



# **ILLINOIS MENTAL HEALTH RECOVERY AND EMPOWERMENT DICTIONARY**

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## A Word about Words

This dictionary was primarily designed by persons in mental health recovery and parents of children with mental health challenges. As in any other discipline, the mental health field and the recovery movement have developed their own language over time. For example, there are many terms used for persons with mental health challenges, such as survivors, ex-patients or consumers. Strong feelings sometimes exist in support or against the use of different terms. We have not, however, attempted to settle that debate with this dictionary. We have chosen to simply refer to persons in everyday language, as persons or individuals. The authors of this dictionary want to empower persons with an understanding of terms used in their own care and in the recovery movement.

The goal, however, is more than an understanding of terms. This dictionary is intended to contribute to a culture where communicating clearly, asking one another questions and seeking greater understanding is of the utmost value. We must recognize the power of our words to uplift and communicate hope. Science has shown that having hope is integral to an individual's ability to recover. If we set our eyes toward these simple purposes, then together we will find... meaning.

*The Expectation is Recovery!*  
*All persons with mental illnesses can recover and  
participate fully in the community.*

- Department of Human Services/  
Division of Mental Health (DHS/DMH)  
Vision Statement

# A

*Thought is the blossom;  
language the bud;  
Action the fruit behind it.*  
- Ralph Waldo Emerson

**Accessible Services:** Services easily available to those who need them, in other words affordable, located nearby, open at convenient hours and that can be used by persons with disabilities.

**Acronym:** An easy way to sum up a title with many words, often using the first letter of each word. For example: Certified Recovery Support Specialist (CRSS). Acronyms should always be spelled out the first time they are mentioned.

**Acute:** When a condition starts quickly, is intense and does not usually last long.

**Addiction:** A treatable dependence on a chemical substance or lifestyle, such as alcohol, nicotine, gambling, or drugs. An ongoing physical, mental or emotional need is created that significantly affects relationships, work, school or other life roles. It may be difficult to stop, despite the person wanting to quit.

**Adherence:** When the person and their provider stick to the plan they created together, including aspects such as steps they decide to take toward the individual's personal goals, medication and maintaining appointments. It is important to communicate when the individual wants to make a change in the plan. See *Shared Decision Making*.

**Administrative Services Organization (ASO):** An organization created to help the Illinois DHS/DMH make the best use of limited resources to serve persons in need of mental health assistance and promote recovery.

**Advance Directive:** A legally binding document that allows individuals to control how their medical decisions are to be made in the future, if they become unable to make them for themselves. It is best to prepare such a statement while healthy. Illinois has several types of Advance Directives, including the Declaration for Mental Health Treatment and Power of Attorney for Health Care. The Illinois Department of Public Health provides sample forms. Visit [www.IDPH.State.IL.US/Public/Books/Advin.htm](http://www.IDPH.State.IL.US/Public/Books/Advin.htm) or call 1 (217) 782-4977. See *Declaration for Mental Health Treatment and Power of Attorney for Health Care*.

**Advisory Council:** A group formed to give advice, feedback and ideas to an organization. A consumer advisory council is made up of persons participating in services.

**Advocacy:** Going for it with courage, persistence and determination. Expressing oneself clearly and calmly in order to get their needs or the needs of others met. Knowing and assertively communicating rights.

**Affect:** Outward expression of what one might be feeling on the inside.

**Agenda:** A planned schedule of activities or important decisions to be made during a meeting.

**Alcoholism:** Addiction to alcohol. See *Addiction*.

**Americans with Disabilities Act (ADA):** A civil rights law for persons with disabilities. The Act's requirements cover employment practices, programs, services, activities, public accommodations and commercial facilities. Visit [www.EEOC.gov](http://www.EEOC.gov) or call 1 (800) 669-4000. See *Reasonable Accommodations*.

**Anticonvulsant:** A class of medications used to treat seizure disorders that also can be effective in preventing or treating mania and depression in bipolar disorder.

**Antipsychotic:** A class of medication used to reduce or eliminate disturbances in a person's perception of reality (psychosis).

**Appeal:** The request for a change in an official decision based on new information or a closer look at the facts. In some instances persons may have the right to request an appeal of a decision made about their mental health care. See *Complaints and Compliments*.

**Assertive:** A way to communicate calmly and directly. See *Power Statement* and *Shared Decision Making*.

**Assertive Community Treatment (ACT):** An intense mental health service that may help individuals when they have a high risk of frequent hospitalizations, jail or homelessness. ACT is a short term way to help individuals get back on track while staying in the community and to help them reach a less intense level of service. The treatment is provided by a team including a psychiatrist, nurse, vocational specialist, social worker and recovery support specialist.

**Assessment:** The formal process of gathering information about a person, usually by interviews and past records, in order to form a person centered treatment plan. For a child, this might also include a professional review of child and family needs including a review of physical and mental health, intelligence, school performance, family situation and behavior in the community.

## B

*If you want to **B**uild a ship,  
don't herd people together to collect wood  
and don't assign them tasks and work,  
but rather teach them to long for the  
endless immensity of the sea.*

- Antoine De Saint-Exupery

**Baseline:** Information collected about what's going on now. This information is then used for planning and comparing future results with the way things are now.

**Behavior Modification and Therapy:** A treatment approach that focuses on reducing or taking away negative habits or behaviors through reinforcements and rewards.

**Behavioral Parenting Theory:** An approach based on parental consistency, structure and paying attention to positive behaviors while reducing harsh discipline and attention to negative behaviors.

**Benefits Planning:** Going to work does not cause an individual to instantly lose their social security benefits. Working can, however, affect one's social security benefits and it is important to know how. The Work Incentive Planning and Assistance program helps individuals to manage their social security benefits effectively when going back to work. Call 1 (800) 807-6962 or visit [www.DHS.State.IL.US](http://www.DHS.State.IL.US).

**Bill:** A proposed law that has been formally submitted for consideration by the state legislature or congress.

**Board:** A group of people responsible for making decisions and policy changes for an organization. Mental health organizations are encouraged to include persons in recovery and family members to create opportunities for consumers' opinions to be heard and influence decisions.

**Budget:** A plan for spending and saving money wisely.

## C

*A man never discloses  
his own **C**haracter so clearly  
as when he describes another's.*

- Jean Paul Richter

**Case Management:** This mental health service connects an individual with various services such as medical, child welfare, and employment that he or she may need to live independently.

**Case Manager:** An individual who organizes and coordinates services and supports with individuals who have mental health challenges and their families.

**Centers for Independent Living (CIL):** A non-residential, community-based organization directed and managed by persons with disabilities. Its philosophy contends that all persons with disabilities have the right and responsibility to make choices to control their lives and participate equally in their communities. Visit [www.INCIL.org](http://www.INCIL.org) or call 1 (800) 587-1227.

**Certified Recovery Support Specialist (CRSS):** A professional credential that qualifies individuals to use their personal recovery from a mental illness, or combined mental illness and substance abuse, to support others' recoveries and positively impact the human service system. Persons with the CRSS credential exercise competence in the domains of Advocacy, Professional Responsibility, Mentoring and Recovery Support. Visit the Illinois Certification Board at [www.IAODAPCA.org](http://www.IAODAPCA.org) or call 1 (800) 272-2632.

**Child and Adolescent Functional Assessment Scale (CAFAS):** A tool used to evaluate a child's functioning in the home, school, and community.

**Chronic:** A situation or illness that lasts for a long time. The term chronic should be used only to describe conditions, not to label individuals. Persons with long histories of mental illnesses often recover, even after many years of disability. See *Recovery*.

## **Civil and Criminal Justice System Terms:**

Sometimes some persons with mental health challenges find themselves dealing with the legal system related to issues such as homelessness and poverty. The following may help persons understand some of the terms used in this system:

**Arraignment:** A court hearing where the defendant is told the charges against them and are asked to plead guilty or not guilty.

**Arrest:** When police hold a person who is not free to leave their custody. An individual can be under arrest while awaiting charges, booked at a police station, handcuffed or put in a locked squad car.

**Bail/Bond:** Bail is an amount of money set by a judge and posted with the court to ensure the defendant's appearance in court. Bond is the amount of money paid as bail, often reduced to 10 percent of the total.

**Charge:** A formal accusation against an individual suspected of having committed a crime.

**Civil/Involuntary Commitment:** A legal process to determine if a person will receive mental health treatment against their will.

**Defendant:** In criminal matters, the defendant is the person charged with committing a crime. In civil matters, it is the person being sued.

**Grand Jury:** A jury that hears prosecutors present evidence against criminal suspects and to indict them if evidence merits it. Defendants are not involved. A grand jury is not the same as a jury that hears a case in a court trial.

**Guilty But Mentally Ill:** A plea that does not affect a criminal sentence in Illinois, but requires mental health treatment for the individual while in prison.

**Indictment:** A written accusation of a grand jury, charging a person or business with committing a crime.

**Mental Health Court:** A special court designed to work with nonviolent criminal offenders who have mental illnesses to keep them from breaking the law again. The hope is that treatment of their illnesses, rather than punishment alone, will help.

**Plaintiff:** The person who begins a legal proceeding against someone, such as the spouse seeking a divorce or someone seeking payment for damages.

## **Not Guilty by Reason of Insanity**

**(NGRI):** A legal term referring to persons who have committed a crime but have been found not guilty due to the influence of a mental illness at the time they committed a crime.

**Order of Protection:** A court order to stop violent and harassing behavior, protecting victims from abusers in domestic household situations.

**Restraining Order:** A court order to stop violent and harassing behavior, protecting victims from abusers who do not live in the same household.

**Unfit to Stand Trial:** A legal term used when a person cannot go to trial because he or she is unable to understand the law or its consequences due to a mental illness.

**Clinician:** A health care professional who observes and treats individuals.

**Coercion:** An unethical practice of pressuring or manipulating someone to do something they do not want to do.

**Cognitive:** Activities of the mind including thinking, understanding, memory and reasoning.

**Cognitive Behavioral Therapy:** A research based approach to therapy that is generally short term and focused on addressing and changing specific thoughts and behavior.

**Collaborative:** Working together. Also, an abbreviation for the Illinois Mental Health Collaborative for Access and Choice. Visit [www.IllinoisMentalHealthCollaborative.com](http://www.IllinoisMentalHealthCollaborative.com) or call 1 (866) 359-7953.

**Columbia Impairment Scales (CIS):** Surveys used to measure how a youth is doing and how well treatment is helping them to get better and achieve their treatment goals. The survey is completed from both the youth's and family's points of view. The CIS enables the youth to become more actively involved in their treatment.

**Community Based:** Activities, services or research that take place where a person chooses to live.

**Community Support:** A mental health service that is provided more in the community than at the mental health center. It helps persons put skills they have learned into practice so they can live, work, learn and participate fully in their communities.

**Complaints and Compliments:** A method of expressing opinions about services received. Most organizations have a process for receiving information to improve the services they offer and to receive feedback on what is working well. Individuals can also submit complaints and compliments to the Illinois Mental Health Collaborative at **1 (866) 359-7953**.

**Confidentiality:** Protecting privacy by not sharing the protected health information of a person with others, except in specific instances by law usually involving the signed agreement of the individual participating in services.

**Consumer:** A person who uses goods and services, for example mental health services. Consumers have options, make informed decisions in their own care and influence the way services are provided.

**Consumer Advisory Council:** A group formed to give advice, feedback and ideas to an organization. A consumer advisory council is made up of persons participating in services.

### **Consumer Education and Support Statewide**

**Call-In:** A monthly telephone conference call where persons participating in mental health services from around Illinois call in to receive information and participate in question and answer sessions. For call-in information, contact the Warm Line at **1 (866) 359-7953**.

### **Consumer Operated Services and Programs**

**(COSP):** Services and programs run by persons in recovery where:

- Consumers constitute at least 51% of the board or group who decide policies and procedures.
- With limited exceptions, staff and volunteers consist of consumers who are hired by and operate the COSP.
- Consumers are responsible for making hiring decisions.
- Consumers control the operating budget.
- Volunteer opportunities may include board and leadership positions, unpaid jobs, and paid staff positions.

**Continuum of Care:** A term that implies an orderly progression through services that a child or adult moves through without gaps, also referred to as comprehensive or wraparound services. The orderly progression is based on the individual's treatment needs rather than a standard order which everyone must follow.

**Contract Manager:** Department of Human Services/Division of Mental Health (DHS/DMH) staff who work in different regions in Illinois whose primary responsibility is to help community mental health centers implement DHS/DMH policies and procedures. They assist with communication between State Operated Hospitals and community mental health centers. Individuals are encouraged to share their questions and concerns with them. Get in touch with a Contract Manager by calling the Warm Line at **1 (866) 359-7953**.

**Co-Occurring Disorders:** The current term used when a person experiences two or more health conditions at the same time, for instance substance abuse and a mental illness.

**Counseling:** Treatment by a licensed clinician to help individuals make positive changes in their feelings, thoughts and actions. Persons may meet with the counselor individually or with family depending on needs.

**Counselor:** A person who is licensed by the Illinois Department of Professional Regulation to provide counseling and mental health services to individuals, couples, families and groups.

**Credential:** An official document that verifies an individual's qualifications, education, experience and ability to do their work.

**Crisis:** A short period of time when a person may need immediate help or for others to make decisions on their behalf due to the severity of a mental health condition at the time. Having a crisis plan or advance directive can empower a person during a crisis. See *Advance Directive* and *Crisis Plan*.

### **Crisis and Referral Entry Services (CARES)**

**Line:** A phone line persons may call if a child or adolescent is currently a danger to themselves or others or is experiencing a mental health crisis. A brief mental health screening will be conducted over the telephone, and if appropriate, a Screening, Assessment and Support Services (SASS) mental health professional will be sent to evaluate the child at the site of the crisis. Call **1 (800) 345-9049**.

**Crisis Hot Line:** A number a person can call to receive urgent mental health assistance if they are experiencing a mental health crisis. Persons may wish to call their local crisis hot line or contact the National Suicide Prevention Hot Line at **1 (800) 273-TALK (8255)**.

**Crisis Plan:** A plan created by an individual when they are well that describes what kinds of support they want and do not want to have during a mental health crisis. This plan allows individuals to maintain control over their lives even when everything feels out of control. This plan may be made into a legal document if it meets the criteria for an Advance Directive. See *Advance Directive*.

**Cultural Competence:** Valuing and acting in a way that is sensitive to diversity across cultures. This involves understanding one's own cultural background, accepting others' cultures and relating and communicating well with persons from different cultural backgrounds.

## D

*First say to yourself what you would be;  
and then **Do** what you have to do.*

- Epictetus

### **Declaration for Mental Health Treatment:**

A type of advance directive that allows individuals to make decisions about certain types of mental health treatment (psychotropic medications, electroconvulsive therapy (ECT) or a short term admission to a treatment facility) ahead of time in case they become unable to express their preferences in the future. Individuals may also choose a person ahead of time, called an "attorney-in-fact," to make mental-health treatment decisions for them in case they are not able to understand or communicate about these decisions. Instructions in the Declaration will be followed only if two physicians or the court believes the individual to be incapable of making their own treatment decisions. See *Advance Directive*.

### **Department of Children and Family Services**

**(DCFS):** The Illinois agency that provides child welfare services. It protects children who are reported to be abused or neglected, and helps families improve their well-being and care. Call **1 (800) 25- ABUSE [22873]** or visit [www.State.IL.US/DCFS](http://www.State.IL.US/DCFS).

**Department of Human Services (DHS):** The Illinois agency dedicated to helping families and individuals move toward self-sufficiency and maximum independence.

### **Depression and Bipolar Support Alliance**

**(DBSA):** A support organization for persons experiencing Depression or Bipolar Disorder. Visit [www.DBSAAlliance.org](http://www.DBSAAlliance.org) or call **1 (800) 826-3632**.

**Developmental Disability:** A condition diagnosed before the age of 18 that causes a delay or lack of function of a mental or physical ability. Autism, Cerebral Palsy and Down's Syndrome are a few of many such disabilities.

**Diagnosis:** A medical determination of the nature of an illness arrived at through individual history, symptoms and examination. A diagnosis is one part of a person's life. It is not their identity. See *Recovery*.

**Diagnostic and Statistical Manual (DSM):** A guidebook used by mental health professionals to make and classify a diagnosis of a mental illness. The DSM has been revised multiple times. At the time of this writing, the most recent edition is the *Diagnostic and Statistical Manual Four with Text Revisions* (DSM-IV-TR).

**Discharge Plan:** A plan developed with the involvement of the person served before they leave a treatment facility or program. It outlines what services will be needed and establishes how and where those services will be provided.

**Diversion Program:** A program designed to direct youth away from the justice system and into a treatment center or program.

### **Division of Alcoholism and Substance Abuse**

**(DASA):** The Illinois agency responsible for regulating alcoholism and substance abuse services throughout the state.

### **Division of Developmental Disabilities**

**(DDD):** The Illinois agency which provides services and supports for individuals with developmental disabilities. It helps them achieve as much independence as possible and live in their home communities among family and friends.

**Division of Mental Health (DMH):** The Illinois agency that provides funding and regulation of mental health services throughout the state.

**Division of Rehabilitation Services (DRS):**

The Illinois agency responsible for regulating rehabilitation services throughout the state. Rehabilitation is primarily oriented toward helping persons with disabilities to pursue employment goals. See *Supported Employment*.

**Drug Interaction:** Effects of two or more drugs taken together that result in a change from the usual effects of either drug taken alone.

**Dual Diagnosis:** Having two or more significant health conditions that need treatment. See *Co-Occurring*.

## E

*Character cannot be developed in ease and quiet. Only through **E**xperiences of trial and suffering can the soul be strengthened, vision cleared, ambition inspired and success achieved.*

- Helen Keller

**Early Intervention:** Process used to recognize warning signs for mental health problems and to take early action against factors that put individuals at risk.

**Education:** Learning as much as a person can about health, wellness, symptoms, and treatment in order to be equipped to make good decisions.

**Electroconvulsive Therapy (ECT):** A treatment involving passing a certain level of electrical current through one or more sides of the brain for the purpose of treating illnesses such as severe depression. As with other forms of treatment, it is a good idea to become informed about the potential risks and benefits of ECT. Individuals considering ECT may talk to persons who have had positive and negative experiences with ECT before making a decision to have ECT or not. A person may choose to express their preference for or against having ECT using a legal document known as an Advance Directive. See *Advance Directive and Declaration for Mental Health Treatment*.

**Emancipated Minor:** A person younger than 18 years old who is considered totally self supporting. Legal rights afforded at adulthood are typically extended to an emancipated minor.

**Emancipation:** A legal term to describe a child's release from the custody and control of his or her parents or guardian. In Illinois, emancipation occurs as soon as an individual turns 18. A Special Emancipation Order can be issued for minors between ages 16 and 18 to allow them to live independently and have more control over their lives.

**Emerging Best Practices:** Services being used in pilot projects or selected sites by the Illinois DHS/DMH that show strong benefit and great potential.

**Empower:** To give individuals, groups or oneself good information to help them to take more control over their lives and circumstances. To assist in achieving full potential.

**Engagement:** Getting actively involved in one's own treatment and community.

**Equip for Equality:** An organization that advocates for individuals and helps them to advocate for themselves. They provide disability rights education for individuals, families and neighborhoods. In some cases, the organization directly represents individuals in negotiations, administrative proceedings or court. Visit [www.EquipforEquality.org](http://www.EquipforEquality.org) or call 1 (800) 537-2632.

**Evidence Based Practices:** Approaches to mental health care that scientific studies have consistently shown to be effective.

**Evidence Informed Practice:** An effort by children, families, and practitioners to work together in order to find and put into practice research based treatments and supports that fit the needs of the child and family. These practices are measured to ensure they lead to improved meaningful outcomes.

**Expectation:** Something that a person can be confident in. *The Expectation Is Recovery! All persons with mental illnesses can recover and participate fully in a life in the community.*



# F

*You must not lose **F**aith in humanity.  
Humanity is an ocean; if a few drops of  
the ocean are dirty, the ocean does not  
become dirty.*

- Mohandas Gandhi

**Facilitate:** To help make something happen such as a meeting, class, or group. The person who leads may be called the facilitator and may ask stimulating questions to generate discussion.

**Family Consumer Specialist:** A position within the Child and Adolescent Services of the Division of Mental Health. Family Consumer Specialists provide an interface between families and policy makers to advance principles of family driven care. See *Family Driven Care*.

**Family Counseling:** A mental health service in which one or more mental health professionals establishes a relationship with an individual and his or her family members. The goal is to improve family relationships in order to help both the individual in treatment and their family.

**Family Driven Care:** Families have a primary decision making role in the care of their own children as well as the policies and procedures governing care for all children in their community.

**Family Psychoeducation Program:** A program to help families and friends of persons experiencing mental illnesses understand how to cope during recovery. An individual's family or friends meet with his or her mental health professional individually or in groups to learn about mental illnesses and recovery.

**Family Resource Developer:** Mental health center staff who use their experience as a parent supporting the recovery and resilience of a child, to support recovery and resilience in families, and to help improve services at a local mental health center.

**Fee for Service:** A mental health system where services are specifically defined, matched to individual needs, and are reimbursed once a mental health center has provided them to an individual.

**Fiscal Year (FY):** The special way organizations have of organizing their time to plan programs and budgets. Fiscal years may start on different months than the normal calendar year, but always last 12 months. The State of Illinois fiscal year goes from July 1 to June 30, for example.

**Focus Group:** A group that meets to discuss and give feedback on a specific issue, plan, or project.

**Forensic:** Having to do with legal matters. Often refers to programs and services available or needed for persons with mental illnesses who have also become involved with the legal system. See *Civil and Criminal Justice System Terms*.

**Forum:** A public meeting where persons listen to speakers address specific topics and members of the audience are given time to make comments.

**Funds:** Money available for a specific purpose.

# G

*I have found  
that among its other benefits,  
**G**iving liberates the soul of the giver.*

- Maya Angelou

**Geropsychiatric:** Special services for elderly persons with mental illnesses.

**Global Assessment of Functioning (GAF):** A scoring system that clinicians use to rate an individual's level of coping related to a mental health challenge.

**Grant:** Money given by one organization to another organization or individual for a specific purpose. The federal government gives state government grants to provide mental health services. There are rules to follow about who may receive a grant and how the money is to be spent.

**Grievance:** A complaint concerning a violation of an individual's rights. See *Complaints and Compliments*.

**Group Home:** A house where people sharing similar challenges live together. Group homes offer different levels of support for people with mental illnesses, developmental disabilities or addictions. Support may include training in daily living skills, managing one's own money, living in the community and taking medication independently. The goal is to live in the most natural supportive setting possible and work toward greater independence.

**Group Counseling and Therapy:** Treatment led in a group by a state-licensed professional counselor to help persons with mental health challenges make positive changes in their feelings, thoughts, and actions.

**GROW:** A self help organization for persons with mental health challenges that offers specific steps for recovery. Visit [www.GROWinAmerica.org](http://www.GROWinAmerica.org) or call 1 (888) 741-GROW [4769].

**Guardian:** A person appointed by the court to be responsible for the care of a child or an adult and to make decisions in the best interest of the individual.

**Guardianship and Advocacy Commission (GAC):** The Illinois state agency that makes sure the rights of persons with mental illnesses and other disabilities are protected. Visit [www.GAC.State.IL.US](http://www.GAC.State.IL.US) or call 1 (866) 274-8023.

## H

*We've been warned against offering the people of this nation false **H**ope. But in this unlikely story, there has never been anything false about **H**ope.*

- Barack Obama

**Half life:** The time it takes for half of a drug, once absorbed into the bloodstream, to be eliminated from the body.

**Health Insurance Portability and Accountability Act (HIPAA):** A law that guards the confidentiality of individuals' protected, personal health information. See *Personal Health Information (PHI)*.

**Holistic:** An approach to healthcare that recognizes that persons are whole beings; spirit, mind and body, and that their health in one area impacts their health in other areas.

**Home Based Services for Children:** Services provided in a family's home either for a defined period of time or for as long as it takes to deal with the mental health problem. This includes parent training, counseling and working with family members to provide needed help. The goal is to prevent placement outside of the home for the child.

**Hope:** Having a vision that includes an individual's hopes and dreams. Hope involves setting one's own goals and staying free from negative predictions.

**Hot Line:** See *Crisis Hotline*.

**Housing and Urban Development (HUD):** The federal agency that provides funds for a variety of housing programs such as housing for persons with low or moderate incomes. Visit [www.HUD.gov](http://www.HUD.gov) or call 1 (312) 353-5680.

*Remember always that you not only have the right to be an **I**ndividual, you have an obligation to be one.*

- Eleanor Roosevelt

## Illinois Children's Mental Health

**Partnership:** A partnership of persons involved in children's mental health including state agencies that serve children, legislators, families, advocacy organizations, professional associations and others resulting from the 2003 Children's Mental Health Act. This Act charged this group with developing a Children's Mental Health Plan containing short-term and long-term recommendations for providing thorough, well planned mental health prevention, early intervention and treatment services for children from birth to age 18.

**Illinois Federation of Families (IFF):** The Illinois chapter of the National Federation of Families for Children's Mental Health. This organization provides advocacy, support and education to families who are caring for children with behavioral and emotional concerns. IFF also partners with state agencies and mental health providers to ensure the development of family driven care. See *Family Driven Care*. Visit [www.IFFCMH.net](http://www.IFFCMH.net) or call 1 (630) 858-1649 for information.

## **Illinois Mental Health Collaborative for**

**Access and Choice:** An Administrative Services Organization (ASO) created to help the DHS/DMH make the best use of limited resources to serve persons in need of mental health services, making it easier for persons to get the right care in the right amount at the right time.

Visit [www.IllinoisMentalHealthCollaborative.com](http://www.IllinoisMentalHealthCollaborative.com) or call 1 (866) 359-7953.

## **Illinois Mental Health Planning and Advisory Council (IMHPAC):**

An Illinois council comprised of persons participating in mental health services, family members, stakeholders and advocates, which serves to review the State's application for Block Grant funding. The council advocates for services for adults with mental illnesses and children with emotional disturbances and serves to monitor and evaluate Illinois' mental health planning systems.

## **Illness Management and Recovery (IMR):**

Persons meet weekly with mental health workers to understand and cope with symptoms. The service is intended to reduce relapses, cope with stress, navigate the mental health system, and use medication effectively.

**Impulsivity:** Action that comes out of an immediate desire without thought of the possible results of such action.

**Independent Living Services:** Support for a young person living on his or her own; including therapeutic group homes, supervised apartment living and job placement.

## **Individual Placement with Supports (IPS):**

A model of supported employment emphasizing competitive employment and personal choice where supports are given soon after a person expresses a desire to work. It also includes benefits planning, which can help individuals to manage their social security benefits effectively when going back to work. See *Benefits Planning* and *Supported Employment*.

**Intermediate Care Facility (ICF):** A place, such as a nursing home, that provides long term and 24 hour care and supervision for its residents.

**Individual Care Grant (ICG):** A state funded program to assist families with caring for the needs of a child with a serious mental illness. The mental illness must include seriously impaired reality testing. For more information, call 1 (773) 794-4884.

**Individualized Education Plan (IEP):** A plan created by educators, parents and the student to outline the child's goals and educational needs. IEPs are mandated by law for all children with disabilities receiving special education. They involve treatment in the least restrictive environment possible and may include accommodations such as extra time for tests, use of computer, or specialized settings such as a self-contained classroom.

**Informed Consent:** Having good information about options in treatment so individuals can make good choices about their own care.

**Input:** Ideas, suggestions, or opinions shared with others, especially when planning mental health services.

**Intake:** Individuals who receive services from agencies first must complete an intake. It includes as much information as possible about the individuals, from their names, ages and addresses, to persons to contact, medications and diagnoses, family and personal background. Information provided by individuals served helps agencies or treatment centers provide the best care they can.

**Integrated Dual Diagnosis Treatment:** A plan that supports the recovery of individuals who have both a mental illness and substance abuse addiction.

**Intervention:** Action taken to influence the behavior of another person, often to prevent a crisis or to keep things from getting worse.

## **J**

*I have always found that mercy bears  
richer fruits than strict Justice.*

- Abraham Lincoln

## **Job Finding, Retention and Leaving or**

**Termination Supports:** Activities to help an individual find and keep a job based on the individual's preferences in a competitive community setting. Job Finding Supports are provided with other mental health services. Supports are also provided if an individual leaves or is terminated from a position to help the individual apply for a new job. See *Supported Employment*.

**Joint Commission on Accreditation of Health Care Organizations (JCAHO):** An organization that sets standards of quality for hospitals, mental health providers and other health care providers and regularly inspects to make sure quality care is being given.

## K

*The only way to tell the truth is to speak with **K**indness. Only the words of a loving man can be heard.*

- Henry David Thoreau

## L

*And as we let our own **L**ight shine, we unconsciously give other people permission to do the same. As we are liberated from our fear, our presence automatically liberates others.*

- Marianne Williamson

**Least Restrictive Environment:** The right to receive care in the most natural, supportive setting appropriate to an individual's mental health needs. For a child in special education, the student should have the opportunity to be educated with non-disabled peers to the greatest extent possible. They should have access to the general education curriculum, extracurricular activities, or any other program that non-disabled peers would be able to access. The student should be provided with supplementary aids and services necessary to achieve educational goals if placed in a setting with non-disabled peers. Generally, the less opportunity a student has to interact and learn with non-disabled peers, the more the setting is considered to be restricted.

**Legislature:** The part of the government that creates and passes laws. Its members are called legislators.

**LOCUS:** A test mental health workers use to measure the severity of symptoms a person is experiencing in order to help provide the best level of care.

## M

*Nobody made a greater **M**istake than he who did nothing because he could do only a little.*

- Edmund Burke

**Managed Care:** An approach to controlling costs in the healthcare system, often involving a primary care physician who treats the individual and refers them to specialized medical care, surgery or physical therapy as needed.

**Measured Outcome:** The process of measuring the impact of an intervention, including mental health care. Outcome measurement may be used to guide planning for further care, including changes in treatment plans. Clinicians, parents and youth measure the effectiveness of care and monitor progress using the Ohio Scales and Columbia Impairment Scales. The clinician will complete the Ohio Scale, the parent will complete the Columbia Impairment Scale – Parent Version, and youth, age 10 and older will complete the Columbia Impairment Scale – Youth Version on a quarterly basis. Data from this system will be available for review by parents immediately.

**Medicaid:** The public system of paying for health services for persons who have little or no income. This includes some mental health services.

**Medical Necessity:** Care provided to an individual that fits his or her healthcare needs and the current standards of medical practice.

**Medical Records:** Information including test results and reports made on an individual's health status over time. The individual has the right to access his or her medical records. These records are protected by confidentiality laws. See *Protected Health Information (PHI)*.

**Medicare:** A health insurance program provided by the federal government for persons aged 65 or older or disabled. It has three parts: Part A (hospital insurance), Part B (supplementary insurance) and Part D (prescription drug coverage).

**Mental Health:** Health and wellness that is related to the mind and emotions. Part of one's overall health. See *Holistic and Recovery*.

**Mental Health America (MHA):** An organization formed to educate and advocate about mental health issues. This organization is active on national, state, and local levels. Call 1 (800) 969-6642 or visit [www.MHA.org](http://www.MHA.org).

**Mental Health Center:** A facility in the community that provides individuals with services to support their recovery from a mental illness.

**Mental Health Code:** The set of rules that describes how the Illinois Department of Human Services/Division of Mental Health and the Illinois mental health system is to operate. This code includes rights of persons participating in mental health services.

**Mental Health Conditions:** At the time of this writing, the Diagnostic and Statistical Manual Four with Text Revisions (DSM IV-TR) is the primary resource for categorizing mental health conditions. The following list of some common mental health conditions is not meant to be comprehensive, but is shared for your convenience based on input from persons in recovery and parents of children with mental health challenges. See *Diagnosis, Diagnostic and Statistical Manual (DSM)* and *Recovery*. It is possible to recover from any mental health condition.

- **Anxiety Disorders:** Treatable conditions of consistent fear and worry that interfere with individuals' personal and work lives. See *Recovery*. Some kinds of anxiety disorders include:
  - o **Eating Disorders:** Conditions such as Anorexia or Bulimia that impact a person's eating practices. Anorexia involves an intense fear of gaining weight and strongly avoiding food. Individuals severely limit how much they eat and become dangerously thin. Bulimia involves a pattern of eating large amounts of food (binging) and a feeling of a lack of control over eating. It usually is followed by vomiting (purging), use of laxatives, diuretics or excessive exercise.
  - o **Obsessive-Compulsive Disorder (OCD):** Difficulty a person has in controlling how much they think about something. Doing things with unneeded repetition for fear that not doing so will bring about a bad consequence.
- o **Post Traumatic Stress Disorder (PTSD):** Fear and stress brought about by a painful or shocking event or disaster. A person experiencing PTSD might relive the event through flashbacks or dreams, have trouble sleeping, avoid places related to the trauma or disconnect from others.
- o **Separation Anxiety:** Fear of being removed from loved ones.
- **Child and Youth Disorders:** Treatable conditions that tend to arise in childhood or adolescence. It is important to take at least as much caution in the diagnosis of a child as with an adult. A mental health challenge is only one aspect of a child's life. Like adults, but more so, children are highly sensitive to being seen as different or being labeled. It is important to tease out normal, challenging behavior from a mental health condition and to nurture a child's many gifts while supporting them through difficult times. The diagnosis of a mental health condition does not predict any person's future or limit their potential. See *Youth, Recovery* and *Resilience*. An example of a child and youth disorder includes:
  - o **Attention Deficit Hyperactivity Disorder (ADHD):** A treatable childhood disorder that may continue into adolescence and adulthood. Symptoms include difficulty staying focused and paying attention, difficulty controlling behavior, and hyperactivity (a very high level of activity that interferes with concentration or relationships). See *Recovery*.
- **Mood Disorders:** Treatable conditions affecting the way a person feels. See *Recovery*. Some kinds of Mood Disorders include:
  - o **Bipolar Disorder:** Sometimes called manic depression in the past, includes symptoms such as strong shifts in mood, energy and functioning. Moods can alternate between highs of extreme energy or irritability (mania) and lows of deep depression.
  - o **Depression:** A condition with symptoms including persistent sadness, loss of enjoyment and feelings of hopelessness.

- o **Dysthymia:** A less severe, but ongoing (for at least two years) form of depression.
- o **Seasonal Affective Disorder:** Depression that appears during late fall and winter, when there is less natural sunlight. The condition usually lifts during spring and summer. It can be effectively treated with light therapy, medication or psychotherapy.
- **Personality Disorders:** Treatable conditions that regularly interfere with a person's understanding and approach to relating to themselves, others or life circumstances. See *Recovery*. Personality disorders include:
  - o **Borderline Personality Disorder:** A condition where a person may have intense and quick mood swings, impulsive behavior, troublesome relationships and poor feelings of self-worth. The diagnosis of Borderline Personality Disorder does not mean a person's whole personality is flawed or that their emotions should not be taken seriously.
- **Thought Disorders:** Treatable conditions that affect a person's thinking and perception of reality (sense of what is real). See *Recovery*. Thought Disorders include:
  - o **Schizoaffective Disorder:** A condition where one experiences both severe mood challenges and symptoms of Schizophrenia.
  - o **Schizophrenia:** A condition where one may experience hearing or seeing things that are not there or have distorted thinking and beliefs that disrupt their life.
- **Symptoms Related to Thought Disorders**
  - o **Delusion:** A false belief a person holds to despite evidence to the contrary. There are different types of delusions, for example believing that one is being singled out for harm or that one is far greater or more powerful than one is. Persons can recover from delusions. See *Symptoms* and *Recovery*.
  - o **Hallucination:** Most often hearing a sound, for example voices, or seeing an image that no one else hears or sees. Less often, persons may have hallucinations of touch, smell or taste. See *Symptom* and *Recovery*.
- **Symptoms Related to Mood Disorders**
  - o **Hypervigilance:** A state of being much more aware and guarded than a situation requires.
  - o **Hypomania:** Increased energy that can last from hours to days but is not intense enough to be categorized as mania.
  - o **Mania:** A phase of Bipolar Disorder that may take the form of either an extremely happy mood or an irritable, angry mood. During a manic phase, there may be increased physical and mental energy, lack of sleep, racing thoughts or rapid speech. Sometimes persons experiencing mania have large plans or ideas and take risks that are unusual for them.
  - o **Mixed State:** When symptoms of mania and depression occur at the same time. During a mixed state, depressed mood accompanies mania.
  - o **Rapid Cycling:** When four or more episodes of mood disturbance occur within one year.

**Mental Health Symptoms:** At the time of this writing, the Diagnostic and Statistical Manual Four with Text Revisions (DSM IV-TR) is the primary resource for categorizing mental health symptoms. The following list of some commonly misunderstood symptoms is not meant to be comprehensive, but is shared for your convenience based on input from persons in recovery and parents of children with mental health challenges. It is possible to reduce, eliminate or limit stress related to symptoms, or symptoms themselves, with effective treatment and self help techniques. See *Recovery*, *Self Help* and *Symptoms*.

- **Symptoms Related to Anxiety Disorders**
  - o **Panic Attack:** A sudden episode of intense fear that develops with little warning and triggers severe physical reactions. Panic attacks often peak within 10 minutes and last about half an hour.
- **Symptoms Related to Personality Disorders**
  - o **Impulsivity:** Difficulty exercising self control or pausing to weigh pros and cons before taking action.
- **Symptoms Related to Child and Youth Disorders**
  - o **Hyperactivity:** A very high level of activity that interferes with concentration or relationships.
  - o **Night Terrors:** Episodes in which a sleeping child becomes uneasy, thrashes around and may cry out. Attempts to wake or calm the child at the time may make the condition worse.

**Mental Illness:** A treatable condition of the mind and emotions that may affect the way an individual thinks, feels, or behaves. All persons can recover; live, work, learn and participate fully in their communities. See *Recovery*.

**Mental Illness/Substance Abuse (MISA):** A phrase used to refer to the experience of having a mental health and substance challenge at the same time. See *Co-Occurring Disorders* and *Recovery*.

**Mpower Youth:** A nationwide public awareness program to help youth become aware of and get treatment for mental illnesses. This program involves many musicians and celebrities who share their own experiences finding help for mental health challenges. Visit [www.MpowerYouth.org](http://www.MpowerYouth.org).

## N

*Never doubt that a small, group of thoughtful, committed citizens can change the world. Indeed, it is the only thing that ever has.*

- Margaret Mead

### **National Alliance on Mental Illness (NAMI):**

An organization of people who have family members with mental illnesses, persons with mental illnesses themselves and anyone interested in mental illnesses. The organization offers emotional support, education, and advocacy. Call 1 (800) 346-4572 or visit <http://IL.NAMI.org>.

### **National Alliance on Mental Illness (NAMI)**

**STAR Center:** The STAR Center provides support, technical assistance and resources to assist consumer operated services and programs. Visit [www.ConsumerStar.org](http://www.ConsumerStar.org) or call 1 (866) 537-STAR [7827].

### **National Consumer Supporter Technical**

**Assistance Center:** The purpose of this organization is to strengthen consumer organizations through research, informational materials, training and financial aid. They promote mental health systems transformation by working with diverse racial and ethnic communities to conduct comprehensive community assessments, develop community coalitions, advocate for improved mental health services and conduct public education activities. Visit [www.NCSTAC.org](http://www.NCSTAC.org) or call 1 (800) 969-6642.

**National Empowerment Center:** A national organization led by persons in recovery that carries a message of recovery, empowerment, hope and healing to persons who have been labeled with mental illnesses. Visit [www.Power2U.org](http://www.Power2U.org) or call 1 (800) POWER2U [769-3728].

### **National Mental Health Consumers' Self Help Clearinghouse:**

A national consumer technical assistance center that has played a major role in the development of the mental health consumer movement. This movement strives for dignity, respect and opportunity for persons with mental illnesses. Persons who receive or have received mental health services are able to help themselves. Visit [www.MHSelfHelp.org](http://www.MHSelfHelp.org) or call 1 (800) 553-4539.

**Natural Supports:** Mutual relationships and sources of assistance in the community outside the mental health system including friends, family, pets, religious organizations, schools and co-workers, for example.

**Nervous Breakdown:** An inaccurate and outdated term used in the past to describe anyone whose mental illness had reached a crisis stage, with the individual being placed in a hospital or institution for treatment. See *Recovery* and *Stigma*.

**Nurse Practitioner:** Registered nurses whose additional education and training allows them to provide primary care services that formerly could be provided only by medical doctors.

## O

*The pessimist sees difficulty in every opportunity. The Optimist sees the opportunity in every difficulty.*

- Winston Churchill

**Office of the Inspector General (OIG):** The office within the Illinois Department of Human Services that investigates all reports of abuse, neglect and mistreatment involving state funded human service facilities. Call 1 (800) 368-1463.

**Obstacle:** A challenge that must be overcome as an individual works toward the achievement of goals.

**Ohio Youth Problems, Functioning and Satisfaction Scales (The Ohio Scales):** A survey completed by the provider every 90 days that a child aged 5 to 18 is in mental health services. It measures how well treatment is working and progress that has been made toward goals. See *Columbia Impairment Scale (CIS)*.

**Over the Counter:** Medications available in a store without a prescription.

**Outcomes:** Results of treatment. Effective treatment results in positive outcomes such as living, working, learning and participating fully in the community.

## P

*People, even more than things,  
have to be restored, renewed,  
revived, reclaimed, and redeemed;  
never throw out anyone.*

- Audrey Hepburn

**Paradigm:** A way of thinking that influences organizations or society and shapes the way things are done. The concept of recovery is a paradigm that is changing the way the mental health system works. See *Recovery* and *Vision*.

**Parent Training:** Programs that assist parents in learning to better manage a child's behavior in the home or at school.

**Parity:** Treating physical and mental health conditions with the same level of urgency and care.

**Peer Support:** When persons in recovery use their own experiences overcoming a mental health challenge to help others facing similar challenges.

**Peer Counseling:** A way for persons in recovery to support each other by listening. Before starting, the pair may agree on how much time is available and divide it equally for speaking. When one person is speaking, the other listens with undivided attention and without interruption. The roles are then reversed. This is a listening exercise, not meant for giving advice.

**Permanent Supportive Housing (PSH):** A program that provides housing to persons with mental illnesses, connecting them with mental health services, without making services a condition of housing. Tenants hold the leases themselves rather than mental health centers.

**Person First Language:** Respecting persons by referring to them as persons or by their names rather than using labels. For instance, rather than calling a person a schizophrenic, one might refer to an individual as a person with schizophrenia, a person or simply call them by their name. By using person first language, we esteem individuals and communicate that their illness is only one thing they have, not their entire being. Their diagnosis is not their identity. See *Holistic* and *Stigma*.

**Personal Responsibility:** Relying on oneself, with help from others, while working to control one's life and symptoms. Making choices which reflect one's life priorities.

**Plan of Care:** A unique treatment plan designed for each child and family, based on individual strengths and needs, developed by the provider with input from the family and child. See *Treatment Plan*.

**Policies:** The written rules or guidelines an organization follows to do its business.

**Postpartum Depression:** A common and treatable episode of depression that some mothers experience within one year after delivery. It is fairly common and treatable, with 10-15 percent of women experiencing it after giving birth. See *Depression* and *Recovery*.

**Positive Behavioral Interventions and Support:** An approach to making safe and effective learning environments in schools. This approach uses data and teamwork to decide on approaches to teaching and discipline.

**Power of Attorney for Health Care:** A legally binding document that allows individuals to choose one person to make their healthcare decisions if they become unable to make such decisions for themselves. It is best to prepare such a document while healthy; the Illinois Department of Public Health provides sample forms. Visit: [www.IDPH.State.IL.US/Public/Books/Advin.htm](http://www.IDPH.State.IL.US/Public/Books/Advin.htm). See *Advance Directive*.



**Power Statement:** When an individual assertively tells a mental health professional what changes in treatment they would like to occur in order to meet their goals and be consistent with their values in life. For example, “I want to be able to work full time again, so I want to work with you to find the right medication that won’t make me sleepy during the day.” See *Assertive and Shared Decision Making*.

**PRN:** An abbreviation for the Latin term *pro re nata*, meaning “take as needed”.

**Procedure:** A plan or method for doing something.

**Prognosis:** A prediction of the future course of a condition. It is good to be informed of trends. At the same time, there is always hope and many persons fair better than the prognoses given to them. Science has shown that having hope plays an important role in an individual’s ability to recover. See *Recovery*.

**Protocol:** A written plan showing how an organization handles particular situations.

**Provider:** A healthcare center or healthcare professional, which provides treatment.

**Psychiatrist:** A licensed physician who specializes in mental health care, including diagnosis and medication treatment. Child Psychiatrists specialize in treating children and youth.

**Psychologist:** A mental health professional who provides services including counseling, therapy, psychological evaluation, testing, and case coordination. Psychologists have doctorate degrees in psychology and are licensed by the state. Child Psychologists specialize in treating children and youth.

**Psychosis:** A treatable condition where a person may experience a loss of contact with reality, hold to false beliefs despite evidence to the contrary or perceive things that are not there. Psychosis is a term that is unfortunately too often connected to aggression in popular media and culture. Persons struggling with psychosis are not more dangerous than other persons and contribute a great deal to society. See *Recovery* and *Stigma*.

**Psychomotor Agitation:** Moving around a lot due to inner tension, for example pacing, wringing of hands and having a hard time sitting still. See *Symptoms*.

**Psychosocial Rehabilitation (PSR):** A mental health service designed to help persons recover basic living skills such as connecting with others, working, meal preparation, overcoming symptoms, shopping, and managing finances.

**Psychotherapy:** Meeting with a licensed counselor, therapist or psychologist to help individuals cope with feelings and symptoms and change behavior patterns. Therapy works toward solutions. Most psychotherapy is short-term and is focused on present feelings. It can be part of a treatment plan to recover from mental illnesses and is also called talk therapy.

**Psychotropic Medication:** A medication that is prescribed by a doctor to reduce symptoms or reduce the impact of symptoms such as seeing or hearing things that are not there or having troubling or distorted thinking, also called psychiatric or psychotherapeutic medications. Medications often help people achieve recovery from mental illnesses.

**Protected Health Information (PHI):** Personal health records and other medical information that is safeguarded for individual privacy by law. See *Health Insurance Portability and Accountability Act (HIPAA)*.

## Q

*To be on a **Q**uest  
is nothing more or less than  
to become an asker of questions.*

- Sam Keen

**Question:** It is the right of individuals to ask questions so that treatment options are explained in easy to understand terms. With good information, individuals can make good choices about their care and recovery.

# R

*The greatest good you can do for another is not just to share your riches but **R**eveal to him his own.*

- Benjamin Disraeli

**Reasonable Accommodation:** A way to remove barriers for persons with disabilities so that they can work effectively. This is an agreement based on the individual's medical needs and his or her employer's resources. See *Americans with Disabilities Act (ADA)* and *Supported Employment*.

**Recipient Identification Number (RIN):** A unique number assigned to each person who uses DHS/DMH funded services. This number is necessary for providers to link individuals to services.

**Recovery:** Recovery refers to the process in which persons are able to live, work, learn and participate fully in their communities. For some individuals, recovery is the ability to live a fulfilling and productive life despite a disability. For others, recovery implies the reduction or complete remission of symptoms. Science shows that hope plays an integral in an individual's ability to recover.

## **Recovery Services Development Group**

**(RSDG):** A group of individuals working for the DHS/DMH with lived personal or family recovery experience who use their experiences to support others' recoveries and improve the mental health system from within. See *Family Consumer Specialist* and *Recovery Support Specialist*.

**Recovery Support:** The practice of using one's personal recovery experiences to support the recoveries of others.

**Recovery Support Specialist:** Individuals who use their personal recoveries from mental illness, or combined mental illness and substance abuse, to support the recoveries of others and help improve the human service system. They can become certified by the Illinois Certification Board (ICB). See *Certified Recovery Support Specialist (CRSS)*.

**Recovery Vision:** *The Expectation is Recovery! All persons with mental illnesses can recover and participate fully in a life in the community.* - Illinois Department of Human Services/Division of Mental Health (DHS/DMH) vision statement.

**Refusal of Services:** The right a person has to not participate in mental health services. Exceptions may be made in accordance with the law in certain circumstances where an individual poses a danger to themselves or others.

**Rehabilitation:** Regaining abilities that have been lost or limited due to a disability.

**Relapse:** The return of symptoms that had been reduced or eliminated for a period of time. Relapses are setbacks that may occur on the journey to recovery. They are not the end of the road.

**Release of Information:** A document signed by a person receiving services, or their legal guardian, that gives a provider permission to share an individual's confidential information with others. The individual or legal guardian has the right to choose whether or not to sign the form. See *Health Insurance Portability and Accountability Act (HIPAA)*.

**Remission:** A reversal of a disorder leaving no symptoms.

**Residential Services:** Housing options that provide a setting for persons to live in the community and receive mental health treatment.

**Residential Treatment Center:** Facilities that provide treatment 24 hours a day with continual supervision.

**Respite Care:** A service that provides a break for parents who have a child with a serious emotional disturbance. Trained parents or counselors take care of the child for a brief period of time to give families relief. Respite may be provided in home or off site.

**Resilience:** The personal and community qualities that enable persons to rebound from adversity, trauma, tragedy, threats, or other stresses and to go on with life with a sense of mastery, competence, and hope. We now understand from research that resilience is fostered by a positive childhood and includes positive individual traits, such as optimism, good problem-solving skills, and treatments. Closely knit communities and neighborhoods are also resilient, providing support for their members.

**Resources:** This usually refers to the money available to do something, but people and their experiences are important resources in the planning of mental health services as well.

**Retaliation:** An unethical, negative impact on treatment in response to a person exercising their rights. This is an unacceptable practice. Instances of retaliation may be investigated by the Office of the Inspector General, **1 (800) 368-1463**. See *Office of Inspector General (OIG)*.

**Rights and Responsibilities:** Laws and policies that protect persons from mistreatment and communicate what the individual's role is in a successful relationship with a provider.

**Rule 132:** The rule that describes the Medicaid Community Mental Health Services Program. This rule defines what types of services are provided to persons with mental health challenges and when they are appropriate for use.

## S

*Stand at times of  
challenge and controversy.*

*- Martin Luther King Jr.*

**Screening:** Self tests that help a person to identify warning signs of a mental illness so they can seek treatment early and help to prevent further difficulty.

### **Screening, Assessment and Support**

**Services (SASS):** A community based program to provide intensive services for youth experiencing a mental health crisis. This includes screening for possible need of psychiatric hospitalization and is followed by 90 days of intensive mental health care for the youth and family in the community.

**Section 8 Housing:** A program of the U.S. Department of Housing and Urban Development (HUD) for assisting families with low income, persons who are elderly and persons with disabilities to afford housing. Participants are free to choose any housing that meets the requirements of the program in the private market. Housing choice vouchers are administered locally by public housing agencies (PHAs). See *Housing and Urban Development (HUD)*.

**Self Advocacy:** Going for it with courage, persistence and determination. Expressing oneself clearly and calmly in order to get their needs met.

**Self Help:** There are actions and lifestyles that persons with mental health challenges can practice themselves to recover and stay well. This may involve learning about one's health, exercising, practicing relaxation or spending time with others, for example. Many books have been written on self help. The Wellness Recovery Action Plan, for instance, is a self directed plan to recover and maintain wellness that many persons with mental health and other challenges have found life changing. See *Wellness Recovery Action Plan (WRAP)*.

**Self Medicating:** The unhealthy practice of using alcohol and/or other drugs in an effort to alleviate stress or pain.

**Serious Emotional Disturbance (SED):** A treatable mental, behavioral, or emotional disorder that disrupts a child or youth's life. Children and youth can recover and experience resilience. See *Recovery and Resilience*.

**Service Authorization:** When an outside agency, such as the Illinois DHS/DMH or the Illinois Mental Health Collaborative, reviews treatment recommended for individuals by their mental health professionals, and confirms that the treatment plan is a good fit for them.

**Shared Decision Making:** The process of a person and their mental health professional coming together and talking about important decisions so that the experiences, perspectives, and expertise of both individuals are taken into account. See *Power Statement and Assertive*.

**Side Effect:** Medications sometimes cause unintended effects which can range from minor annoyances to serious problems. It is important for persons to communicate with their doctors about side effects and what they hope to get out of a medication. See *Power Statement and Shared Decision Making*.

**Social Security Disability Insurance (SSDI):** A monthly benefit for persons who have worked in the past and paid Social Security taxes. Benefits are paid to persons who have been unable to work for a year or more because of their disability. It often can take one or two years to obtain approval for the benefit. See *Benefits Planning*.

**Social Worker:** A person who provides mental health services including case coordination, counseling and therapy, treatment and discharge planning. Social Workers are licensed in Illinois as either Licensed Social Workers (LSW) or Licensed Clinical Social Workers (LCSW).

**Spirituality:** Finding meaning and purpose in life. Gaining a sense of identity based on one's own values and beliefs, which may include a relationship with the divine or a power greater than oneself.

**Stakeholders:** Persons, groups or organizations who play important parts in planning mental health services. Persons receiving mental health services are important stakeholders since decisions may affect their lives.

**State Operated Hospital (SOH):** A hospital funded and run by the DHS/DMH that provides intensive psychiatric treatment for persons with mental illnesses.

**Stigma:** Treating a person or group unfairly, in other words discriminating, because of a label placed upon them and misinformation. Education and friendship are keys to conquering stigma. See *Person First Language*. Visit [www.WhatADifference.org](http://www.WhatADifference.org) and [www.MentalHealthIllinois.org](http://www.MentalHealthIllinois.org).

**Substance Abuse:** Excessive drinking or drug use that causes health or social problems. Substance abuse often leads to addiction (dependence). See *Addiction and Recovery*.

**Substance Abuse and Mental Health Services Administration (SAMHSA):** A federal agency whose vision is A Life in the Community for Everyone. The agency has focused its mission on building resilience and facilitating recovery for persons with or at risk for mental or substance use disorders. It offers a wide array of resources and information. Visit [www.SAMHSA.gov](http://www.SAMHSA.gov).

**Suicide Prevention:** One of the most effective ways to prevent suicide is to talk directly about how one is feeling and seek support from caring persons and professionals. Two sources of support include the National Suicide Prevention Hotline at **1 (800) 273-TALK (8255)** and the Illinois CARES Line for Youth at **1 (800) 345-9049**.

**Supplemental Security Income (SSI):** A program of income support for adults or children with low income who are elderly, blind or disabled. See *Benefits Planning*.

**Support:** Recognizing that recovery is not a journey that anyone walks alone. It involves drawing on support from friends, family and healthcare professionals.

**Supported Employment:** Most persons with mental health challenges want to work. Supportive Employment programs help persons to go back to work and succeed. The best supported employment programs emphasize competitive employment and personal choice, where support is given soon after a person expresses a desire to work. Benefits planning can help individuals to manage their social security benefits effectively when going back to work. See *Benefits Planning, Individual Placement with Supports and Reasonable Accommodations*.

**Surrogate:** Under Illinois law, a "surrogate decision maker" is an adult individual or individuals who have the ability and willingness to make decisions on behalf of persons who are incapacitated when the attending physician confirms their status. Surrogates are turned to when patients do not have Advance Directives. See *Advance Directive*.

**Symptom:** A sign of an illness. These signs help mental health professionals work toward identifying an accurate diagnosis. It is possible to live a fulfilling and productive life despite the presence of symptoms. It is also possible to reduce or experience remission from symptoms through treatment and self help techniques. See *Recovery and Self Help*.

**System of Care:** A partnership between mental health, education, child welfare, juvenile justice and other agencies that work together to ensure that children with mental, emotional and behavioral problems and their families have access to the services and supports needed for success.

**Systems Level Advocacy:** Communicating with organizations and power structures to help get persons' needs met. See *Advocacy*.

**T**

*While **T**hey were saying  
among themselves it cannot  
be done, it was done.*

- Helen Keller

**Tardive Dyskinesia:** A disorder of the central nervous system with twitching of the face or tongue or involuntary movements of the body or limbs. Tardive Dyskinesia can be a side effect of longer use of some antipsychotic drugs. See *antipsychotic* and *side effect*.

## **Teen Wellness and Recovery Action Plan**

**(WRAP):** A teenager's self directed plan to recover and maintain their wellness. WRAP was designed by persons in recovery. Teen WRAP is not to be confused with Wrap-around services. See *Wellness Recovery Action Plan (WRAP)*.

**Therapeutic Foster Care:** Foster care services where the caregivers have received specialized training in working and living with children with serious emotional disturbances.

**Therapeutic Recreation:** Activities for enjoyment that support a person's recovery and personal growth. It may include arts, crafts, animals, sports, games, dance, movement, drama and/or music. Research shows that therapeutic recreation supports social and motor skills as well as intellectual abilities in people with mental illnesses and other disabilities. See *Holistic*.

**Therapy:** Treatment by a clinician to help a person make changes in feelings, thoughts, and actions. An individual may meet with the therapist face to face or with their family depending on needs.

**Transition:** The act of changing from one thing to another in a well planned way. This may include a change in housing, employment, relationships or services, for example. Good planning and support help make change successful.

**Transition Age:** A term used to refer to young people between the ages of 16 and 25 who are developing from the dependent state of childhood to adult independence. See *Youth*.

**Transition Services:** Activities that help students with disabilities to move successfully from school to activities and life beyond school.

**Trauma:** A life event that produces significant pain or emotional injury. It is possible to heal from the effects of trauma.

**Trauma Informed Care:** An approach to healthcare that recognizes that many persons have experienced painful events in their lives, so treatment must be provided in a sensitive, supportive and respectful manner.

**Treatment plan:** An individualized plan to help a person reach their own goals in life and overcome challenges. Treatment plans work best when they are based on the individual's goals and involve the person in their creation. A treatment plan can be updated at any time as a person's goals, health and circumstances change.

**Twelve Step Program:** An approach originally designed to help persons recover from alcoholism that has been modified to address other addictions, as well as physical and mental disorders. It includes concepts such as anonymity and an admission of powerlessness over addiction along with a need for strength from a higher power. Twelve step groups, such as Alcoholics Anonymous meet regularly, often weekly.

## **U**

*Cherish forever what makes  
you **U**nique, 'cuz you're really  
a yawn if it goes.*

- Bette Midler

## **V**

***V**alue is attained  
through great struggle.*

- Eric D. Newble Sr.

**Vision:** A vivid description of the future or the ideal present that inspires and guides all of an individual's or an organization's activities. The vision of the DHS/DMH is that *The Expectation is Recovery! All persons with mental illnesses can recover and participate fully in a life in the community*. Having a vision for one's own life can help a person to achieve great things.

**Vocational Rehabilitation:** Services provided to help persons with disabilities obtain and keep employment. See *Supported Employment*.

**Voluntary:** Freely choosing to take a particular action without force, pressure, or obligation from others.

# W

*What lies behind us and  
what lies before us are  
small matters compared to  
what lies **W**ithin us.*

- Oliver Wendell Homes

**Waiver:** Official permission to not follow a requirement.

**Warm Line:** Peer and family support by telephone that is provided by persons in recovery or family members of persons in recovery. This includes emotional support, recovery education, and self-advocacy assistance. The Illinois Warm Line may be reached at **1 (866) 359-7953**. Press 2 to select *Consumers and Families*. Press 5 to select *The Warm Line*.

**Wellness Recovery Action Plan (WRAP):** A self directed plan an individual can use to recover and maintain their own wellness. WRAP was designed by persons in recovery. Visit [www.MentalHealthRecovery.com](http://www.MentalHealthRecovery.com) to learn more or call the Warm Line at **1 (866) 359-7953** to find the closest WRAP class to you

**Withdrawal Symptoms:** Symptoms and signs that develop within a short period of time after stopping the use of a substance. Withdrawal symptoms depend upon the substance that was being used and vary in severity.

## **Work Incentive Planning and Assistance**

**Program:** Most persons with mental health challenges want to work. Going to work does not cause an individual to instantly lose their social security benefits. Working can, however, affect one's social security benefits and it is important to know how. The Work Incentive Planning and Assistance program helps individuals to manage their social security benefits effectively when going back to work. Call **1 (800) 807-6962** or visit [www.DHS.State.IL.US](http://www.DHS.State.IL.US), click on the *For Customers* tab and select *Disability and Rehabilitation*.

**Wrap-Around:** An approach to mental health care for children and their families that involves the mental health, educational, family, and community systems to provide the supports they need to succeed. Wrap-Around is not to be confused with WRAP, the Wellness Recovery Action Plan.

# X

*The e**X**pectation is recovery!*  
- The Department of Human Services/  
Division of Mental Health Vision Statement

# Y

*Make the most of **Y**ourself,  
for that is all there is of you.*

- Ralph Waldo Emerson

**Youth:** The adolescent years and transition to adulthood are often difficult years and are a time when many persons begin to experience symptoms of a mental illness. These years are also a time of great opportunity when growth and the drive for independence are forces that can help drive a young person's recovery and resilience. See *Recovery and Resilience*.

# Z

*Never let your **Z**eal outrun  
your charity. The former is but  
human, the latter is divine.*

- Hosea Ballou

## Organization Information

The contact information for some organizations has been listed in this dictionary. For more, or updated, information on organizations and online resources, visit [www.IllinoisMentalHealthCollaborative.com](http://www.IllinoisMentalHealthCollaborative.com), click on *For Consumers and Families* and select *Recovery and Resilience Resources*.

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AJ French, CRSS, Executive Director, Sacred Creations

Bryce Goff, MA, CRSS, Director of Recovery and Resilience, Illinois Mental Health Collaborative

Keven Grigsby, Advocate

Pat Hayes, BS, Peer and Family Support Specialist, Illinois Mental Health Collaborative

Judy Hutchinson, Family Consumer Specialist, DHS/ Division of Mental Health

Mary E. Jensen, MA, RN, CRSS, Recovery Support Specialist, DHS/ Division of Mental Health

Rhonda Keck, MS, CRSS, Recovery Support Specialist, DHS/ Division of Mental Health

Nanette V. Larson, BS, CRSS, Director of Recovery Support Services, DHS/ Division of Mental Health

Jane A. Lindsey, BS, MHP, CRSS, Counselor, Tazwood Mental Health Center

Darlene McGary, Family Consumer Specialist, DHS/ Division of Mental Health

Richard F. Peterson, BA, Recovery Specialist, McHenry County Public Action to Deliver Shelter, Woodstock, A Division of Pioneer Center for Human Services, McHenry

Jane Roennigke, Child & Adolescent Education Program Coordinator, National Alliance on Mental Illness (NAMI Illinois)

Patricia Santi, RSA, Pioneer Center for Human Services, McHenry County, IL

Eldon Wigget, CRSS, Recovery Support Specialist, DHS/ Division of Mental Health

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