

Virtual | June 11 - 13



Alliance Day

Dotting the I's & Crossing the T's: Guides for successful program management

**Susan Caban, Chief Program Officer
National Alliance on Mental Illness**

**Joel Richard, Director of NAMI Education Programs
NAMI Keystone Pennsylvania**

By the end of the session...

- Identify at least two resources that every NAMI should obtain if they offer any of the NAMI Education Programs.
- Describe the procedures and policies for translations or cultural adaptations to all NAMI Education Programs.
- Define best practices for NAMI State and Affiliate organization when searching for available Program Leader training.

NAMI Education Programs

Primary entry point people have to NAMI – it's where they learn who we are and that they have a community.



CLASSES



PRESENTATIONS



SUPPORT GROUPS

Identify National Education Programs

Classes: NAMI Basics,
NAMI Family-to-Family, NAMI Homefront,
NAMI Peer-to-Peer



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Support Groups: NAMI Family Support Group,
NAMI Connection

Presentations: NAMI Ending the Silence, NAMI In
Our Own Voice, NAMI Provider, NAMI Sharing Your
Story with Law Enforcement

Shared Ingredients

- All programs are free to participants
- Provide current information about mental health conditions & treatment options
- Programs are peer-led; Leaders speak from the perspective of an equal
- Leaders complete intensive training to receive certification
- Built around standardized manuals; information is presented accurately and in a structured way; Trauma approach learning
- Inspire hope through shared stories of recovery and resiliency

So many programs, so many questions!

WHERE TO TURN FOR PROGRAM INFORMATION???



Three resources for NAMI Program Management...



2023 Current version

- **Program Coordination Guide**
- **Operating Policies & Procedures**
- **NAMI National Education Programs Overview**

Program Coordination Guide



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Found on NAMINet>Education
>EduHelpDesk > Policies & Guides

- Section I: Introduction
- Section II: Recruiting, Screening and Training
- Section III: Program Leader Management
- Section IV: Sustaining the Program Appendices

Training Program Leaders

Role of NSO is to provide Leader training within their state and to ensure that NAs are receiving quality training from certified NAMI State Trainers.



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- NSO is responsible for providing Leader Training and will vet final candidates, secure trainers, provide supplies, data collection, etc.
- NSO may grant NA permission to host Leader Training within their state. NSO and NA will collaborate to ensure that candidates are vetted, certified trainers are secured, data recorded, etc. NSO should define the roles prior to a training.
- **Out of State Leader Training:** While individuals may attend Leader training hosted by a state other than their own, it is the role of the NSO to approve the training prior to attending.
- States may collaborate to hold Leader Trainings.
- **Never contact a State Trainer directly, always go through the State Org to secure a qualified state trainer and to ensure you are not taking away a trainer that state may need.**

Operating Policies & Procedures

- Copyright pertaining to adaption, translations and interpretations in a second language during program/training
- Eligibility, certification and de-certification of leaders/trainers
- Compensation for leaders/trainers
- Leader/Participant Code of Conduct
- Americans with Disability Act Accommodations



Operating Policies & Procedures

- All program translations/transcreation are the responsibility of NAMI National
- National will work with field leaders to determine need
- National will also work with field leaders to create accessible programming
- National welcomes all requests, suggestions, conversations, and sharing of information



NAMI National Education Programs Overview



- Great marketing tool; Summary for each program and NAMI Education program philosophy
- Provides information on program research
- Who can attend, who can lead the course, and provides sample program budgets



- **NAMInet:** Sign in at nami.org. Then select NAMInet in the dropdown menu under your name on the homepage
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- **2023 Operating Policies and Procedures:**
NAMINet>Education>EduHelpDesk>Policies & Guides tab
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- **2023 Program Coordination Guide:** NAMINet>Education>EduHelpDesk>Policies & Guides tab
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- **NAMI Education Team Directory:** NAMINet>Education>EduHelpDesk>Education Team Directory
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- **Email namieducation@nami.org**





NAMI STATE ORGANIZATION PERSPECTIVE

**Joel Richard, Director of NAMI Education Programs
NAMI Keystone Pennsylvania**



Q&A