

# Transit and Mental Health

How Two Organizations Worked Together To Create a  
Bus Group



# Intention

- **Inventing the Wheel**
  - Giving others the blue print
  - **Overview**
    - Inception
    - Buy – In
    - Developing/Merging
    - Launching
    - Discovery



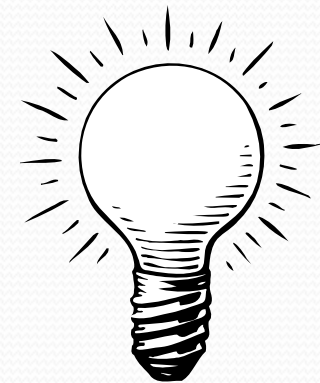


# Inception

- Mental Health Staff Meeting
  - Impact of Case Manager's Increase outreach to clients residence
    - Clients dependence on case managers for transportation.
    - Un-billable travel time
    - Gas cost
    - Productivity

# Addressing the Issue

- Proposed Bus Group
  - Increase mental health client independence
  - Reduce outreaches to mental health clients
  - Decrease un-billable time and gas cost
- Supervisor gives okay to pilot bus group
- Moving forward
  - Contact Intercity Travel Trainer



# Mental Health meets Transit

- Case Manager meets Travel Trainer
  - The process of merging travel training skills with mental health concepts, while discovering the unknowns together
    - Participants
    - Getting to bus group
    - Course structure
    - Course content
    - Teaching Techniques



# Putting the Pieces Together

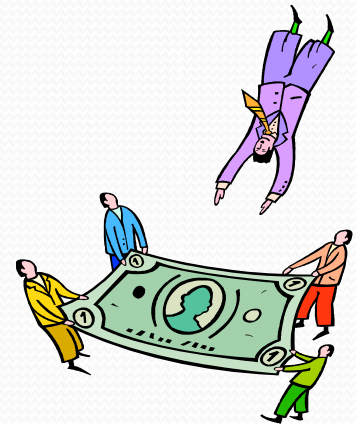
## Blending Travel Training with Psychological Tools

- Structure
  - Group format
    - Peer support, socializing/friendship, Learning from others.
  - Length of Group
    - Weekly meetings for 3 months
    - Group sessions between 1.5hrs – 4hrs
  - In classroom and Out of classroom training



# Talking with our Organizations 1

- Mental Health
  - Meeting with Case Managers & Supervisors
    - Cost of DAL vs. Bus
    - Federally mandated Para-transit & eligibility requirements
    - Recovery Model
    - Economy
  - Meeting with Medical staff
    - Encourage clients to try bus group.
    - Dr's sign reduced fair applications





# Talking with our Organization 2

- Transit Agency
  - Meeting with DAL Eligibility Specialist
    - Alert travel trainer when mental health client application comes in
    - Review application with case manager (Co-facilitating group) for bus group placement.
  - Meeting with DAL Manager



# The Learning Process

1. Explain

2. Show

3. Do

4. Get feedback

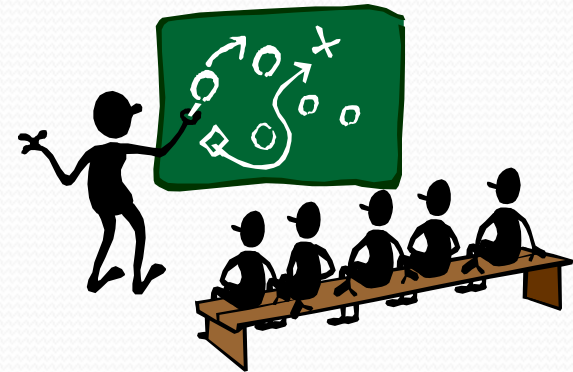
- Adjust

Find another way to do the first three steps if client has difficulty understanding.

5. Practice

# Techniques to Help Mental Health Clients

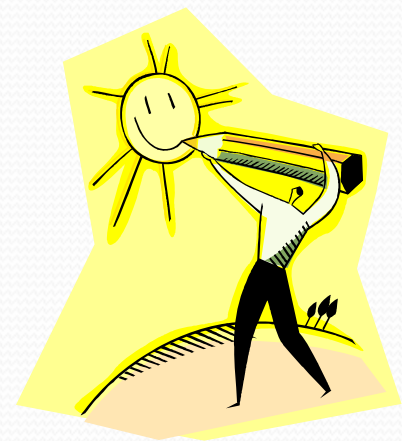
- Repetition
  - Reinforce learning
  - mental and emotion states inhibit learning
- Give several examples
  - Make it real
  - Guest speaker
- Small amounts of information
- Simplicity



# Psycho-Education

Managing the inner Experience

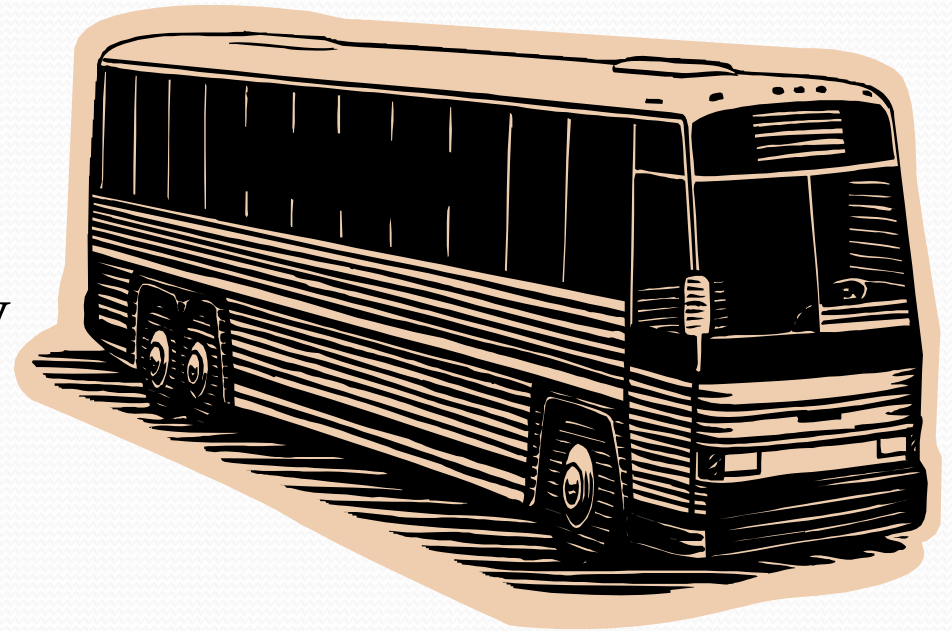
- Experience Cycle
  - Mapping internal process
    - Senses, Thoughts, Emotions, Desires, and Actions
- Reframing
  - Gain perspectives on blocks
    - Create different interpretations of experience
- Positive Thinking
  - Developing an “I can mentality”



# Travel Training Skills

For Mental Health Clients

- ABC's of Bus riding
- Transit Map reading
  - General to specific (vice versa)
- Transit Guide reading
  - General to specific
- Transit Centers
- Going outside the county



# Client Benefits

- Able to ride the bus with more self confidence
- Visit friends and family more easily
- Increase problem solving ability
- Manage anxieties better
- Participate in more community events
- Read transit guide & Make a trip plan
- Use other transit systems





# Transit Agency Benefits

- Better assess qualifications for Dial-A-Lift (DAL) (screening)
- Decrease DAL costs
- Increase bus ridership
- Travel trainer better understands the mental health system
- Teach travel training in a group vs. one-on-one



# Mental Health Agency Benefits

- Reduce outreaches to mental health clients
- Clients come in for more appointments
- More billable interactions with clients
- Decrease un-billable time and gas cost
- More time to complete paperwork
- Case Managers better understands the transit system

# Bus Buddy's

- Mental health clients that are experienced at using transit system
- Train them in counseling helping skills
- Support peer to bus class and to other destinations
- Social Planning Club



# Connecting with a Mental Health Organization

- Send letters to Mental Health Organizations
  - Use packet material to develop letter
  - Target Adult Outpatient Program Manager
- Look for Case Manager with group experience
  - Socialization group
  - Employment group
- Funding
  - Transit or Mental Health grant

