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- Consumer-run organization
- Mission: To promote mental health through education, advocacy, understanding, and access to quality care for all individuals.
- Programs:
  - Advocacy
  - Recovery Center (Mountainbrooke, Grand Forks)
  - Consumer Family Network

# What is the Consumer Family Network (CFN)?

- ▶ Consumers of ND mental health system with an active membership throughout North Dakota
- ▶ Mission: Together we are dedicated to ensuring the mental health system of North Dakota, including community recovery support programs, are consumer and family driven. We will work together to be informed and advocate for our recovery choices and possibilities.
- ▶ Among CFN's Top Priorities: the knowledge of lived experience; peer support
- ▶ CFN Council
- ▶ Advocacy Work
- ▶ CFN Conference

# Goals of CFN Contract

- ▶ Enhance adults with SMI participation, voice, leadership and empowerment through partnerships and collaborations with allied stakeholders to effect systems change and improve the quality of mental health services in ND.
  - ▶ Increase Consumer Family Network membership
  - ▶ Hold CFN Council meetings
  - ▶ Encourage and increase consumer engagement & voice in policy councils, workgroups, focus groups, town hall meetings, etc.
  - ▶ Help make services more responsive to evolving consumer needs
- ▶ Establish a statewide collaborative effort with multiple systems to engage, train, educate, and support individuals with SMI and their families.
  - ▶ Deliver system navigation to consumers and family members of those with SMI
  - ▶ Learn more about regional mental health service availability, give info to consumers
  - ▶ Host CFN Conference
- ▶ Train mental health and related workforce
  - ▶ Provide program info to regional human service centers
  - ▶ Promote consumer engagement across ND with state and provider agencies
  - ▶ Provide training events regarding consumer perspective in mental health and related workforce

# Connecting Consumers to Resources— System Navigation

- ▶ Helping consumers and family members of adults with mental health needs find services they may need.
- ▶ Phone Line: (701) 255-3692 or TOLL FREE at 1-888-705-5763
- ▶ Sources of Information
  - ▶ 211
  - ▶ 988
  - ▶ Behavioral Health Division: Mental Health Service Directory
- ▶ SOAR
  - ▶ MHAND staff have undergone SOAR Training
  - ▶ Help consumers who are homeless or at-risk of homelessness get access to SSI or SSDI through evidence-based application process that speeds up approval/denial process, leads to more approvals than normal.

# Service Navigation Data

## Annual Tracker for Consumer Family Network

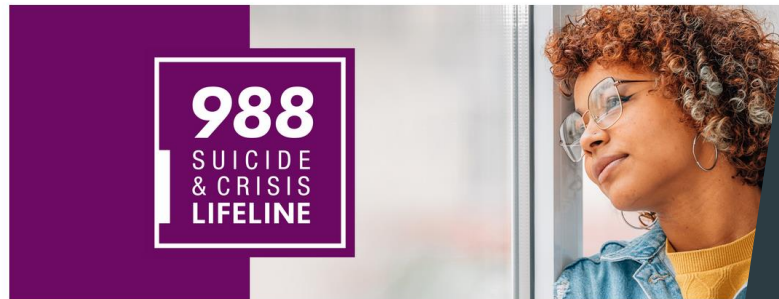
(Sept 16, 2022--June 30, 2023)

	# Outreach Efforts	# Organization Contacted	# calls Mon-Fri	# calls Sat-Sun	SOAR Services	Region 1 Northwest	Region 2 North Central	Region 3 Lake Region	Region 4 Northeast	Region 5 Southeast	Region 6 South Central	Region 7 West Central	Region 8 Badlands	Unknown Area
Sep-22	2	3	3	0	0	0	0	0	0	1	0	2	0	0
Oct-22	6	11	4	0	0	0	1	1	0	0	0	2	1	0
Nov-22	5	5	3	0	0	0	0	0	0	0	0	0	0	3
Dec-22	7	5	5	0	0	0	0	0	0	0	0	0	0	5
Jan-23	0	4	10	0	0	0	0	0	0	1	0	8	0	0
Feb-23	0	8	3	0	0	0	0	0	0	0	0	3	0	0
Mar-23	1	4				0	0	0	0	0	0	2	0	2
Apr-23	0	9	5	0	0	0	0	0	0	0	0	4	0	1
May-23	2	8	3	0	0	0	0	0	0	0	0	2	0	1
Jun-23	4	7	0	0	0	0	0	0	0	0	0		0	0
	27	64	36	0	0	0	1	1	0	2	0	23	1	12

Region	Calls
Total calls	36
NW	0
NC	1
LR	1
NE	0
SE	2
SC	0
WC	23
BL	1
Unknown	12
<b>Total</b>	<b>40</b>

## Resources

Home / Resources



For the Suicide and Behavioral Health Crisis Hotline, Dial or Text 988: For more information, please visit:  
<https://www.hhs.nd.gov/behavioral-health/988>

Do you have any questions about 988? Here are some of the most common questions people have about 988:  
<https://www.hhs.nd.gov/988-faqs>

**2-1-1**  
Get Connected. Get Answers.

# MHAND Website Improvements

- ▶ Increase available information about finding services and supports throughout ND
- ▶ Update information about the Consumer Family Network since the last website revamp years ago

# MHAND Website Improvements Starting This Week

- ▶ Contracting with a website designer
  - ▶ Fold the information found within the old CFN website to a subsection of MHAND website
  - ▶ Have better-designed resources section for the public to utilize
  - ▶ Better advertise system navigation service
  - ▶ Create an online form so people can become members of the CFN more easily





# 2023-2024 Service Navigation Service Improvement



## Greatly increase call volume

Better promotional materials (business cards, new pamphlets, etc.)  
Increase outreach to human service/social service agencies throughout ND about service navigation services



## SOAR Implementation

MHAND staff have been SOAR trained, but now need to connect to potential SSI/SSDI beneficiaries who have mental health challenges

- Connect with Human Service Centers, including West Central HSC to develop promotion and referral relationship
- Develop relationship with existing ND SOAR teams, including Fargo-based and DOCR SOAR teams



## Website Revamp

# Learning the System of Care in ND

- ▶ ND mental health system complex, many changes or plans to make changes happening
  - ▶ Many of these changes are unknown to providers, advocates, or consumers and families alike
- ▶ MHAND, CFN Council members, and other consumers will gain information about available services (especially regional variations), share that with consumers and their families
- ▶ When MHAND and CFN come to regional HSC meetings we would like to use this to have information exchange between consumers, advocates, and service providers about what is going on in your region and what we may be seeing on the ground.

# Consumer Voice

- ▶ Consumers and family members are the primary stakeholders in service delivery. Service delivery should be responsive toward their needs. Service providers should also be able to learn from consumers about what is working, not working, what may need some tweaking.
  - ▶ Especially important given the number of changes afoot in ND
- ▶ Examples of where we want to encourage and boost consumer presence and voice
  - ▶ ND Behavioral Health Planning Council
  - ▶ Olmstead Consumer Committee
  - ▶ ND Human Service Center Committees
  - ▶ ND Disability Advocacy Consortium

# CFN Conference 2023

## ▶ The New CFN Council

- ▶ June 6-8 2023, Dickinson, ND
- ▶ Sessions: Available services in ND, discussions about common mental health conditions and common treatment options, advocacy skill training.
- ▶ Annual member meeting. Elect regional representatives.
- ▶ Desired outcomes: increase knowledge of services in ND, increase consumer confidence in advocacy skills, help connect consumers to committees, work groups, etc. that enable them to be informed and able to share their perspectives



# Contact Us



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