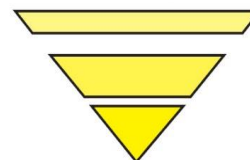




DIVISION OF  
DEVELOPMENTAL  
DISABILITIES



# Breaking Silos Internally & Externally

Leslie Bradley, Program Coordinator, Federal Programs Unit

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Stacy Neff, Medical Director, Southeast MO Mental Health Center

Tammy Robertson, Health Information Tech II, Northwest MO Psychiatric Rehabilitation Center

# Where We Started the Project

- ▶ Started with the idea of breaking down silos by sharing and educating everyone (community & DMH staff) with information about the other divisions and resources available.
- ▶ This would develop knowledge of who to contact and where to go for assistance, internally and externally.
- ▶ The group came up with the idea of developing a resource guide.



# What the Group Found

- ▶ During our research, we learned of existing directories, resource guides, contact lists, information about services, and websites already available and accessible.



# Sample of Online Internet Resources

- ▶ DMH Website  
<https://dmh.mo.gov/>
- ▶ MOCOR  
<https://mocor.mo.gov/>
- ▶ Midland Empire Resources for Independent Living  
<https://meril.org/>
- ▶ IDDHelp.org  
[http://www.iddhelp.org/about-us\\_v3.asp](http://www.iddhelp.org/about-us_v3.asp)
- ▶ Missouri Family to Family  
<http://mofamilytofamily.org/>
- ▶ Missouri Division of Behavioral Health Community Resource Guide:  
<https://dmh.mo.gov/mentalillness/docs/communityresourceguide.pdf>
- ▶ Mental Health America of Eastern Missouri  
<https://www.mha-em.org/resources/local-resources.html>

# MOCOR

Missouri Community Options & Resources

[Home](#)
[Community Based Services](#)
[Money Follows the Person](#)
[Resources](#)
[Data](#)

Welcome to the Missouri Community Options and Resources (MOCOR) website. Here, you can assess, learn and search for long-term support information and services throughout Missouri.

MOCOR state partners include the Missouri Departments of Health & Senior Services, Mental Health, and Social Services. MOCOR currently has local service sites in all 114 counties and the City of St. Louis. We hope this website is helpful for consumers, their families and caregivers, and service staff.

If you wish to speak with someone about community based long term services and supports in Missouri, call toll free 1-855-834-8555.

Select a link below to learn more about the community resources available.

## Other State Partners

[Missouri Department of Social Services](#)

[Missouri Department of Health and Senior Services](#)

[Missouri Department of Mental Health](#)



Take our  
**Customer Satisfaction Survey**

 <p><b>Child with Special Health Care Needs</b></p>	 <p><b>Developmental Disability</b></p>	 <p><b>Adult with a Physical Disability</b></p>
 <p><b>HIV/AIDS</b></p>	 <p><b>Mental Illness</b> (Children &amp; Adults)</p>	 <p><b>Alcohol &amp; Drug Abuse</b></p>
 <p><b>Age 63 &amp; Over</b></p>	 <p><b>Can you help me leave the nursing home?</b></p>	 <p><b>Help Me Get Services</b></p>



Crisis Assistance ▾

Alcohol and Drug Use

Mental Illness

Developmental Disabilities

Programs

## Check out the DMH Strategic Priorities...



### MISSOURI Department of Mental Health

2018 Version 1.0



ASPIRATION	We will be nationally recognized in policy-making, treatment, and services for individuals with mental illness, substance use disorders, and developmental disabilities				
THEMES	Develop better medical, behavioral, and developmental disability service integration and strengthen the community services system	Advance the Missouri Model for behavioral health	Enhance safety for employees and the individuals DMH serves	Expand programs and services for children and families and move DMH to a trauma informed system of care	Create mental health leadership for the future and strengthen the DMH workforce
INITIATIVES	<ul style="list-style-type: none"> <li>Conduct and implement a new model for providers to work together with DMH</li> <li>Build collaborative relationships and</li> </ul>	<ul style="list-style-type: none"> <li>Build capabilities, expand programs</li> <li>Orchestrative Team (OT) training</li> <li>Coordinate Mental Health System services</li> </ul>	<ul style="list-style-type: none"> <li>Continue to improve provider safety through staff training such as de-escalation training</li> <li>Increase turnover of direct care staff to ensure safety</li> </ul>	<ul style="list-style-type: none"> <li>Develop a more effective MHS/DBS service model for children and families in protective services</li> <li>Develop a model for school-based mental</li> </ul>	<ul style="list-style-type: none"> <li>Create an agenda for Governor's leadership decisions</li> <li>Revamp professional development programs (e.g., ENGAGE)</li> </ul>

### How do I find?

[Help with Developmental Disabilities](#)  
[Help with Mental Illness](#)  
[Help with Substance Use](#)  
[Help with Gambling Addiction](#)  
[DMH Employment Opportunities](#)  
[Mental Health First Aid](#)   
[Service Members, Veterans & their Families](#)  
[Disability Benefits 101](#)   
[Healthcare Homes](#)  
[CCBHC Demonstration Project](#)  
[Opioid Crisis Response](#)  
[Notice of Data Privacy Incident](#)

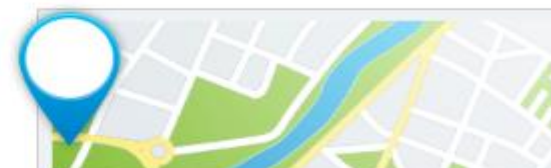
### Other Services and Supports

[Constituent Services](#)
[Deaf Services](#)
[Housing](#)
[Employment Services](#)
[Substance Awareness Traffic Offender Program \(SATOP\)](#)
[Disaster Services](#)
[Children's Office](#)
[Trauma Informed Care](#)

[Crisis Hotline](#)

[Coping with Disaster](#)

[Real Voice Real Choices Conference](#)

[Suicide Prevention  
1-800-273-TALK \(8255\)](#)

[Mental Health Facilities & Office Locations](#)

# Sample of Intranet Resources

- ▶ DMH Intranet Division of Behavioral Health (DBH)  
<https://intranet.state.mo.us/dmhonline/division-of-behavioral-health/>
- ▶ DBH Contact Information  
<https://dmh.mo.gov/mentalillness/documents/faccommada.pdf>
- ▶ Division of Developmental Disabilities (DD)  
<https://intranet.state.mo.us/dmhonline/developmental-disabilities/>

## Division of Behavioral Health

June 1, 2018 Web Version

PSYCHIATRIC FACILITIES / HOSPITALS				
	CENTRAL	EASTERN	WESTERN	SOUTHEAST
CEO	Robert Reitz, Ph.D., CEO	Laurent Javois, REO	Denise Norbury, REO	Julie Inman, REO
AA	Teri Enke / 573-751-9482 Fx 751-7815	Roena Whitt / 314-877-5981 Fx 877-5982	Connie Esry / 417-296-4651 / 417-876-3081 or 417-876-5700 Fx 876-2380	Jennifer Street / 573-218-6701 Fx 218-6703
	Central Office / Fulton State Hospital	St. Louis Psychiatric Rehab Center	Center for Behavioral Medicine	
HOS	Becky Hughes / 573-751-8105			
CFO	Susie Kemp / 573-592-3402	Jim Martin / 314-877-5985	Trey Baxter / 816-387-2324	Damon Longworth / 573-218-6718
HRM	Lori French / 573-592-3450	Michael McFarlane / 314-877-5948	Sylvia Miller / 816-512-7414	Mark Rempescher / 573-218-6800
QID	Tara Sheets / 573-592-2205	Kris Norris / 314-877-5922	Lisa Franz / 816-512-7522 / 816-387-2532	Rick Koppeis / 573-218-6724
	<b>FULTON STATE HOSPITAL</b>	<b>ST. LOUIS PSYCHIATRIC REHAB CENTER</b>	<b>CENTER FOR BEHAVIORAL MEDICINE</b>	<b>SOUTHEAST MO MENTAL HEALTH CENTER</b>
	600 E. Fifth St., Fulton 65251-1796	5300 Arsenal, St. Louis 63139	1000 E. 24 <sup>th</sup> Street, Kansas City 64108	1010 West Columbia, Farmington 63640
	Ph 573-592-4100; Fx 573-592-3000	Ph 314-877-6500; Fx 877-5982	Ph 816-512-7000; Fx 512-7509	Ph 573-218-6792; Fx 218-6703
COO	Andy Atkinson	Felix Vincenz, Ph.D.	Megan Roedel	David Schmitt
COO AA	Rickie Gohring	Missy Jobe	Melissa Bundy	Cindy Forsythe
Med Dir	Sanjiv Sethi, MD	Davinder Hayreh, MD	Maheshkumar Patel, MD	Jay Englehart, MD
CNE	Susan Knoepflein	Terra Morrison	John Tucker	Justin Arnett
		<b>METROPOLITAN ST. LOUIS PSYCH CENTER</b>	<b>NORTHWEST MO PSYCH REHAB CENTER</b>	
		5351 Delmar, St. Louis 63112	3505 Frederick, St. Joseph 64506	
		314-877-0501; Fx 877-0937	816-387-2300; Fx 387-2329	
COO		Michael Anderson, Ph.D.	Mary Sanders	
COO AA		Colette Strickland	Kris Robb	
Med Dir		Davinder Hayreh, MD	James Reynolds, MD	
CNE		Sarah B. Jones	Susan Voss, Interim	
		<b>HAWTHORN CHILDREN'S PSYCH HOSP</b>		
		1901 Pennsylvania Ave, St. Louis 63133		
		314-512-7800; Fx 512-7812		
COO		Marcia Ford, COO		
COO AA		Victoria Johnson		

**LEGEND**

CEO – Chief Executive Officer

REO – Regional Executive Officer

HOS – Hospital Operations Specialist

CFO – Chief Financial Officer

HRM – Human Resources Manager

QID – Quality Improvement Director

COO – Chief Operating Officer

AA – Administrative Assistant

Med Dir – Medical Director





## Division of Developmental Disabilities

### Division Director's Office

- Executive Leadership
- **NEW!!! From the Director's Desk**  
PODCAST & Division News

### DD Regional Offices

- Wondering where the DD Regional Offices are or how to reach someone there? Click [here](#) for a complete list including contact info!

### DD State Operated Programs

- Click [here](#) for information on all current DD State Operated Programs

### Community Supports Unit

(click the links below to learn more about each program)

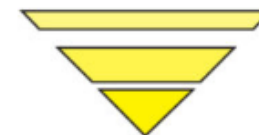
- Accessible Housing
- Employment
- Office of Autism Services
  - Positive Supports
    - Behavior Services
    - Tiered Supports
- Self-Determination
- Self-Directed Supports
- Supporting Families

### DDD Quick Links

- From the Director's Desk
- Licensure and Certification
- Regional Office Contact Info
- State Operated Contact Info
- Division of Developmental Disabilities Homepage

### DDD Internet Homepage

DIVISION OF  
DEVELOPMENTAL  
DISABILITIES



# Lack of Awareness

10

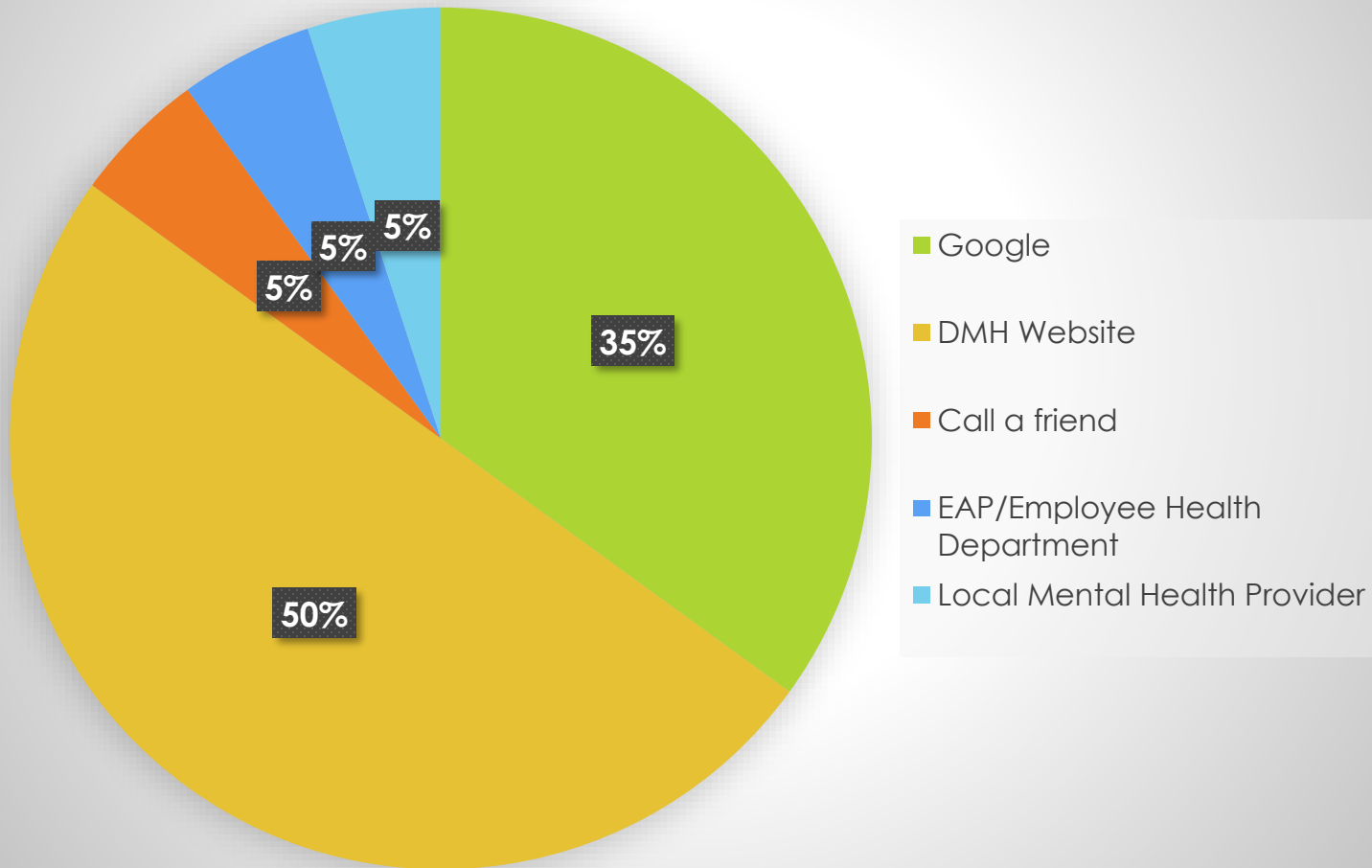
- ▶ We as DMH employees didn't even know about all of these resources, so we wanted to find out who else didn't know.
- ▶ The group decided to complete a poll of community members and DMH staff.

# Limited Poll

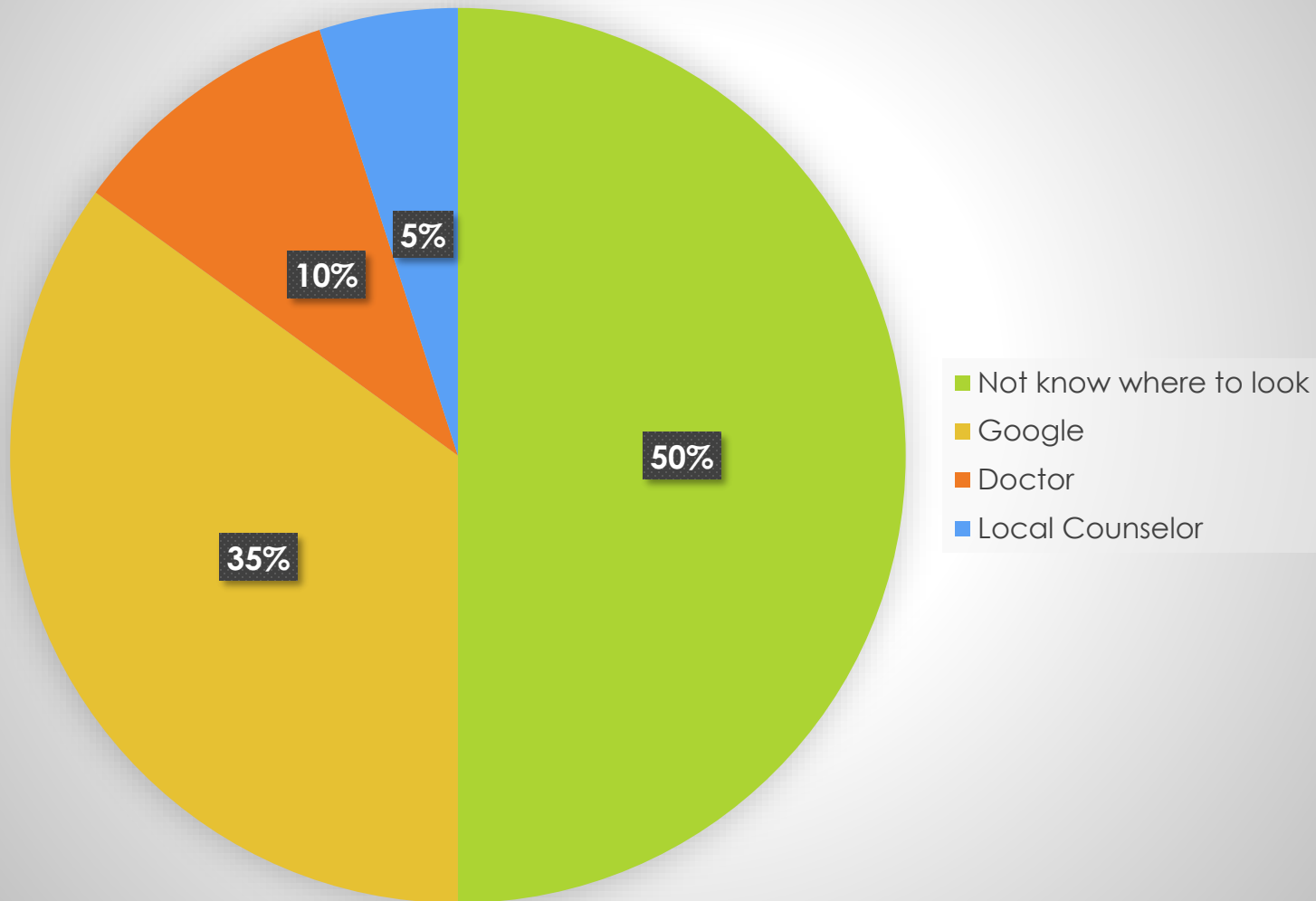
► Each group member asked FIVE DMH staff and FIVE community members the following:

1. If you or a family member or friend needed more information on developmental disabilities, and services available, do you know where to find this information?
  - a. If so, where would you look?
  - b. Did you know there is information on the State of Missouri DMH website that can help direct you to services and resources?
2. If you or a family member or friend needed more information on mental health, and services available, do you know where to find this information?
  - a. If so, where would you look?
  - b. Did you know there is information on the State of Missouri DMH website that can help direct you to services and resources?

## DMH Staff Poll Results: Where would you look?



## Community Members Poll Results: Where would you look?



# Findings

- ▶ Our findings suggest a need to let people know what great information and resources are already out there and available, both on the DMH internet website and the DMH intranet site.

No need to produce more product, need to get information out there both internally and externally

- ▶ This is when the group came up with the idea of an AWARENESS CAMPAIGN!
- ▶ Goal is to get people to realize the information is out there and to be able to use it!

# Back to Basics

- ▶ Meaning...simple, straight forward messages, link sharing, a one stop resource page, for both DMH staff and the community.




# Why is it important to break down external silos and reach the community?


17



- Increased awareness in community which assists with easier access to DMH services.



- Community is more likely to utilize DMH services.



- Able to support and assist more individuals.

# External Target Audience

18

- Residents of Missouri
- Students attending Missouri colleges
- Parents or family members of individuals
- Stakeholders
- Advocacy Groups

# External Awareness Campaign for Community

- External message to the community:
  - “What assistance/services are available?”
  - “Where do I need to call for assistance?”
  - “Am I eligible for assistance?”
- For example: Alcohol and Drug Abuse information on the DMH Website: <https://dmh.mo.gov/ada/>
- For example: Eligibility for Division of Developmental Disabilities services on the DMH Website: <https://dmh.mo.gov/dd/facilities/>



## Alcohol and Drug Use



The Division of Behavioral Health (DBH), formerly the Divisions of Alcohol and Drug Abuse and Comprehensive Psychiatric Services, is responsible for assuring the availability of substance use prevention, treatment, and recovery support services for the State of Missouri. Individuals and families requiring substance use services can find the help they need.

If you would like more information, please call us at (573) 751-4942 or (800) 575-7480 or you may e-mail us at [dbhmail@dmh.mo.gov](mailto:dbhmail@dmh.mo.gov).



**Information for Consumers & Families** ▾

**Information for Providers** ▾

**Information for the General Public** ▾

## Alcohol & Drug Use

- [About Us](#)
- [How & Where to Get Help](#)
- [Programs & Services](#)
- [Prevention Initiatives](#)
- [Information for Providers](#)
- [Regulation Drafts](#)
- [Alcohol & Drug Fact Sheets](#)
- [Bulletins/Policy Memos](#)
- [Helpful Links](#)
- [State Advisory Council](#)
- [MO Behavioral Health Epidemiology Workgroup](#)
- [Behavioral Health Data Tool](#)
- [Reports & Statistics](#)
- [Organization & Personnel](#)

## Related Information

- [Substance Awareness Traffic Offender Program \(SATOP\)](#)
- [Missouri Credentialing Board](#)



Crisis Assistance ▾

Alcohol and Drug Use

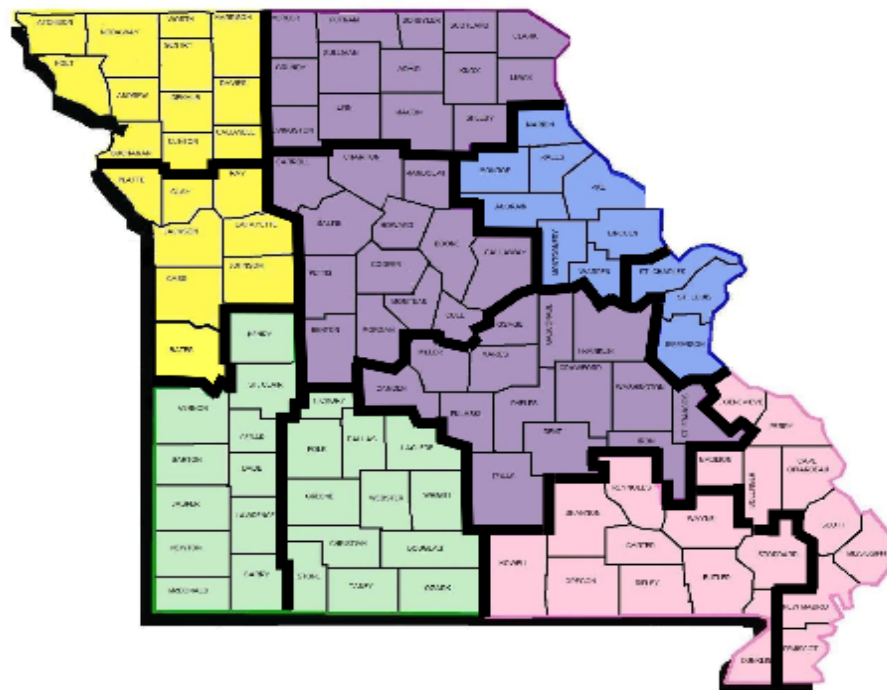
Mental Illness

Developmental Disabilities

Programs

## Map of Regional Offices

🏠 » [Developmental Disabilities](#)



## Developmental Disabilities

- [About Us](#)
- [Accessible Housing](#)
- [Directives, Regulations & Guidelines](#)
- [Director's Office](#)
- [Drafts for Public Comment](#)
- [Education and Training](#)
- [Email Blasts](#)
- [Federal Programs](#)
- [Forms, Manuals & Publications](#)
- [Frequently Asked Questions](#)
- [HCBS Transition Plan](#)
- [Health & Safety](#)
- [Individualized Supports & Services](#)
- [Licensure and Certification](#)
- [Office of Autism Services](#)
- [Promoting Employment](#)
- [Provider Bulletin](#)
- [Regional Offices](#)
- [Related Links](#)
- [Self Determination](#)
- [State Operated Programs](#)
- [Supporting Families](#)
- [Webinars](#)



Get Email Updates

# External Resource Tools to get the message out

22

- DMH Podcasts & YouTube Videos
- DMH Flyers at libraries, schools, churches
- Social Media
- Advocacy Group discussions
- Email blasts

# DMH Facebook Followers

23

As of 11/13/2018

Missouri DMH Facebook 5,196 followers	DMH Deaf Service Facebook 750 followers	Mental Health for Missouri's Veterans and Families Facebook 463 followers	Missouri Suicide Prevention Project Facebook 6,942 followers	Fulton State Hospital Facebook 763 followers	Office of Disaster Services Facebook 572 followers	DMH Housing Unit Facebook 429 followers
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# DMH Twitter Followers

24

As of 11/13/2018

DMH Twitter 2,244 Followers	Missouri Suicide Prevention Project Twitter 1,683 Followers	Disaster Services Twitter 209 Followers	DMH Housing Twitter 434 Followers	Veterans' Services Twitter 238 Followers
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# Why is it important to break down internal silos and reach DMH staff?

25

Better customer service.

Give staff the tools to do their job better.

Staff may need the services and supports themselves.

For networking and making connections between divisions.

Knowing who your counterpart is.



# Internal Awareness Campaign for all DMH Staff

- ▶ How can we make our jobs easier when we're trying to make connections, find answers, and bring all the right people to the table.
- ▶ Making DMH staff aware of the resources available on the intranet page.
- ▶ Utilizing the intranet page with a single link or doorway that takes you to information about DMH allowing you to make the correct connections.
- ▶ Internal message to DMH staff: "Who do you call?"



# DMH Internal Tools Already Available:

- Email – Daily Dose
- DMH YouTube Videos
- DMH Podcast
- DMH Informational Sessions
- Division News

Key is  
Repetition!



# In SUMMARY

- ▶ Awareness Campaigns are an easy and cost effective way to utilize the tools already in place and make staff and the community more informed of what we do.
- ▶ Ultimately, breaking down silos both internally and externally.

**Thank you!**  
**Questions?**