Transforming Behavioral Healthcare for Complex, Vulnerable Populations

Advocates for Human Potential, Inc.
Real World Solutions for Systems Change

ahpnet.com

ADVOCATES FOR HUMAN POTENTIAL, INC. (AHP) BY THE NUMBERS

32 years in business; AHP was founded in 1986

5 offices across the country (headquarters in Sudbury, MA; offices in Albany, NY; Chicago, IL; Germantown, MD; and Pasadena, CA)

75 projects per year focused on making change and improving programs and systems

10 minutes to have a conversation with an AHP subject matter expert on your particular program or business question

We Are Commited to Changing Lives

> “My passion is to empower people to live their best possible lives—and that means AHP staff, our clients, and the people we all serve. AHP focuses on improving and strengthening the whole public health system, to create an integrated system that empowers all Americans to reach their full potential.”
>
> —Neal Shifman, President and CEO, AHP

Every day is a new chance to make a difference

Our vision is that our clients, our staff, and the people we all serve will reach their potential to live full, productive lives.

Since our founding in 1986, AHP has been dedicated to improving behavioral health and human service systems. We know that healthcare systems are always changing and will continue to do so long into the future. That’s why our business interests, infrastructure, and team are dedicated to the constant refinement and adjustments that ensure effective systems are in place to strengthen public health. Our multidisciplinary teams work with you to develop policy, implement changes and programs, and evaluate impact.

The Way We Come Together Sets Us Apart

We have a passion for people and success

Your goals are our business. You'll work with our passionate and knowledgeable subject matter experts who bring not only their experience, but a strong commitment to your objectives. We work collaboratively with you, integrating closely with your leadership and staff to assess the current state and determine how we can help with improvements.

Changing systems; changing lives

AHP understands your perspective because we've walked in your shoes as leaders, managers, clinicians, and policymakers, and because we bring technical and personal knowledge of the populations you serve. As socially responsible professionals, many with lived experience, our experts care about getting you results that align with your organization's values through the most effective practices.

From many to one: practical help at every level

Making change in health systems that serve complex populations demands the ability to collaborate across different community stakeholders from varied backgrounds and to manage many moving regulatory, operational, and administrative parts.

We assess system operations, identify and analyze problem areas, and make recommendations for policy, program, regulatory, and reimbursement changes—all with an eye toward facilitating effective service delivery and improving outcomes for vulnerable populations. Throughout this process, we translate changes and what they mean into a common language for all stakeholders.

AHP works with you on the front lines of change—where theory meets real people and programs—with practical approaches and concrete solutions using research and evaluation, technical assistance, and business consultation.

PEOPLE BY THE NUMBERS

100+ dedicated AHP subject matter experts

17,900 participants on Recovery to Practice webinars focused on improving delivery of recovery-oriented services, supports, and treatment

2,000+ behavioral health providers trained on improving business operations through BHbusiness

Customized Solutions

AHP offers practical approaches and concrete solutions through our service options. Let us help you build a program of services that helps you succeed in the modern healthcare environment.

TECHNICAL ASSISTANCE AND TRAINING

We offer a wide range of training programs on evidence-based and promising practices provided in person or remotely. Our subject matter experts assist organizations to design, implement, and evaluate new services and systems of care.

RESEARCH AND EVALUATION

Using rigorous mixed methods research, AHP helps programs understand and use data to develop and transform services.

PROFESSIONAL CONSULTATION (AHP HEALTHCARE SOLUTIONS)

AHP Healthcare Solutions guides providers, managed care organizations, and government entities through strategic planning and implementing initiatives to improve their programs and outcomes.

Services within customized solutions

Events and Virtual Solutions

AHP provides comprehensive onsite and virtual event planning and execution to maximize learning, reduce costs, and expand reach.

Human Potential Press/WRAP and Recovery Books

Human Potential Press, the publishing arm of AHP, produces all WRAP and Recovery Books materials, along with other AHP books, materials, and curricula.

Areas of Innovation

AHP is a team of more than 100 national experts united by the common cause of developing the best possible solutions to complex challenges. From our offices across the country, we reflect every area of vital interest to our clients.

Addictions and substance abuse: AHP plays a significant role in shaping national policy and developing and deploying effective practices in addictions and substance abuse treatment, prevention, and management.

Behavioral health policy, financing reform, and system integration: AHP has an ongoing commitment to achieve the full integration of behavioral health into healthcare systems to meet the complex needs of vulnerable populations.

Criminal justice: AHP focuses on reforming and enhancing the effectiveness of the criminal justice system at many levels, from police crisis intervention teams' role in jail diversion for people in mental health crisis to inmates with addictions re-entering the community from prison.

Healthcare reform: AHP offers unparalleled experience and expertise to support health, behavioral health, and social service organizations in manifesting company mission and goals in the era of healthcare reform.

Housing and homelessness: AHP's deep experience in housing and homelessness can help build federal alliances, facilitate state-level systems change, and provide practical tools for implementing effective practices at the local level.

Mental health: For decades, AHP has contributed to the national dialogue and shaped mental health policy systems of care and effective practices through the design, implementation, and evaluation of new programs at all levels and types of government and community-based organizations.

Population health management: AHP works at the intersection of behavioral health, primary health, and social services, helping your organization achieve successful population health management.

Recovery supports: AHP plays a key role in the movement to recognize recovery support as essential to effective behavioral health systems through the innovation, dissemination, and uptake of recovery principles.

Workforce development: Our experts work to assess, plan, and implement workforce development initiatives that build strength and capacity within organizations, agencies, grantees, and programs that serve them.

Veterans: AHP provides services to enhance the income security, housing stability, and behavioral health of veterans, with a focus on enabling veterans to contribute to their communities.

Technical Assistance and Training

You're in Good Company

Technical assistance and training means giving you the tools and resources you need to meet your objectives. We work side by side with you to implement effective strategies that lead to program improvements and systems change. Wherever you are geographically, we understand the landscape—clinical, technological, cultural, political—and help you identify challenges, appreciate context and culture, and craft tailored solutions that work.

With AHP, you'll work with our nationally recognized experts who lend their expertise, from high-level policy knowledge to hands-on, in-the-field practical applications. We will help you plan, design, and execute robust solutions that meet your goals and deliver results.

PRODUCTS AND SERVICES

Work with us to customize the support you need to implement effective practices and solutions and produce the outcomes and results you seek through

- Curriculum development
- Expert panels
- Program and system assessments
- Effective practice implementation
- Onsite and virtual consultations
- Policy development
- Regional and site-specific training
- Train-the-trainer education
- Training program development
- Webinars and online courses
- Workshops

Innovating Housing and Employment Systems to Support People with Mental Health Issues

AHP helped the Detroit Wayne Mental Health Authority (DWMHA) develop and operationalize permanent supportive housing (PSH) and supported employment programs across eight community mental health centers to allow people with serious mental illness to get and keep real jobs and real apartments. Through ongoing technical assistance, a new countywide data system, and evaluation of programming, AHP supported providers in eliminating their reliance on adult foster care, thereby reducing costly inpatient and residential services. AHP helped them develop a rate structure for PSH within their managed care systems that included a housing assistance subsidy and case management, in some cases cutting in half the per-person, per-day cost to the county.

Research and Evaluation

Knowledge—the Power to Impact Change

When it comes to your health or human services program, system, or policy, you want an objective assessment to produce insights that will help guide improvements. AHP's research and evaluation team provides the expertise for gathering and analyzing data and transforming it into powerful and actionable information.

Our experts will work closely with you throughout all stages of the research process, from initial identification of research questions through implementation and final reporting. We will help you leverage results for investment and funding opportunities, fulfilling reporting requirements, improving policy and practice, and ultimately, providing better services for your clients.

PRODUCTS AND SERVICES

Using a range of designs featuring qualitative, quantitative, and mixed methods in single-site and multisite studies, we can help you with

- Research study design and implementation
- Environmental scans and literature reviews
- Needs assessments and strategic planning
- Program process and outcome evaluations
- Data collection and field operations
- Research study participant tracking and retention strategies that result in high follow-up rates with hard-to-reach populations
- Database development and data management
- Quantitative and qualitative data analyses
- Secondary analyses of state and national datasets
- Performance measurement/CQI
- Evaluation technical assistance
- Reporting

Evaluating Fragmented Behavioral Health Care to Support an Integrated System

AHP was the evaluator for Alaska's SAMHSA-funded Co-Occurring State Incentive Grant (COSIG), focused on addressing the high prevalence and costs of co-occurring disorders and the barriers to meeting the needs of clients in fragmented systems of care. Grant funds helped the state build capacity and infrastructure to transform its mental health and substance abuse systems into an integrated system of care. AHP designed a multi-method evaluation that included yearly project logic models developed a leadership team to track the evolution of project goals, activities, and outcomes; a statewide provider survey that assessed provider responses to system-change activities; and case studies in four communities qualitatively exploring the ways in which systems integration translated down to local programs and clients.

Professional Consulting (AHP Healthcare Solutions)

Your Business is Our Business

AHP offers professional consulting services, also known as AHP Healthcare Solutions, to health, behavioral health, intellectual/development disabilities, and social services businesses that need to stay competitive in the changing health care market, while staying true to their missions of helping people reach their full potential.

We know your clients, we know your business, and we know how to help. That's because many of our consultants have served in management and leadership roles in behavioral health, human services, and managed care settings around the country. Our focus blends the triple aims of quality, outcomes, and cost containment with what we know works: effective strategies formulated over decades for special populations. Between population health management, the creation of integrated delivery systems, and the drive toward value-based reimbursement, our clients turn to us for innovation in treatment, technology, financing, and management.

PRODUCTS AND SERVICES

Our consultants, national experts in health care reform, population health, and integrative care, can help you with

- Business planning support services
  - Orientation and education to new paradigms
  - Strategic planning
  - Identification and evaluation of partnerships and joint ventures
  - Transitions in business models
  - Assessment, analysis, and planning
- Population health management
  - Population Behavioral and Social Needs Assessment (PBSNA)
  - Projective Population Modeling™ (PPM)
  - Community risk indicators and stratification
  - Provider network gap analysis
  - Community and stakeholder engagement and inclusion
  - Collaborative system of care redesign
- Value-based reimbursement
  - Data management assessments and planning
  - Data warehousing, analytics, and reporting infrastructure design
  - Monitoring, evaluating, and business process/ workflow redesign
  - Managed care and accountable care organization contract/reimbursement evaluation

Re-engineering the Behavioral Health Continuum of Care

AHP conducted a behavioral health gap analysis for uninsured individuals and those on Medicaid to guide future behavioral health programs in Cowlitz County in Washington State. Data collected included quantitative sources, extensive key stakeholder interviews with consumers and providers, and a consumer survey. The analysis identified service gaps on both the demand side (e.g., the unmet behavioral health needs) and the supply side (e.g., service provider capacity). Working closely with the county, we developed a plan that included moving consumers through the continuum of care and ensuring they received the specific behavioral and social services that supported successful treatment and recovery.

Delivering on Our Promise

AHP not only helps you develop outstanding content, programs, and results—we also support you in communicating, sharing, and training others to benefit from that work. We excel in producing both onsite and virtual events and work with you to develop the best content and delivery channel. Our conference and event planners offer everything from logistics to onsite coordination, all supported by our in-house travel agency.

Our focus is on change and improvement

You can eliminate geographical, technological, and budgetary barriers to training and skill building with our virtual solutions team. Emphasizing real human connection and supported by best practices in adult learning and online communication, Virtual Solutions designs and delivers effective, engaging digital products and events that help people learn and put new ideas into practice.

PRODUCTS AND SERVICES

Take advantage of AHP's longstanding reputation in the field for creating compelling communications that support sharing, dissemination, and education through

- Digital publications
- Onsite conferences and events
- Website and social media strategy
- Webinars and virtual classrooms
- Virtual conferences
- Elearning courses

RESULTS BY THE NUMBERS

Webinars and virtual trainings are among our key technical assistance delivery methods—averaging nearly 40 events/month in 2018. In 2017, we delivered

284 unique events for

16,319 individual learners, totaling

1,452,405 person-minutes of online training.

Publications for Growth and Transition

Human Potential Press (HPP) is the publishing arm of AHP, responsible for the publication, management, and distribution of AHP publications. HPP produces all WRAP and Recovery Books materials, along with other AHP books, materials, and curricula.

Wellness Recovery Action Plan® (WRAP®) is a prevention and wellness process that anyone can use to get well, stay well, and make their life more the way they want it to be through a series of tools and action plans, called a WRAP. For more than 20 years, people around the world have used WRAP to support their goals and transform their lives.

PRODUCTS AND SERVICES

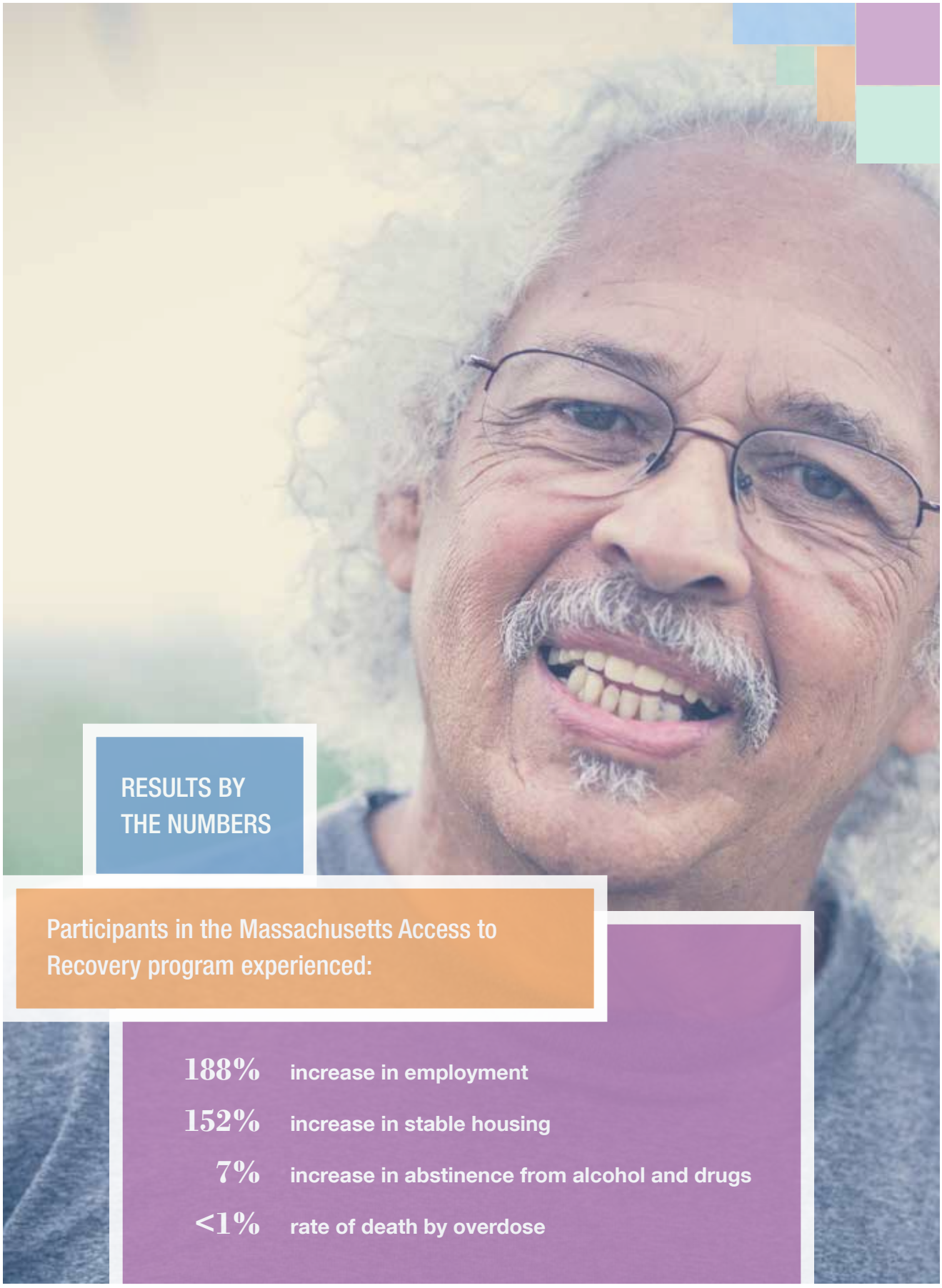
HPP and WRAP and Recovery Books offer a full line of recovery-focused books and materials to support users with key issues and challenges, including

- Mental health
- Addictions
- Trauma
- Neurodiversity
- Physical health conditions
- Major life transitions
- Re-entry for justice-involved individuals
- Veteran/military service transitions

Visit WRAP and Recovery Books at WRAPandRecoveryBooks.com

Human Potential PRESS

wrap® WELLNESS RECOVERY ACTION PLAN *Renewing Your Wellness Your Way*



RESULTS BY THE NUMBERS

Participants in the Massachusetts Access to Recovery program experienced:

188%	increase in employment
152%	increase in stable housing
7%	increase in abstinence from alcohol and drugs
<1%	rate of death by overdose

Work with Us

We serve clients representing a broad range of federal, state, local, and community-based agencies, as well as commercial organizations.

You'll benefit from working with the experts who have helped shape today's healthcare environment and who understand that our healthcare system represents an unparalleled opportunity for improvement on all levels. With every engagement, our focus is on change and improvement, supporting you and your organization and ultimately improving the lives of the individuals and populations you serve.

WE WORK WITH

- Federal/state/local agencies
- Community-based public and private organizations
- National associations
- Academic institutions
- Managed care organizations
- Accountable care organizations
- Health departments
- Community health/mental health centers
- Treatment programs
- Individual health care providers

CONTACT US NOW!

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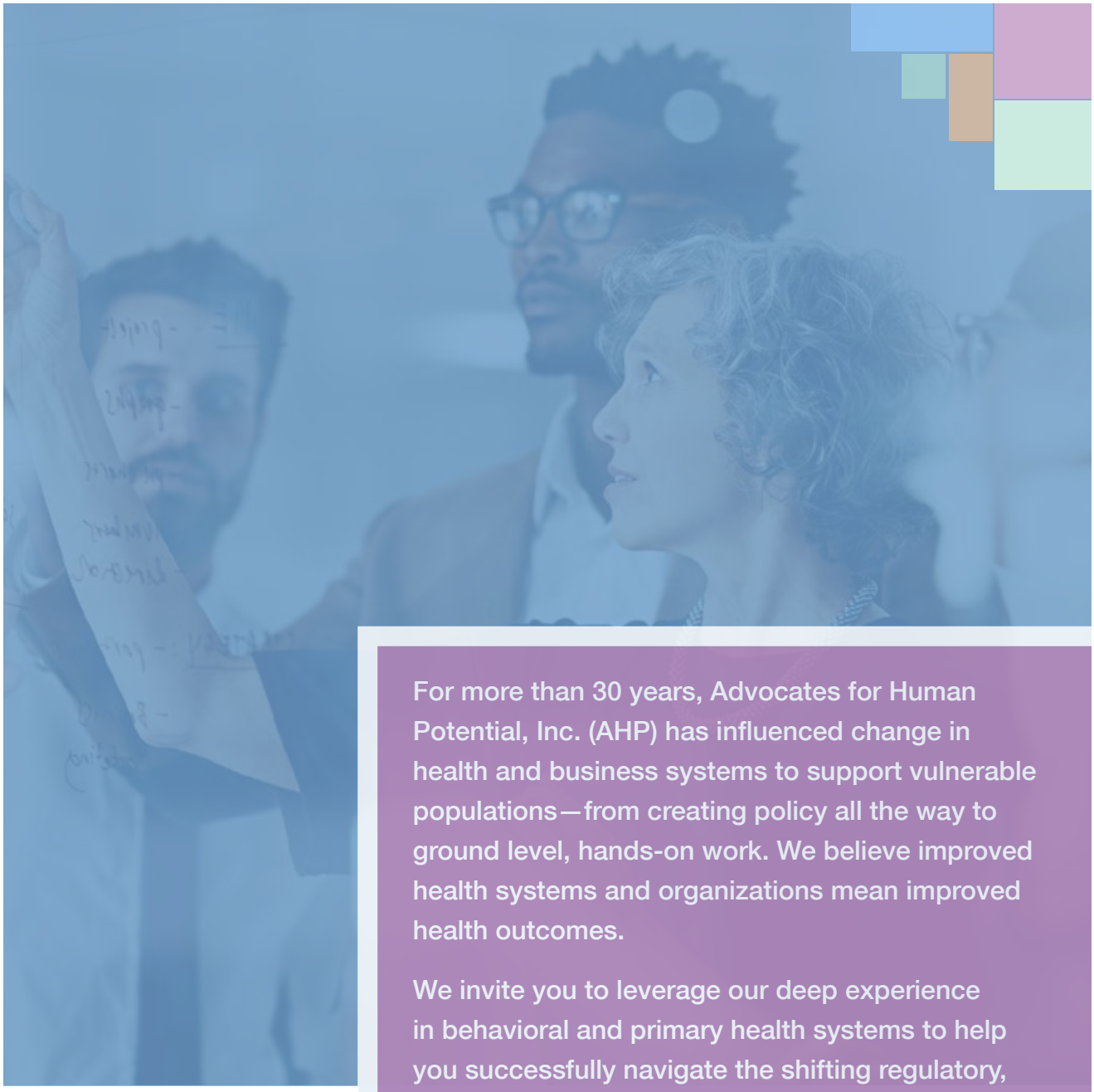

For more than 30 years, Advocates for Human Potential, Inc. (AHP) has influenced change in health and business systems to support vulnerable populations—from creating policy all the way to ground level, hands-on work. We believe improved health systems and organizations mean improved health outcomes.

We invite you to leverage our deep experience in behavioral and primary health systems to help you successfully navigate the shifting regulatory, financial, clinical, and technological demands of the health care environment.

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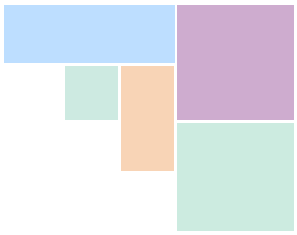

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