

Upholding NAMI In Our Own Voice Program Standards

We uphold our IOOV program standards so firmly because our eyes are fixed upon outcome and the protection and support of participants delivering this program. We know that if presentations and trainings are given in the format in which they are designed that an astonishing process of healing and transformation can take place not only within IOOV presenters, but also within audiences receiving the IOOV presentations. This outcome is not coincidental: It was carefully conceived in the original architecture of the program; it has been tested and validated countless times in the field. Individuals trained as presenters need and deserve a full experience of learning and presentation delivery. Likewise, audiences need and deserve to see the program offered in the format in which it was created. When presenters follow the process as it was written and planned, we get the same outcome in Iowa City that we get in Tallahassee. That is what makes IOOV so successful in the realm of public education.

As a point of comparison, some of you may be following NAMI's efforts to get the PACT program instituted across the nation. Why PACT? Because this model, when followed scrupulously in the field, dependably produces an effective treatment outcome. It is abundantly clear that when mental health systems "fiddle" with a program, change it, add things, or take things out, they get results far below the standards of those who stay true to form.

We are asking you, the leaders of IOOV, to act as guardians of the program by staying true to form and upholding best practices. We do not confuse fidelity with conformity. Like a trellis, policies provide support and guidance. Best Practices offer insight into the make-up of the most successful model. These trellises do not inhibit the growth of individuals and their free expression. Rather they encourage individual growth and program sustenance.

Every policy being presented to you was constructed for a very specific reason. If you have questions about a policy please do not hesitate to contact Sarah O'Brien, IOOV Program Director at the NAMI National Office.

Thank you for your continued leadership with In Our Own Voice.

NAMI IN OUR OWN VOICE EDUCATION PROGRAM **STANDARD OPERATING PROCEDURES AND POLICIES**

The policies and procedures you will find in this packet outline the current standard for IOOV in the United States and Puerto Rico. It is understood that NAMI State and Affiliate organizations, and their Education Committees, may not set policies at variance with the IOOV policies and procedures stated below.

Copyright:

- 1) All NAMI material is copyrighted. Permission to use the material must be obtained from the NAMI National Office.
- 2) No group or individual may rewrite any of the NAMI IOOV materials.

Presenter Qualifications:

- 3) All IOOV presenters must be persons with mental illness.
- 4) Any person trained at a NAMI IOOV training not acknowledged by the NAMI National Office shall not be considered an IOOV presenter

IOOV Presentation Format:

- 5) IOOV presenters *must present in teams of two*
- 6) Presentation of IOOV shall not be changed or revised in any way when being offered to the community. (See program format)

Stipend Requirements for Presenters:

- 7) Each IOOV presenter shall be paid a \$30 stipend per presentation given, for a total of \$60 per presentation.

In Our Own Voice Training Policies:

- 9) All IOOV presenter trainings *must be conducted using two certified NAMI IOOV Trainers.*
- 10) Each IOOV presenter trainer must be paid a \$500 stipend per training given.
- 11) IOOV training is free of charge to eligible participants.
- 12) A letter of acknowledgement signed by the State Executive Director or Board President must be sent to the National Office to legitimize any IOOV training.

13) The weekend IOOV training format and content may not be altered *or condensed* in any way.

14) If the IOOV coordinator is not able to be present for the entire training, a designated staff member or volunteer must be present in case of an emergency and to provide for the needs of participants and the trainer. If the coordinator is the trainer, a separate designated staff member or volunteer must be present for the entire training.

15) IOOV trainers must submit all training evaluations to the National Office for review.

Trainer Qualifications:

16) Prospective trainers for IOOV must be IOOV presenters for a span not less than one year *or* have substantial experience presenting.

17) Prospective trainers must fill out an application form to be reviewed by the State IOOV Coordinator and the National Office. The National Office reserves the right to refuse any application after careful consideration and collaboration with the State Coordinator, and the National Program Director.

18) Eligibility of a trainer to train may be reviewed and eligibility withdrawn at any time. Withdrawal of eligibility shall be determined after careful review by the IOOV Program Director and the NAMI Education Director. Decisions will be based on training evaluations and the recommendation of the State Coordinator.

19) Any trainer who does not train for a period of more than 1 year must work with the National Director to receive an update on training content and technique.

Cost of Presentation to Audience

29) IOOV Presentations are free for all audiences and may not be offered *contingent on* payment by any company, organization, group, or individual. Contributions by companies, organizations, and groups are accepted and encouraged.



In Our Own Voice:
Living with Mental Illness

Best Practices- NAMI In Our Own Voice: Living with Mental Illness

When applied, these practices deliver a program of superior quality and success. We applaud state organizations and local affiliates that implement IOOV's best practices.

Sustaining Program Quality:

- 1) A prospective presenter should undergo a formal application process in order to qualify as a presenter. The application process is one way to ensure that an individual is ready and able to undergo intensive training and give presentations.
- 2) After 3 years of presenting presenter groups should be retrained or "refreshed" by the National Director via conference call regarding new content and best practices.

Program Format:

- 3) "In Our Own Voice" presentations should be conducted in an hour and a half time frame. Deviation from this is highly discouraged though accepted when a shortened time frame is necessary in order to accommodate audience time restraints. No IOOV presentation should be conducted in a time frame of less than one hour.

Payment of Presenters:

- 4) Presenter stipends should be received within one month of the presentation.

Training:

- 5) No IOOV training should consist of less than 8 people.
- 6) NAMI recommends that the IOOV coordinator be present for the entire training.
- 7) The roles of the coordinator and trainer should be clearly defined.
- 8) Due to the investment of time and money to train trainers, prospective trainers should agree to train twice a year. Unexpected life circumstances necessitate compassion and flexibility.

Building Community, Refreshing Best Practice:

- 9) Every state should make an effort to convene a presenter gathering at least once a year.

Note: NAMI IOOV grants are awarded based on a state organization or local affiliate's ability to deliver best practices in conjunction with program policy.