



## Keeping Members at the Heart of All We Do

The Massachusetts Behavioral Health Partnership (MBHP) Rehabilitation and Recovery Department promotes, supports, and integrates a person-centered approach, wellness principles, and recovery orientation into all of MBHP's programming and services. Our goal is to ensure that the diverse voices of our Members and families are heard and incorporated into the behavioral health service delivery system, fostering empowerment and access to whole-person care.

For more than two decades, the Rehabilitation and Recovery Department has developed strong connections with peer, family, and advocacy communities. Direct input from these stakeholders, in the form of consultation, trainings, and material and programmatic development, ensures that the voices of consumers and families are not only heard, but function as clear guideposts in all that MBHP does. Additionally, the department's commitment to incorporating and elevating the voices of people of diverse cultural, racial, ethnic, disability, and class backgrounds is a key component in MBHP's efforts to reduce health disparities and ensure effective and meaningful services. The department functions in three major ways:



### Collaboration

- Works with other MBHP departments to ensure an effective continuum of care and a focus on wellness, recovery, health disparities, and cultural humility
- Creates programs and system initiatives with internal and external stakeholders to enhance services
- Supports MBHP and MassHealth efforts to improve the health care and health integration of our Members
- Develops and maintains relationships with key peer, family, and advocacy stakeholders



### Education

- Hosts educational forums, including an annual statewide recovery forum, for providers, consumers, families, and state agencies
- Provides staff and community trainings on emerging recovery and rehabilitation topics
- Educates stakeholders and providers about access and barriers for special populations, such as refugees and immigrants, the deaf and hard of hearing, and those in need of interpreter services



### Member Input and Peer Services

- Oversees and facilitates the MBHP Consumer and Family Advisory Councils, consisting of Members, family members, and stakeholders who provide feedback and input into MBHP services, materials, and supports
- Contracts with and provides support to consumer-run programs, such as the Massachusetts Clubhouse Coalition Dual Recovery Anonymous (DRA) initiative, as well as other peer/provider education initiatives
- Organizes and participates in meetings throughout the state to facilitate peer support, resources, and outreach

For more information about MBHP's Rehabilitation and Recovery Department, contact Clara Carr at [clara.carr@beaconhealthoptions.com](mailto:clara.carr@beaconhealthoptions.com).

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