

Grantmakers In Health Fall Forum

November 5, 2014

No Wrong Door:

Navigating Services and Engaging Communities

INTRODUCTIONS



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FOCUS OF DISCUSSION

- Introduction to MHA
- Community Readiness & Impact
- Community Coordination
 - *Why*
 - *What*
 - *How*
 - *Who*
- Challenges & Lessons Learned
- Discussion & Engagement



MHA & THE COMMUNITY

MHA is a anchor community nonprofit

- Founded in 1957
- Broad definition of mental health & wellness
- Direct service, education and advocacy
- Currently a \$5.6 million budget
- Over 85 staff and 700 volunteers
- Serve over 10,000 annually



COMMUNITY READINESS



Collective Impact Model

- Community research conducted in 2008 in response to community conversations about treatment of military & veterans
- Need to know the community stakeholders & existing programming
- No one entity can do this on their own

HOW DO YOU DEFINE YOURSELF?

COMMUNITY COORDINATION

What this looks like to us everyday

- Collaboration & Partnership Development
- Resource Mapping
- Peer Navigation & Website
- Peer & Professional Education



COMMUNITY COORDINATION

COLLABORATION & PARTNERSHIPS

SAVE THE DATE

Veteran Resource & Volunteer Fair
Saturday May 10th, 10:00am to 3:00pm

COUNTDOWN
2 DAYS

FREE

Glen Echo Park
Spanish Ballroom
7300 MacArthur Blvd
Glen Echo, Maryland

Come for the Resources,
Stay for the Family Fun!



Save the Date for the community's 2nd annual Veteran Resource Fair

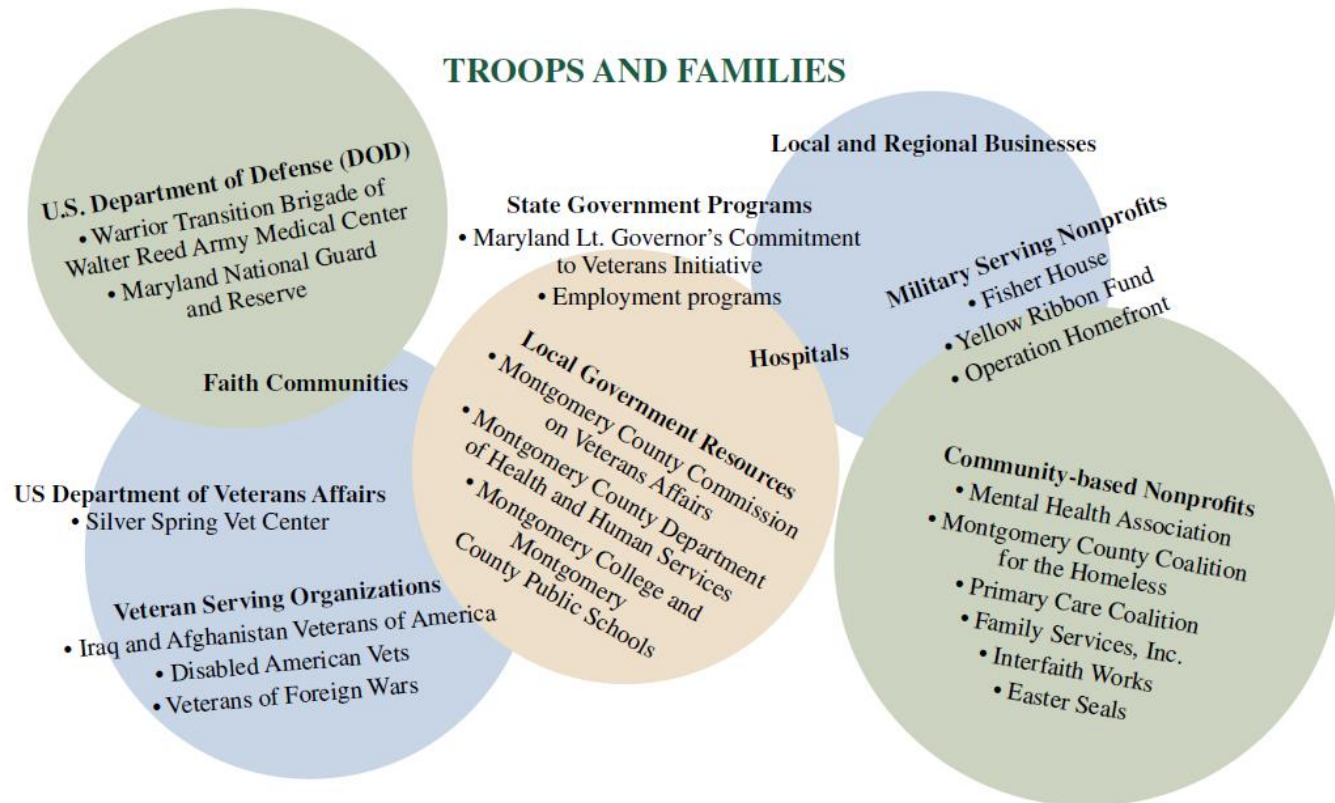
- Multi-level Collaboration
 - Advisory Council
 - Veterans Collaborative
- Networking, Forums, Briefings
- Evaluation essential



COMMUNITY COORDINATION

Current System

Fragmented: Troop and family member navigate resources themselves



RESOURCE MAPPING

- Identify key stakeholders
- Understand existing work
- Identify current gaps & community needs
- **DO NOT DUPLICATE services**

2008 Graphic from original RWJF grant depicting fragmented system



COMMUNITY COORDINATION

WEBSITE & PEER NAVIGATION

- Website – searchable database
 - Built from mapping
- Peer Navigation – one on one
 - Built from needs analysis

Living, Working, Learning, Healing

Serving Together

Serving Together knows Montgomery County, Md. We're here to help make sure that you and your family get the care and support you deserve. Get started:

For example: School enrollment, child care, therapists, benefits, or jobs

Service Categories:

-  Mental Health Services
-  Employment
-  Health Care
-  Recreation
-  Transition Support

[MORE SERVICES »](#)

Resources for:

-  Service Members
-  Veterans
-  Service Providers
-  Military Families
-  Businesses
-  National Guard & Reserve

Searchable directory available on ServingTogetherProject.org



COMMUNITY COORDINATION



Mental Health First Aid instructors demonstrating course activity in 2013

COMMUNITY EDUCATION

- Mental Health Professionals
- Community education & briefings
- Cultural awareness & mental health

COMMUNITY COORDINATION


COMMUNITY EDUCATION

2013 Mental Health Professional Seminar Objectives


Learning Objectives:

- Understand military culture, and the family's experience of military service.
- Recognize the impact that the typical experience of warzone deployment can have on psychological functioning, particularly in men and women who serve in Iraq & Afghanistan.
- Describe the psychological process of homecoming for the veteran in terms of adjustment and reintegration.
- Assess the impact of the homecoming process on the mental health and functioning of the veteran's extended family system.
- Evaluate and respond to specific challenges faced by spouses, children and parents of returning servicemen and women.
- Discuss the defining symptoms and syndromes observed in clients with war-related PTSD.


Presented by




Understanding Warzone Deployment & Homecoming:
The Impact of Military Service on the Family



Underwritten by



Event Patron



Thursday, May 16, 2013 • 8:00am – 3:30pm
JOHNS HOPKINS UNIVERSITY MONTGOMERY COUNTY CAMPUS
9605 Medical Center Drive – Room 121



COMMUNITY COORDINATION

LESSONS LEARNED

- Importance of knowing the landscape
- Education of the provider space
- Word of mouth marketing
- Growing interest in Mental Health
- Determining qualified resources (vetting)
- Measurement of community collaboration

SUCCESSSES

- Sold out Education Seminars
- Website has more than 33,000 visits in 1.5 years
 - Increasing engagement
- More than 150 Veterans served by Peer Navigator
- Community Clearinghouse
- Veterans Collaborative



INVESTMENT IMPACT

Current Serving Together Funders

Robert Wood Johnson Foundation
Montgomery County
Morris & Gwendolyn Cafritz Foundation
Clark Charitable Foundation
Community Foundation for Northern Virginia
Community Foundation for Montgomery County
Mead Family Foundation
Consumer Health Foundation
Healthcare Initiative Foundation
Wells Fargo

How Funders Can Be Involved

- Community needs assessment
- Learning exchanges/missions
- Trainings
- Convener
- Multi-year funding
- Flexibility with funding
- National dollars



ENGAGEMENT QUESTIONS

Do you feel that a model like Serving Together is needed in your community/communities?



ENGAGEMENT QUESTIONS

What would 'community coordination' look like where you live and work?



ENGAGEMENT QUESTIONS

How do you see yourself taking a leadership role in community coordination in your area of service?



Thank you!

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