

# eyes & ears

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June 2012 A Mental Health Consumer/Survivor Newsletter Volume 8 Issue 6

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## Communication to Oregon Health Plan Patients Increases As Reform Nears

*The Oregon Health Authority is emphasizing that patient's services and care will not change*

Amanda Waldroupe, The Lund Report

June 7, 2012—Communication to Oregon Health Plan patients about what the monumental changes to the Oregon Health Plan's delivery system means to them is beginning in earnest as the August 1 start date for 11 organizations likely to become coordinated care organizations throughout Oregon nears.

The Oregon Health Authority is expected to send a 30-day notice letter to Oregon Health Plan patients that will receive care from coordinated care organizations starting August 1. A rough draft of that letter circulating among advocates stresses the fact that benefits paid for by the Oregon Health Plan are not changing.

Both the letter and the Authority's "frequently asked questions" for Oregon Health Plan patients also say that a patient's physical and mental health plan is being consolidated into one health plan. Both documents briefly explain what a coordinated care organization is, and says that patients can expect to receive more preventive care and healthcare focused on improving the patient's health.

Coordinated care organizations (also known as  
(Continued on next page)

## Will They Ever Learn? Report on Cop Shooting Investigations Finds "Room for Improvement"

Denis C. Theriault, Portland Mercury, June 7, 2012

The day after the city released an outside analysis of seven police shootings since 2004—a report that raised significant concerns about the Portland Police Bureau's ability to learn from its mistakes—the bureau's official response didn't inspire much confidence.

Instead of acknowledging the basic theme of the report—that "there is still room for improvement" in how the bureau trains its officers to avoid shootings, and then in how it analyzes shootings when they inevitably happen — Chief Mike Reese's office sent out a news release with a congratulatory headline.

It said, simply, "PPB Superior." And it was an attempt to spin attention toward one of the report's few pure compliments: that the bureau is better than most when it comes to reviewing errors. But after a detailed review of the 90-plus-page report, prepared by the Los Angeles County Office of Independent Review (OIR), a far bleaker picture emerges.

While the bureau might be trying to improve, communication lapses at shooting scenes, training issues, investigative shortfalls, and long delays in interviewing officers involved in shootings remain very real problems that have yet to be adequately addressed.

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## Communication to Oregon Health Plan Patients Increases As Reform Nears

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“CCOs”) are expected to begin providing care to approximately 650,000 Oregonians on the Oregon Health Plan starting this August. Coordinated care organizations will integrate and coordinate each Oregon Health Plan patient's physical, mental and dental health, provide more efficient and effective care, and decrease emergency room and specialty care use.

11 organizations have been tentatively approved by the Oregon Health Authority to become coordinated care organizations and begin operating throughout much of the state starting this August.

Betty Johnson, an advocate of Mid-Valley Healthcare Advocates, said it's important for patients to clearly understand how the delivery of their care will be changed.

“They need to know that...the intent is very deliberate transformation in the way in which care is delivered,” she said. “That they should have an expectation that if they have mental health needs, that it's going to be addressed along with physical health needs, [and] that they will be very consciously integrating, [that] providers will be talking to each other, and planning together.”

Janet Bauer, the Oregon Center for Public Policy's health policy analyst, agreed, and said that the managed care plans currently providing care to patients and intending to become coordinated care organizations are the entities most responsible for clearly communicating to patients. She also thinks the managed care plans may ask providers in their network to start talking to patients about the changes, as well.

“Providers have a unique, first line relationships with those individuals,” Bauer said.

Dr. Bob Dannenhoffer, the CEO of Douglas County Independent Practice Association (DCIPA), is also leading the formation of the Umpqua Health Alliance, the coordinated care organization that will serve much of Douglas County. He says it's crucial for patients to understand what coordinated care organizations are and how they will work in order for them to be successful.

“If patients are going to be partners in their care, they have to understand the system that is going to be providing that care,” he said.

Dannenhoffer said the Umpqua Health Alliance has submitted letters to the editor of Roseburg's paper describing the changes, as well as had numerous community meetings attended by a number of Oregon Health Plan patients.

“People seem pretty optimistic and hopeful that we will improve [care],” he said. “They had some concerns. There were a lot of questions.”

Those concerns included whether patients would have the same doctor, if there would be limitations on services and benefits, and how quickly the transition to coordinated care is happening.

Dannenhoffer said the Umpqua Health Alliance's new website will be online soon, which he expects to be “active” and easy for patients to use and communicate with. He also said the Alliance will soon send out a newsletter to the county's patients further explaining the changes.

Johnson said the federally qualified health center serving Benton County held community meetings in November and March to explain the changes, and did so in a small-group format to solicit feedback. “That gave [patients] more comfort in terms of asking questions,” she said.

Kay Dickerson, an Oregon Health Plan patient who is a member of CareOregon's member advisory committee, said the managed care plan is currently working to create a newsletter or pamphlet to send to its members. “We're trying to make sure everyone is informed...and get the word out,” she said.

She thinks it's important for patients to realize that the care they will receive under coordinated care organizations will be more patient-focused. She also said that any communications to patients involving complicated medical jargon should be written so that “it's easy for everyone to understand.”

“We're going to try and work in a way that will take [patients] through things step by step,” Dickerson said.

### ***EYES & EARS***

**Welcomes your contributions**

**Contact the editor at**

eyes.ears\_newsletter@yahoo.com

**Cascadia Behavioral Healthcare**

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## Will They Ever Learn? Report on Cop Shooting Investigations Finds “Room for Improvement”

(Continued from front page)

“Many of these events raise questions about officers’ ability to communicate with each other at the scene of critical incidents, to consider alternative plans, and to respond quickly and effectively when a subject has been downed by police gunfire,” the report’s authors write. “In some cases, [the bureau’s] evolution is notable and commendable. Others lead us—and members of the public—to question why the bureau had not learned more from its prior shooting incidents.”

The OIR report, expected to be the first in a series, focuses on seven shootings from 2004 through 2010, most of which involved someone enduring a mental health crisis: James Jahar Perez in 2004; Raymond Gwerder, 2005; Jerry Goins, 2006; Lesley Stewart, 2007; Jason Spoor, 2008; Aaron Campbell, 2010; and Jack Dale Collins, 2010.

OIR lays out a series of recommendations meant to address its concerns, with some more controversial than others.

High on that list is a call to stop giving officers 48 hours after a shooting before internal affairs investigators can sit down with them. That change would require renegotiating labor contracts with the city’s two police unions, the Portland Police Association (PPA) and the Portland Police Commanding Officers Association (PPCOA).

While that wouldn’t affect the cops who actually fire shots—as criminal suspects, they’d still be able to claim Fifth Amendment protection to get out of an internal affairs interview—it would affect all the other officers on scene at a shooting and defuse any concerns about cops getting together to get their stories straight.

“This circumstance is unfortunate,” the report says of the delay. “Public confidence in internal police investigations would be enhanced if involved officers would agree to be interviewed on the date of the incident.”

Both union contracts come up for renewal next year—and, significantly, both of Portland’s mayoral candidates tell the Mercury that if they win the job, and become police commissioner, they’d be willing to consider the change.

“The 48-hour rule is one of the most obvious

changes I’m interested in making,” says former City Commissioner Charlie Hales. “I have not heard and have difficulty imagining an argument for why [the delay] is a good idea.”

State Representative Jefferson Smith, who’s been endorsed by the PPA and received, as of last month, \$10,000 from the PPA’s political action committee, was more nuanced.

“It should be a matter for negotiation,” says Smith, who also wants to look at what other cities are doing. “I want to be tutored less by politics and more by the facts.”

Later, the report rips the bureau over “a central shortcoming” in its post-shooting reviews: “the reluctance” by its training division “to second guess an officer’s split-second decisions in the field.” The report says the bureau considered whether it was even okay to use deadly force just once, in the Campbell shooting.

“To decline to delve into the possible reasons why an officer mistook one action for another is to turn away from this subject matter when its examination is most vital,” the report says.

Other recommendations include adding explicit limits on officers’ use of Tasers and, because “the bureau continues to be stymied” by communication gaffes, a call to train all officers on “critical incident” management.

But not all accountability advocates are bullish on the findings.

“Our people paid a high premium for a mix of public relations advice and common sense,” says Jason Renaud of the Mental Health Association of Portland. “There’s no recommendation that would have stopped Jack Collins or Raymond Gwerder or Aaron Campbell from being killed.”

To read the complete report go to [www.portlandonline.com](http://www.portlandonline.com) and put OIR Report in their search box.

## Two Portland-area provider groups will serve Oregon Health Plan members under state reform plan

Nick Budnick, The Oregonian, May 31, 2012

Two provider groups will compete in the Portland area to serve more than 200,000 Oregon Health Plan members following approval of new organizations at the core of the state's health care reform.

The approvals announced Wednesday were labeled "provisional," or tentative. But it appears a group led by hospitals and health plans, the Tri-County Medicaid Collaborative, will compete in greater Portland with FamilyCare, a physicians' group, as coordinated care organizations serving members of the Medicaid-funded state health plan starting in August.

OHP members already affiliated with FamilyCare or CareOregon, a group that is part of the regional collaborative, won't immediately notice a difference, health officials say.

Over time, however, the new organizations are supposed to save money by integrating physical, mental and dental care and focusing on the chronically ill to cut down on emergency room costs.

In all, the state has approved 11 of the 14 applicants to become CCOs in the first round of approval based on a new reform law. Those not approved have been encouraged to reapply. Others will be approved later this year.

The state's commitment to reduce Medicaid spending recently resulted in tentative federal approval of \$1.9 billion to help fund Oregon's reform over the next five years.

FamilyCare already serves OHP members as a Medicaid managed care organization for the state; it will coordinate with counties on mental health matters.

The collaborative includes the following groups: Adventist Health, CareOregon, Central City Concern, Kaiser Permanente, Legacy Health, Oregon Health & Science University, Oregon Medical Association, Oregon Nurses Association, Providence Health & Services, Tuality Healthcare, as well as Clackamas, Multnomah and Washington counties.

Tri-County Medicaid Collaborative  
<http://tricitycollaborative.org>

## Unions to city: Stop Right 2 Dream Too fines

*Some city employees pledge funds for Old Town encampment*

Peter Korn, The Portland Tribune, Jun 7, 2012

The latest chapter in the ongoing saga surrounding the Right 2 Dream Too homeless encampment unfolded Saturday when some city union employees called for the city to reverse its decision declaring illegal the campsite beside the Chinatown Gate on West Burnside Street.

Portland's Bureau of Development Services has ruled that the campground is out of compliance with city code, and the city has fined the property owners \$1,282 per month.

But three unions, including Laborers Local 483, representing city government workers, last week voted to support Right 2 Dream Too, which its founders call a "rest area." The unions asked the city to withdraw the fines.

AFSCME Local 88, which includes many Multnomah County workers, and International Alliance of Theatrical Stage Employees Local 28 also joined the solidarity pledge and donated funds to Right 2 Dream Too.

The three unions painted their symbols on three of the doors that make up the patchwork fence separating Right 2 Dream Too from West Burnside Street.

The Bureau of Development Services has ruled that for Right 2 Dream Too to remain in place it would need to meet the code requirements that govern recreational campgrounds in rural areas.

Right 2 Dream Too organizers say those rules should not apply to a facility that keeps homeless people off the street in the city, and that leases its space from a private property owner.

Megan Hise, communications director for Laborers Local 483, says Saturday's events were timed to run the day of the Rose Festival Starlight parade for a reason. City officials have traditionally allowed residents to stake out camping spots on downtown sidewalks as a means of ensuring favored viewing places for the Rose Festival parades.

"It's to point out the contradiction," Hise says. "The city allows local residents to camp out for pleasure, but they won't allow people to pitch a tent for protection on the streets for survival."

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## Unions to city: Stop Right 2 Dream Too fines

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Right 2 Dream Too has called for a Pitch A Tent Night June 8 at its site, encouraging supporters to set up tents along the Rose Parade route to better highlight what its organizers say is the contradiction in city policies.

### Limited contact

Bureau of Development Services Manager Mike Liefeld says Right 2 Dream Too representatives have made "limited contact" with bureau staff about meeting code requirements and obtaining legal permits. Liefeld reports that the property owners have paid \$3,907 in fines and that the outstanding balance is down to \$1,335.

Michael Wright, co-owner of the property leased free of charge to Right 2 Dream Too, in the past has said he would let the campers stay as long as they did not become too big a burden on him. Wright says that he is also pursuing legal action to have the city's fines declared illegal.

Right 2 Dream Too opened in mid-October with about 70 people sleeping in tents hidden behind fences. Police have reported no problems at the site, and nearby property owners have praised the facility as a good neighbor.

Some leaders of the Chinese community, however, have said they believe Right 2 Dream Too is disrespectful of the Chinese community because of its position next to the Chinatown Gate.

## Reconnecting with culture helps OSH patients work toward recovery

[www.oregon.gov](http://www.oregon.gov)

For many Native American patients at Oregon State Hospital, reconnecting with their culture can be a major step in their healing process and recovery.

When Doug Styles, a Native American enrolled in the Klamath and Modoc tribes, first came to Oregon State Hospital, he was holding on to more than a century's worth of bitter feelings and resentment. His anger over the mistreatment of his ancestors and the deterioration of their culture led him down a destructive path that ended at the hospital.

"I've had to learn how to deal with my negative views appropriately, because if I don't, then I'm not being respectful of my culture," Styles said. "I've

learned we should forgive rather than harbor hard relations against people, and that's been a real important part of it for me."

The hospital serves approximately 60 Native American patients at any given time. And while every patient has his or her own unique set of circumstances, Native Americans share a common history marred by tragedy and a culture that has been largely abandoned. However, as Styles is doing, many Native Americans are finding answers by learning about and reconnecting with their traditional ways and beliefs.

"Culture's the prevention, and culture's the cure," said Cynthia Prater, OSH's Native American services coordinator. "It prevents illness, and it heals illness. So if we know our culture, we can use it to heal ourselves."

Although records of Native Americans being treated at the hospital date back to the 1800s, it's only been in recent years that clinicians have integrated elements of their culture into their treatment. The impetus for this change was a 1996 agreement between Oregon and the state's nine federally recognized tribes that established a government-to-government relationship between the parties.

Today, OSH offers its patients regular smudge and sweat ceremonies, as well as a popular 12-step group known as Red Road to Wellbriety, which combines Native American beliefs with recovery concepts from Alcoholics Anonymous. Patients can also participate in a wide range of groups and classes focused on Native American history and traditions. These types of activities help patients connect with their culture and develop a sense of identity.

"To know where you're going, Natives believe you must first know where we've been," Prater said. "The classes are like putting pieces of a puzzle together, and then they can start to sort out their own identity. This also opens up the door for therapeutic interactions about their feeling and emotions around some of the events that happened to their ancestors."

While the groups and ceremonies are geared toward patients with Native American heritage, they are open to anyone.

"There's just something about the Native American way and culture that speaks to a lot of the difficulties that people with mental health issues face," Prater said. "There's a spiritual piece and message that I think our residents here are really in tune with and appreciate."

That message, which is centered on the idea of letting go of their anger and embracing ideas such as acceptance and forgiveness, often helps patients – no matter what their background – quit looking back and,

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## Reconnecting with culture helps OSH patients work toward recovery

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instead, focus on what's ahead.

"If you carry the anger around with you, eventually it's going to turn in on you and you're going to become a hateful person," said Sonny Sage, a member of the Blackfoot Tribe in the Teton Mountain Range. "Our past isn't the greatest thing to look back on sometimes, so as a Native American, I now look ahead to the future."

## How I found Clubhouse and why I am never looking back

In Personal Stories on June 7, 2012

northstarclubhouse.wordpress.com

It was a dark stormy night when I first found out about NorthStar. Okay, that's a lie, it was a fine spring evening. I was at the first class of NAMI's Peer to Peer course and was just a little bit nervous. Then a sunny face started talking about NorthStar Clubhouse and little did I know this information would soon change my life. Skip forward a few weeks, I had gone through orientation and become a member. I was attending meetings, answering phones, working on special projects, getting help with employment, and building relationships. And I was having a blast. For weeks I could not stop talking about NorthStar. I would go on and on with friends and family about what a great place I found and how happy I was.

For years I had felt hopeless, episodes were frequent and got in the way of getting a job. And the longer I went without a job, the less hope I had. Then NorthStar came into my life, and infused me with hope. I started to see myself in the eyes of the people of the clubhouse. I started to see my skills and strengths. And most importantly I started to realize that with help I could get a job.

Now my life has structure, I come to NorthStar and work, I go home and work on creative projects. I feel more social and happy and hopeful. Next month I will be in a Peer Support Specialist Training, and we are looking for Transitional Employment for me. I have a future, and it involves NorthStar.

*See page 13 for more info about NorthStar.*

## Plan to display Oregon State Hospital cremains OK

www.eastoregonian.com, May 19, 2012

(AP) SALEM — The Salem Historic Landmarks Commission has approved plans to transform a 116-year-old building at Oregon State Hospital into a memorial for the cremated remains of former patients.

The decision surprised supporters and opponents of the effort. Architects were told to redesign the memorial last month after the commission said the proposal did not meet national standards for restoring historic buildings.

Some preservationists had opposed plans to remove an existing wall and install a large plastic glass window to allow visitors to see the urns for 3,600 former patients.

"I think the commission looked at the guidelines and realized that we were doing everything that we could do," memorial designer Annie Han told the Statesman Journal (<http://is.gd/mJubz>). "I'm really happy that they reconsidered."

The decrepit Oregon State Hospital was the filming site for the 1975 movie "One Flew Over the Cuckoo's Nest," which drew national attention to the treatment of patients in some psychiatric hospitals.

Nearly three decades later, a group of lawmakers stumbled upon the cremated remains of abandoned or forgotten patients while touring the hospital and vowed to improve mental health treatment.

The discovery was a catalyst for the approval of a new state mental hospital and a boost in staffing.

The building to be transformed into a memorial was built in 1896 and has been used as a paint shop and infirmary.

Opponents can appeal the commission's decision within 15 days.

"We don't know if we're going to appeal. It is being considered," said Virginia Green of Salem, who supported preservation in a letter to the commission.

The memorial, which could cost as much as \$500,000, is funded through a program that directs 1 percent of state construction funds to works of art.

The canisters filled with the cremated remains are being stored in an undisclosed location.

## Penny Lane King

A Short Story by Pinki Tuscadero  
Et aliae, Rachel Gill, June 3, 2012

Amidst the swirling smells of oven-baked goodies, motor oil, incense, human sweat, coffee, and cigarettes, people shuffle along the mottled pavement of this downtown street each moving toward his or her important destination with a hurried step. Others whizz by on bicycles, hugging sidewalk curbs, soaring precariously on the fringes of motorized traffic like anti-fossil fueled martyrs. Overhead a jet casts its smoky trail across the sky and fills the air with sonic thunder that temporarily overwhelms the city sounds of revving engines, human voices, and various industrial actions that otherwise sing like an urban symphony into the perpetually soggy Pacific Northwest sky.

It is another noontime rush in downtown Portland, Oregon. People are hustling and bustling, hurriedly on foot or wheel racing the clock and each other for a quick bite of convenience only to race back to another cycle of the daily grind. However, all is not in such accord at Sweets bakery, a tiny little gourmet patisserie off Burnside Street. Here, routine, order and one little woman are quite upset and making a very big racket.

The little woman is Ms. Tempest Sweets, the owner of Sweets Bakery. She is shouting at Mr. Chuck Morris or King, as those in the street roots community call him. On this particular day, King, in his typical urban-nomad style has taken up residence on the sidewalk in front of Sweets Bakery, much to the displeasure of its owner. Sadly, urban Nomads or The Homeless as their housed counterparts more often call them are accustomed to this sort of contemptuousness that comes between having a heart and having a home. As such, it is not surprising to see the petite baker trying to shoo King off like a bug, stray dog, or cat. King, unperturbed, sits cross-legged on the pavement belting out Nobody Knows You When You're Down and Out by Jimmy Cox in a voluminous blues voice that, for all her efforts, Ms. Sweets cannot seem to overwhelm.

Laid open in front of King's seated frame is a cardboard guitar case that holds a few dollar bills, five quarters, three dimes, two nickels, and one me, Penny. Yep, this little copper coin has seen a lot go down on these metro streets and seen more change than the bottom of a wishing well, except for change of heart, that is.

"Mr. I am trying to be nice about this ..." Ms. Sweets begins. "... sweet as a butter cr me cupcake, I would say," interrupts King who seems quite amused with his retort. His eyes crinkle on their outer corners

tracing patterns that extend outwards like beams of sunshine to betray his age less than his smile. Ms. Sweets, on the other hand, is not so amused.

"Look, I am trying to be nice about this, but if you do not leave, I am going to call the police. Why don't you realize you are not welcome here?"

King's smile fades. He stops strumming his guitar and sets it on the pavement, leaving its case open for business. With a more serious tone he answers, "Ma'am, I realize I am not welcome here, I am not welcome anywhere. So, where the hell am I supposed to go? I ain't trying to disrespect no one or cause trouble. I am just trying to go about my business and get by same as you or anyone else so why can't we be friends?" King looks directly into Ms. Sweets eyes, pleading.

Ms. Sweets sucks in her breath and clenches her little hands into white knuckled fists. Her face reddens. She is livid. At a loss for words she sputters, "Mister, look, I have work to do. Are you going to get the hell off my property or do I have to call the police?"

"Well, Ma'am, the sidewalk is not your property; it is public property, and that means I own it just as much as you, so I'm staying. Yes, ma'am, I intend to stand my ground because the only thing I am guilty of is not having a roof over my head and if that's a crime then you go ahead and call the damn police; that's your business."

"No! That's my business!" Ms. Sweets shouts back as she points toward her storefront, and stabs the air emphatically.

"Yeah, well, that's my business!" King counters as he points toward his guitar case. He seems to be losing his mellow mood growing frazzled, frustrated. What can a person like him do? No matter what he decides, he stands to lose.

"Have it your way, old man!" Ms. Sweets shouts as she spins on her heel and disappears through the front door of her bakery. She soon re-appears armed with a phone and holds it intently to her ear as she paces amongst the elegantly framed treats of her spotless storefront windows. When she finally slams down the receiver, she smiles to herself and goes back to her cakes and pies, humming. King, paying attention, sighs, but picks up his guitar and starts playing the guitar riff from Come as You Are by Nirvana. Even when there is no audience, King announces what song he is going to play. This time, however, he spares his usual formality and simply shouts out to the empty sidewalk, "This one's dedicated to the sweet lady at Sweets Bakery!" He kicks his right leg in the air and launches into the first verse

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## Penny Lane King

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Come, as you are, as you were, as I want you to be  
As a friend, as a friend, as an old enemy .

Take your time, hurry up, the choice is yours, don't  
be late

Take a rest, as a friend, as an old Memoria

A young woman with a shaved head and a rainbow tattoo on her neck walks up and tosses a few cigarettes into King's guitar case from the pack she has in hand, "Right on, dude, Nirvana Rocks!" She gives King two thumbs up. He nods, offering a smile, never missing a beat as she walks on.

\*\*\*\*\*

The lunch rush is passing its peak; stragglers hang about. Above the dirt and grime of my ground-level view, mounting clouds that a moment ago were but casting sporadic droplets of water now gently weeps into rain that grows steadily. Water crashes against the city streets with a force like an attack. People run from the liquid pounding fists that would flush them down the drains like the dirt and oil pushes muck from the gutter into the dank, muddy depths of the Willamette River. The wet stream of pitter-pattering grows into a torrent that shoots from the sky like bullets from a machine gun. So loud is it that I do not hear the rhythmic addition of soles on concrete before I realize there are feet about me. People's voices murmur curiously low. A whistle blows, an engine bellows, tires screech. I begin to feel anxious, sick, green like acidic human sweat from a holding hand that dulls my shiny face with oxidation.

King is also nervous. He is shuffling about his belongings, seemingly, trying to resist the urge to run away from the police officer that is closing in like an uneasy feeling.

*Part 2 of this story will be in the July edition.*

*Access the whole story on the E&E online w/links edition*

### Eyes and Ears Newsletter welcomes your submissions

Eyes and Ears Newsletter welcomes submissions from mental health consumers/survivors/ex-patients. Your story and perspective is needed to make this truly the voice from the inside. Previously published works are welcome and accepted. Personal stories, articles, editorials and poetry are all welcome. Anonymous work will be considered. Please send writing that is relevant to Portland and mental health issues to [eyes.ears\\_newsletter@yahoo.com](mailto:eyes.ears_newsletter@yahoo.com)

## My voices

Scott Henderson

My voices got stronger, night and day they would not leave me alone. My mental state had gotten worse and I could not understand what was going on.

I decided to ask for help, but only from people I knew and that was a very small amount after the things I'd done to everyone. I spoke to an older woman downtown and she said I could go to one of the hospitals and talk to a doctor about these questions.

I went to a hospital here in Portland, but this was in 1977 and I did not have any insurance so I thought it would cost me money that I did not have. I asked the woman at the front desk at emergency if there was someone to talk to about my voices. She said to fill out some paperwork.

A doctor called my name and I followed her into a room with only two chairs. This made me feel strange and scared. She asked me about my voices and if I wanted to admit myself to the mental health wing? I said yes, only we were there. She asked me if I wanted to hurt myself or others. She left and a nurse came in and gave me a blanket and when she left she locked the door. I did not understand that and knocked on the door and yelled "What is going on. I want out. Let me go." My voices began to laugh at me, loud laughter. Being scared was the only reaction that I felt to this type of "HELP". My first contact with these people wasn't very nice. I yelled until my voice was gone. They came by and checked on me about every half hour. I'd see a doctor in the morning. The next two weeks were spent being admitted to the hospital, a thousand questions and medication that made me sleepy. Couldn't keep my eyes open.

### Free Geek

[www.freegeek.org](http://www.freegeek.org) (503) 232.9350

1731 SE 10th Avenue, Portland, OR  
Tuesday - Saturday 10am - 6pm

Free Geek refurbishes technology to provide computers, education and job skills in exchange for community service.



## **OREGON CONSUMER SURVIVOR COALITION (OCSC)**

**Oregon Consumer Survivor Statewide Gathering  
Preceding the Alternatives Conference 2012  
that's being held at the same location**

**Wednesday, October 10, 2012 1 to 4 pm  
Portland Marriott Downtown Waterfront Hotel  
Mt. Hood Banquet Room  
See more info on page 17**

OCSC unites mental health consumers and psychiatric survivor organizations state-wide throughout Oregon! OCSC wants to include you!

### **OCSC Mission Statement**

To establish a statewide network of people who identify as having a psychiatric diagnosis, and/or who feel labeled by one; to share ideas; provide mutual support; work toward common goals; strengthen peer-run organizations; and advocate for positive change in the mental health system.

We support inclusion and ask you to speak up - tell us what you want to CHANGE ABOUT OREGON'S MENTAL HEALTH SYSTEM! Tell us who you are (or not). What works for you? What doesn't? What is your vision and your story. How do you think OCSC can be a force with the Oregon state legislature?

**OCSC Blog:** <http://ocscblog.wordpress.com/>

**Talk To Others about OCSC Or Other Topics of Interest to OCSC Members:**

[ocsc-talk@lists.mindfreedom.org](mailto:ocsc-talk@lists.mindfreedom.org)

**Contact info: Address:** OCSC P.O. BOX 11284  
Eugene, OR 97440

**Email contact:** [oregon.united@gmail.com](mailto:oregon.united@gmail.com) (Ask about becoming a group sponsor!)

**INDIVIDUAL MEMBERSHIP FOR \$1 OR MORE**

## **The M.O.M.S. MOVEMENT**

[www.mentalhealthrightsyes.org](http://www.mentalhealthrightsyes.org)

A Movement Of Mothers Standing-Up-Together  
We are Mothers and Other Individuals who have experienced grief, pain, shock, outrage and deep heartbreak, in response to the treatment our loved ones received in and through the mental health agencies and institutions and the criminal justice systems.

## **CASCADIA CONSUMER ADVISORY COUNCIL**

Meets on the third Tuesday of each month at 12 noon and the meeting place alternates sites

**In July the Council meets Tuesday the 17th at 12 noon at the Garlington Clinic**

Cascadia's Garlington Clinic is at 3034 NE Martin Luther King, Jr. Blvd. and we meet in room G2.

Contact: Ryan Hamit 971-340-8774 or at [garlingtontrust@gmail.com](mailto:garlingtontrust@gmail.com)

Call or email first to confirm meeting is taking place

**In June the Council meets Tuesday the 19th at 12 noon at the SE Plaza clinic**

Contact: Amy Anderson 971-340-8942 or [amyadvocate4u@gmail.com](mailto:amyadvocate4u@gmail.com)

Call or email first to confirm meeting is taking place

Cascadia's SE Plaza is at 2415 SE 43<sup>rd</sup> – go to the 43<sup>rd</sup> Street entrance, then to the 2<sup>nd</sup> floor, and we are in room 1 on the right.

## **Oregon Consumer Advisory Council**

The Oregon Consumer Advisory Council (OCAC) meets on the 2nd Wednesday of even numbered months from 1:00 to 4:00 PM at the Barbara Roberts Human Services Building (DHS main office), 500 Summer St NE, Salem, OR.

**Send email to the Council at:**

[oregon-cac@googlegroups.com](mailto:oregon-cac@googlegroups.com)

OCAC is now on Facebook

The Oregon Consumer Advisory Council is the official body, established by the Oregon Legislature, which has responsibility for providing ongoing advisory input and consultation on mental health services and mental health services provision statewide to the State Addictions and Mental Health Division.

## **Occupy Portland**

<http://occupyportland.org>

There's a lot more to the Occupy movement than you see on TV. Check them out.

## **Multnomah County**

### **AMHSA Meeting - Adult Mental Health and Substance Abuse Advisory Council**

This Consumer-run committee includes discussions about what is going on within the County and at Provider Agencies, and makes recommendations to Multnomah County.

**Meetings** - 1st Wednesdays, 10 am to 12 pm at the Lincoln Building at 421 SW Oak (2 blocks south of Burnside). Enter the front door, turn right, go to the receptionist desk in the County Mental Health office, and ask for directions.

<http://web.multco.us/mhas/mental-health-services>

### **Quality Management Committee**

The Committee advises the Quality Management Unit of the Mental Health & Addictions Services Division, which helps to protect County residents who receive public mental health services, and to continuously improve the quality of those services.

**Website** - <http://web.multco.us/mhas/quality-management>.

## **The Foundation for Excellence in Mental Health Care**

the new mainstream

[www.mentalhealthexcellence.org](http://www.mentalhealthexcellence.org)

We are a group of scientists, psychiatrists, researchers, public policy analysts, users and providers of mental health services, philanthropists, and community members that formed The Foundation for Excellence in Mental Health Care to find and promote the best ways to achieve long-term recovery and help people with mental health challenges to thrive.

## **Rethinking Psychiatry**

[www.rethinkingpsychiatry.org/](http://www.rethinkingpsychiatry.org/)

Rethinking Psychiatry meets on the third Wednesday of each month at The First Unitarian Church, 1011 SW 12th Ave., Portland, Oregon

**There's no meeting in June**

Contact info:

Marcia Meyers 503-665-3957  
Email [RethinkingPsychiatry@gmail.com](mailto:RethinkingPsychiatry@gmail.com)

## **Mental Health America of Oregon**

Mental Health America of Oregon is an inclusive grassroots organization dedicated to empowering consumer / survivor voices to drive services and policies that foster wellness and full participation in the community.

10150 SE Ankeny St. Suite 201-A, Port., OR 97216

503-922-2377(voice) 1-800-820-0138 (toll free)

TTY: use 711 relay [mhaoforegon@gmail.com](mailto:mhaoforegon@gmail.com)

[www.mhaoforegon.com](http://www.mhaoforegon.com)

## **Peerlink National Technical Assistance Center**

Peerlink National Technical Assistance Center is a program of Mental Health America of Oregon, a non-profit organization with more than 30 years of advocacy experience. We offer technical assistance to individuals, peer-run programs, and community partners with the goal of improving overall services for people with lived experience of mental health challenges.

[www.peerlinktac.org](http://www.peerlinktac.org) Same contact info as above.

## **Robert Whitaker**

Author of "Anatomy of an Epidemic"

"I have redesigned [madinamerica.com](http://www.madinamerica.com) into a webzine. It now features news updates, a number of bloggers, etc., and my hope is it will grow into a web site community engaged in "rethinking" psychiatric care in this country." Robert Whitaker

<http://www.madinamerica.com/>

Website: [robertwhitaker.org](http://robertwhitaker.org)

Email: [robert.b.whitaker@verizon.net](mailto:robert.b.whitaker@verizon.net)

Whitaker's Mad in America blog

[www.psychologytoday.com/blog/mad-in-america](http://www.psychologytoday.com/blog/mad-in-america)

Anatomy of an Epidemic is now available in paperback

## **MindFreedom International**

[mindfreedom.org](http://mindfreedom.org)

MindFreedom International is a nonprofit organization that unites 100 sponsor and affiliate grassroots groups with thousands of individual members to win human rights and alternatives for people labeled with psychiatric disabilities.

### Need to Talk?

#### Call the David Romprey Oregon Warm Line

Staffed by trained Peers  
People just want to be heard.

**Warm line hours**  
**1-800-698-2392**

Monday 10 am - 10 pm

Tuesday 10 am -10 pm

Wednesday 9 am - 8 pm

Thursday 8 am - 8 pm

Friday, Saturday & Sunday 10 am - 10 pm

This Warmline is NOT a resource line. Call to have a confidential conversation with a Peer who will listen without judgment or criticism.

Together we can learn and grow. For more info:  
[www.communitycounselingsolutions.org](http://www.communitycounselingsolutions.org)

### Multnomah County's Mental Health Call Center

Do you or someone you know need help with a mental health or addiction problem?

Multnomah County Mental Health and Addictions Services Call Center is Portland's mental health information and referral hub for persons in crisis. The call center is staffed by mental health professionals 24 hours a day, 7 days a week and can be reached at 503-988-4888 or 1-800-716-9769.

### Madness Radio

#### voices and visions from outside mental health

Madness Radio focuses on personal experiences of 'madness' and extreme states of consciousness from beyond conventional perspectives and mainstream treatments. The show also features authors, advocates, scientists, healthcare practitioners, and artists. Hosted by Will Hall.

**Madness Radio wants your involvement!** Got an idea for a topic or guest? Want to leave feedback on a particular show? How about asking local stations to broadcast Madness Radio? And we can always use donations. Visit our website at:

[www.madnessradio.net](http://www.madnessradio.net)

### Write Around Portland

Nonprofit organization for writers. Provides facilitated workshops in safe, accessible and respectful environments for people to write and share. Holds community readings to promote the exchange of stories. Publishes anthologies to connect writers and readers.

917 SW Oak St. #406 503-796-9224

Hours: 9 am-5 pm Monday-Friday

[www.writearound.org](http://www.writearound.org)

### Street Roots

<http://streetroots.org/>

211 NW Davis St, Portland OR 503-228-5657

Street Roots is a nonprofit newspaper assisting people experiencing homelessness and poverty by creating flexible income opportunities. Through education, advocacy and personal expression, we are a catalyst for individual and social change.

### PERSONAL CARE SERVICES

Personal Care Services (PCS) are services that support consumer/survivors in Oregon to help them live independently and participate in community activities. The state pays for the PCS services.

Consumer/Survivors who qualify for PCS can get up to 20 hours a month of assistance for:

- Nutrition
- Medication management
- Housekeeping tasks
- Personal hygiene
- Arrangement of medical appointments
- Emotional support
- And other tasks that are difficult because of your disability.

You may qualify if you have an Oregon Health Plan card (Eligible for Medicaid), and you are not receiving services from a licensed residential program such as a foster home or group home, and you feel that because of your mental health issues, you would benefit from this assistance.

If you are interested in receiving Personal Care Services, contact your case manager.

### AMH Wellness Initiative

**Get empowered by finding out ways to improve your mental and physical well being**

DHS provides a Wellness Initiative web site at [www.oregon.gov/OHA/amh/wellness/main.shtml](http://www.oregon.gov/OHA/amh/wellness/main.shtml)

### Oregon Health Authority

Keep up to date on the Oregon health care transformation news.

OHA website - [www.oregon.gov/OHA](http://www.oregon.gov/OHA)

OHA Facebook:

[www.facebook.com/OregonHealthAuthority](http://www.facebook.com/OregonHealthAuthority)

### Oregon Health Connect

[www.oregonhealthconnect.org](http://www.oregonhealthconnect.org)

We link you to information about health care and health insurance in Oregon. Use the Resource Directory to find public health programs like Oregon Health Plan. Locate affordable medical services at health clinics and county health departments. Learn how private health insurance works, including your appeal and complaint rights. Track health care reform. Find programs for healthy living. Uninsured? Approaching Medicare? Have a pre-existing condition? Make this your one stop for information on Oregon health coverage options.

### Disability Rights Oregon

[www.disabilityrightsoregon.org](http://www.disabilityrightsoregon.org)

610 SW Broadway, Suite 200, Portland, OR  
503-243-2081

#### Take the Disability Rights Oregon Disability Community Survey!

Disability Rights Oregon (DRO) provides legal advocacy to individuals with disabilities who have an issue related to their disability.

DRO's website is designed to be a hub for Oregon's Disability Community, gathering a wide variety of current information in one place.

### Oregon Health Plan's OHP Standard Reservation List is Open

OHP Standard provides free or low-cost health coverage to Oregon residents who:

- Do not have health care insurance
- Are ages 19 through 64
- Are not pregnant
- Have limited income

You or someone you know can place your name on the reservation list in one of three ways:

- **Fill out a request online:** at [www.oregon.gov/DHS/open](http://www.oregon.gov/DHS/open)
- **Mail a request.** Forms are available at all DHS/AAA offices, county health departments and most hospitals and clinics.
- **Sign up by phone.** Call 1-800-699-9075 or 503-378-7800 (TTY) Mon. thru Fri., 7 am to 6 pm

### DrugWatch.com

DrugWatch.com is a comprehensive resource featuring information on various medications, including prescription and over-the-counter drugs.

By providing extensive information about side effects, drug interactions, FDA recalls and drug alerts, DrugWatch.com helps patients and consumers make educated decisions about their medications and treatment options.

### Watch Advocate for Wellness episodes

on blip.tv at: <http://blip.tv/advocate-for-wellness>

with host Ann Kasper

Advocate for Wellness is a show about health issues in the state of Oregon.

### Sign the Peer Medication Statement

Frustrated by the one-size-fits all medication approach of traditional care? Concerned that too many people are often harmed by psychiatric drugs, and want to see more non-medication options? Join the effort for a new approach to medications in mental health! Please read and sign the Peer Medication Statement at [www.portlandhearingvoices.net](http://www.portlandhearingvoices.net)



## **NAMI Multnomah Support Groups**

### **NAMI Connection Peer Support Groups**

NAMI Connection is a free weekly peer support group for people living with mental illness in which people learn from each others' experiences, share coping strategies, and offer each other encouragement and understanding. Call 503-228-5692 for more info.

**Tuesdays** 11:00 am-12:30 pm

Luke-Dorf, 9255 NE Halsey St, Portland 97220

**Tuesdays** 3:30-5 pm

Macdonald Center, 605 NW Couch, Portland 97209

**Wednesdays** 4:00-5:30 pm

Mult. County East, 600 NE 8th Ave., Gresham 97030

**Thursdays** 2:00-3:30 pm

NAMI Multnomah, 524 NE 52nd Ave, Portland 97213

**Thursdays** 5:30-7 pm

LifeworksNW, 3716 NE MLK Jr Blvd, Portland 97212

**Saturdays** 3:30-5:00 pm

5228 NE Hoyt Street, Bldg. B., Portland 97213

### **"Anxiety Society" Support Group**

Tuesdays, 5:00 pm

Contact: Terri Walker, 503-890-4805

Mission: a safe place for ages 18-36 with anxiety to develop communication skills in a relaxing, fun environment

### **DBSA (Bipolar & Depression) Peer Support Group**

Thursdays, 7:00 pm

Temporary Location March 1-June 30

Tabor Heights Church, 6161 Stark St, Portland 97215

Contact: Jean Duncan, 503-231-7513

### **Schizophrenia Support Group**

Wednesdays, 1:00 pm

NAMI, 524 NE 52nd Ave, Portland 97213

Mission: a safe place for people with schizophrenia to relax, socialize, and develop skills.

### **Drop-In Family Support Group**

**Mondays, 6:00 pm**

NAMI, 524 NE 52nd Ave, Portland 97213

Contact NAMI Office, 503-228-5692

**2nd and 4th Thursdays, 6:30-8 pm**

Mt Hood Medical Center, Cascade Room

24800 SE Stark Street, Gresham

## **Empowerment Initiatives**

Serving people with mental health diagnosis. Help in finding and securing resources most effective for their mental health and well being.

### **Additional PHV Support Group added**

Portland Hearing Voices Support Group - Tuesdays and Thursdays from 6:00 to 7:30 pm

Book Club - **New day** -Every Tuesday 3 - 4:30 pm

Women Survivors of Sexual Trauma Support Group - Wednesdays from 7:00 - 8:30 pm

[www.chooseempowerment.com](http://www.chooseempowerment.com)

3941 SE Hawthorne Blvd Portland, OR 97214  
(503) 249-1413

## **Wireman Project**

[wiremanproject.wordpress.com](http://wiremanproject.wordpress.com)

Wireman Project is a newly-forming organization in Oregon with the mission of "Healing Through the Arts," and will incorporate numerous other alternatives to the existing mental health system to promote mental health and trauma history recovery and healing.

## **NorthStar**

NorthStar is a mental health recovery program for adults living in the Portland metro area who have a mental illness. Spearheaded by NAMI Multnomah, NorthStar is based on the International Center for Clubhouse Development (ICCD) model of psychosocial rehabilitation and standards. ICCD certification is our goal. NorthStar provides people living with the effects of mental illness an evidence-based approach for respect, hope, stability and resiliency.

Please call us to arrange a new member orientation. Orientations are held every Tuesday and Thursday from 3:00 to 3:30 PM.

Mon-Thurs 9:30 am to 3:30 pm.

522 N.E. 52<sup>nd</sup> Ave. 971-544-7485

Email: [info@northstarportland.org](mailto:info@northstarportland.org)

Website: [www.northstarportland.org](http://www.northstarportland.org)

NorthStar is now on Facebook

## **NAMI contact numbers**

Multnomah NAMI: (503) 228-5692

Clackamas NAMI: 503-344-5050

Washington NAMI: 503-356-6835

## Support and Education Groups Offered by Portland Hearing Voices

Open to all. Inclusive, non-judgmental, pro-choice and pro-diversity. Donation requested, no one turned away for lack of funds. People who hear voices, have unusual beliefs, altered states of consciousness or mental health diagnosis are especially invited.

**Extreme States And Hearing Voices Support Group** led by a team of facilitators including Will Hall. Open to people who have these experiences.

Meetings are held at 3941 SE Hawthorne  
Tuesdays and Thursdays from 6:00 to 7:30 pm

See other coming events at the Portland Hearing Voices website at [www.portlandhearingvoices.net](http://www.portlandhearingvoices.net)

**Women Survivors of Sexual Trauma** - New Support Group: Open to all women (including transgender persons who identify as women), who have been through traumatic sexual experiences..... Every Wednesday from 7 pm to 8:30 pm Call or email for more details. Held at Empowerment Initiatives.

What is it like to live with voices, visions, and extreme states of consciousness? What do these experiences mean to you? How can we learn to accept and live with who we are? What are ways to cope with fear, trauma, isolation, and overwhelming responses? Are there positive, creative, and spiritual sides to what we go through? What is mental diversity all about?

Will Hall was diagnosed with schizophrenia and is an internationally recognized mental diversity educator, advocate, and counselor. [www.willhall.org](http://www.willhall.org)

For more information contact  
[portlandhearingvoices@gmail.com](mailto:portlandhearingvoices@gmail.com)  
[www.portlandhearingvoices.net](http://www.portlandhearingvoices.net) 413.210.2803

See Eyes&Ears on the  
Mental Health Association of Portland  
Website at:

[mentalhealthportland.org](http://mentalhealthportland.org)

Has links to articles and resources.

## At Cascadia

### Want to Go Back to School?

Whether you want to:

Enroll in a college

Complete your GED or,

Improve your Reading, Writing or Math Skills

The Supported Education Program  
at Cascadia can help!

Make an appointment with Erin, the Supported Education Specialist, and learn all about the program!

How? Just let your case manager know you would like a referral to the Supported Education Program.

Or, call Erin direct at 503-238-0705 x 176.

Cascadia Behavioral Healthcare Plaza  
2415 SE 43rd

### Cascadia

#### Garlington Center Recovery Services

Cascadia Garlington Center is an outpatient clinic, that provides multi-disciplinary, culturally relevant treatment services to persons with a mental illness and/or co-occurring disorder with specialized culturally specific services available for African Americans. We are located at 3034 NE MLK Blvd. Portland, OR 97212. Phone: 503-283-3763.

We offer a variety of classes for:

- Depression - Anxiety - Stress management
- Healthy relationships - Bipolar
- Skills training for various topics
- Culturally specific classes are also available for African American Women.

If you are interested in attending a class, please contact your case manager.

### Rose Haven

627 NW 18th Ave. 503-248-6364 rosehaven.org

Women support groups, classes and activities  
Referral & advocacy

See page 18 for info on Rose Havens Career  
Assistance Program

Services for housing, legal aid, medical & mental  
health care; Counseling; Compassionate listening;  
Assistance navigating the social services maze;  
Clothing & Hygiene items; Mailing address; Voice  
mail; Support Groups

### Independent Living Resources

Offering Advocacy, Information & Referral, Peer  
Counseling, and Skills Training for people with  
disabilities. Classes, support groups, recreation and  
volunteer opportunities

1839 NE Couch St. 503-232-7411 www.ilr.org

### Recovery International

www.lowselfhelpsystems.org 503-231-1334

The mission of Abraham Low Self-Help Systems  
is to use the cognitive-behavioral, peer-to-peer, self-  
help training system developed by Abraham Low, MD,  
to help individuals gain skills to lead more peaceful  
and productive lives. For more info and to find support  
groups near you, go to their website.

### IRON TRIBE

The Recovery Network

www.irontribenetwork.org

IRON TRIBE is a Community Organization of Ex-  
-Cons in Recovery. We are men and women who have  
been incarcerated and are now engaged in a program  
of living that is based upon recovery, peer support and  
building community. Our mission is to provide peer  
support and guidance for the releasing ex-con and  
people in recovery, as they navigate successful  
integration into our community.

### FolkTime

FolkTime's mission is to provide opportunities  
for individuals facing the challenge of mental  
illness, to regain their sense of community, by  
providing a supportive environment which promotes  
peer support and self determination

The schedule of activities at FolkTime is  
determined by members at a monthly community  
meeting. Hot lunches are served at 12:30 Mondays  
and Wednesdays, and are prepared on site and  
shared together. Members are asked to donate \$1  
towards lunch. Also open on Thursdays. And  
Fridays offer special events.

Every week, except Tuesdays, members gather  
to participate in a variety of activities, including art  
and craft projects, writing group, guest speakers,  
games, bingo, karaoke, and discussions on current  
topics of interest. Each week we venture out to a  
bowling alley, local parks, museums, and gardens,  
or participate in community events.

Erin Vaughn, Program Manager of the new  
Sandy site (See below) and Gloria Giddens,  
Manager of the NE site have been trained as Peer  
Employment Specialists and can now work with  
individuals in recovery who are interested in  
exploring career interests and options.

Open to all persons, 18 and over, with a mental  
health diagnosis and connected with a mental health  
provider or social worker.

**-Couch Street site:** 4837 NE Couch St., 503-238-  
6428 Mondays & Wednesdays 10:30 am to 2:30  
pm. Thur. from 10:30 am to 3 pm. Fridays at noon.

**-Oregon City site** - 142 Molalla, Oregon City 503 -  
722-5237 Mon, Tue, Thurs 10 am to 2 pm. Fri. at  
11. Wednesday bowling at 1.

**-Sandy** - Sandy Community Center, 38348 Pioneer  
Blvd, Sandy, OR, (503) 238-6428 (Main Office).  
Mon., Tue., Thur. and Fri. 9:30 am to 2:30 pm.  
Closed Wed.

To see FolkTime's webpage and also to see the  
schedules of each site go to

[www.folktime.org](http://www.folktime.org)

## Online mental health and recovery support sites

**Forums at Psych Central** - An abundance of forums to choose from.

<http://forums.psychcentral.com/>

**What a Difference a Friend Makes**

<http://www.whatadifference.samhsa.gov>

**Voice-Hearers** - This group is for people who hear, or who have heard voices.

<http://health.groups.yahoo.com/group/voice-hearers>

**Online Recovery Support** - An online resource for the recovery community.

<http://onlinerecoverysupport.ning.com>

**Rose City Recovery Connections** - An online site for the Portland recovery community.

[www.rc-rc.info/index.html](http://www.rc-rc.info/index.html)

**About.com:mental health** Explore mental health

<http://mentalhealth.about.com>

**No Kidding, Me Too!** - Fights stigma through education and breaking down societal barriers. An amazing number of actors and other entertainment professionals are involved. <http://nkm2.org>

**Dialectal Behavior Therapy** - Info about DBT. This site was written primarily by PEOPLE WHO HAVE BEEN THROUGH DBT, not DBT professionals. We cannot give advice, but we can talk about our experiences on our DBT journey.

[www.dbtselfhelp.com](http://www.dbtselfhelp.com)

**Dialectical Behavior Therapy Connections** - This is a place for people interested in dialectical behavioral therapy to exchange information, encouragement, and resource links. [www.facebook.com/dbtconnections](http://www.facebook.com/dbtconnections)

**OAASIS** - support for sexual abuse survivors.

<http://oaasisoregon.org>

**PSRB Fair Shake** This facebook page exists to help anyone currently under the PSRB. We are a peer-run group of Oregonians currently living under the Psychiatric Security Review Board (PSRB).

Website: <http://psrbfairshake.org/wordpress>

**Beyond Meds** - Alternatives to psychiatry  
[beyondmeds.com](http://beyondmeds.com)

**Spotlight on Recovery** - Website and email newsletter. [www.spotlightonrecovery.org](http://www.spotlightonrecovery.org)

**Intervoice** - The International Community for Hearing Voices. [www.intervoiceonline.org](http://www.intervoiceonline.org)

## SMART Recovery

### Self-management and Recovery Training

**The scientific alternative for people seeking independence from addictive behaviors including alcohol, other drugs and gambling**

- Discover your personal power and strengths, and regain your confidence.
- Use supportive groups to brainstorm solutions to real personal problems.
- Clarify your values and find life, purpose, and hope.
- Learn tools and techniques for self-directed change.
- Be motivated to recover and live a satisfying life.

There are several meetings held in and around Portland.

For more information call Hank Robb at 503-635-2489 or email him at [robhb@pacificu.edu](mailto:robhb@pacificu.edu).

Visit SMART's website at [smartrecovery.org](http://smartrecovery.org) for a list of current meetings.

## Dual Diagnosis Anonymous of Oregon

Mental Illness and Substance Abuse

[www.ddaoregon.com](http://www.ddaoregon.com)

DDA is a program based on the 12 steps of Alcoholics Anonymous with an additional 5 steps that focus on Dual Diagnosis. DDA's unique 12 steps + 5 program offers hope for achieving the promise of recovery.

**DDA Central Office** 521 SW 11 Avenue (2<sup>nd</sup> floor). Monday thru Friday from noon to 1 pm. Open meetings. Call 503-222-6484.

Meetings are subject to change without notice. Please contact DDA at 503-737-4126 for more info.

Go to DDA's website listed above for a complete listing of meetings taking place in and around Portland and elsewhere.



## COMING EVENTS

### Alternatives Conference 2012

[www.alternatives2012.info](http://www.alternatives2012.info)

Also join us on Facebook: Alternatives 2012

Peerlink National Technical Assistance Center announces the 26th annual Alternatives Conference, the oldest national mental health conference organized by and for mental health consumers/survivors, to be held:

**October 10-14, 2012**

**Portland Marriott Downtown Waterfront  
1401 Southwest Naito Parkway  
Portland, Oregon 97201**

The theme of Alternatives 2012 is "Honoring Our History, Building Our Future." The theme reflects honoring the efforts and achievements of the past while embracing and supporting the growth of new programs and services.

### Oregon Consumer Survivor Statewide Gathering

#### Preceding the Alternatives Conference 2012 that's being held at the same location

Wednesday, October 10, 2012 1 to 4 pm  
Portland Marriott Downtown Waterfront Hotel  
Mt. Hood Banquet Room

Facilitated by OCSC (Oregon Consumer Survivor Coalition)

We are "uniting the voice for change" in the Oregon mental health system through individuals in all regions of Oregon.

#### What we will do:

Offer free membership through October 2012 sign up to join the OCSC

Individual introductions: What concerns do you have and what is developing in your region?

#### Speakers

Group introductions: What are the different Peer Run Organizations doing throughout Oregon?

Legislative action: What items do we need to work on for Oregon's next legislative session January 2013?

Quoting Mark Fisher (OCSC secretary): "We find that a voice for change in the legislature is essential.

Individuals throughout Oregon want to be heard, listened to, and their mental health concerns acted upon. OCSC is the vehicle for the united voice of individuals with mental health issues to be heard. Our Statewide gathering is the opportunity to share about our activities and to be known; then to draw up an action agenda for the next legislative session."

Contact for more information:

OCSC Blog: <http://ocscblog.wordpress.com/>

<http://www.peerlinktac.org>

Or email: [mrkfish92@gmail.com](mailto:mrkfish92@gmail.com)

## Career Assistance at Rose Havens

[www.rosehaven.org](http://www.rosehaven.org) - See page 15 for contact info

### Resume Writing & Cover Letter Assistance

Many of our guests are looking for work and in today's environment that is not easy for anyone, especially someone who has not recently been in the work force. Creating a resume can be difficult when there are employment gaps or not much real work experience. Skilled volunteers help create a resume for those who have had a long work history as well as those who have less, incorporating volunteer experience and learned life skills.

### Job Search Assistance

Many of our guests have not had to apply for jobs online nor do they have email addresses. A volunteer shows the guest the basics in this process and even helps to complete applications online.

### Job Interview Tips

Job interview tips to help prepare the guest to interview effectively are provided individually. Information is given regarding appropriate dress, how to respond to questions and other tips are provided alleviating some of the stress involved in job interviews. Role playing is available.

**Writing Class** This class builds writing, listening and concentration skills; encourages creativity; motivates reading and writing; and instills excitement and interest in learning. Storytelling plays a key role in the development of the personal voice which aids in communicating experiences and understanding of the world around us.

**Rose Haven** is a one-stop community and intervention center for women and children experiencing the trauma of abuse and homelessness in Portland, Oregon.

Rose Haven promotes self-sufficiency by providing on-site advocacy, informal counseling and referral services that assist women in obtaining housing, medical, and legal services.

Much of Rose Haven's success over the past decade is due to the focus on long-term, personal care. Guests are provided with clothing, hygiene products, diapers, voicemail accounts and a mailing address. Rose Haven offers writing classes, resume assistance, math tutoring, creative art programs and health education programs for its guests.

In addition to providing access to social services and education, Rose Haven offers guests a safe haven from the street, a sense of community, and a place to build relationships. Call 503-248-6364 for more info.

## Resources

**Multnomah Mental Health**  
**Crisis Number: 503-988-4888**  
**Or 1-800-716-9716**

### Mental Health Organizations

**-Cascadia Behavioral Healthcare** - Central Intake - 503-674-7777. Urgent Care Walk In Clinic 7 am-10:30 pm 7 days a week - 2415 SE 43rd 503-238-0705 Integrated Treatment Services (drug/alcohol) 503-230-9654

**-Central City Concern** - 232 NW 6th Ave, Portland, OR - 503 294-1681 [www.centralcityconcern.org](http://www.centralcityconcern.org)

**-El Programa Hispano** - work, housing and more; downtown Portland: 503-236-9670, Gresham: 503-669-8350 [www.catholiccharitiesoregon.org](http://www.catholiccharitiesoregon.org)

**-Life Works Northwest** -503-645-9010 [www.lifeworksnw.org](http://www.lifeworksnw.org). E-mail [intake@lifeworksnw.org](mailto:intake@lifeworksnw.org).

**-Portland Veterans Center** - 503-273-5370 PTSD and sexual trauma counseling (individual & group), employment services, and more; [www.va.gov](http://www.va.gov)

### Mental Health Drop - In Centers

**-Folk-Time Socialization & Support** - 4837 NE Couch St., 503-238-6428 Mondays & Wednesdays 11:30 - 2:30 [www.folktime.org](http://www.folktime.org)

**-Safe Haven** (Folk Time program) - 142 Molalla, Oregon City 503 -722-5237 Mon, Thurs & Fri 10 am to 2 pm

### National Mental Health Organizations

**-Mind Freedom** - Campaigns for human rights in mental health; also contact if have been abused by the psychiatric system. 1-877-MAD-PRIDE; [www.mindfreedom.org](http://www.mindfreedom.org)

**-National Alliance on Mental Illness** - Education, support, advocacy, info/referral; **NAMI Multnomah** - 503-228-5692 [www.nami.org/Multnomah](http://www.nami.org/Multnomah); **NAMI Oregon** - 503-230-8009, [www.nami.org/oregon](http://www.nami.org/oregon)

**-National Mental Health Consumers' Self-Help Clearinghouse**; 800-553-4539; [www.mhselfhelp.org](http://www.mhselfhelp.org)

**-Mental Health America** - Education, support; 1-800-969-NMHA (6642); [www.mentalhealthamerica.net](http://www.mentalhealthamerica.net)

**-SAMHSA's National Mental Health Information Center** - Mental health information; 1-800-789-2647; [www.mentalhealth.samhsa.gov](http://www.mentalhealth.samhsa.gov)

## Resources

### Mental Health Support Groups or Information

**-Northwest Autism Foundation** - info on autism and contact info on treatment. autismnwaf.org. 503-557-2111

**-Portland Aspergers Network** 503-284-4507, 503-682-1609 contact@aspergersnet.org. Web: aspergersnet.org

**-Bereavement Support Group (coping with loss)** - offered by Adventist Medical Center. To register, call 503-251-6192 ext. 5670. **Healing Grief** - Call 503 251-6105 for more info and to register. Both groups are free.

**-Brain Injury Support Groups** - Brain Injury Association of Oregon, 1.800.544.5243, biaoregon.org

**-Children & Adults with Attention Deficit** - 503-294-9504. Free. www.chaddpdx.org

**-Depression and Bipolar Support Alliance** - 800-826-3632; Portland support groups: west side: Jason-503-227-2423 east side Jean 503-231-7513  
www.dbsalliance.org

**-Family to Family Support Group** - NAMI - free group for loved ones of individuals with mental illness. Educational group. 503-228-5692

**-National Suicide Prevention Lifeline** (Suicide Support) 1-800-273-8255.

**-Obsessive Compulsive Disorder support group** - 503-494-6176; OHSU - 503-494-8311

**-PSU Community Counseling Clinic** 503-725-4620  
Portland State University. Individual, couple and family counseling. \$15 per session, reduced fees negotiated. 10 week commitment.

**-Recovery, Inc. International** - Self-help for people with depression, anxiety, phobias, fears, anger, & low self-esteem. www.recovery-inc.org / georjw@comcast.net.

**-Women's Crisis Line** – 503-235-5333 or toll free at 888-235-5333. www.pwcl.org

**-YWCA Counseling Center** 503-294-7440; 333 N Russell St. (at MLK) - Individual, couple, group counseling, and assessments. Sliding scale starts at \$13. Mon-Sat, 8 am-8 pm. Appointments only.

### Employment Resources

**Benefits Planning Assistance** - Disability Rights Oregon (formerly known as Oregon Advocacy Center) has PIP benefits planners to help you figure out how going to work will effect your benefits. 503-243-2081

**Better People** - 4310 N.E. Martin Luther King Blvd., Portland, (503) 281-2663 Helps people with legal histories find and retain jobs. Recently released and current parole participants have access to classes on interviewing skills and job application preparation. www.betterpeople.org

**Central City Concern Workforce program** 2 NW 2nd Ave. 503-226-7387 Provides employment workshops, job resource center, daily job announcements, career advancement and training services, employment-related housing and veterans' services, and more. Enroll to learn interviewing skills and prepare for job searches. Hours: 8 am-6 pm, Monday-Friday. www.centralcityconcern.org

**DePaul Industries** - 4950 NE Martin Luther King Jr. Blvd. 8-5 Monday - Friday 503-281-1289  
Temporary staffing service specializing in employing the disabled or people in recovery. Employment options for people with disabilities, including injury and illness related disabilities.  
www.depaulindustries.com

**Easter Seals Latino Connection Program** 4134 N. Vancouver Ave. Suite 300C 503-335-6161  
Vocational rehabilitation services, including employment for Latinos with disabilities, ESL and computer classes in Spanish, job development and job placement; translation and interpretation, resume and interview workshops; ESL support and referral.  
www.or.easterseals.com

**Elders in Action** - 1411 SW Morrison St. 503-235-5474 - Employment, personal and community safety advocates for adults age 50 and over.  
www.eldersinaction.org.

**Employment Marketplace:** "Bringing employers & job seekers together". Every Friday though Workforce  
http://wfn.pcc.edu/EmployerMarketPlace/EMP.asp

**Equal Employment Opportunity Commission**  
800-669-4000; www.eeoc.gov; Discrimination/rights

**Free online education: OpenCourseWare**  
educational programs are offered at various colleges. www.ocwconsortium.org, **About U.** also offers free online classes at http://u.about.com/

**Goodwill Industries of the Columbia-Willamette**  
1943 SE 6th Ave. 503-239-1734 - Jobs available at stores or donation centers, and free employment service in the community. Call for appointments 10 am or 1 pm, Monday-Thursday. www.meetgoodwill.org

**Hands On Portland -Volunteer jobs** in & around Multnomah Co. (503)200-3355  
www.handsonportland.org.

## Resources

**Individual Development Account Program** helps people save up money to start a business by matching \$3 for every \$1 saved. [Www.mercycorpsnw.org](http://www.mercycorpsnw.org)

**Job Corps - PIVOT**, 2701 N. W. Vaughn Street, Suite 151, Portland, (503) 274-7343 Provides hands-on career training for 30 trades for economically disadvantaged young adults 16-24. Students can also complete their GED and receive their high school diploma at Center. <http://pivot.jobcorps.gov>

**Oregon Certified Ombudsmen Volunteers**  
<http://www.oregon.gov/LTCO/> 1-800-522-2602

**Portland Habilitation Center** 5312 NE 148th Ave. 503-261-1266 Training and employment in janitorial, landscape and clerical work. Low-cost/no-cost/Section 8 apartments available. Trimet # 87 [www.phcnw.com](http://www.phcnw.com) The site also lists job openings and allows you to apply online. Weekly Info and Intake Meetings.

**Senior Community Service Employment Program -** A Title V training program free for senior citizens 55 and older. Promotes older workers as a solution for businesses seeking a trained, qualified, and reliable workforce. Facilitates economic self-sufficiency for older individuals and their families who are working. 2101 NE Flanders St. 503-232-7684. 8:30 a.m.- 4:30 pm, Mon-Fri. [www.doleta.gov/seniors](http://www.doleta.gov/seniors)

**State of Oregon Employment Office -** Oregon labor market information system and job search database. Portland office, 30 N. Webster, 503-280-6046. Call for hours. <http://www.employment.oregon.gov>

**Trillium Artisans Program -** 503-775-7993; Marketing support for artists interested in home-based business or contract work; [www.trilliumartisans.org](http://www.trilliumartisans.org)

**Vocational Rehabilitation Division -** 3945 SE Powell Blvd., Portland, 971-673-2555; East Portland, 305 NE 102nd Ave., 971-673-5858; North Portland, 4744 N. Interstate Ave., 971-673-3055. Mon-Fri 8am-5pm <http://www.oregon.gov/dhs/vr>

**WorkSource Portland Metro** provides communities with access to information and resources to assist people in their career planning and job search activities. Self-directed resource rooms at each center provide access to computer workstations, job orders and listings, resume software, and a wealth of planning and job search assistance information. [www2.worksourceportlandmetro.org](http://www2.worksourceportlandmetro.org)

### Alcohol and Drug Recovery

**-Al-Anon and Alateen** (for friends and family) 503-

292-1333; [www.al-anonportlandoregon.org](http://www.al-anonportlandoregon.org)

**-Alcohol and Drug Helpline; adult or teen;** 1-800-923-HELP

**-Alcoholics Anonymous -** 503-223-8569; [www.pdxaa.com](http://www.pdxaa.com)

**-Cocaine Anonymous -** 503-256-1666; Help line and call center for people struggling with cocaine addiction.

**-Crystal Meth Anonymous meetings**  
[www.crystalmeth.org](http://www.crystalmeth.org)

**-Dual Diagnosis Anonymous -** 503-222-6484  
[www.ddaoforegon](http://www.ddaoforegon)

**-Marijuana Anonymous -** 503-221-7007; [www.marijuana-anonymous.org](http://www.marijuana-anonymous.org)

**-Narcotics Anonymous -** 503-727-3733; [www.portlandna.com](http://www.portlandna.com)

**-Nicotine Anonymous -** [www.nicotine-anonymous.org](http://www.nicotine-anonymous.org); Toll free at 877-879-6422

**-SMART Recovery -** Hank Robb 503-635-2849  
[www.smartrecovery.org](http://www.smartrecovery.org)

### Benefits

**-Aging and Disability Services -** Helpline: 503-988-3646. Closed noon-1 pm; [www.co.multnomah.or.us](http://www.co.multnomah.or.us)

**-Coalition of Community Health Clinics Website** Provides info about free health care for uninsured people. [www.coalitionclinics.org](http://www.coalitionclinics.org).

**-Free Bus Pass -** If bus at least three times/week for medical or mental health center 503-802-8700; Need to be on Oregon Health Plan

**-Free custom made shoes and inserts** for people with diabetes - Priority Footwear and Pedorthic Services provides a full line of Diabetic Shoes and Inserts for Men and Women. Medicare and Medicaid accepted. 503-524-9656 [priorityfootwear.com](http://priorityfootwear.com)

**-Free prescription drug discount card -** Save up to 30% or more on most prescriptions that are not covered or not fully covered by insurance.. Go to [familywize.org](http://familywize.org)

**-Low Income Energy Assistance Program (LIEAP)-** 503-988-6295

**-Needy Meds -** Find help with the cost of medication - [www.needy meds.org](http://www.needy meds.org)

**-OHP Client Advocate Services Unit -** 800-273-0557; For questions about coverage and billing in the Oregon Health Plan

**-Oregon Health Action Campaign -** 800-789-1599; Help with the Oregon Health Plan

**-Oregon Helps -** One stop place to learn about your eligibility for various human services.



## Resources

www.oregonhelps.org.

**-Oregon Telephone Assistance Program** - If on food stamps, OHP, SSI or TANF; 1-800-848-4442 or (503) 373-7171 www.puc.state.or.us/PUC/

**-The PACS Program** - Prescription and Community Services. A resource and support program for adults living with mental illness in Mult. Co. Peer run. Call 503-228-5692 for an intake and to schedule an appt.

**-Partnership for Prescription Coverage** - 1-888-477-2669. www.pparx.org. Coalition of different groups that can help with prescription coverage.

**-Social Security Admin.** - 1-800-772-1213  
www.ssa.gov

**-West Burnside Chiropractic Clinic** - Low & no cost services to those who cannot afford to pay for care. 221 W. Burnside St. Portland - 7:30am-6:30pm M-F. 503-223-2213. www.wschiro.edu.

### Dental, Hearing & Eye Care

**-Free Eye Care for Seniors-** eyecareamerica.org.

**-Medical Teams international Dental Van** offers free dental van services at various locations in Portland. Must call specific locations for referral and scheduling. St. Francis Dining Hall (503-234-2028)  
William Temple House (503-226-3021)  
Christ Community Food Ministries (503-239-1226)  
All Saints Episcopal Church (503-777-3829)

**-Lions Club** - Eye care and hearing aids 1-866-623-9053

### Legal

**-Disability Rights Oregon** (formally called Oregon Advocacy Center) - 1-800-452-1694; 503-243-2081; Legal representation & disability advice; TTY: 800-556-5351; www.disabilityrightsoregon.org  
E-Mail: welcome@oradvocacy.org

**-Lawyer Referral Service** - 800-452-7636, 503-684-3763 www.osbar.org

**-Public Assistance and Disability Rights (Legal Aid)** - 503-241-4111

**-Legal Aid Services of Oregon** - 503-224-4094  
www.lawhelp.org

**-Senior Law Project** - 503-224-4086 Free counseling in legal matters to any Multnomah County resident 60 and older. www.oregonlawhelp.org

### Information and Referral

**-211 Information & Referral** - DIAL 2-1-1 or dial

503-222-5555 or go to www.211.org

**-City/County Information/Referral** - (503) 823-4000

**-Health Helpline** by Oregon Health Action Campaign: 1-866-458-4457. Info on health services.

**-Housing:** www.housingconnections.org

**-Network of Care** - www.networkofcare.org

**-Oregon Helps** - This site asks a few questions about your income and expenses. The site then estimates your potential eligibility for 33 federal, state and local services. www.oregonhelps.org

**-Resource web sites** - www.thebeehive.org

**-The Rose City Resource** - www.streetroots.org

### Health Resources

**HIV 7 Hepatitis C Resource Guide** -  
www.oregonaidshotline.com

### Other Resources

**-BoltBus offers rides to Seattle for \$7**  
portlandafoot.org/w/BoltBus www.boltbus.com

**-Community Cycling Center** Complete five hours of safe commuting and bike maintenance training and get a free bike. Must be a low-income adult enrolled in a comprehensive employment program (503)288-8864.  
www.communitycyclingcenter.org

**-Education - Portland Community College** - (has GED classes) 503-244-6111, www.pcc.edu; Mt. Hood Community College (have a mental health program) 503-491-6422, www.mhcc.edu; Federal Financial Aide - 800-433-3243; www.fafsa.ed.gov

**-Fair Housing Council** - 503-223-8295 / Hotline 800-424-3247; www.fhco.org

**-Free Geek** - Free computers and training in exchange for volunteer work. 503-232-9350 www.freegeek.org

**-In-Home Safety Repairs** - Minor home safety repairs for people who have low-income and are 55 years or older and/or have a disability; (503) 808-7088

**-Local Renting Information:** U.S. Dept. of Housing and Urban Development (HUD) - portal.hud.gov

**-Metro Child Care** - 503-253-5000  
www.metroccrr.org/index.htm

**-No Longer Lonely** - Online Dating for adults with mental illness. www.nolongerlonely.com

**-William Temple House** offers low-cost mental health counseling, emergency social services including food and children's clothing, pastoral care. 2023 NW Hoyt St., 503-226-3021. www.williamtemple.org

**-Write Around Portland** - creative writing 10-week sessions; publish work; 503-796-9224;  
www.writearound.org

# *Eyes & Ears*

**Editor:** Duane Haataja  
**Assistant Editor** David Green

## *Our Principles ~*

1. Eyes & Ears is a Consumer-Run Newsletter – all editorial decisions are made exclusively by our Editorial Staff, who are 100% Consumer
2. Our target audience is Consumers, Family Members & other loved ones of Consumers, & Mental Health Professionals
3. We welcome contributions of articles from everyone in our target audience, with articles written by Consumers having the highest priority

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