staff have been SOAR trained, but now need to connect to potential SSI/SSDI beneficiaries who have mental health challenges

- Connect with Human Service Centers, including West Central HSC to develop promotion and referral relationship
- Develop relationship with existing ND SOAR teams, including Fargo-based and DOCR SOAR teams



Website Revamp

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: Helping at-risk of homelessness get connected to several services and supports (Medicaid, SNAP, Mental Health, and soon SSI)
 - ▶ Case 2: Collaborate with system partner to help homeless young adult, get connected to appropriate educational services, housing, mental health, and hopefully soon start on SOAR



Promotional Materials

- ▶ Branding Navigation Service
 - ▶ Help Line
 - ▶ New Logo for Help Line
- ▶ Flyers
- ▶ Business Cards

Outreach

- ▶ Visit Each HSC
 - ▶ Northeast HSC (Grand Forks) (Completed: November)
 - ▶ Southeast HSC, (Fargo) (Completed: March)
 - ▶ Badlands HSC (Dickinson) (Mid-April)
 - ▶ Southcentral HSC (Jamestown) (April 19)
 - ▶ Northwest HSC (Williston)(May 8)
 - ▶ Northcentral HSC (Minot) (May 21)
 - ▶ West Central HSC (Bismarck) (June 25)
- ▶ Visit Regional Recovery Centers, Common Community Providers
- ▶ Emailing and phoning promotional materials to community providers
- ▶ Visiting community recreation centers

Service Navigation Data April-June 2024

Number of calls received within each Region (April-June 2024)									
Region 1 Northwest	Region 2 North Central	Region 3 Lake Region	Region 4 Northeast	Region 5 Southeast	Region 6 South Central	Region 7 West Central	Region 8 Badlands	Total:	Unknown Area Total:
6	7	0	0	5	4	26	1	49	7

SOAR

- ▶ Helping individuals apply for SSI/SSDI benefits for those who are:
 - ▶ 1) homeless or at-risk of homelessness
 - ▶ 2) have a mental health diagnosis
- ▶ North Dakota is building up a SOAR infrastructure to use this evidence-based practice developed by SAMHSA
- ▶ SAMHSA TA said start small, local. Build relationship with SSA office. SSA Office in Bismarck does not have SOAR Processes. Relationship building still in infancy stages.
- ▶ Individuals We're Working With
 - ▶ 1) Individual A who self-applied, waiting on DDS to give final approval. Questions about process, benefit amount determinations, updating information with SSA, etc. [Local]
 - ▶ 2) Individual B who needs all manner of economic assistance, insurance, housing, etc. SOAR process starting soon. [Local]
 - ▶ 3) Individual C who needs all manner of economic assistance; working with system partner to get access to SSI while still in high school. [Not Local]
 - ▶ 4) Individual D who needs appeal assistance, continued access to medical providers [Local]

New Staff

- ▶ Katie Sims

- ▶ Started July 8, full-time

- ▶ Part-time Navigator for MHAND

- ▶ Part-time Parent Coordinator for NDFFCMH

Contact Us



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