

## NAMI EDUCATION, TRAINING AND PEER SUPPORT STAFF

Joyce Burland, Ph.D.:  
National Director

Candita Sabavala:  
Departmental Project  
Director

Lynne Saunders:  
Director of Field Services

Teri Brister, Ph. D.:  
Director of Training

Sarah O'Brien:  
Director of Training

Cynthia Evans:  
Director of Field Services

Carmen Argueta: Program  
Coordinator and Spanish  
Language Specialist

Maura Bulger: Program  
Coordinator

Blakelee Sharpe:  
Document Manager

Marshall Epstein:  
Fulfillment Manager



[NAMI Basics](#)  
[NAMI Connection](#)  
[NAMI Family-to-Family](#)  
[NAMI In Our Own Voice](#)  
[NAMI Peer-to-Peer](#)

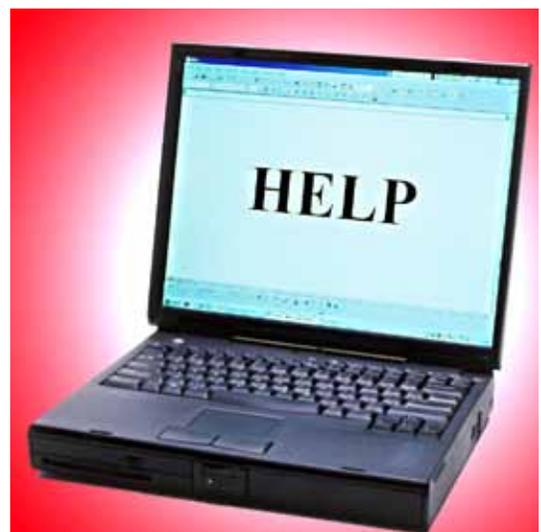
## Program Highlights

- The new edition of the NAMI Provider Education Program, which can be taught in just five weeks, is now available.
- Become a fan of NAMI programs on Facebook! Family-to-Family, In Our Own Voice, Basics, Connection and Peer-to-Peer now have active Facebook pages. Fans across all five pages amount to more than 2,250 “likes.”
- Joining NAMI’s other programs already in Spanish, NAMI Basics will be translated this year. Look for news of our summer training session where our first Basics Spanish teachers will be trained!
- NAMI Connection conducted a successful online support group pilot using Skype technology in Fall of 2010. Findings show that the Connection model works well in an online environment!
- In February, Teri Brister conducted a virtual presentation of the first in a series of topic specific modules that will serve as companion supplements to the NAMI Basics education program. A recording of this one hour webinar is available on the [Basics](#) webpage where you will also find the handouts from the presentation available for download.

[READ MORE](#)

## NAMI Helpdesk

NAMI’s Education, Training and Peer Support Center has revamped its program website and has created a brand new [Helpdesk](#) for our program leaders in the field. Please visit the revised Education Homepage for a “one stop shop” for general information about each of NAMI’s signature programs. From there, you can access individual program pages as well as view our outreach videos. This is also where you will soon find the link to our new Helpdesk. The Helpdesk is designed to put tools such as frequently asked questions, our policies and procedures, and other program-related documents right at your finger tips – in one place! The Helpdesk is available to anyone who has access to our program Intranets.



## **NAMI Education Department: Reorganized**

To confirm an earlier announcement of Joyce Burland's departure from NAMI, she will be leaving her role as director of NAMI's Education, Training and Peer Support Center at the end of July 2011. We hope you can come to the Convention in Chicago to celebrate the 20th anniversary of Joyce's brainchild and NAMI's cornerstone program Family-to-Family.

We have also taken steps to reorganize the Education Center so that we can continue to serve you as effectively as possible. We are historically organized by individual programs, adding a director and program center as each new program came on board. However, the things you are asking for in the field are common to all of our programs—technical assistance, advice on problems shared by every program, timely updates, data reporting, training, etc. Given this commonality, it doesn't make much sense for us to make a distinction between family and consumer programs any longer, or stay in our silos working separately on program issues shared by all of our programs.

Therefore, we have decided to reorganize by function—specifically, the function of technical assistance, the function of curricula and training and the function of internal project direction. This is how it will look:

**Lynne Saunders, Director of Field Services (with an emphasis on family and Veterans programs)**

**Cynthia Evans, Director of Field Services (with an emphasis on consumer programs)**

Lynne and Cynthia will focus on technical assistance and support to the field across all programs, including continuing education in program leadership and management.

**Teri Brister, Director of Training (with an emphasis on family, child and adolescent programs)**

**Sarah O'Brien, Director of Training (with an emphasis on consumer programs)**

Teri and Sarah will focus on training, program content and updates and will be responsible for repurposing existing programs into virtual formats.

**Candita Sabavala, Departmental Project Director**

Candita will work with departmental directors and staff to provide project oversight and direct supervision of support staff to ensure all departmental deliverables are met.

Maura Bulger and Carmen Argueta will continue as our indispensable departmental Coordinators, responsible for support functions across programs, with Carmen taking on the additional role of Spanish Language Specialist. In their support role as departmental assistants, Blakelee Sharpe will be in charge of document management and Marshall Epstein will manage the demanding task of order fulfillment for all programs.

This reorganization plan means there will be some significant shifts in how we work together. For us, like many of you already running several NAMI programs from your desks, it means we must become program "generalists" (good news: we have actually been working on cross-training for some time.) For you, it means learning to contact us in our new functions, rather than in our specific prior roles as program directors.

As we move forward, we want to assure you that there is really "no wrong door" in contacting us: We are still dedicated to serving you the best way we can, and we will as we always have, learn these new steps together. In the meantime, we greatly appreciate your understanding as we put these changes into place.

The NAMI Education, Training and Peer Support Center staff

## In Our Own Voice in 2011: Expanding Our Horizons

In 2010, more than 52,000 individuals witnessed an In Our Own Voice (IOOV) presentation, the largest number in the program's history. Thank you to all of the IOOV coordinators, presenters and trainers whose hard work and dedication have made this program the success that it is today.

In 2011, we would like to build on last year's successes in reaching out to diverse populations. Here are just a few ideas:

### Veterans/Active Military

If your state or affiliate has connections with a local VA facility or has trained two or more veterans or active military personnel to be IOOV Presenters, let us know. So many veterans and active military have expressed their appreciation for the honesty and hope they have heard through

hearing the stories of their comrades. If your affiliate or NAMI state organization is actively working with this population, please share your experience with us at the National office. Also, be sure to consult the latest version of the Presenters' Training Manual. It contains a new section on presenting to veterans and active military and what to expect during Q&A with these audiences.

### Mental Health Events

May is "Mental Health Month," July is "Minority Mental Health Month" and October 2 – 8, 2011 is "Mental Illness Awareness Week." If you haven't already, start planning outreach efforts to specific groups around these mental health recognition dates.

## Family-to-Family Highlights for 2011

### MOU Signing

Susan McCutcheon, RN, EdD, Director of Family Services, Women's Mental Health and Military Sexual Trauma, Office of Mental Health Services, Department of Veterans Affairs and Mike Fitzpatrick signed a three year extension of the F2F/VA MOU on Dec. 14. Joining the signing was Joyce Burland, John Bradley III, and Lynne Saunders. The extended MOU includes VA facilities designated during the first MOU; VA facilities and medical centers that were not the designated site, but offered a Family-to-Family class; and one additional VA facility per state which has not offered a Family-to-Family class. Lynne will soon notify states of the VA facilities included in the new MOU.



### PTSD Take-Home Module

The Veterans Administration has updated the PTSD Take-Home Module dated January 2011. As you know it is a specific module for families in the Family-to-Family class whose relatives have PTSD. The module is downloadable on the F2F Intranet in the Coordinators or Teachers sections. Please use the revised module the next time you teach Class 3.

### Convention Update!

We are celebrating the 20th anniversary of Family-to-Family at the NAMI Convention in Chicago, July 6-9. While we recognize that you may not yet be a member we don't want that to prevent you from attending the convention. All Family-to-Family classmates can pay the reduced member rate for the convention registration fee. On the convention [REGISTRATION](#) form where it asks for your member ID just write in Family-to-Family.

## NAMI Parents & Teachers as Allies Presentation: Testimony by Michelle Reedy of NAMI South Carolina

For years our affiliate of about one hundred members, NAMI AOP (Anderson-Oconee Pickens) of South Carolina, had wanted to be able to offer the Parents and Teachers as Allies program. We had a team in mind and, finally, in 2010 a training was available. Our team consists of a retired educator with 30 years of educational experience who has a child with mental illness, a second retired educator who has thirty-four years of educational experience who represents the family and has a child with a mental illness, myself, a Family-to-Family teacher who is the facilitator and has a child with a mental illness, and a consumer who has been an employee of the Department of Mental Health for 27 years and experienced the symptoms of mental illness as a child.

Having an older consumer on the team has its advantages. She can recall the pain of being bullied, ostracized, ignored and hearing voices as a child just like it was yesterday, but, at the same time, is able to verbalize her thoughts and feelings about those events. She is the success story we want the educators to see. You should have heard the collective gasp when she told the group she had a Masters degree from Duke University!

During the training, we were told it might be difficult to get into the school system to do the presentation. Some don't believe mental illness in children is real and in-services are sometimes planned years in advance. That didn't deter us; we kept practicing for the day when we would be invited into the school system.

In an unusual turn of events, we got that invitation. For years I had been telling an Avon customer about the volunteer work I was doing with NAMI. Last December, part of a eulogy that I gave at a NAMI member's daughter's memorial service was in the newspaper, and my customer made the connection about my work. Unbeknownst to me, this lady was a school psychologist at a local elementary school! She immediately contacted people at the school district office who, in turn, contacted me about a presen-

tation. I told them we would love to do the presentation for them and that we were a non-profit organization and would appreciate it if they could pay for the monographs for their participants and/or print our six page packets. They offered to do both.



Our first presentation was to a group of 34 guidance counselors, school psychologists, career counselors, and the assistant superintendent for instruction from each of the 21 schools in our county. None of us had anticipated that type of audience for our first time presenting. The comments were phenomenal! "I've been to a lot of in-services in my 20 years in the educational field, and this is one of the best I've been to." "The presentation and wealth of information is awesome!!!" "Thank you for sharing your individual stories and being so honest and forthcoming about personal experiences." "Thank you. I appreciate your work and knowledge more than I can say."

The assistant superintendent for instruction told the participants she was going to e-mail their principals and encouraged them to tell their principals about the presentation as well. By that afternoon, three schools had contacted us about a presentation for their school, and the next day, two more schools had asked for the in-service. A sixth school has asked for the in-service for the next school year.

Never underestimate the power of networking. Who knew an Avon customer would be the one to help us get our foot in the door? By the way, I put in a plug for the school resource officers to attend a Crisis Intervention Training, CIT. You have a wonderful product to market so tell everyone you know about it!

## NAMI en Español: Programas de Educación y Apoyo

### De Familia a Familia

De Familia a Familia teacher manual and hand-outs are now available for download in the NAMI Store. Please use the same coupon code you use for F2F to download these materials.

### Conexión NAMI

NAMI Connection piloted its Spanish-language program Conexión NAMI in September 2010, resulting in six pilot groups. So far, attendance has been good and the model has been working well. We are tweaking the materials and hope to launch the program nationwide this year. We plan to have another Conexión facilitator training in St. Louis in late summer 2011.

### NAMI Basics

NAMI Basics, the new NAMI signature education program for parents and other caregivers of children and adolescents living with mental illnesses curriculum will be translated into Spanish. We are in the works of getting this much needed information translated.

### Persona a Persona

In January we had our first two Persona a Persona trainings—one in Arizona and one in California. AZ graduated nine new mentores, California graduated 13 new mentores. We look forward to hearing from them about how their classes go.



George Leon and Haydee Meza from NAMI Southern Arizona conducted the first En Nuestra Propia Voz training in 2010.

### En Nuestra Propia Voz

The IOOV in Spanish DVD is now for sale through the NAMI online store. If you have two or more bilingual IOOV presenters, consider offering presentations in Spanish. Be sure to let the NAMI office know if you are doing outreach to Latinos. IOOV manuals have been translated to Spanish and there are several Spanish-speaking IOOV trainers available to conduct trainings. Contact us at (703) 524-7600 for more information on scheduling a Spanish IOOV training.

### Parents & Teachers as Allies

Parents & Teachers as Allies created a Latino Expert Advisory Group, which will help us identify resources available in Spanish that help Latino families advocate effectively for their children in the school system. The group will be making their recommendations in March on the availability of resources in Spanish for parents to advocate with their child's school.

## The 2011 Education and Support Programs Hall of Fame

It is time to nominate candidates for the 2011 Education and Support Programs Hall of Fame. Beginning this year, the Hall of Fame is open to candidates from any NAMI signature education and support program as follows:

#### Family-to-Family, De Familia a Familia, Basics, Peer-to-Peer and Provider

- Teachers or mentors who have taught 10 or more classes, 20+ classes, or trainers who have conducted 10 or more training sessions.

#### Connection and Family Support Group

- Facilitators facilitating a group for five or more years, or trainers who have conducted 10 or more training sessions.

#### IOOV and Parents & Teachers As Allies

- Presenters who have done 30 or more presentations or trainers who have conducted 10 or more training sessions.

Nominees in attendance at the NAMI Convention in Chicago will be honored at the Education Institute. All nominees will receive a Hall of Fame certificate. The nomination must come to us from the state program director or executive director. The deadline to receive nominations is May 15.

Send nominations to [Lynne@nami.org](mailto:Lynne@nami.org) including mailing address, phone number and an e-mail address if available.

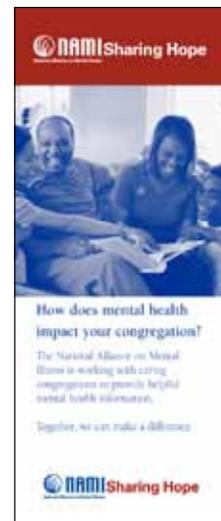
## Announcements

### Sharing Hope Grants Available!

NAMI is now seeking applications from interested NAMI state and affiliate organizations to expand and further evaluate Sharing Hope: Understanding Mental Health, an outreach and education initiative targeting African American congregations. The main goal of this initiative is to help NAMI state and affiliate organizations successfully reach out and meaningfully engage African American faith communities in partnership with NAMI (education programs, support groups, etc.).

2011 grant opportunities will be given to interested NAMI state and affiliate organizations through a competitive application process. Two different levels of grant funding are offered this year:

- Start-up grants in the amount of \$3,000 are available to NAMI state and affiliate organizations interested in starting this initiative.
- Sustainability grants in the amount of \$1,500 are available for current and former Sharing Hope grant sites.

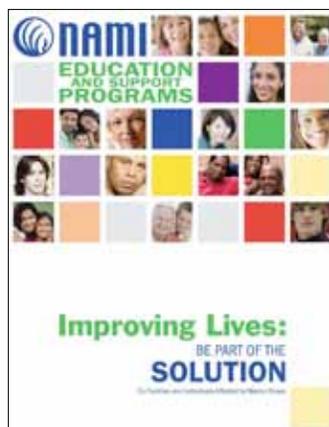


### Training of Trainers: Mark Your Calendars!

The NAMI Education and Peer Support Center will be hosting its eighth Training of Trainers Event this year in St. Louis on April 28 through May 1, 2011. This is an opportunity for states to sponsor their most qualified teachers, mentors and presenters to become Trainers for their individual programs.

Applications are due with payment and letter of support no later than Friday, March 11. No applications or payments will be accepted after this date. To obtain an application or if you have any questions or concerns, please contact [trainthetrainersinfo@nami.org](mailto:trainthetrainersinfo@nami.org).

## A FREE COMMUNITY OUTREACH TOOL FOR YOU TO USE



*This brochure describes the programs offered by NAMI's Education, Training and Peer Support Center.*

CONTACT [LYNNE@NAMI.ORG](mailto:LYNNE@NAMI.ORG), TELL HER HOW YOU PLAN TO USE THE BROCHURE AND YOU WILL RECEIVE YOUR FREE COPIES.

IF YOU ARE WORKING WITH A VETERANS HEALTH ADMINISTRATION (VHA) FACILITY YOU CAN REQUEST THE VETERAN-SPECIFIC VERSION OF THIS BROCHURE.