

# 2020 Golden Light Bulb Award

***for Best Practices in the Clinical Arena***

***This year, CBHC will be utilizing a virtual platform for our conference. We will still accept nominations for the Golden Abacus Award; however, we will acknowledge the winner after the conference in a special ceremony****.*

We encourage you to submit your nomination not only to CBHC but also to include information on your project in our Poster Hall within the virtual platform. Please review the following information:

The CBHC Operations Committee is accepting nominations for the Golden Light Bulb Award. Nominees must pertain to programs within the community behavioral health system. The award will be granted to a project, methodology, technology, system, or procedure that **demonstrates best practice in the clinical arena.** All nominations will be evaluated on the following criteria:

* **Innovation**
* **Integration**
* **Transferable**
* **Usefulness**
* **Patient/Client Experience**
* **Data-driven Solution**

The winning program will be one that is ***easily replicated at any community behavioral health center or provider organization***. Its implementation will result in a superior service/process/product (i.e. cost reduction, outcome improvement, and enhanced patient/client/staff experience). Results must be data-driven. The committee will consider proposals that demonstrate innovative approaches to systems, organization, clinical management, and/or programming. Submissions may be in the areas of:

* **New methods/Approaches in behavioral health**
* **Systems/services/Program integration**
* **Partnerships/Alliances**
* **Prevention/Early Intervention**

***All proposals must include a fifty (50) word Abstract and a Program Description (limited to 2 pages) that includes program development information, innovative aspects, and pertinent data. Please use the following form.***

***We also encourage you to UPLOAD YOUR PROJECT TO OUR CONFERENCE’S ONLINE PLATFORM POSTER PAGE TO SHOWCASE YOUR TALENT. Please note that we do not require an actual “poster.” You are welcome to simply upload the information provided in this nomination form.***

**Please submit your nomination no later than SEPTEMBER 1, 2020** to: Tracy O’Shaughnessy, Conference Planner, at [tracyhmsr@gmail.com](mailto:tracyhmsr@gmail.com). She will follow up with instructions on how to upload your information to the site. It must be uploaded no later than SEPTEMBER 7, 2020. We are very excited to be able to offer this opportunity to you this year. Questions: Call Tracy at 303-525-2811.

**Program Title: Consumer Advisory Panel**

**Organization: Community Reach Center**

**Contact Name: Lindy Lewis Contact Phone # 303-853-3679**

**Contact Email: l.lewis@communityreachcenter.org**

***Program Abstract*** *(50 words max, please)****:***

Consumer Advisory Panel (CAP) was formed in 2014 and comprised of members who have lived experience with mental health challenges. They advocate for the concept that recovery should not only be considered a possibility but an expectation, and that no one’s persona should defined by their diagnosis.

**Program Description** (*Include program development, program information, staffing requirements, pertinent data and start-up costs.): \*Please limit to 2 pages, and remember to address all criteria specified.*

**Program Development**

Community Reach Center’s Consumer Advisory Panel (CAP) is currently comprised of about 14 members. They meet monthly to discuss issues related to mental health recovery and develop and execute annual projects focused on the concept that recovery should not only be considered a possibility but an expectation, and that no one’s persona should be defined by their diagnosis. CAP amplifies the essential consumer voice within the Center by providing feedback regarding opportunities for improvement in communications, customer service and other processes that directly impact consumers at Community Reach.

CAP has established a dynamic feedback loop with the members of Leadership Team and program managers, developing a process that enables consumer-informed improvements at the agency. Leadership and managers frequently seek out CAP’s input on proposed initiatives and operations to ensure that the consumer’s viewpoint is considered.

The real “so what” about CAP is how they have taken ownership of their panel to achieve meaningful impact at the agency. Community Reach Center’s Director of Population Health and the Manager of Peer Support Services have encouraged, coached and nourished CAP’s growth the last six years, allowing it to evolve into the independent and vibrant group it is today.

CAP members manage recruitment for new members, set their meeting agendas, facilitate their meetings themselves and develop their own annual budget.  CAP is focused particularly on health equity, making specific recommendations on how the agency can foster a more inclusive atmosphere where all people in our community feel welcome. For example, they successfully lobbied for gender neutral bathrooms at Community Reach locations; and influenced new data entry in consumers’ EHR to give consumers the option to include their preferred pronoun and name in addition to their “legal” name in the record.

CAP has tangibly influenced Community Reach staff and community stakeholders by changing misconceptions about mental illness and perpetuating the notion that no one’s persona should be defined by a diagnosis. Examples of their influence can be seen in their [2019 Semi-Colon Bucket List Project](https://www.youtube.com/watch?v=m7wXUU637MI&t=14s), their participation in Community Reach Center’s current [promotional video](https://www.youtube.com/watch?v=EPNKLTWlkbA), their contribution to Community Reach’s [FY19 Annual Report](https://www.communityreachcenter.org/fy-2019-annual-report/) and, most recently, their 2020 project - Mental Health Creations. Mental Health Creations utilizes social media sites established by the CAP to provide a platform for consumers to exhibit their artistic expressions, with a focus on celebrating the depth, breadth and intrinsic value of people’s abilities and talents despite the presence of mental illness.

**Outcomes and Achievements**

* CAP’s input was instrumental in development of the agency’s new website design in 2015, to support a positive user experience through easy navigation and access to key information.
* In preparation for seeking CARF accreditation 2016, feedback voiced by the CAP became especially valuable in identifying growth edges within the agency from the consumers’ perspective.
* CAP successfully lobbied for gender neutral signage in bathrooms at Community Reach facilities in 2020.
* CAP influenced new data entry in consumers’ EHR to give consumers the option to include their preferred pronoun and name in addition to their “legal” name in the record.
* CAP has provided direct feedback when they have had a poor experience with one of CRC’s

services.  A program manager meets with the CAP member to walk through the experience with them and uses that feedback to adjust a process or clarify communications so that

consumers know what to expect from engagement with that service in the future.  Consumers often do not voice their difficulty with a process because they are afraid or simply don’t know how to give feedback.  The value of the CAP is they are learning how to give difficult feedback to people who they perceive to be in positions of authority.  This empowers the member to use their voice and informs service improvements at the agency.

**Staffing Requirements**

The Peer Support Team manager devotes an average of two hours per week on CAP projects.  The Director of Population Health, the Intake Manager and one Peer Specialist attends CAP’s monthly meetings. One staffer from the A.W.A.R.E. Center (CRC’s consumer drop-in center) transports members to the monthly CAP meeting and attends the meeting. An admin attends to take minutes.  Various managers, directors and chiefs are invited to attend to talk with the CAP throughout the year.

**Pertinent Data**

* The Mental Health Creations Facebook and Instagram sites launched in April 2020 and currently has 70 members and 50 followers respectively.

**Start Up Costs**

* $25/month Meals for monthly meetings
* Costs associated with CAP’s annual project vary, but are fully covered by fundraising activities planned and executed by CAP.