NAMI Southwestern Pennsylvania’s Executive Director Christine Michaels once challenged the organization’s board of directors. "She asked them to do more than govern," reflects NAMI staffer Paul Freund. "She asked them to change the world. Our board members took that request to heart, and a few years ago, they began a quest for recovery and wellness that now has dramatic implications for those with serious mental illness in our region and beyond."

*Morbidity and Mortality in People with Serious Mental Illness*, a technical report published in October 2006 by the National Association of State Mental Health Program Directors (NASMHPD) Medical Directors Council, served as a catalyst for action to NAMI Southwestern Pennsylvania board members. This report, detailed in the June and September 2008 issues of *The Voice*, documents that people with serious mental illness are now dying 25 years earlier than the general population, and that these death rates have actually increased in recent years.

The NAMI Southwestern Pennsylvania board formed a working group in early 2008 as a response to the report. Their initial goals in determining a solution to this shocking disparity were to explore successful efforts related to the coordination of physical and mental health care in western Pa. to identify helpful resources to improve overall health and to recognize gaps in the system that must be addressed.

Since that time, through an innovative strategy for social change, the working group’s preliminary ideas have now grown into the first pilot program of its kind to address the issues of life span disparity for those with serious mental illness. Board member Jon Lloyd first employed this strategy in a project with the local Veteran's Administration regarding hospital-acquired MRSA infections, and he and the other board members successfully adapted the process to their work with the life span disparity issue.

"Jon and I started discussing this unique methodology in 2005, and over time our talks evolved into creating a real-world application to impact mental health," explains Freund, NAMI Southwestern Pennsylvania's continued on page nine
Let me begin by saying, "I really do believe we can change the world." And, I believe that our Board of Directors seeks to serve primarily for that single reason: "to change the world, to make a difference." It may sound a little dramatic and a little cheesy, but I think a quick glance through this edition of the newsletter shows how NAMI Southwestern Pennsylvania is making a difference, changing the world.

In the feature article, read how Paul Freund (NAMI Southwestern Pennsylvania CFST Director) and Dr. Jon Lloyd (NAMI Southwestern Pennsylvania Board member) are leading a very exciting change process to address social isolation amongst individuals with serious mental illness. Our goal is to reduce the 25 year mortality disparity. Lisa Kimball, President of the Plexus Institute, states, "Their (NAMI Southwestern Pennsylvania's) work is breaking new ground and has the potential to make an enormous positive contribution to the longevity of millions of people with serious mental illness." How is that for changing the world?

In the book review for *I'm Right, You're Wrong, Now What?* Debbie Ference (NAMI Southwestern Pennsylvania Associate Director) writes about learning a new way to talk with her son. Possessing an openness and willingness to change ourselves, our thinking and our actions is necessary before we can make a difference in another person's life. Recognizing the positive value of a discussion versus the hurtfulness of an argument, Debbie writes, "It has made all the difference in the world."

And, in this edition's *In the Spotlight*, meet Carol Kirk from Beaver County who is a dear and warmly regarded NAMI Southwestern Pennsylvania friend and volunteer. In speaking about the importance of volunteering, Carol states, "It connects me to my community and helps me feel like I can make a positive difference in the world around me."

Finally, Darcey Garda offers an update on our best, most successful NAMI Walk ever, which took place Sunday, Oct. 3, 2010. Do you remember the tag line this year? Changing minds, one step at a time. There is a theme in this edition, a good theme about making a difference and changing the world. NAMI Southwestern Pennsylvania is changing the world and making a difference!

In closing, thank you to everyone who supports NAMI Southwestern Pennsylvania, our NAMI Walk and all our work throughout the year.

My sincere appreciation,

Christine Michaels, MSHSA
Executive Director, NAMI Southwestern Pennsylvania

P.S.- On Nov. 5, I am finishing my first three years at NAMI Southwestern Pennsylvania and I still love my job.
Midterm Elections Looming
As this edition of The Voice goes to print, we are five weeks out from the mid-term elections. Should you be reading this prior to Nov. 2, not only is it crucial that you vote, but I ask that each of us ensure that we assist others in our mental health and broader disabilities community to have the opportunity to cast their vote as well. The results of the election will determine the leadership and agenda-setting party within both chambers of Congress and, on the state level, usher in a new administration and potential waft of new freshman members of the general assembly. These times are ripe with opportunities for coalition building among NAMI affiliates and potential partnering organizations throughout the state.

- Make an informed decision before you cast your vote. Learn where the candidates stand on issues of relevance to our community. Go to www.namiswpa.org and click on the ‘Voter’s Guide’ icon on the homepage.
- Go to www.votespa.com the Pa. Department of State’s online voting information and resource center to locate polling places, contact county election officials and find other useful information and Election Day tips.

Look for a complete wrap-up of the results of the mid-term elections and the potential impact on our mental health community (including next steps for legislative advocacy) in the Winter 2011 edition of The Voice. Want to receive updates on initiatives, legislation and policy in a timelier manner? Sign up for NAMI email “Call to Action” alerts at www.namiswpa.org. Select the Legislative Affairs tab.

State Budget Update
As we have noted throughout the summer, Governor Rendell and the General Assembly had counted on approximately $850 million in enhanced federal funding (FMAP) to balance the enacted 2010-11 state budget. Much thanks to each of you who contacted the members of the PA Congressional Delegation urging for the FMAP extension. In August, Congress did pass an FMAP extension—not at the anticipated level, but at about $600 million—thus creating a revenue shortfall.

On Sept. 1, the Rendell administration unveiled the details of the $212 million in cuts from the state budget to cover the loss in once anticipated FMAP revenues. The governor’s plan included a 1.9 percent across-the-board department cut. The Department of Public Welfare realized approximately $58 million in cuts.

- The appropriation for the Office of Mental Health and Substance Abuse Services (OMHSAS) was cut by $5.44 million.
- The county mental health base allocation is reduced by 1.9 percent or $2.3 million. The reduction will come out of the county’s second quarter allocation.
- The remaining $3.14 million cut will be absorbed by OMHSAS.

continued on next page
The Behavioral Health Service Initiative (BHSI) is cut by 1.9 percent, or $1 million, to be applied in the same proportion between mental health services (40 percent) and drug and alcohol services (60 percent) as the current allocation percentage.

Act 152 Services are reduced by $1.52 million. This reduction is not expected to impact services because of the expedited enrollment into the Medical Assistance program.

The Human Services Development Fund is reduced by one percent or $235,000.

The 1.9 percent cuts, combined with a projected $70 million from a severance tax on natural gas extracted from the Marcellus Shale formation, will balance the budget. As we go to print, the debate on the structure of the tax is ongoing. Without the passage of a fully-funded severance tax the likely result will be more cuts to essential health and human services funding.

Seven Steps to Telling Your Own Story for Effective Legislative Outreach

1. Introduce yourself. Describe who you are and why you are speaking or writing. When legislators know your name and where you live it helps them remember you and feel connected.

2. Let your legislator or committee members know what you are advocating for. When possible, name a specific bill. Go to the NAMI Southwestern Pennsylvania’s website’s (www.namiswpa.org) legislative affairs link or contact me at (412) 366-3788 for assistance in determining bill specifics.

3. Let your legislator or committee members know that you are affected by mental illness. This gives a “real face” to mental illness and recovery. *I am a person in recovery from a (or am a parent of a child or have a spouse/relative/friend with or work with people who live with) mental illness.*

4. Tell your personal story. To tell your story effectively, answer the following questions in few sentences: What happened? What helped? How are you different today? What happened before you got the help you needed?

5. Make your point. Help others by giving a brief, positive message about community mental health services and supports that promote recovery.

6. Make your “ask.” Let your legislator or committee members know the action or position you would like them to take.

7. Remember to say thank you. Always thank your legislator or committee members for their time. Follow-up with a written (or email) thank you. *(Optional) Let them know that you would like to serve as a resource on mental health issues as the key to effective legislative advocacy hinges upon an ongoing relationship.*

NAMI Southwestern Pennsylvania Welcomes New Faces to the Family-to-Family Education Program

This past July, NAMI Southwestern Pennsylvania had the pleasure of hosting a three-day training for new Family-to-Family Teachers. As a result of this training, there are nine new teachers to welcome into the NAMI Family-to-Family circle. The newly trained teachers are: Jean Cheppa (NAMI FAMILIAS), Teresa Gleason (NAMI Washington County), Susan Harrington (NAMI Southwestern PA), Mary Lindsay (NAMI Butler County), Jennifer Lukondi (NAMI Southwestern PA), Maci Maciak (NAMI Southwestern PA), Christine Michaels (NAMI Southwestern PA), Susan Niesser (NAMI FAMILIAS) and Annie Watson (NAMI Southwestern PA).

As stated, the training is three days and was held at the office of NAMI Southwestern Pennsylvania. Trainers Carol Caruso (NAMI Montgomery County) and Wendy Stewart (NAMI Cambria County) facilitated the weekend with ease. A demanding schedule and a wealth of information filled every minute in a long weekend; however the room remained filled with laughter and overwhelming support for fellow trainees.

Sunday closed with each trainee receiving certification to teach the Family-to-Family Education program. Each participant has made a pledge to teach a minimum of two classes. Without their commitment, NAMI could not sustain invaluable signature education programs such as Family-to-Family. Thank you Teachers!
When did you become involved with NAMI Southwestern Pennsylvania?

I have been coping with clinical depression for more than 20 years, and I have learned that my continued recovery depends on staying connected to my community. People with serious mental illness can never have too many supports, so I am always looking for resources that can help me. I first became linked with my local NAMI chapter in Beaver County and was then introduced to the staff at NAMI Southwestern Pennsylvania about three years ago.

How do you volunteer to support the work of NAMI Southwestern Pennsylvania?

I started to get involved with NAMI Southwestern Pennsylvania activities by participating in regional and state conferences. This past summer I attended the NAMI National Convention in Washington, D.C. as a consumer representative. The NAMI Beaver County Board of Directors made it possible for me to attend. I, along with Tiffany Smith, my co-volunteer at many NAMI events and coordinator of our local drop-in center, accompanied the NAMI Southwestern Pennsylvania team that visited representatives on Capitol Hill to ask for their support of mental health initiatives. I am a trained peer facilitator for NAMI Connections, a support group that encourages those with serious mental illness to share their experiences and learn from each other in a safe and confidential environment. I am also involved with the NAMI Walk by helping to seek in-kind donations, sell raffle tickets and run errands. I love the walk because there should be no shame for those struggling with mental illness and their families. Seeing the outpouring of community support for this cause and the thousands of people who are willing to take a stand to “stomp out stigma” is overwhelming—in a good way!

Why do you volunteer?

Volunteering is priceless for me because it is an important component of my recovery. Due to my depression, I am not always able to work, but I can often still volunteer. It is on my terms and without the pressures that come with having a job. However, it is important to honor a volunteer commitment and be as present as you would be with a paid position. Volunteering also helps my self-esteem because those I help are always so appreciative of my efforts. It connects me to my community and helps me feel like I can make a positive difference in the world around me. I volunteer for a variety of organizations, and I learn so much by participating in the work they do. Sometimes I find that when I am not feeling well it is difficult to manage the symptoms of my illness and stay balanced. Volunteering gives me a rewarding outlet for focusing my efforts outward rather than inward, and giving back to others makes me feel more positive and hopeful.

How does volunteering for NAMI Southwestern Pennsylvania help your recovery?

The staff members of NAMI Southwestern Pennsylvania spend all day working for me, and for so many others like me. When I volunteer for NAMI, it’s my way of thanking them for investing their life’s work in improving my life. The folks at NAMI are so accepting and encouraging, and they are a wonderful resource for me whenever I have a question or need help of any kind. They allow me to work at my own pace, and they understand when there are times that my mental illness compromises my efforts. I am developing new relationships and growing in my recovery because I am an active part of the work being done by NAMI Southwestern Pennsylvania.

The advocacy, education and support services provided by NAMI’s staff and dedicated volunteers give hope for recovery and a future filled with promise for the estimated 600,000 people in our region affected by mental illness. In the Spotlight is one way NAMI recognizes these people who so diligently work to promote improvements in our behavioral health system, who champion the needs of our constituents and/or who stand out in the mental health community. If you wish to nominate someone to be featured in In the Spotlight, send an email to dgarda@namiswpa.org.
The damp and chilly weather was no match for nearly 2,000 NAMI Walkers who made their way to the SouthSide Works on Sunday, Oct. 3. The 4th Annual NAMI Walk outshone the gray skies with enthusiastic walk teams, high-spirited volunteers, energetic music, fun kids’ activities and furry four-legged companions. Hot chocolate and coffee warmed walkers as team photos were snapped and balloons were twisted into colorful creations. It was a party in the Square, a celebration of recovery!

Honorary Chair Michelle Wright, News Anchor of WTAE-TV, kicked off the event’s program and introduced her co-chairs — Business Team Chair John Lovelace, President of UPMC for You, and Family Team Chair Jim Ehrman — as well as NAMI Southwestern Pennsylvania Executive Director Chris Michaels. Right before the walk started at 10 a.m., special guest singer John Tucci regaled the crowd with a stirring rendition of *The Star-Spangled Banner*.

And then they were off! *The Pittsburgh Tribune-Review* and both Channel 4 and Channel 11 News captured the walkers, further raising awareness of mental illness and recovery.

Thank you to all of our dedicated sponsors, volunteers, donors and participants for another fantastic NAMI Walk!

**Look for fundraising and team contest results, as well as a walk photo spread, in the next edition of *The Voice***.

The raffles for the Steelers tickets and Shopping Spree were a big hit. Here are the winners drawn on Walk Day.

- **Steeler Tickets and Parking Pass to Nov. 21 game against the Raiders**
  **Winner:** Sara Leitera    **Ticket No:** 1050

- **$500 Shopping Spree (Visa Gift Card)**
  **Winner:** Yvette Morrissey    **Ticket No:** 3198

- **$300 Giant Eagle Gift Card**
  **Winner:** The Marnoni Family    **Ticket No:** 0239

- **$200 Gas Card**
  **Winner:** Roy Hunger    **Ticket No:** 0864

Thank you to all of the teams who participated in this raffle. Special thanks to **Mardo Masonry** and the **Testoni Family** for their generous prize donations!
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I’m Right, You’re Wrong, Now What? – Break the Impasse and Get What You Need” is the latest book by Xavier Amador, PhD. You might be familiar with Amador’s popular book, “I Am Not Sick I Don’t Need Help!” Dr. Amador is a Professor of Clinical Psychology at Columbia University in New York City and a former member the Board of Directors of the National Alliance on Mental Illness (NAMI).

Have you ever had an argument with another person who felt his opinion was right and yours was wrong, but you knew you were right, while your “adversary” thought you were wrong? Amador’s newest book explains a highly successful program called LEAP, designed to help change these highly emotional arguments and transform them into healthy disagreements in which both parties get their wants and needs addressed. “I’m Right, You’re Wrong” is a guidebook for improving the quality of every relationship through mutual respect and trust.

The LEAP technique is simple: Listen, Empathize, Agree and Partner. Family members can use the LEAP method to help a mentally ill loved one feel listened to and understood, to identify areas in which both can agree and to find reasons to partner together that yields positive outcomes. The key to LEAP is relationship building.

My first attempt at applying the LEAP technique involved my son, a young adult who doesn’t think older adults listen to him. He is very adamant in making sure that we know he is “right” and trying to convince him that he needs to consider other opinions or options is futile. Our relationship becomes adversarial and we both end up walking away feeling frustrated and angry.

Once I began using the LEAP techniques, I found that our arguments became much less emotional and more like discussions. Now I never give my opinion unless my son specifically asks for it. It has made all the difference in the world. Sometimes I fall back into old habits, but with more practice, I feel better about our relationship and our discussions are a lot less toxic.

I really enjoyed reading this book. It is very easy to read and can be applied to every issue in one’s life. The technique is simple, but can be difficult to implement without practice. Amador assists by providing many real-world examples of how the technique is applied.

Everyone can benefit from reading this book. Though it does take some time to master the technique, learning the LEAP steps is well worth the time and effort!

“I’m Right, You’re Wrong, Now What?” can be purchased at Amazon.com for $16.29.

Dr. Amador is an internationally sought-after speaker, clinical psychologist, professor at Columbia University, Teachers College, in New York City, the Founder and Director of the LEAP Institute and author of eight books including the national best seller “I’m Not Sick, I Don’t Need Help!”

Dr. Amador’s expertise has made him a regular contributor to the Today Show and a featured guest on ABC Good Morning America, Prime Time Live, CBS This Morning, NBC Nightly News, 60 Minutes, CNN, Dateline, ABC’s World News Tonight, Fox News, New York Times, Wall Street Journal, USA Today and many others.

Dr. Amador has been a consultant to numerous companies and government agencies including the National Institute of Health.

His forensic cases include the Unabomber, PFC Lynndie England, Elizabeth Smart Kidnapping, and Zacarias Moussaoui trials. Dr. Amador has over 25 years experience working with adults, families, and couples. He lives in New York.
Director of Consumer and Family Satisfaction Services. "I was initially invited to join the board's project two years ago as a technical consultant, and it has now grown to a point that it has become an ongoing part of my job."

NAMI's project, now called the Quest for Recovery and Wellness, employs a simple process with a very complex application to change a problem. The steps in this methodology include:

- Find people in one community affected by a common problem.
- Identify those exceptional people who, faced with the same challenges as their peers, have found ways to achieve success in overcoming the problem.
- Recognize the positive, different behaviors that contribute to their success.
- Teach those behaviors to others in that community so they too can achieve success.

"We had identified our problem—the significant decrease in life expectancy for those with serious mental illness—but it took a lot of research and planning to work on the next steps in our process," Freund explains. "We needed to find a community where we could connect with a population of folks with serious mental illness to gain their trust and seek their input."

NAMI Southwestern Pennsylvania formed a partnership with Father Regis Ryan and his non-profit community empowerment organization Focus on Renewal in McKees Rocks, as well as with the service coordination team at the Staunton Clinic in Bellevue. For many months these three partners worked to identify a core group of individuals with serious mental illness who were willing to make a long-term commitment to meeting and sharing their personal perspectives related to this issue. At a series of meetings that began in March 2010, these clients were presented with the problem as viewed by NAMI board members and other professionals. Then, the clients were asked to identify that problem in their own terms.

The key finding of this core group was that social isolation is the most significant factor impacting recovery efforts for those with serious mental illness. Those who are more socially connected have better access to resources. When people are more active in their communities, they develop stronger social skills, self-esteem and support systems. Those with greater social connectivity are impacted less by life span disparity.
With the identified problem much more refined, NAMI is now working on a process to identify exceptional individuals in the McKees Rocks/Bellevue communities who have found innovative ways to connect socially when most of their peers have not. Peer facilitators are being trained to conduct interviews at two local drop-in centers to gather information that will provide a baseline for behaviors that are both common and exceptional. As exceptional problem-solvers are identified, NAMI Southwestern Pennsylvania will work with those individuals to document their behaviors, and then teach those behaviors to others to decrease the incidence of social isolation, thereby potentially improving the statistics surrounding the life span disparity for those with serious mental illness.

"Our greatest stumbling block at this point in the process is that the community we are seeking out is often hidden, the very definition of social isolation," describes Freund. "We are still working to improve our interview tool and find locations that serve populations who will be receptive to the interview process. This data collection phase is vital to the success of any future steps we take."

NAMI Southwestern Pennsylvania and its community partners are now working with the Plexus Institute, a non-profit social enterprise conducting action research projects to make strides against some of the major problems afflicting society today. According to Lisa Kimball, President of the Plexus Institute, "NAMI Southwestern Pennsylvania has acknowledged a significant problem that has not been solved by any traditional approaches. We are excited to see how they are looking at a powerful new approach to addressing this problem in one local community, and our organization can support their work as it expands. Their initiative is directly in line with the Plexus Institute's belief "globally; act locally."

The Plexus Institute is currently researching creative strategies to bring NAMI and its community partners together with other stakeholders, including clients, providers and other non-profits, by providing social network mapping tools and other quantitative measures to track their progress and record data. The organization could provide training, facilitation and coaching in addition to these evaluation strategies so NAMI's process can be replicated in many other communities.

"Our goal is to make this program sustainable over time, with the ability to translate it to other communities in our region, across the state, throughout our nation and around the world," Freund concludes. "I envision that NAMI’s efforts could someday evolve into a program like Alcoholics Anonymous. The results of this work could help countless people with serious mental illness live lives of quality and meaning."

"Sustainable change is difficult to accomplish but has the power to affect huge change," Kimball states. "Western Pa. is extremely fortunate to have such a group of forward-thinking, innovative individuals who want to improve the behavioral health system. Their work is breaking new ground and has the potential to make an enormous positive contribution to the longevity of millions of people with serious mental illness."
NAMI Support Groups

Allegheny County
NAMI Pittsburgh South, Mt. Lebanon
Contact: Eileen Lovell (412) 401-4015

NAMI Pittsburgh North, Ross Twp., Contact: (Day) Dick/Sarah Focke (412) 367-3062 or (Eve) Pete/Candy Venezia (412) 361-8916

NAMI Pittsburgh East-FAMILIAS, Churchill
Contact: Anne Handler (412) 421-3656

NAMI Spouse Support Group, Churchill
Contact: Mim Schwartz (412) 731-4855

NAMI Sewickley Family Connections Support Group, Sewickley Contact: James Boaks (412) 749-7888

NAMI McKeesport, Contact: Patrice Hlad (412) 326-5374

NAMI Western PA Borderline/Personality Disorders Family Support Group, North Hills
Contact: Rose Schmitt (412) 487-2036

Minority Families of the Mentally Ill, Oakland
Contact: Wilma Sirmons (412) 327-4890

NAMI W.P.I.C. Family Support Group, Oakland
Contact: Merle Morgenstern (412) 246-5851

Beaver County
NAMI Beaver County, Rochester
Contact: Diane Watson (724) 774-7571

NAMI-C.A.R.E. (Consumers Advocating Recovery through Empowerment), Beaver, Contact: (724) 775-9152

Butler County
NAMI PA Butler County, Butler
Contact: Butler NAMI Office (724) 431-0069 or Sandy Goetze (724) 452-4279

Fayette County
NAMI Fayette County, Uniontown
Contact: Carmella Hardy (724) 277-8173

NAMI-C.A.R.E. Fayette County,
Contact: Carol Warman (724) 439-1352

Indiana County
NAMI Indiana County, Indiana
Contact: James Bernard (724) 357-8105

Lawrence County
NAMI Lawrence County, Contact: Sandi Hause (724) 657-0226

Washington County
NAMI Washington County,
Contact: Tom Shade (724) 228-9847

Westmoreland County
NAMI Alle-Kiski, New Kensington
Contact: Mary K. Slater (724) 335-4593

NAMI Mon Valley, Monessen & Irwin
Contact: Harriett Hetrick (724) 872-2186

Visit www.namiswpa.org for additional support group meetings

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