Clubhouse Reprocurement

Stakeholder Forum #1
July 23, 2021

Hosted Remotely via Webex

**Please "mute" your microphone unless speaking during one of the discussion breaks.
Thank you!**

➢ *Responses and written feedback should be submitted to Michael.Stepansky@mass.gov prior to September 1, 2021.*

  o *Please use the subject line "Clubhouse RFR Feedback" and any indicator as to the topic (e.g. employment, engagement, etc).*

➢ *DMH expects the RFR to be released in February for a July 1, 2022 start date.*

➢ *This presentation will be made available at www.Mass.gov/dmh and may be shared.*

Agenda

- Purpose and Format
- Demographics & Clubhouse Model
- Clubhouse Services
  - Services
  - Membership
  - Administration
  - Outcomes
- Questions/Comments

Purpose of Today

(1) To provide feedback on how Clubhouse services can best meet the needs of persons
- Across the age continuum
- From ethnically, linguistically, and racially diverse communities
- Who are seeking support from the clubhouse for a housing, education, employment, health/wellness, or socialization goal

(2) To provide feedback on how clubhouse programs can better collect and provide information to DMH

(3) To provide feedback on selective changes DMH is considering for clubhouse services

Please note: The purpose of today's forum is <u>not</u> to discuss clubhouse payment rates or clubhouse accreditation

DEMOGRAPHICS & CLUBHOUSE MODEL

DMH Clubhouses: By Area and Number of Members

Area	# of Clubhouses	Est. Number of Members (5/31/21)
Central Mass	8	1169
Northeast	8	952
Western Mass	6	774
Southeast	10	673
Metro Boston	3	654
Statewide	35	4,222

Clubhouse Member Demographics: By Age

Age Categories	# of Members	% of Members
Ages 26 and Under	264	6%
Ages 27-35	576	14%
Ages 36-45	645	16%
Ages 46-55	918	22%
Ages 56-65	1,245	30%
Ages 65 and Over	487	12%
Grand Total	4,135	100%

Clubhouse Member Demographics: by Race and Gender
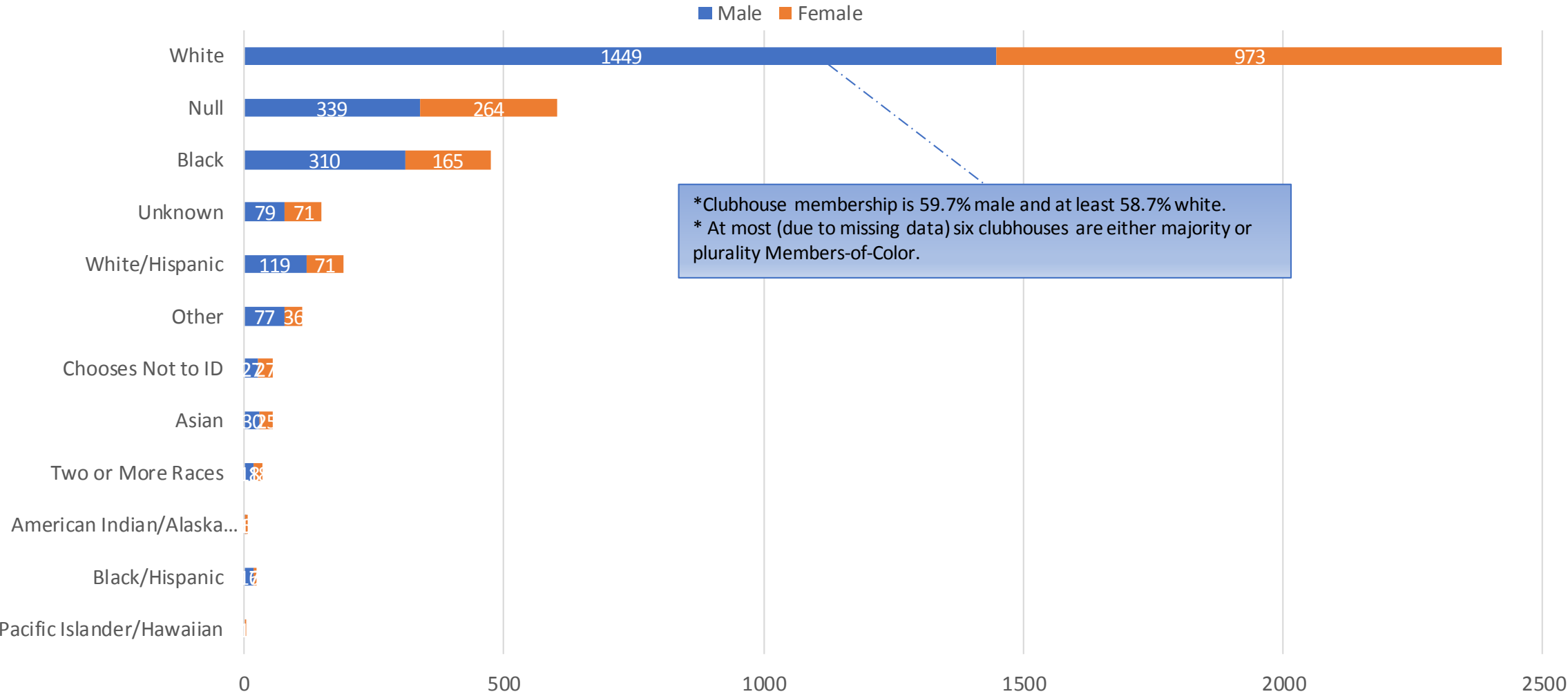
Clubhouse Services* is a Psychosocial Rehabilitation Service that assists members to:

- Increase their community integration through natural supports, interpersonal relationships, and the utilization of community resources

- Become more self sufficient through self-advocacy, education and employment

- Enhance general health and wellness

- Maintain housing

- Participate fully in, and enjoy, their community of choice.

- Clubhouse Services include a physical site(s) which accommodates the size and needs of its diverse membership.

- The daily activities of Clubhouse Services operation are organized around a set structure.

- Services include Community Linkage, Employment Services, Education Services, Housing Supports, Health and Wellness Services, Social and Recreational Services, and Outreach Services.

- Services are provided in accordance with DMH Active Members' Action Plans.

- Members and staff work together in all areas of the Clubhouse Services operation
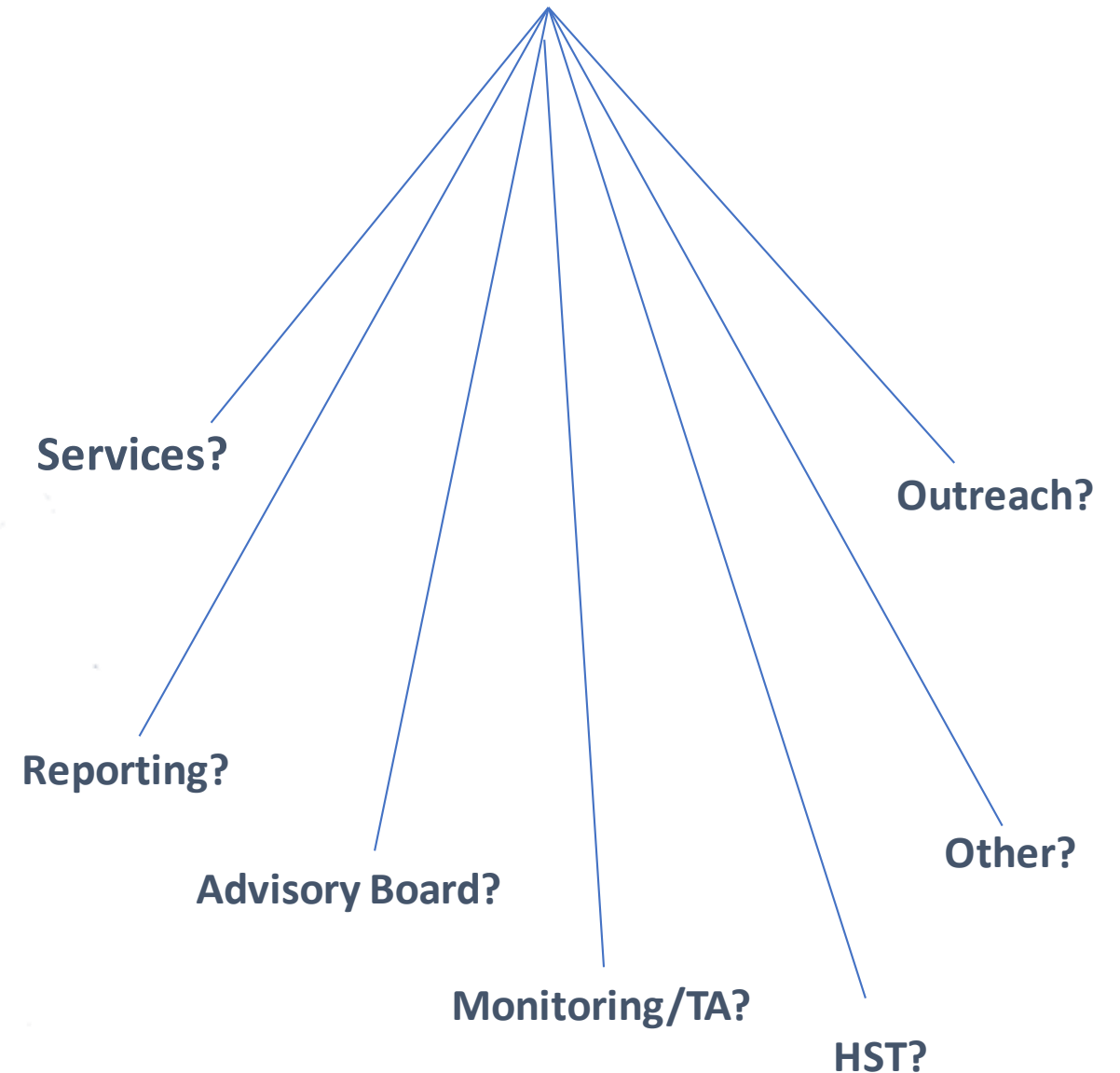
- Services are not clinically oriented.

*All text from the 2012 Clubhouse RFR
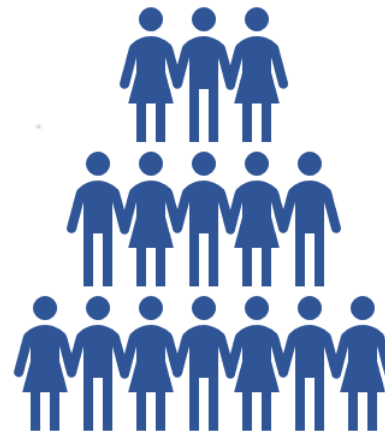
SERVICES

While considering **Improvements** in several areas:

Administration
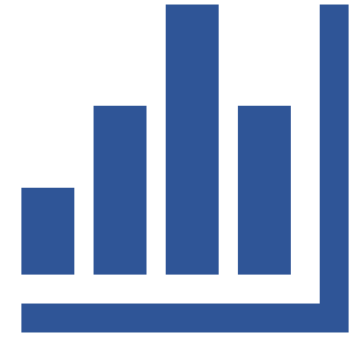
Data & Outcomes

Membership

Services

DMH is prioritizing Equity throughout Clubhouse Services.

How can a commitment to equity impact the members' experience?

Services

- Emphasize Employment & **Education** as pathways to recovery

- Provide clarity and a renewed focus on **Community Linkages**

- Assist with benefits counseling **and financial management** (e.g. budgeting, banking, etc)

- Rigorous outreach and **"reach-out"**

- Assist with health/wellness **inc. Dual Recovery**

- **Increased Day Structure**, including social programming **in the evenings and on weekends**

- **Hybrid services**, blending in-person and remote access to support

- **Equitable access** to all clubhouse services & **equitable outcomes** for all members

DMH is committed to providing clubs tools to ensure that services outside the club resemble as closely as possible services inside the club.

1. Remote Services

2. Telephonic Services

3. In Person Services

4. Outreach/Reach-Out

(1) DMH recognizes that "Reach Out" services were – and are – critical to members during the Covid-19 pandemic.

(2) Because billable outreach is currently limited to supports addressing members' Action Plan goals,

(3) How should DMH establish parameters for what qualifies as a billable "reach out" service?

Membership

- **Focus on Young Adult and Older Members**

- Enhanced **Outreach & Marketing**, inc. to underserved populations

- **Equitable representation** of the community in the clubhouse

DMH is considering a focus on young adult and older adult members.

Per Older Adults:
- How should clubhouses ensure physical accessibility of all spaces to all members?
- How should clubs work with, but maintain a distinct role relative to, other kinds of programs which serve older adults? (E.g., Senior Centers, Aging Service Access Points)

Per Young Adults:
- Should clubhouses serve members under 18?
- Is there a role for peer mentors/peer specialists among clubhouse staff?
- How should clubs work with, but maintain a distinct role relative to, other kinds of YA programs? (E.g., Access Centers, TEMPO, SEP/TRACS, More Than Words)

Administration

- **<u>Increased flexibility for advisory boards</u>**

- **<u>Increased flexibility to assess member satisfaction</u>**

- **<u>Revised standards for documentation/notes</u>**

- **<u>Commitment to equity</u>** in staffing, training, & connections to auspice-agency

DMH is considering changing the requirement for monthly notes.

How else can clubs demonstrate progress related to members achieving their Action Plan goals?
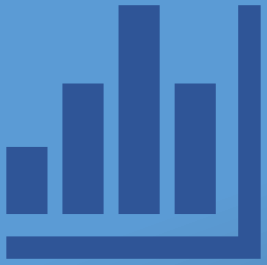
Data & Outcomes

Based on the proposed package of services, DMH is considering outcomes in four areas:

- Employment

- Education

- Community Linkages

- Equity
  o Inc. Referrals/Outreach

To assess progress related to these outcomes, DMH is considering collecting the following types of Data:

- Referral Form

- Address / Housing Type

- Employment/Education Reporting

- Billing / Utilization

- *Community Linkage reporting (new)*

- *Self Assessment (new)*

Are there other sources of data DMH should consider in addition to or in place of these?

DMH has a structure for monitoring outcomes in some domains already.

- Employment
- Education

How should DMH establish outcomes and collect data in these new areas?

- Community Linkages
- Equity
  - Referrals/Outreach

Questions & Comments?

Thank you!

➢ *Second Stakeholder Forum:*
  - o *August 10, 2021*
  - o *2:00-4:00*
  - o *Hosted Remotely*

➢ *Written feedback should be submitted to* Michael.Stepansky@mass.gov *prior to September 1, 2021.*

o *Please use the subject line "Clubhouse RFR Feedback" and any indicator as to the topic (e.g. employment, engagement, etc).*