

# LINES OF COMMUNICATION

SPRING 2004

MENTAL HEALTH ASSOCIATION OF SOUTHEASTERN PENNSYLVANIA

1211 Chestnut Street, Philadelphia, PA 19107

www.mhasp.org

## MHASP to Launch Multifaceted Project to Ease Transition from Prison to Community

To ease the transition back to the community for people with serious mental illnesses in the Philadelphia County prison system, the Philadelphia Office of Behavioral Health and Mental Retardation Services has awarded the Mental Health Association of Southeastern Pennsylvania funding for a discharge planning and transitional case management project that will help them link to employment, housing, and community supports.

“The Office of Behavioral Health and Mental Retardation Services is pleased to have approved a new program in partnership with MHASP in support of inmates with mental illness,” said Michael J. Covone, deputy commissioner of Philadelphia’s Office of Behavioral Health and Mental Retardation Services. “This program will provide behind-the-walls training and supports to over 2,000 inmates annually. In addition, over 160 individuals will receive case management supports prior to release and continuing for two to three months after release. It is envisioned that the implementation of this program will provide for a smooth transition — continuity of care — to the community and reduce the recidivism of this population.”

Eleanor Daly, director of MHASP’s Division of Advocacy Services, who has

spearheaded the Prison to Community Project, called it “a needed first step in addressing some of the most pressing concerns for the approximately 1,600 consumers in the system at any given time.”

The project, which is expected to begin in the summer, consists of three core components:

- *Mental health education* for Philadelphia Prison System (PPS) consumers of mental health services who are referred to the program. Care coordinators will conduct group education programs aimed at educating these individuals about mental illness, encouraging them to follow up with treatment upon discharge, discussing the impact of discrimination and stigma and informing them of their rights. These groups will be open to all prisoners with mental illnesses.

- *Transition preparation and planning* with a defined group of PPS consumers who are referred to the program. Care coordinators will facilitate the transition planning and preparation. This process will include connecting these individuals with medical assistance benefits, mental health services, and other social services before they are discharged from prison.

- *Transitional case management* services to PPS consumers for up to three months after they are released from prison. These services will include con-

necting them to long-term case management services, mental health treatment, housing, and other social services.

“This proposal was submitted as a result of our participation in the Philadelphia County Coalition for Prison Health Care and our subsequent concerns at the serious plight of consumers in PPS who, all too often, appeared not to receive adequate healthcare while incarcerated nor appropriate nor adequate discharge planning for their release and re-entry to the community,” Daly explained.

Greg Mungan, an eight-year MHASP veteran and the 2002 recipient of the agency’s Advocacy Award, will lead the new project. “His tireless advocacy on behalf of consumers as well as his com-

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# New UPenn Collaborative Leads the Way in Promoting Community Integration

The UPenn Collaborative on Community Integration, a new Rehabilitation Research and Training Center (RRTC) funded by the National Institute on Disability and Rehabilitation Research, promises to dramatically advance the goal of complete community integration for individuals with psychiatric disabilities. The five-year project, under the auspices of the University of Pennsylvania in close collaboration with the Matrix Center at Horizon House, Inc., and The Clearinghouse at the Mental Health Association of Southeastern Pennsylvania, is the first of its kind specifically focused on eliminating the barriers to community integration faced by people who have mental illnesses, and identifying and instituting practices that would enable them to participate in their communities as active, equal members.

“The UPenn Collaborative is the RRTC on Community Integration of Individuals with Psychiatric Disabilities. We’re conducting research to identify potential discrimination in the areas of housing and child custody in addition to studying and promoting supports aimed at enhancing community integration,” said Mark Salzer, Ph.D., who directs the Collaborative. “We are also developing training and technical assistance materials that address discrimination and stigma in many areas, with the goal of increasing consumer self-determi-

nation and changing policies and practices that undermine community integration,” Salzer added.

The UPenn Collaborative approaches its goals through a dual program of cutting-edge research and activities that implement and disseminate research findings to a wide range of consumers, policymakers and administrators. During the life of the project, the results of nine studies in the core areas of Factors, Policy, and Interventions will be translated into a series of five professional community integration trainings. Five technical assistance packages will also be created, comprising fact sheets, resource tool kits, program guidelines, training manuals and other literature that will be produced for national distribution.

Under the rubric of Policy, for example, the results of three studies on custody, housing and *Olmstead* policies, respectively, will be translated into two trainings: “The Impact of Stigma: Training State Legislators on Barriers and Supports Associated with Community Integration” and “Impact of Custody Policies: Training People with Psychiatric Disabilities and Direct Service Staff on the Custody Rights of Parents.” The combined results will also be translated into two technical assistance packages: “Impact of *Olmstead* Implementation: *Olmstead* -Based Technical Assistance to Five States” and “Promoting

Self-Determination: Overcoming the Policy Barriers to Implementing Psychiatric Advanced Directives.”

“Community integration is a critical step in gaining equal rights for people with mental illness,” said Eduardo Vega, project manager for collaborative activities at MHASP. “It means that people with serious mental illnesses cannot be removed from society, that they have a fundamental right to be active members of whichever communities they choose. It means healing a rift within society that has caused people with psychiatric disabilities to be taken out of the communities which support them, leading to ghettoization and dehumanization.”

The RRTC research division is coordinated by Principal Investigator Salzer in cooperation with the University of Pennsylvania. The research will be put into practice at “translational sites” in six different states — Illinois, Tennessee, Pennsylvania, Delaware, New Jersey and New York — which will serve as models for applying state-of-the-art knowledge to change behavior and implement practices that enhance community integration outcomes.

For more information about the UPenn Collaborative on Community Integration, visit <http://www.upennrrtc.org>, send inquiries to [pennrrtc@mail.med.upenn.edu](mailto:pennrrtc@mail.med.upenn.edu) or phone 215-746-6713; Fax: 215-349-8715; (TDD 215-751-9655). **LC**

## MHASP Staff Recognition Dinner Honors Four

MHASP board members and staff honored four of their colleagues for their dedicated service and continued support of MHASP programs during the Staff Recognition Dinner at the Downtown Club in Philadelphia on February 2, 2004.

(Pictured left-right) Bernadine Callahan, Connect Case Manager, received the Outstanding Service Award; Dwane Dykes, PEAK Program Manager, was presented with the Advocacy Award; and Carla Forrest, Delaware County Project SHARE Program Manager, took home the Leadership Award. Cheri Marranzini, Director of Human Resources (not pictured), was the recipient of the Board of Directors Award.



## Philadelphia Police Consider New Way of Doing Business

BY JOSEPH A. ROGERS

In the aftermath of four tragic encounters between Philadelphia police and people with mental illnesses, MHASP has renewed its efforts to change the way the Philadelphia Police Department (PD) responds to crises involving such individuals.

These efforts began in 2000 after the deaths of two men with mental illnesses at the hands of the Philadelphia and Amtrak police, respectively. In January 2001, MHASP, along with Project H.O.M.E. and the Homeless Advocacy Project (HAP), met with then-Police Commissioner John Timoney and several other members of the Philadelphia PD to urge the commissioner to establish an ad hoc task force to study models of crisis intervention and come up with a recommendation. He agreed, and the Philadelphia Police Task Force (TF) on Crisis Intervention was established, with representatives from MHASP, Project H.O.M.E., HAP, the Mobile Emergency Team, City Councilwoman Jannie Blackwell's office, the Philadelphia Office of Mental Health, and the Philadelphia PD. (Councilwoman Blackwell had recently issued a Special Report, "Improving Responses to Mentally Disabled Persons in Crisis," which recommended that City Council "[s]upport Police Commissioner Timoney's Task Force to identify an appropriate crisis response model to be modified and adopted by the Police Department.")

After meeting for six months, the Task Force recommended that the Philadelphia PD pilot the Memphis Crisis Intervention Team (CIT) model in one of its six divisions.

The Memphis CIT model is an evi-

dence-based practice that has been adopted by dozens of cities and communities around the U.S., including Albuquerque, N.M.; Portland, Ore.; Seattle, Wash.; Waterloo, Iowa; Montgomery County, Md.; and Houston, Texas. (Houston is the fourth largest city in the U.S.; Philadelphia is the fifth largest.) It has been extremely successful: a study by Amnesty International noted that "[a]necdotal and other evidence indicates that the Memphis Plan has resulted in reductions in the use of deadly force and in injuries sustained by officers and civilians, as well as reductions in the use of restraints."

Key components of the CIT model include the creation of an elite squad of officers, consisting of a fifth to a quarter of the uniform patrol division, who volunteer and then are selected for qualities including maturity and judgment; 40 hours of training, including training in communication skills and de-escalation techniques; the establishment of partnerships of police, family members, consumers, and mental health providers; and 24/7 coverage of the city for calls involv-

ing a person in a mental health crisis.

When a call involving someone with a mental illness is received, a member of the CIT is dispatched to the scene. As soon as that officer arrives, he or she is in charge, even if outranked by other officers at the scene. (However, if the event deteriorates into a barricade situation, a supervisor may make the decision to turn control over to the hostage negotiators.)

Despite the recommendation, no action was taken by the Philadelphia PD. Police representatives on the Task Force consistently maintained that they did not need a new policy since they had Directive 136, which begins: "The main objective when handling an 'Emotionally Disturbed Person' (EDP) is to aid and protect the interests of the EDP, innocent bystanders, and family members in the immediate area with the least amount of force necessary without compromising the safety of all parties concerned, including the police officers. This is best accomplished by CONTAINING AND ISOLATING the individual (original emphasis)."

Unfortunately, between August 2003

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Joseph Rogers is interviewed by the media as MHASP staff and supporters demonstrate in front of Philadelphia Police Department headquarters (not pictured) on February 25.

# MHASP Organizes Successful Rally to Restore Funds for Mental Health Programs

“November 19, 2003, was a great day for people in Pennsylvania to stay indoors,” Eleanor Daly recalled. “It was cold and overcast throughout the state. The weather forecasters were predicting torrential rainstorms and wind gusts up to 40 miles per hour. It was the kind of day to curl up with a good book and a hot cup of tea.

“So, when 3,000 people showed up in Harrisburg for the Restore the Cuts Rally on the steps of the state Capitol building, it blew away the prevailing political myth that mental health consumers and people in recovery from addiction were politically apathetic. According to Capitol police, it was the

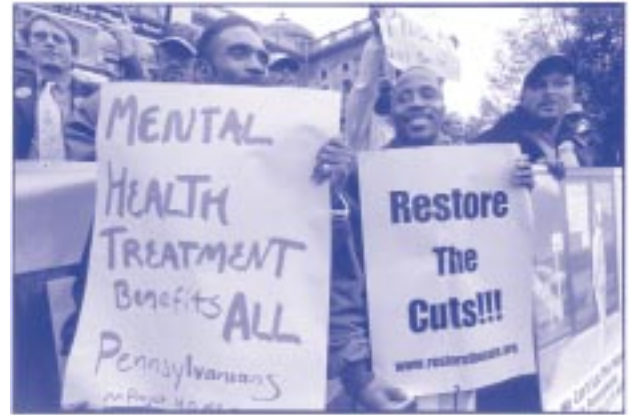
largest Harrisburg rally of the year,” Daly said.

Daly directs MHASP’s Advocacy Services Division, which led the coalition initiative that staged the massive rally to protest severe state budget cuts. Over \$170 million had been cut from human service programs. “Many vital behavioral health services and drug and alcohol treatment programs were reduced or eliminated, and thousands of consumers were suffering,” Daly said.

The consumer movement responded with a dramatic show of force: thousands of consumers — along with providers, family members, and advocates — demanded that Governor Ed Rendell and the Pennsylvania Legislature restore human service funds that had been cut from the budget. “The grassroots energy of the crowd was electric and rocked the Capitol area,” Daly said. “It helped to shake the system.”

The Governor and the Legislature eventually agreed to a new compromise budget that raised taxes, funded a portion of the Governor’s education initiative, and restored most of the funds that were cut from mental health and drug and alcohol treatment programs. “Disaster was averted,” Daly said. “Although many factors were involved in forging a budget that restored the cuts, the November 19th rally definitely sent a powerful message that consumers were players in the political process.”

“The Restore the Cuts Rally was the seed of a consumer power movement in Pennsylvania,” declared MHASP president and CEO Joseph A. Rogers (pictured at left). “It




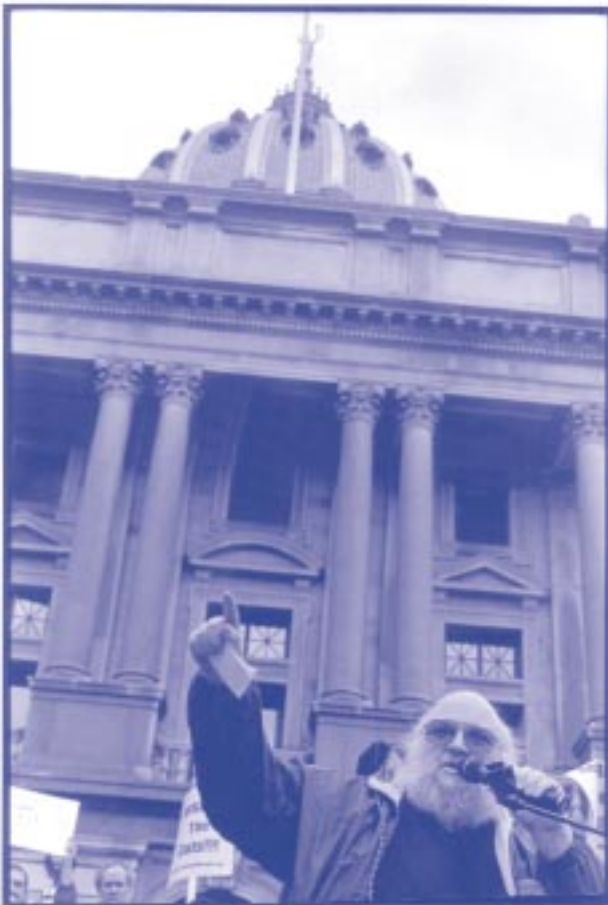
demonstrated MHASP’s capacity to mobilize consumers to defend our own interests in the public policy arena. The key to the future is inspired organizing in drop-in centers, recovery houses, clubhouses, homeless shelters, and myriad other programs. We should not view consumers as passive ‘recipients’ of government funding but rather as demanding players at the political table.”

After the rally, Donald Casey, a mental health consumer from Philadelphia, said, “Consumers are just waiting for something to do. Why not put us to work and let us help make a change in the system?”

The Philadelphia Foundation and Bread and Roses Community Fund were among the broad array of organizations that participated in the initiative, making financial contributions and/or sending constituents to the rally.

Other contributing organizations included (alphabetically) Carelink Community Support Services; Horizon House; Mental Health Association in Pennsylvania; Mental Health Association of Southeastern Pennsylvania; Pennsylvania Association of Psychosocial Rehabilitation Services; Pennsylvania Mental Health Consumers’ Association; Pennsylvania Protection and Advocacy; Pfizer Philanthropy; Service Employees International Union, Pennsylvania Council; and Value Behavioral Health of Pennsylvania.

For a complete list of participating organizations in the Restore the Cuts Coalition, visit the Web site at <http://www.restorethecuts.org>. 




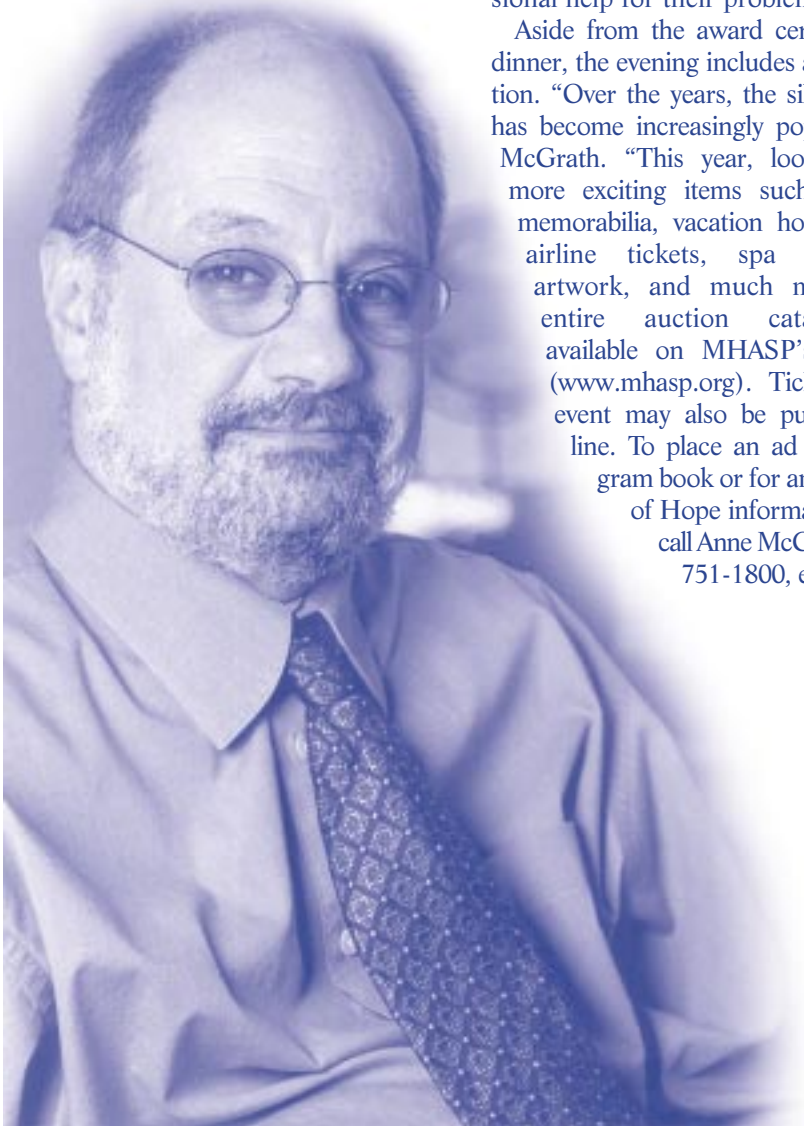
# Fifth Annual Bell of Hope Awards Dinner and Auction to Be Held May 26

**D**r. Dan Gottlieb, renowned host of WHYY radio's "Voices in the Family" and Philadelphia Inquirer columnist, will receive the Bell of Hope Award at the Mental Health Association of Southeastern Pennsylvania's fifth annual awards dinner, on May 26,

2004, at the Philadelphia Hilton Hotel on City Avenue.

"Dr. Gottlieb's vast experiences, personal and professional, make him an ideal recipient of the Bell of Hope Award," said Anne McGrath, MHASP's director of development. "He is in a unique position to reach a wide audience, especially those who may never consider seeking professional help for their problems."

Aside from the award ceremony and dinner, the evening includes a silent auction. "Over the years, the silent auction has become increasingly popular," said McGrath. "This year, look for even more exciting items such as sports memorabilia, vacation house rentals, airline tickets, spa treatments, artwork, and much more." The entire auction catalogue is available on MHASP's Web site ([www.mhasp.org](http://www.mhasp.org)). Tickets to the event may also be purchased on line. To place an ad in the program book or for any other Bell of Hope information, please call Anne McGrath at 215-751-1800, ext. 259. 




## Dr. Dan Gottlieb Helps Others Heal

Dr. Dan Gottlieb began his practice as a psychologist and family therapist after receiving his master's degree from Temple University and his Ph.D. from Heed University. In 1979, Gottlieb was in a near-fatal automobile accident, which left him paralyzed from the chest down. Over the following years, he faced depression, divorce, and additional losses. Throughout all, he maintained his career.

His work spans different formats, from private practice to public radio. For nearly 10 years, he has been writing a column for the Philadelphia Inquirer entitled "On Healing," which appears the first and third Mondays of each month. He has also published two books: "Voices in the Family" (Penguin) and "Voices of Conflict; Voices of Healing" ([iuniverse.com](http://iuniverse.com)); the latter is a compilation of some of his columns. In addition, Gottlieb lectures locally and nationally on a variety of topics affecting the well being of individuals, families and the community. He also provides psychotherapy to individuals, couples and families in his offices in Bala Cynwyd, Pa., and South Jersey.

"Voices in the Family" was first aired as "Family Matters" in 1985 on Philadelphia's local NPR affiliate, WHYY-FM. At that time, most psychology shows had self-styled experts telling listeners what they should do. Gottlieb's approach was to provide gentle and insightful questions rather than answers. He would engage callers for several minutes and learn something about their lives in addition to responding to their concerns. Perhaps due to this unique approach, the show has won awards from organizations such as the American Psychological Association, the American Academy of Marital and Family Therapists, the Pennsylvania Psychological Association, and the New Jersey Academy of Marital and Family Therapists, among others.

Since that time, the show has continued to grow. Today, a variety of psychological issues are addressed, such as childhood obesity, depression, marital conflict, and many others. The show also covers the broader social and political issues and how they relate to one's individual psychology. Gottlieb has said that it is his intent to enable listeners to learn something about themselves each week. "Voices in the Family" airs every Monday at noon on 91 WHYY FM. 

# Sixth Annual Philadelphia PIN Conference Draws Large Crowd

BY JEANETTE CORD

Neither the threat of a SEPTA strike nor a very late winter snowstorm could dampen the enthusiasm of the 225 parents and professionals registered to attend the Sixth Annual Philadelphia Parents Involved Network (PIN) Conference at Philadelphia's Center City Doubletree Hotel on March 20. "This year's registration hit new highs and was sold out a full week before the event," said Glenda Fine, director of MHASP's Division of Child, Adolescent and Family Services, which organized the conference.

Paul Vallas, CEO of the Philadelphia School District, keynoted the event. "Vallas addressed parents' concerns for children who have challenging behaviors, and then fielded questions from several parents in the audience," Fine reported. His address was followed by two panels, staffed by school district administrators from the Philadelphia Office of Specialized Services. "The first panel con-

tinued the dialogue initiated during Mr. Vallas' talk," Fine recalled. "The second panel provided information about additional supports the District currently offers or is planning to offer in the near future."

Lunch was followed by four concurrent workshops. A representative from Good Shepherd Mediation House offered a session on mediation as an effective tool for resolving conflicts. Two representatives from the Department of Human Services presented a workshop on the Consultation and Education process available for children attending Philadelphia public schools. "This year, we presented our first session in Spanish," Fine added. "Becky Español, a Philadelphia PIN family advocate, guided a group of parents through the Special Education process. The workshop and all materials were completely in Spanish."

The final session included an additional four workshops. James Randolph of the Department of Human Services Delinquency Prevention Program presented for the second year. Lucia Williams from the

Philadelphia Office of Behavioral Health and Mental Retardation Services presented a workshop on drug and alcohol services for children and adolescents. "Our good friend Dr. Mary Ann Delaney presented a workshop on Children's Medication, and Janet Lonsdale of Philadelphia PIN presented a workshop on the IEP [Individualized Education Program]," Fine said.

Nearly 30 local businesses and cultural institutions provided gifts, which were distributed by drawing to registrants throughout the day. Included were tickets to plays, admissions, autographed souvenirs and discount coupons. "Once again, the Center City Doubletree Hotel provided a great setting and superb service," Fine said.

Every staff member from the Center City headquarters of the Division of Child, Adolescent and Family Services helped facilitate the event. "A conference of this size could not be presented without the team work of our staff," Fine concluded. "We are already planning for 2005." **LC**

## Ten Local Non-Profits Honored with GlaxoSmithKline Awards

On March 10, GlaxoSmithKline awarded its Seventh Annual International Impact Awards to 10 local non-profit organizations for improving the lives of underserved people in southeastern Pennsylvania. Each of the 10 received \$40,000 to continue its work.

The 10 awardees are Anti-Violence Partnership of Philadelphia: counseling children traumatized by violent crime or domestic abuse; A Woman's Place, Bucks County: counseling and support services for women at all Bucks County clinics and acute-care hospitals, and training medical professionals to recognize and treat domestic violence; Calcutta House, Philadelphia: housing, healthcare and rehabilitative services for

adults with AIDS in southeastern Pennsylvania; Face to Face, Philadelphia: meals, health services and youth development activities for Germantown residents; Family Support Line, Media, Pa.: child sexual abuse prevention and treatment for families in Delaware County; HOPE Worldwide Philadelphia: primary healthcare, social services and nutritional counseling for North Philadelphia residents; Kids Smiles, Philadelphia: dental care for underserved children in South, Southwest and West Philadelphia; Philadelphia Physicians for Social Responsibility: violence prevention, access to health care, and weapons elimination in southeastern Pennsylvania; and Women in Transition, Philadelphia: domestic violence and substance abuse

treatment for women in southeastern Pennsylvania.

Given annually in both southeastern Pennsylvania and the United Kingdom, the awards are part of GSK's Global Community Partnerships program. In addition to the 10 Impact awardees, eight other local projects were recognized; each will receive \$1,000. **LC**

### Too Much Paper?

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passion, motivation and energy will be an inspiration to all those working with him,” Daly predicted. Joining him in the new project will be MHASP benefits specialist Tara Swartzendruber-Landis. “Tara will use her expertise to help connect consumers to benefits to which they are entitled prior to release from prison,” Daly said. “This means that they will have access to income, medication and other necessary healthcare as soon as they are back in the community.”

In addition, the project will include two supervisors (one in the prisons and one in the community); three care coordinators, who will work mostly within the prisons; and four transitional case managers, who will work with consumers upon their release from prison. “We are hoping to fill as many of the positions as possible with individuals who have a previous history of incarceration and a history of mental illness, as they will best be able to reach out to the individuals that we are trying to serve,” Mungan said.

MHASP plans to renovate space at 2221 North Broad Street — site of the Do Drop In consumer drop-in center and Unity House Clubhouse — for a new Transition Center. “The Transition Center, which will provide the transitional case managers with office space, will be a focal point for consumers upon their release from prison,” Mungan said. “It will include shower facilities and a kitchenette for serving coffee and snacks.”

Both Daly and Mungan noted that senior PPS officials have been very receptive. “One of the most gratifying aspects of the process has been the response we have received from senior personnel within the Philadelphia Prison System,” said Daly. “Both Commissioner Leon King and Deputy Commissioner Reginald Hammond have pledged their support for the program and indicated their willingness to work with Prison to Community Project staff to ensure that the needs of inmates with mental illnesses are best served.”

Commissioner King said: “The issue of

offender reentry goes to the heart of what corrections is all about. Of course we must ensure that our staff and the men and women in our care are kept safe and secure, and most of our resources are used for that part of our mission. But, in a larger sense, the goal of reducing recidivism and increasing the success rate of offenders’ transition back to their communities is the primary outcome we work towards. The Mental Health Association’s Prison to Community Project seeks to meet that important goal for some of the most needy among our population and those who, without such assistance, would find themselves returning to our facilities over and over again. We at the Philadelphia Prison System appreciate [MHASP’s] efforts on behalf of these clients and look forward to a cooperative effort to make the program a success.” **LC**

*Advocate’s Corner ...*

*...continued from page 3*

and March 2004, there were four deaths of people with mental illnesses at the hands of the Philadelphia police. Clearly, Directive 136 was not working.

In February 2004, MHASP organized a demonstration in front of the Roundhouse to protest what at that time was the most recent death: that of Julio Morais, a 57-year-old man who was killed after a SWAT team was dispatched to his apartment. (The fourth such tragedy occurred on March 12.) The demonstration received press coverage. Since then, MHASP has been interviewed for five stories, which have appeared in the Philadelphia Weekly (three stories), the Baltimore Sun, and the Christian Science Monitor, respectively. (The source of the Baltimore Sun story was Associated Press, so it is likely that the story also ran in other newspapers.)

Finally, on March 17, MHASP and the Mobile Emergency Team met to talk about the Memphis model with Police Commissioner Sylvester Johnson and others representing the PD and the Philadelphia Managing Director’s office.

It seemed that the Commissioner and

others were open to considering components of the CIT model, with training as the starting place. One of our hopes is that, when the new director of the Philadelphia Office of Behavioral Health and Mental Retardation Services comes on board, this individual — who will be equal to the Commissioner at the cabinet level — might help facilitate the effort to change the way the Philadelphia PD deals with crises involving people with mental illnesses.

In the meantime, we will continue to work with whomever we can in the Police Department. The next step is that the Mobile Emergency Team will be talking to the police officers who have previously received training from the Philadelphia Office of Mental Health, in order to assess the need for additional training and structure. If we can get a larger contingent of the Police Department committed not only to the training component but all the other components of the Memphis model (which is being used successfully in an estimated 50 to 80 cities and communities around the country), this would bode well for the establishment of something similar here in Philadelphia. **LC**



is a quarterly publication of the Mental Health Association of Southeastern Pennsylvania (MHASP), a nonprofit, membership-based advocacy organization. The Association works to improve the care and treatment of people with mental illness and children with serious emotional problems and to prevent mental illness through research and education.

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A copy of the Mental Health Association of Southeastern Pennsylvania official registration and financial information may be obtained from the Pennsylvania Department of State by calling toll-free within Pennsylvania 1-800-732-0999. Registration does not imply endorsement.



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Note: Each gift, at \$10 or more, entitles you to membership if you are not already enrolled. Among the benefits of membership are a subscription to "Lines of Communication," MHASP's quarterly newsletter, additional periodic publications and invitations to special Association functions throughout the year.

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