Wellness City; Integrating Health and Wellness

The Wellness City vision is that people can access all their health and wellness services in a holistic hopeful manner in an integrated whole health setting where recovery is the goal. Wellness City envisions a team approach with the health and support disciplines co-located and working together. Since 2009, Recovery Innovations has operated several Wellness Cities in seven different locations in five states in the US.

Wellness City is a framework that integrates services and supports in all life dimensions. Too often, individuals seeking recovery must navigate multiple health and social service systems. The result can make access difficult, produce fragmented care through lack of communication and increase costs through redundancy and inefficiency. Maricopa County, Arizona has been an example where, historically, access to the range of healthcare and recovery supports is fragmented and complicated. Individuals served in the public system often have to navigate three or more different agencies, providers and systems. Primary healthcare is provided through the State’s Medicaid program, AHCCCS. Psychiatric and mental health services are separate and funded by the Regional Behavioral Health Authority and provided by four behavioral health Provider Network Organizations. Employment supports are provided through the Arizona DES Rehabilitation Services Agency. Housing supports are delivered by specialized behavioral health supported housing agencies. Recovery and peer supports are provided by yet another group of organizations. For people with multiple complex needs, the current system is confusing at best. The Recovery Innovations Wellness City framework offers an alternative through an integrated coordinated approach.

For individuals receiving services for a serious mental illness in Maricopa County, like in many other systems, our service model was created 20 or more years ago and was not grounded in recovery principles. Then, recovery was not seen as a possibility. Often and still today to receive services for a serious mental illness each person has been required to have case manager. It was intended that this case manager would get to know the individual, create a Service Plan for them and direct them to the range of services needed. It was a model based on “fixing” and “taking care of” rather than the recovery approach of hope, empowerment, personal responsibility, and personal freedom and choice. Compliance and stabilization was the goal. When compliance and stabilization was not achieved, force was used through involuntary commitment. In Arizona, this compliance and stabilization goal was reinforced by a legal mandate when the mental health commitment law was expanded to include a fourth standard of commitment, “persistently and acutely disabled.” This means that a person who is not following their treatment plan and doctor’s recommendations and can be legally committed and forced to accept treatment. As Dr. Bill Anthony says, “there is no such thing as forced recovery.” Recovery has not been the vision. The Recovery Innovations Wellness City offers an alternative.

Grounded in freedom, equality, responsibility, and rights, Wellness City citizens develop their own personal recovery plan focused on the dimensions of their choice. Services embedded in the Wellness City framework include wellness courses, recovery education and higher learning, housing assistance, home and community living, one to one support, employment services and coordination, recreational experiences, financial education, and of course emotional support. Our Wellness City teams include
mental health professionals, peer recovery coaches, peer support specialists, recovery educators and employment specialists. With the support of the Wellness City team each citizen directs their planning and chooses meaningful and enjoyable activities focused on wellness and recovery! Citizens who receive services can also use their specials gifts to give back. For instance, they might coach a writing workshop or an animal care course. Others contribute to leadership within Wellness City by choosing to be the Mayor of Wellness City or a member of City Council. By engaging in important leadership roles, citizens develop skills that will serve them in many ways throughout life and they have the chance to give back. Giving back is the pathway to meaning and purpose.

Our Wellness City concept is built on the foundation of whole person wellness in all dimensions. Starting with the six dimensions of wellness identified by Dr. Bill Hettler of the National Wellness Institute, we added three more dimensions since individuals with serious mental health challenges often seek improvement in community living, financial issues, and recreation/leisure.

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<th>Wellness Dimension</th>
<th>Description</th>
<th>Recovery Innovations</th>
<th>To Be Developed</th>
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| Physical Wellness  | • Living in harmony and awareness of your body’s needs.  
• A practice of eating well, exercising, and making healthy lifestyle choices.  
• Physical health that maintains good health, self-management of chronic physical health challenges to minimize health risk, and reduces in-patient hospital stays.  | “Facing Up to Health” seminar for health education and linkage  
• Exercise and physical fitness training.  
• Nutrition education  
• Weight management  
• Smoking cessation  | Add Primary Care co-located on site billed to AHCCCS Health Plans and Insurance |
| Emotional Wellness | • Acceptance of one’s feelings and the ability to manage them in healthy ways.  
• Emotional wellness is feeling positive and enthusiastic about oneself and life.  | Wellness Recovery Action Planning (WRAP)  
• Wellness and Empowerment in Life and Living (WELL)  
• Recovery Coaching as the case management alternative  
• Peer Support  
• Recovery Education Center Classes  
• Peer Advocacy Services as bridging to community from inpatient psychiatric hospitals | Add psychiatric and medication services |
| Intellectual Wellness | • Ongoing curiosity and learning which enhances one’s understanding of life.  
• Exploring issues relating to problem solving, creativity and learning.  
• Expanding knowledge and skills while discovering the potential for sharing one’s gifts with others.  | Recovery Education Center is a licensed post-secondary vocational institution offering an extensive range of recovery and wellness classes | |
| Social Wellness     | • Developing active and mutually respectful interactions with others.  
• Relationships are the building blocks of social wellness!  | Numerous Wellness City activities to meet people and strengthen personal support networks  
• Recovery Coaching to improve | |
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<tr>
<td>Spiritual Wellness</td>
<td>• Finding meaning and purpose in life.</td>
<td>• Classes and learning in meditation, yoga, and spiritual practices</td>
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<td>• Integrating one’s spiritual beliefs and values with one’s actions and enhancing the connection between the mind, body and spirit.</td>
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<td>Occupational Wellness</td>
<td>• Contributing one’s unique gifts in unique ways.</td>
<td>• Peer Employment Training in the discipline of peer support</td>
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<td>• Being involved in paid and/or unpaid activities that are personally rewarding and make a contribution to the well-being of the community.</td>
<td>• MOSAIC provides peer run employment supports, classes, and coaching.</td>
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<td>• Peer Recovery Coaches are trained the Boston University “Vocational Peer Support.”</td>
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<td>Home and Community Living Wellness</td>
<td>• Choosing and creating a home of your choice in the neighborhood and community of your choice.</td>
<td>• “Home is Where the Heart Is” workshop</td>
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<td>• Maintaining a home and managing home finances.</td>
<td>• Community Building, a tenant-based supportive housing program, provides rental assistance.</td>
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<td>• Another Chance provides HUD funded rental subsidies for individuals who are homeless with substance use challenges</td>
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<td>• Restart apartments</td>
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<td>Financial Wellness</td>
<td>• Using one’s resources to most effectively support one’s life style</td>
<td>• Workshops in budgeting and credit restoration</td>
<td>Create connections with financial planning and credit agencies</td>
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<td>• Managing ones financial resources including credit, budgeting, financial planning, and insurance.</td>
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<td>Recreation and Leisure Wellness</td>
<td>• Having a playful spirit.</td>
<td>• “Circle of Friends” recreational and entertainment events.</td>
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<td>• Participating in enjoyable and meaningful activities.</td>
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<td>• Sharing good times with others!</td>
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Including Primary Care and Psychiatric Services into this existing array of Wellness City services will increase the wellness and recovery for Wellness City citizens. In partnership with our Boston University Center for Psychiatric Rehabilitation evaluation team, Recovery Innovations has designed an outcome measurement system to track improvement in these nine dimensions of wellness as a demonstration that Wellness City will improve outcomes. Rather than continue to work within a fragmented and poorly coordinated system of care participants would have the benefit of a one stop shop for whole health, wellness and recovery.

**Outcome Measurement.** We propose to implement an outcome measurement system in which each participant rates their progress in improving their wellness over time using indicators that are meaningful to them. Recently work has been completed with our evaluation partner, Boston University Center for
Psychiatric Rehabilitation establish and refine the indicators of wellness in each dimension. Here’s an excerpt from the BU report, “Results for Focus Groups for Wellness Dimensions.”

Recovery Innovations is focusing on holistic approach to recovery and identified nine dimensions of wellness to represent this holistic approach. Each dimension has a set of indicators that collectively was designed to represent wellness for that dimension. The original sets of indicators were drawn from a variety of sources, including RI’s experience in delivering services and writings on wellness.

We decided to refine these original dimensions first by insuring that they were complete vis-à-vis the existing literature on wellness. We conducted a thorough search of empirical literature and writings on wellness (see listed citations) and added indicators where suggested by that literature. Then, research staff at the Center edited the existing sets of indicators to make them comparable and parallel in construction (i.e., each beginning with a verb). We also considered variations of rating scales that would allow us to measure a person’s current status on that indicator. The final rating scale is appended along with the final dimensions and indicators.

After editing the indicators as indicated above, we conducted several rounds of focus groups to include: providers of services, researchers, trainers, experts in research on wellness, peer support specialists, and recipients of peer support services. The purpose of these focus groups was to insure the content validity of the indicators and to derive their input about the meaning, clarity, understanding, and comprehensiveness of the items……

The focus groups for the Wellness Dimensions were successful in that they allowed us to entertain multiple perspectives on the Wellness Dimensions including those of individuals receiving services, delivering services, researchers and experts in the area of wellness. In total, the perspectives of 53 individuals were considered. While not every suggestion was finally adopted, significant alterations to the indicators were made to render them more comprehensive and understandable for the individuals who will be using them. Numerous rounds of editing also made the indicators more consistent in their wording and more usable with the rating scale.

Here’s an example of the indicators for Physical Wellness. Participants select indicators from the list that define what wellness means for them in the selection Wellness Dimension, rate their current wellness, and update their rating periodically.

**Physical Wellness**

**Nutrition and Exercise**

1. Doing things that are physically healthy
2. Working on an individual fitness plan
3. Doing exercise on a regular basis to improve my physical condition
4. Knowing what foods are good for me and nutrition basics
5. Eating healthy foods
6. Eating in moderation and having awareness of healthy food choices
7. Knowing about how my body works and its anatomy
8. Having support for my health and physical fitness

**Health and healthcare**

1. Completing important health screenings and tests
2. Taking responsibility for any medical conditions or challenges I have
3. Knowing when I need professional medical attention
4. Understanding the side effects of my medications
5. Being aware of physical health issues that come up with aging
6. Managing my prescribed medications well
7. Getting a good night’s rest
8. Learning how to relax and manage or reduce my stress
9. Respecting my body’s uniqueness

**Other Health Issues**

1. Understanding safe sex practices
2. Engaging in safe sex practices
3. Avoiding tobacco
4. Using alcohol responsibly or not all
5. Avoiding street drugs
6. Avoiding unnecessary physical risks

We have seen thousands of people who experience mental health and substance use challenges recover. We have seen it so many times that we have moved past hoping recovery will happen and into knowing recovery will occur. We expect it and eagerly await its arrival. *Wellness City* is creating the evidence that a future when everyone with a mental illness will recover is possible.
**Wellness City**
A citizenship framework for Wellness
An Integrated Health Home

**Recovery Partnership** (Peer Recovery Coach)

- **Step 1**: Clearing
- **Step 2**: Connecting
- **Step 3**: Empowering
- **Step 4**: Planning/Solutions
- **Step 5**: What Could Get in the Way?
- **Step 6**: Resilience Building
- **Step 7**: Personal Development

**Recovery Navigator**
(Licensed Professional)
Getting to Know You (assessment)
Recovery Solutions (Wellness Planning)
Orientation to City Programs
City services chosen by the citizen

**Personal Wellness Program**
On-line “Personal Wellness Plan”
Core Services
Recovery Education
Peer Support (case mgmt alternative)
Medication Management
Primary Care

**City Hall Meeting**

- Mayor (citizen)
- City Council (citizens)
- City Manager (staff)
- Open invitations for membership

**Referred Services**

- **Physical Health**
  - Primary Care
  - Physical Exercise
  - Smoking Cessation
  - Nutrition and Weight Management
  - Meditation/Spiritual Practices

- **Recovery Education**
  - WRAP WELL
  - Medication for Success
  - Other Recovery Classes

- **Employment Support**
  - Mosaic “Employment as a Path to Recovery”

- **Community Living**
  - Restart
  - Community Building
  - Another Chance

- **Financial Support**
  - Benefits and Eligibility
  - Financial Planning and Credit

- **Creative Arts**
  - Art, dance, music, drama, crafts, writing

- **Circle of Friends**
  - Activities and Events
  - Community Service Projects

**Wellness City Services**

- **Wellness Dimensions**
  - Physical
  - Emotional
  - Intellectual
  - Occupational
  - Spiritual
  - Social
  - Financial
  - Community Living/Housing
  - Recreation / Leisure

**Suggested Wellness City Services**

**Citizen Choice**

Wellness City; An Alternative
Recovery Innovations: May 2014

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