The Milestones of Recovery Scale:

A System for Measuring Recovery in People with Mental Illness

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Today's Agenda

- Become familiar with the Milestones of Recovery Scale, an instrument that classifies consumers according to their current "milestone of recovery"
- Understand how this system can be used as a means of assigning consumers to their appropriate level of care
- Understand how this system can be used as a means of evaluating service provider and system effectiveness
- View some of the ways of analyzing and reporting MORS data through the MORS Report Generator



• What is the Milestones of Recovery Scale (MORS)?

- MORS is a recovery based evaluation tool that helps us identify where an individual is in his or her process of recovery.
- It is a one page form that takes one minute to fill out.

Uses for MORS

- Provides a means for mental health programs and systems to evaluate their effectiveness in helping clients to recover over time.
- Provides a means for mental health programs and systems to assign clients to appropriate levels of care based on a person-centered assessment of where they are in the recovery process rather than an illness-centered assessment based on the acuity of their illness and their treatment needs.



Why We Fear Evaluation...



The Importance of Outcomes and Performance Measurement

- The behavioral health system exists to help our clients to "get better."
- For quality improvement to occur, we need to compare which programs and systems are more or less effective at actually helping their clients to "get better."
- Funding allocations will be increasingly based on evaluations of programs' and systems' efficiency and effectiveness in helping their clients to "get better."
- The coming integration of primary and behavioral healthcare will put even more pressure on behavioral healthcare providers to demonstrate the value that they bring to the partnership.



What does it mean to "get better?"

- The ascendancy of the recovery paradigm
- What is recovery and how do we know if we are actually having an impact on the likelihood of it happening?
- The MORS sees recovery as the process of finding meaningful roles and a sense of belonging in one's community of choice.



Recent SAMHSA Definition of Recovery

- Four Domains
 - *Health*: overcoming or managing one's disease(s) as well as living in a physically and emotionally healthy way;
 - *Home:* a stable and safe place to live;
 - *Purpose:* meaningful daily activities, such as a job, school, volunteerism, family caretaking, or creative endeavors, and the independence, income and resources to participate in society; and
 - **Community**: relationships and social networks that provide support, friendship, love, and hope.



Early Recovery

These individuals are actively managing their mental health treatment to the extent that mental health staff rarely need to anticipate or respond to problems with them. They are rarely using hospitals and are not being taken to jails. They are abstinent or have minimal impairment from drugs or alcohol and they are managing their symptom distress. With minimal support from staff, they are setting, pursuing and achieving many quality of life goals (e.g., work and education) and have established roles in the greater (non-disabled) community. They are actively managing any physical health disabilities or disorders they may have (e.g., HIV, diabetes). They are functioning in many life areas and are very self-supporting or productive in meaningful roles. They usually have a well-defined social support network including friends and/or family.



Components of Recovery

- Level of Engagement with Mental Health Provider(s)
- 2. Level of Risk
- 3. Level of Skills and Supports

Milestones of Recovery

- **1**. Extreme Risk
- 2. Experiencing high risk/not engaged with mental health provider(s)
- 3. Experiencing high risk/engaged with mental health provider(s)
- 4. Not coping successfully/not engaged with mental health provider(s)
- 5. Not coping successfully/engaged with mental health provider(s)
- 6. Coping successfully/Rehabilitating
- 7. Early Recovery
- 8. Advanced Recovery



MORS Vignettes



Milestones of Recovery Levels of Service

(Recovery Based Spectrum of Care)

			Engaged, but not self coordinating			
Extreme risk	Unengag	ged	Engaged, but not	self coordinating	Self-respo	nsible
Locked settings (Hospitals, acute care facilities, etc.)	Outreach and engagement	Drop-in center	Intensive case management	Case management team	Appointment based clinic	Wellness center
Extreme risk (1)	Experiencing h not engaged v provider (2) Not coping suc not engaged v providers	with mh (s) cessfully, with mh	Experiencing high risk, engaged with mh provider(s) (3)	Not coping successfully, engaged with mh providers (5) Coping successfully, rehabilitating (6)	Coping succ rehabilita (6) Early reco (7) Advanced ro (8)	ating
tealth America)ervision	Welcoming/0	Charity	Case mar	agement	Appointmer	t based

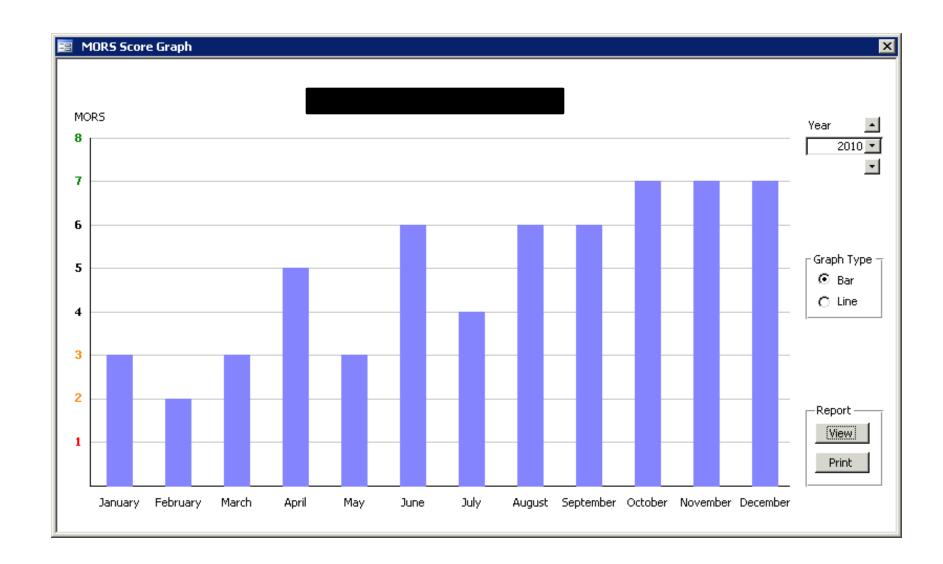
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MORS Report Generator (MRG)



🧾 MORS Progress Report 2.	.74																×
Mental Health America	Indi	Mi vidual Pi	iles rog ┌ ^{MOR}	r e						- T			Assess	ments	☐ Ir Year	nclude Past Clients	
Current Stage	MIS #	Name	60m	36m	24m	18m	12m	6m	3m	2m	1m	△ Curr.	Program	PSC 🔺	201	0 💽 December 🔤	-
Extreme Risk	693002731	Goodall, Ted			6	6	5	3	5	3	1	1	Village North	Ma, Andre	Miles	stone:	
Engaged, Not Self-Coordinating	412000108	Jennings, Shirley			6	5	6	6	6	7	6	3	Village North	Foxworthy, William			-
Engaged, Not Self-Coordinating	739002057	Garfield, Salvador			3	3	5	3	3	3	5	3	Village North	Foxworthy, William	l'Duan		_
Engaged, Not Self-Coordinating		Turner, Fidel			3	2	5	1	1	1	1	3	Village North	Foxworthy, William	Prog		_
Not Engaged	866001980	Grey, Fidel	4	6	6	5	5		2	5	4	4	Village North	Seymour, Jimmy	Villag	ge North	-
Not Engaged	977003320	Bowie, Darth	6		4	3	5	4	5	6	4	4	Village North	Foxworthy, William	PSC:		
Engaged, Not Self-Coordinating		Segal, James A.			3	3	3	5	5	6	6	5	Village North	Foxworthy, William			-
Engaged, Not Self-Coordinating		Grant, Mary	5		3	4	5	5	5	5	5	5	Village North	Foxworthy, William	12		_
Engaged, Not Self-Coordinating		Ford, Ambrose	4	_	5	3	5	4	5	3	5	5	Village North	Foxworthy, William		Refres	ъl
Engaged, Not Self-Coordinating		Key, Martha	6	5	6	6	6	5	5	5	5	5	Village North	Seymour, Jimmy			
Engaged, Not Self-Coordinating		James, Meryl	3		3	5	3	3	5	5	6	5	Village North	Foxworthy, William		Mode	ī
Self-Responsible	478000133		7		6	6	6	5	6	6	5	6	Village North	Ma, Andre		Individual	
Self-Responsible	593000513	and the second sec	6	_	6	6	6	6	6	6	6	6	Village North	Updike, Dolly			
Self-Responsible	669000560	Sandburg, Zachary	7	7	5	6	6	6	6	6	6	6	Village North	Ma, Andre		🔘 Aggregate	
Self-Responsible	833000619	Streep, Joan of	5	_	5	5	5	6	6	6	6	6	Village North	Ma, Andre			
Self-Responsible	179000689	Lopez, Dan	_	6	6	6	6	6	5	6	6	6	Village North	Barrett Browning,			-
Self-Responsible	969000700	Osmond, Cindy	5		6	6	6	7	5	6	6	6	Village North	Barrett Browning,		Show only clients	
Self-Responsible	638000739	Solzhenitsyn, Nels	6		5	5	6	6	6	6	6	6	Village North	Ma, Andre		🔽 with data for	
Self-Responsible	807000760	Bhutto, Warren	_		6	6	6	6	6	6	6	6	Village North	Barrett Browning,		current month and	
Self-Responsible	725000825	Reagan, Barry	5		6	6	6	7	6	6	4	6	Village North	Ma, Andre		C 60 Months Prior	
Self-Responsible	135000972				6	6	6	5	6	6	6	6	Village North	Updike, Dolly		C 36 Months Prior	N
Self-Responsible	879001123	Lawrence, John			3	3	3	5	5	6	6	6	Village North	Ma, Andre		24 Months Prior	
Self-Responsible	889001184	Guenevere, Sarah	_		5	5	7	7	6	6	6	6	Village North	Ma, Andre		- Ermonens mor	
Self-Responsible	971001537	Speilberg, Sandra	5		5	5	6	5	6	6	6	6	Village North	Barrett Browning,		C 12 Months Prior	
Self-Responsible	893001883	Jennings, Ted	6		5	6	5	6	7	7	6	6	Village North	Barrett Browning,		C 6 Months Prior	
Self-Responsible	717001893	Boxer, Theodore	_		6	6	6	5	5	5	6	6	Village North	Seymour, Jimmy		C 3 Months Prior	
Self-Responsible	145001924	Cleese, P.T.	5	_	6	6	6	5	6	6	6	6	Village North	Updike, Dolly		O 2 Months Prior	
Self-Responsible	002002141	Gore, Al	6	6	6	6	6	6	6	6	6	6	Village North	Updike, Dolly		O 1 Month Prior	
Self-Responsible	616002294	Seuss, Alfred Lord	5		6	7	4	6	5	6	6	6	Village North	Updike, Dolly			1
Self-Responsible	166002467	Tubman, James			6	6	5	6	6	6	6	6	Village North	Ma, Andre	」	Report	-
Self-Responsible	200002333	McCartney, Al			5	4	6	6	6	6	6	6	Village North	Ma, Andre			
Self-Responsible	564003773	James, Oprah			5	6	4	5	_	6	6	6	Village North	Seymour, Jimmy		View Print Pie	
Self-Responsible	691000666	Johnson, Ted			7	7	7	7	7	7	7	7	Village North	Barrett Browning, 💽	1 <u>-</u>		
35 names (filtered)																	







Milestones of Recovery Scale

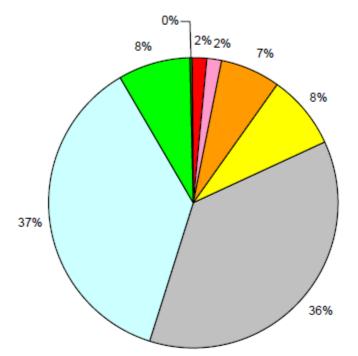
Individual Progress Report - Monthly Assessments

December, 2010; only clients with data for current month and 36 months prior reported

						I	MORS	Rating	ļ					
Current Stage	MIS #	Client Name	60 Mos	36 Mos	24 Mos	18 Mos	12 Mos	6 Mos	3 Mos	2 Mos	1 Mo	Current	Program Name	PSC
			Dec 05	Dec 07	Dec 08	Jun 09	Dec 09	Jun 10	Sep 10	Oct 10	Nov 10	Dec 10		
Self Responsible	263001957	Blake, Grover	6	6	6	6	6	4	7		5	7	Field Capable Clinical Se	Reno, Michael
Sel≉ Responsible	938000370	Diana, Tim	6	6	7	7	7	7	7	7	7	7	Village North FCCS	Barrett Browning, Ch
Sel≉ Responsible	107000941	Warhol, Cindy	6	6	7	7	7	7	7	6	7	7	Village North	Barrett Browning, Ch
Sel≉ Responsible	923000094	Baudrillard, Bo	7	7								6	Village Employment Serv	Renoir, Joyce Carol
Sel≉ Responsible	002002141	Gore, Al	6	6	6	6	6	6	6	6	6	6	Village North	Updike, Dolly
Sel≉ Responsible	670001926	Helms, John	6	6	4	4	4	4	3	3	6	6	Field Capable Clinical Se	Holid <i>a</i> y, Jane
Self-Responsible	179000689	Lopez, Dan	6	6	6	6	6	6	5	6	6	6	Village North	Barrett Browning, Ch
Sel≉ Responsible	669000560	Sandburg, Zachary	7	7	5	6	6	6	6	6	6	6	Village North	Ma, Andre
Sel≉ Responsible	465003260	Smith, Amy	5	5	7	6	6	З	5		6	6	Village E <i>a</i> st	Fisher, Zaichary
Self Responsible	694001554	Stigler, John	5	5	7	7	7		6	7		6	LB Wellness Center	Curie, Martin
Sel≉ Responsible	612003565	Truman, James	8	8		6	5	6	6	6	6	6	LB Wellness Center	Curie, Martin
Engaged, Not Self-Coordinating	908001793	Belushi, Woodrow	3	ю	4	6	5	4	4	5	3	5	Village East	Fisher, Zaichary
Engaged, Not Self-Coordinating	114003100	Eisenhower, Billi Jean	7	7	7	6	6	6	5	5	5	5	Village East	Fisher, Zaichary
Engaged, Not Self-Coordinating	610003656	Fillmore, Mark	2	2	З	з	5		5	5	5	5	Village West	Arden, Henry
Engaged, Not Self-Coordinating	994000987	Fitzgerald, John	6	6	7	8	5	З	5	5	5	5	Village East	McLachlan, Norman
Engaged, Not Self-Coordinating	123003163	Kaczynski, Julie	7	7	7	7	4	6	6	5	6	5	Village East	McLachlan, Norman
Engaged, Not Self-Coordinating	726001922	Key, Martha	5	5	6	6	6	5	5	5	5	5	Village North	Seymour, Jimmy
Engaged, Not Self-Coordinating	273001101	Knax Polk, Dorothy	5	5	6	5	5	2	5		5	5	Village East	Fisher, Zachary
Engaged, Not Self-Coordinating	011003490	Ripper, Jack the	5	5	5	5	4	4	4	5	5	5	Village East	Sartre, Agent
Engaged, Not Self-Coordinating	038001742	Shakespeare, William	6	6	6	7	6	6	6	7		5	LB Wellness Center	Curie, Martin
Not Engaged	866001980	Grey, Fidel	6	6	6	5	5		2	5	4	4	Village North	Seymour, Jimmy
Not Engaged	507000266	Hawking, Thomas	5	5	5	з	2	3	3	1	2	4	Village E <i>a</i> st	Fisher, Zachary
Not Engaged	342002000	Kilmer, Albert	5	5	4	4	4	4	3		4	4	Village E <i>a</i> st	Fisher, Zaichary
Engaged, Not Self-Coordinating	682000871	Campbell, Jerry	1	1	5	6	5	1	3	1	1	3	Village E <i>a</i> st	Whitehead, Dr.
Engaged, Not Self-Coordinating	625001948	Foster, Jole	3	З	З	2	3	5	3	2	2	3	Village E <i>a</i> st	Crawford, Ayn
Extreme Risk	159001406	Seuss, Lewis	5	5	5	2			1	3	1	1	Village East	Gibson, Norman

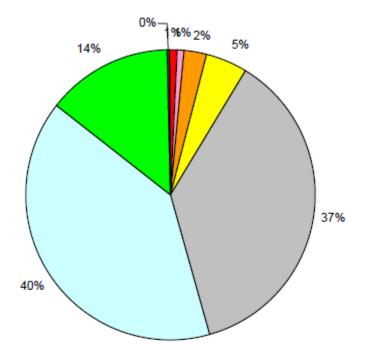


	Score 1	Score 2	Score 3	Score 4	Score 5	Score 6	Score 7	Score 8	Total
August 2010	7	8	29	37	163	164	36	1	445
August 2011	4	4	11	21	167	182	65	1	455
Percentage Change	-43%	-50%	-62%	-43%	2%	11%	81%	0%	0%



August 2010



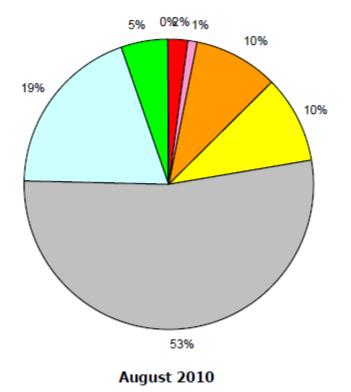


August 2011



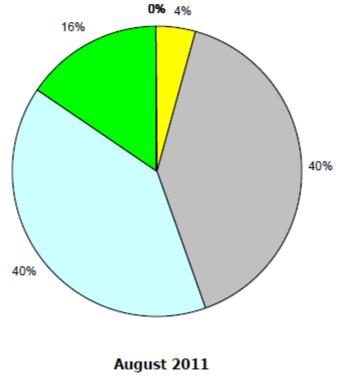


	Score 1	Score 2	Score 3	Score 4	Score 5	Score 6	Score 7	Score 8	Total
August 2010	2	1	9	9	49	18	5		93
August 2011				4	36	36	14		90
Percentage Change	-100%	-100%	-100%	-56%	-27%	100%	180%		0%



Program: Village North





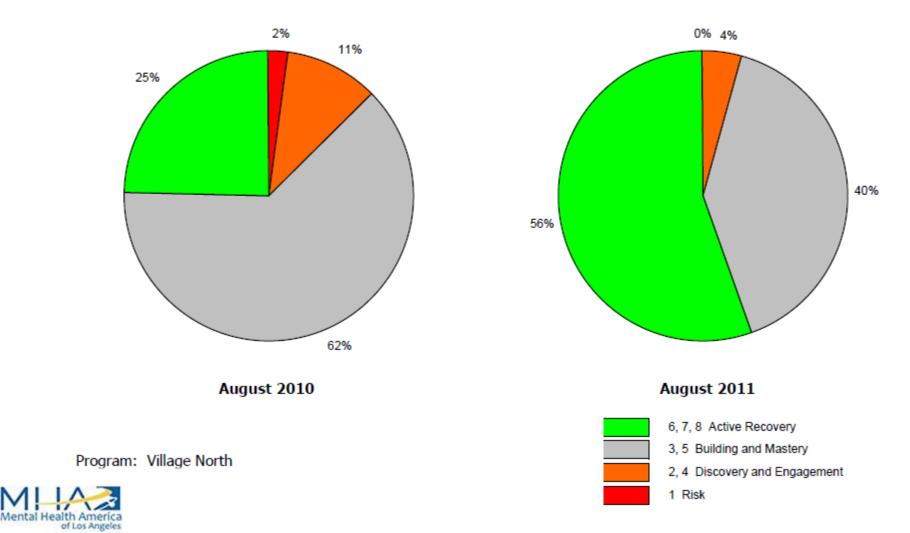






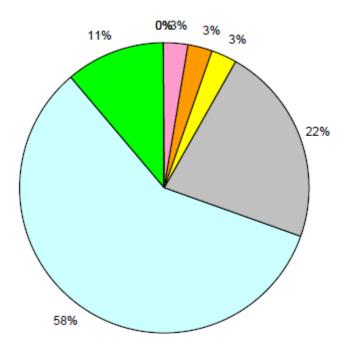
Milestones of Recovery Scale Progress Chart - Recovery Stages

	Score 1	Score 2	Score 3	Score 4	Score 5	Score 6	Score 7	Score 8	Total
August 2010	2	1	9	9	49	18	5		93
August 2011				4	36	36	14		90
Percentage Change	-100%	-100%	-100%	-56%	-27%	100%	180%		0%





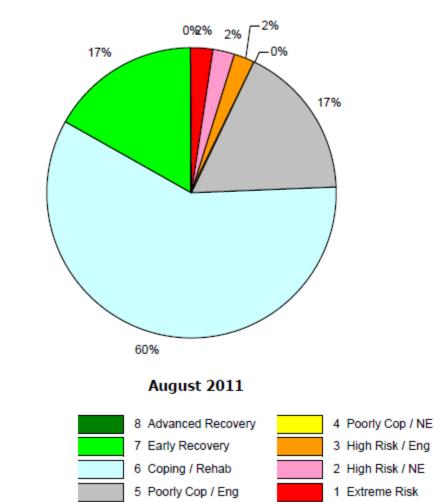
	Score 1	Score 2	Score 3	Score 4	Score 5	Score 6	Score 7	Score 8	Total
August 2010		1	1	1	8	21	4		36
August 2011	1	1	1		7	24	7		41
Percentage Change	***	0%	0%	-100%	-13%	14%	75%		0%



August 2010

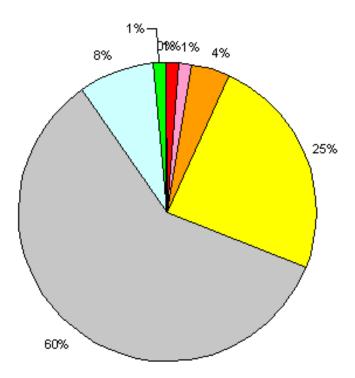
Program: Field Capable Clinical Services







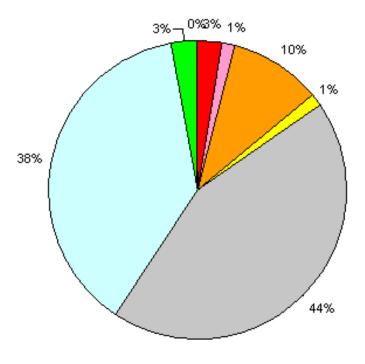
	Score 1	Score 2	Score 3	Score 4	Score 5	Score 6	Score 7	Score 8	Total
January 2010	1	1	3	17	42	6	1		71
January 2011	2	1	7	1	31	27	2		71



January 2010

Program: Village East





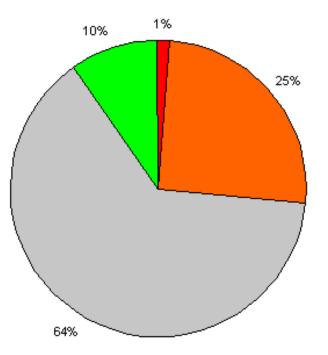
January 2011





Milestones of Recovery Scale Progress Chart - Recovery Stages

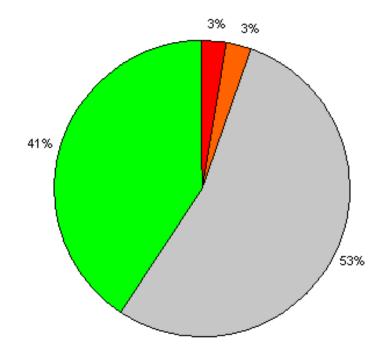
	Score 1	Score 2	Score 3	Score 4	Score 5	Score 6	Score 7	Score 8	Total
January 2010	1	1	3	17	42	6	1		71
January 2011	2	1	7	1	31	27	2		71



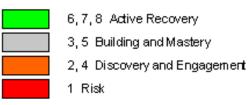
January 2010

Program: Village East



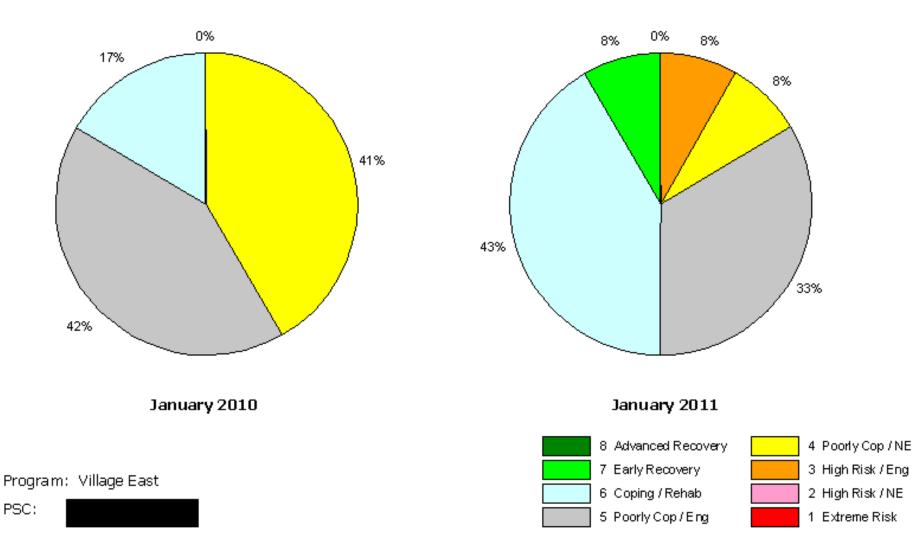


January 2011





	Score 1	Score 2	Score 3	Score 4	Score 5	Score 6	Score 7	Score 8	Total
January 2010				5	5	2			12
January 2011			1	1	4	5	1		12



Milestones of Recovery Scale Individual History Report

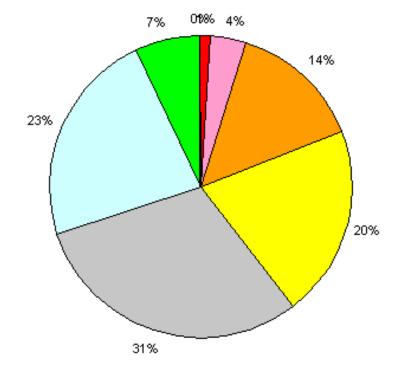
Program: Field Capable Clinical Services; clients without score at admission time and 6 months later are excluded

Member Name	Admission Date	Admission MORS	1-month MORS	2-month MORS	3-month MORS	6-month MORS	9-month MORS	12-month MORS	18-month MORS	24-month MORS	30-month MORS	36-month MORS	42-month MORS	48-month MORS
Curie, Carlos	7/1/2009	5	6	7	6	3	4	5						
Heidegger, Joseph	7/1/2009	5	5	4	4	5	4	6						
Mandela, Theodore	7/1/2009	5	5	5	5	7	7	7						
Sarondon, Maurits Cornelis	5/1/2009	5	5	4	4	4	4							
Sexton, Martin	7/1/2009	5	5	5	6	6	6	6						
Smith, Marquis	4/2/2009	5	5	5	5	5	5	5	5					
Streis and, Jacqueline Kennedy	4/2/2009	5	5	5	5	4	5	6	5					
Agassi, Jane	7/1/2009	6	5	6	6	6	6	6						
Bhutto, Emporer	4/2/2009	6	5	5	5	5	5	3	5					
Blake, Grover	7/1/2009	6	7	6	6	6	7	6						
Cleese, D <i>a</i> vid	4/2/2009	6	6	6	6	7	7	6	7					
Dunbar, Bonnie	7/1/2009	6	6	6	6	6	6	6						
Eisenhower, Martin	4/2/2009	6		6	6	4	5	5	5					
Helms, John	4/2/2009	6	4	4	4	4		5	3					
Jennings, Leona	7/1/2009	6	6	6	7	6	7	6						
Juan, Don	4/2/2009	6	6	6	6	6	6	7	7					
Loren, Harrison	4/2/2009	6	6	6	6	6	6	5	4					
Simpson, Colin	7/1/2009	6	6	6	6	6	6	6						
Conrad, Van	7/1/2009	7	5		7	5	5	4						
Kennedy, Tennessee	5/1/2009	7	7	7	7	7	7	7						
Moses, Upton	7/1/2009	7		7	5	4	4	5						





	Score 1	Score 2	Score 3	Score 4	Score 5	Score 6	Score 7	Score 8	Total
At Admission	1	4	14	20	30	23	7		99
12 Months Later	1		10	6	38	33	11		99



33%

018686

10%

6%

11%

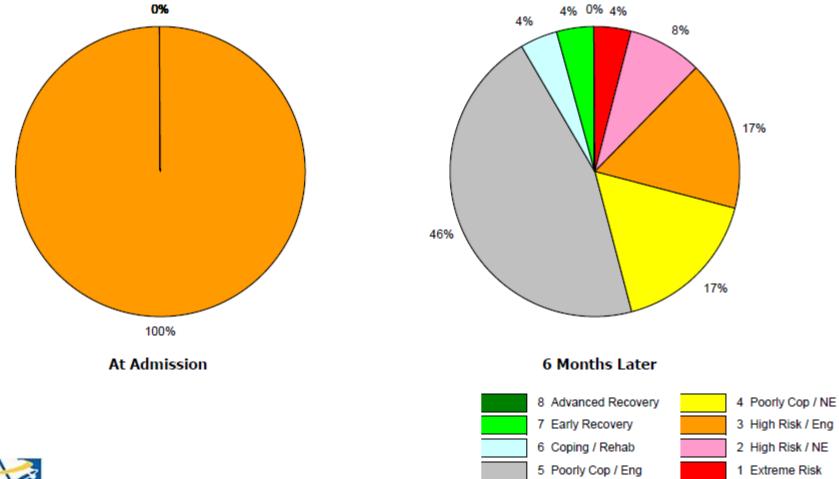
12 Months Later



At Admission



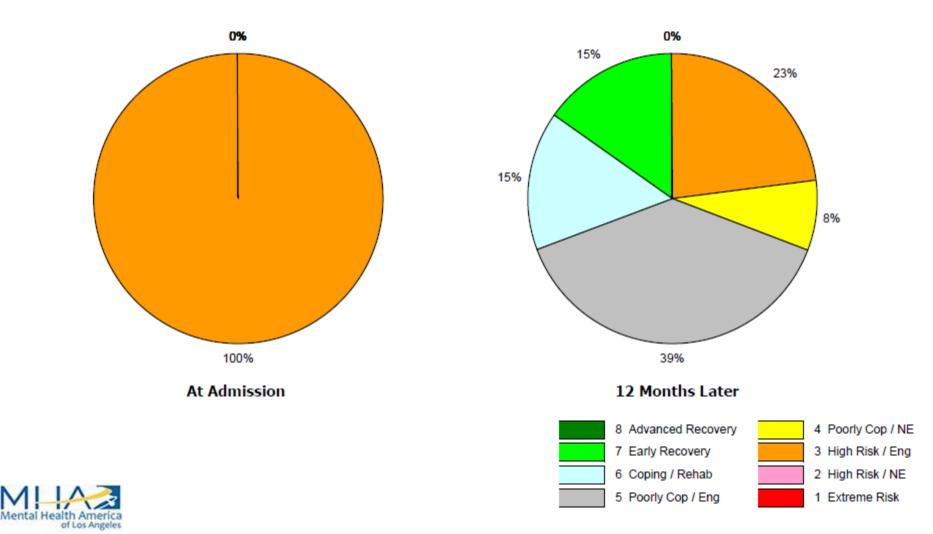
	Score 1	Score 2	Score 3	Score 4	Score 5	Score 6	Score 7	Score 8	Total
At Admission			24						24
6 Months Later	1	2	4	4	11	1	1		24
Percentage Change	***	***	-83%	***	***	***	***		0%





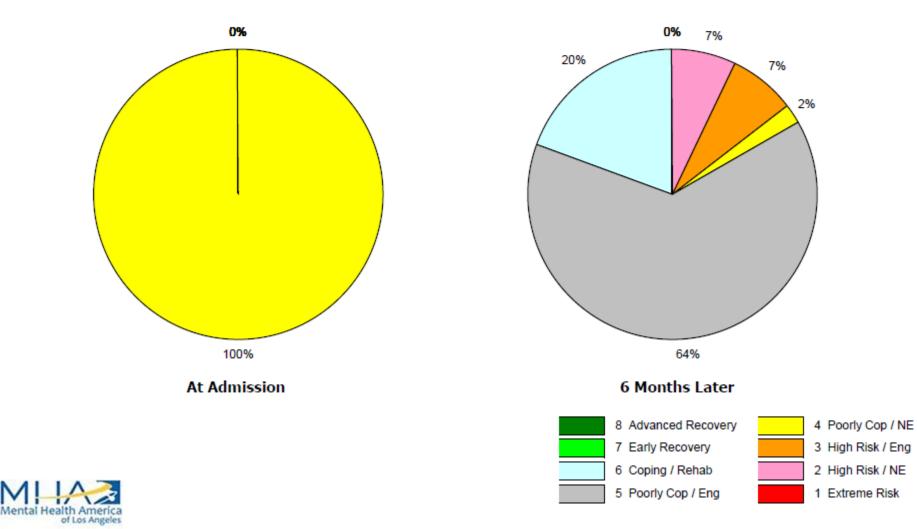


	Score 1	Score 2	Score 3	Score 4	Score 5	Score 6	Score 7	Score 8	Total
At Admission			13						13
12 Months Later			3	1	5	2	2		13
Percentage Change			-77%	***	***	***	***		0%



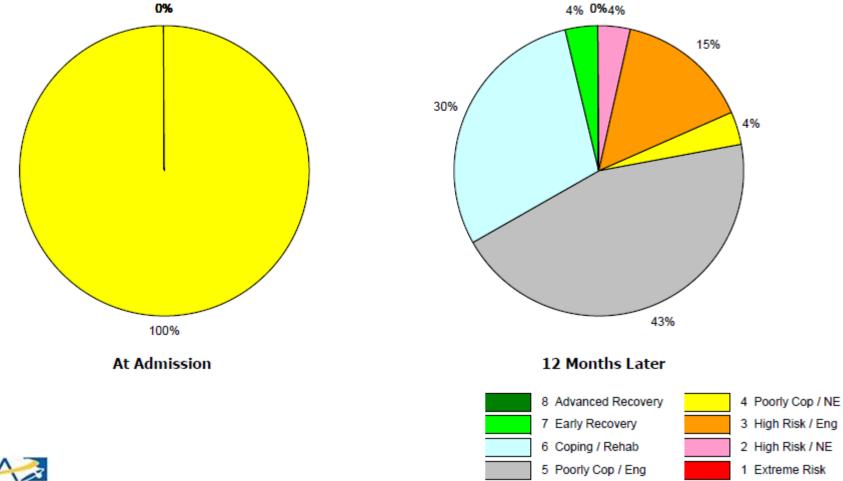


	Score 1	Score 2	Score 3	Score 4	Score 5	Score 6	Score 7	Score 8	Total
At Admission				41					41
6 Months Later		3	3	1	26	8			41
Percentage Change		***	***	-98%	***	***			0%





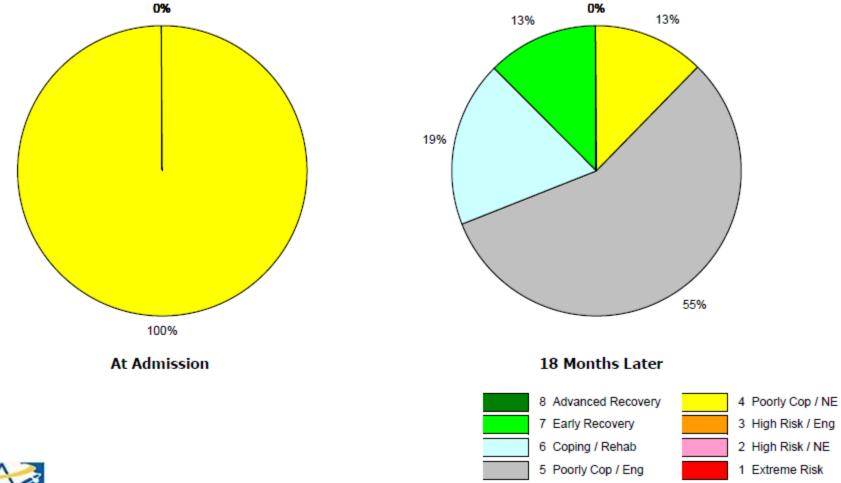
	Score 1	Score 2	Score 3	Score 4	Score 5	Score 6	Score 7	Score 8	Total
At Admission				27					27
12 Months Later		1	4	1	12	8	1		27
Percentage Change		***	***	-96%	***	***	***		0%







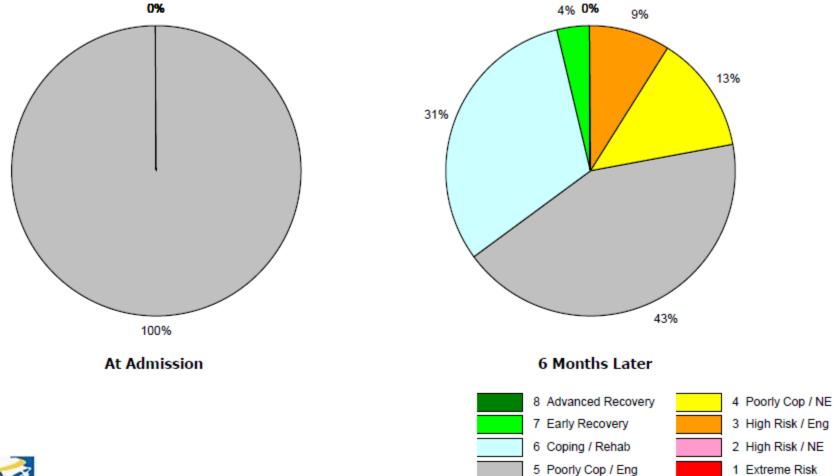
	Score 1	Score 2	Score 3	Score 4	Score 5	Score 6	Score 7	Score 8	Total
At Admission				16					16
18 Months Later				2	9	3	2		16
Percentage Change				-88%	***	***	***		0%







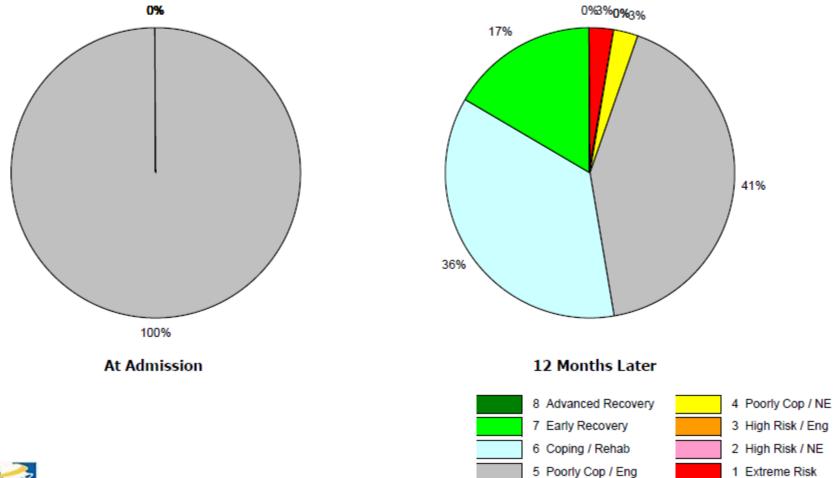
	Score 1	Score 2	Score 3	Score 4	Score 5	Score 6	Score 7	Score 8	Total
At Admission					54				54
6 Months Later			5	7	23	17	2		54
Percentage Change			***	***	-57%	***	***		0%







	Score 1	Score 2	Score 3	Score 4	Score 5	Score 6	Score 7	Score 8	Total
At Admission					36				36
12 Months Later	1			1	15	13	6		36
Percentage Change	***			***	-58%	***	***		0%





Milestones of Recovery Scale

Color-Coded Progress Report

August 2011; Program: LB Wellness Center

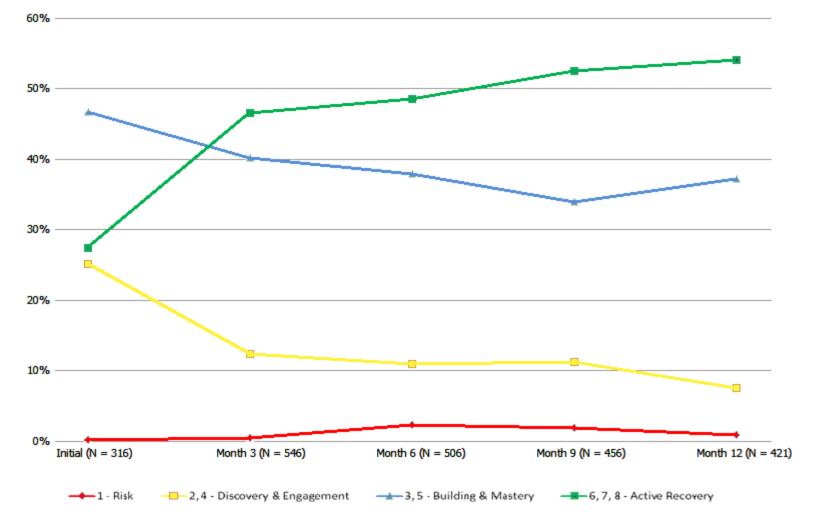
Program Name	StaffName	Admitted	ClientName	Mar	Apr	May	Jun	Jul	Aug
LB Wellness Center	Brown, Leona	09/18/2007	Clinton, Dr.	N/C	N/C	6	5	5	2
LB Wellness Center	Brown, Leona	10/11/2007	Hoffman, Andrew	5	N/C	N/C	4	4	3
LB Wellness Center	Brown, Leona	03/11/2009	Arafat, Sgt. Alvin	6	7	7	6	6	5
LB Wellness Center	Brown, Leona	04/03/2008	Barrett Browning, Indira	6	6	3	6	3	5
LB Wellness Center	Brown, Leona	08/14/2008	Black, Robert	N/C	5	N/C	5	N/C	5
LB Wellness Center	Brown, Leona	03/04/2009	Bolelyn, Boris	5	3	5	6	5	5
LB Wellness Center	Brown, Leona	02/19/2009	Boxer, Barbara	5	5	5	5	5	5
LB Wellness Center	Brown, Leona	08/06/2009	Bronte, Thomas	6	6	6	6	5	5
LB Wellness Center	Brown, Leona	03/03/2008	Brooks, Robert	6	6	5	N/C	5	5
LB Wellness Center	Brown, Leona	03/28/2008	Buchanan, Rosamunde	N/C	5	6	6	6	5
LB Wellness Center	Brown, Leona	01/26/2006	Carroll, William	5	N/C	5	5	5	5
LB Wellness Center	Brown, Leona	11/07/2007	Diana, Nastassja	5	5	5	5	5	5
LB Wellness Center	Brown, Leona	04/24/2008	Fawoett, Charlotte	6	6	5	5	5	5
LB Wellness Center	Brown, Leona	06/22/2009	Kinski, Charles	5	5	6	6	5	5
LB Wellness Center	Brown, Leona	03/26/2010	Lecter, Jimmy	6	5	6	6	6	5
LB Wellness Center	Brown, Leona	07/07/2009	Navratilova, Alexander	N/C	6	6	6	5	5
LB Wellness Center	Brown, Leona	12/08/2005	Pauley, Lucretia	5	6	6	5	5	5
LB Wellness Center	Brown, Leona	10/29/2008	Richards, Ann	6	5	6	6	6	5
LB Wellness Center	Brown, Leona	01/05/2008	Roberts, Yoko	5	6	6	5	6	5
LB Wellness Center	Brown, Leona	07/07/2008	Ross, Genghis	6	5	6	6	6	5
LB Wellness Center	Brown, Leona	05/15/2008	Sarondon, Kristi	5	5	6	6	6	5
LB Wellness Center	Brown, Leona	02/05/2010	Shatner, Brad	5	5	N/C	5	5	5
LB Wellness Center	Brown, Leona	02/08/2010	Simpson, Sean	5	N/C	5	5	5	5
LB Wellness Center	Brown, Leona	10/30/2007	Sinatra, Joseph	7	6	7	6	5	5
LB Wellness Center	Brown, Leona		Solzhenitsyn, Zachary	6	6	6	6	3	5
LB Wellness Center	Brown, Leona		Aikman, Martin						6
LB Wellness Center	Brown, Leona	07/27/2011	Alda, Franz					M	6
LB Wellness Center	Brown, Leona	03/20/2008	Bacall, Shania	6	6	6	6	6	6
LB Wellness Center	Brown, Leona	03/01/2010	Bardot, Elizabeth	6	3	3	5	N/C	6





MORS Progress Graph

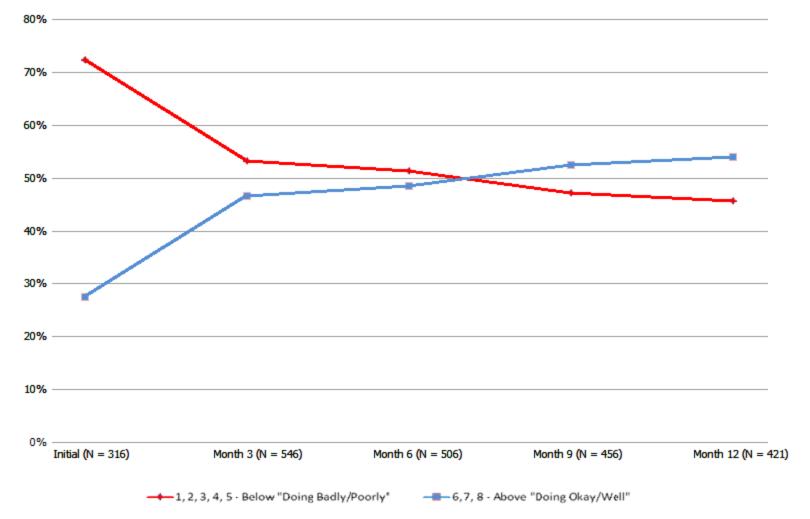
Recovery Stages







MORS Progress Graph Above/Below the Line





More about MORS

- There is no per administration fee for using the MORS
- A 3-hour, Introduction to MORS Training is required for each staff person who will use the tool
- Licensed MORS trainers travel to your location of choice to provide the training
- Agencies are provided with a one-year subscription to the MORS Report Generator, a software application that allows them to store and report on their MORS data
- For more information:
 - mors@mhala.org
 - www.milestonesofrecovery.com
 - (562) 645-3222

