

### Collaboration Maximizes Recovery

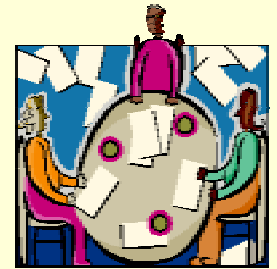
*The Eastern Region Service Center (ERSC) was started in 2000 as a collaborative effort among mental health and addiction services agencies in the eastern region of the state who joined together to create a pilot program to increase support services for individuals with substance abuse/mental health needs. Since that time, the ERSC has evolved into a unique sustainable regional collaborative that crosses geographic, agency and diagnostic boundaries to create an innovative recovery-oriented system of care that was selected as a Center for Excellence in the category of "Outreach and Engagement".*



The partners in ERSC realize that recovery is an ongoing process and seldom achieved from a single episode of care. With that in mind, staff assist individuals throughout the entire recovery process by offering services that are accessible and engaging enough to keep them in care. Services are provided with a "no reject policy" and a "minimal requirement for entry into care" and are also delivered *to the person* rather than having the person come to the services - all important elements to help reach those individuals who may be difficult to engage.

ERSC provides **case management services, outreach and engagement services, educational and motivational groups, and transportation services** to help individuals obtain necessary supports to improve their likelihood of successful recovery. Its goals are:

- To improve clinical linkage from one level of care to another
- To decrease the use of acute treatment services
- To ensure better individual treatment outcomes
- To assist individuals with accessing other entitlements programs (e.g. Medicare, Medicaid)
- To assist individuals with returning to gainful employment.



### RECOVERY SERVICES OUTCOMES FISCAL YEAR 2006

88% of assigned individuals either stabilize or improve their level of functioning as measured by regular \*MGAF scores.



78% of those discharged from services met either all or some of their recovery goals at the time of discharge.

\*Modified Global Assessment Functioning

### Administrative Highlights of the Eastern Region Service Center

- Over 1,000 individuals receive services annually since 2000.
- Five local mental health and substance abuse agencies provide direct care staff.
- Direct care staff are housed at offices throughout Eastern Connecticut.
- CEO's from eleven participating behavioral health agencies review data and make service system recommendations as part of an Advisory Committee.
- An enhanced data management system is used for tracking those individuals receiving services as well as for data collection and reporting mechanisms.