

Enosh – The Israeli Mental Health Association

Community Based Practices in Mental Health

**Preparation for the WHO meetings**

**on good practices for community-based mental health services**

**30 April to 3 May 2019, Seoul, Republic of Korea**

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1. **Background – mental health in Israel**

In Israel some 250,000 people endure persistent and severe mental illnesses and consume services from the public health system; only 22% of them approached The National Insurance Institute to exercise their rights. According to the National Insurance Institute, the percentage of mental health consumers entitled to a disability allowance represents one third of the entire group of persons who receive disability stipends; and they are also the largest group of disabled people in the country who rely on government stipends. Furthermore, each mental health consumer is surrounded by family members who are also directly affected by his condition. A cautious estimation of the number of people coping with a mental illness and their caregivers is approximated at over half a million.

Although people with mental illness represent the largest group among the disabled population, they are also the weakest and most marginalized group due to social stigma. Thus, they are challenged doubly. On one hand, they struggle with the symptoms and disabilities that result from the illness. On the other, they are confronted with stereotypes and prejudice that stem from misconceptions about mental illness. Consequently, people with mental illness are denied opportunities that define a quality life: good jobs, safe housing, satisfactory health care, and affiliation with a diverse group of people. Once assigned the label "mental illness" and having become aware of the related negative stereotypes, the affected individuals expect to be rejected, devaluated or discriminated.

The vicious cycle which people with a psychiatric disability find themselves caught in involves self-stigma, unemployment, poverty and reduced social networks - all of which threaten recovery and quality of life:

*Poverty* - Disability allowances are insufficient for fulfilling basic needs (the figures will be discussed in Section C below), yet people with mental illness have limited training and employment options which can improve their earning potential. Also, negative self-concept leads to demoralization, which leads to lack of motivation and poor functioning – all of which hinder recovery.

*Unemployment* - There are not enough conditions to support the integration of people with a psychiatric disability in the workforce, from low awareness to the importance of their participation in the labor market and lack of understanding as to how to create an accessible work environment that is suitable to their needs. Also, often participants have been disengaged from the workforce for a long time or have never been part of it. Employers do not have the patience to occupy people with low labor productivity (which is usually the case during the training/learning process), and no incentive to do so when the financial gain is low, yet the current market offers an abundant workforce.

*Social Support* - People with mental illness require support from peers, family and friends to reduce their sense of isolation and increase their activity in the community. Therefore, efforts to re-integrate them into community life must be accompanied by measures on the societal level.

The goal of psychiatric rehabilitation is to help individuals with persistent and serious mental illness to develop the emotional, social and intellectual skills needed to live, learn and work in the community with the least amount of professional support. Although psychiatric rehabilitation does not deny the existence or the impact of mental illness, rehabilitation practice has shifted away from a focus on an illness model towards a model of functional disability. These rehabilitation values are also incorporated in the concept of mental health recovery applied by Enosh.

1. **Enosh[[1]](#footnote-1)\* – The Israeli Mental Health Association – Overview**

[Enosh – The Israeli Mental Health Association](https://www.enosh.org.il/en/service/enosh-the-israeli-mental-health-association/), founded in 1978, is a nonprofit organization in Israel, aim to promote community mental health and provide support for people with psycho-social disabilities and their family members. (In Enosh we use the Hebrew term “Mitmodedim” - which mean “copers” –people coping with mental illness).

**Enosh goals:**

* Provide quality professional community mental health services for people with psychiatric disabilities, and their families.
* Increase awareness on mental health and fight society's stigmas towards people with mental disabilities
* Promote the rights of people with psychiatric disabilities and their family members
* Promote pioneer community based mental health services

Over the years, our organization was the leading voice of people with psychosocial disabilities fighting the stigma and raising awareness. We established a holistic approach to community mental health services and has spearheaded innovative rehabilitation services based on a personal approach and mental health recovery model in areas of supportive housing, supportive employment, social & recreational activities, and family support centers.

Enosh sees itself as committed to the field of mental health throughout life, from childhood to adulthood, and in different situations, via prevention, treatment and rehabilitation. Enosh engages in the development and implementation of prevention programs for youth, selecting a professional model for intervention and implementation with the first episode, in the development of hospitalization alternatives, among them, home treatment and halfway houses, and the granting of a variety of rehabilitative responses that place an emphasis on integration into the community.

Today Enosh is the leading organization in Israel for community mental health services provided through the Israeli Community Rehabilitation of Persons with Mental Health Disability Law, 2000, that anchor the right of qualified people with severe mental illness, that had been approved by a professional rehabilitation committee of the Israeli ministry of health to get access to range of services including: supportive housing, supportive employment, social and recreational activities, family counselling centers, supportive education, case management & dental care.

Enosh promotes advocacy, public education against stigma and stereotypes, and by providing direct services to improve independent functioning skills, facilitating productive and active integration into the community. All of our programs are designed to facilitate recovery, wellness and community participation. They offer opportunities for self-discovery and renewal, while building participants' self-esteem, sense of security, meaningfulness and belonging. This undermines the self-inflicted stigma of mental health consumers and the social prejudice towards people with mental illness.

Enosh is the only mental health agency in Israel that provides a full and comprehensive range of solutions for scalable rehabilitation within the community. We run more than 60 service centers nationwide for people with mental illness and their family members. Our nationwide services encompassing development towns, peripheral cities and serving all sectors of society. These facilities employ professional health providers, which include more than 700 employees and 700 and more volunteers, and provide services to some 6,000 people directly and more than 2000 new family members every year. In each of Enosh's branches, the staff (social workers, psychologists, rehabilitation instructors and mentors) operates alongside a Leaders Group comprised of volunteers, which undertakes a role similar to a managing board. These volunteers assist the staff in determining and executing the branch's activities and community involvement goals. We have developed a unified standard for the joint management of the branches.

Enosh is committed to promoting the rights of people with psychosocial disabilities and their family members by means of advocacy and lobbying for policy change and legislation in Israel and in the international level as part of consultative status to the Economic and Social Council at the United Nations.

**Enosh Leading Staff**

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**Enosh Professional work model**

Enosh helps to improve the independent functioning skills of its clients via multi-dimensional services using recovery promoting interventions such as IMR, NECT, and SKIT. By assessing readiness for rehabilitation, service providers and receivers are focused on the personal progress and self-efficacy of the people with psychosocial disabilities alongside the rehabilitation process.

**Principles Guiding the Rehabilitation Process**

* Each person can learn, develop and change at any age and in any situation.
* The rehabilitation services view the person as being at the center, and believe in and are based on his strengths and abilities.
* The rehabilitation services are based on a rehabilitative concept, build upon a dignified, cooperative and optimistic approach, relating to a whole person within the society around him, seeing in him a potential worthy of being realized.
* The rehabilitation process is personally “tailored” for each individual in accordance with his needs, values and aspirations.
* The rehabilitative activity is based on developing the person’s abilities at levels of difficulty and at a pace that bring about the accumulation of positive experiences in all fields of life. The development of ability is achieved through direct and indirect guidance (e.g. personal example), and through exposure to various possibilities and opportunities.
* The involvement of family members and of persons emotionally tied to the person assist the rehabilitative process.
* Hope is a basic factor for progress in life in general, taking a central role in the field of rehabilitation, which is being progressively reinforced with the dissemination of information about the concept of recovery. (Recovery does not mean “cure”. Rather, it is a way of life, in which one aspires to the most from life, while building a personal and social identity, and finding meaning while recognizing one’s limitations. Recovery is not a process of reverting to the situation that the person was in before the illness commenced.)
* Moving toward trauma informed services
* Open dialogue

**Assessment monitoring and evaluation**

## Evaluation of the consumer personal rehabilitation program: An individual program is tailored for each consumer, together with the consumer, which is assessed once every 6 months by Enosh, and by a committee of rehabilitation services of The Ministry of Health.

## Israel ministry of health compliance check - Once a year, based on the ministry administrative standards. The ministry measures procedural aspects of the work such as: registry, documentation, capital standards, manpower, number of meetings /contact with clients – etc. All the procedural aspects that are mentioned in the regulatory guidelines.

## Quality Surveyors – a program of The Ministry of Health in which consumers distribute anonymous questionnaires to other consumers once every 18 months, based on which Enosh devises work plans. This valuable tool provides a better understanding of how our rehabilitation services are perceived by the consumers. The response rate is normally 70%. After the questionnaires are collected, the results are studied by the professional staff, consumers, family members, representatives from among the surveyors and The Head of the Quality of Service Field.

## Psychiatric Rehabilitation Routine Outcome Measurement (PR-ROM project) - Rehabilitation process evaluation in the different rehabilitation services. The professional staff in the service fill these surveys out with the person as part of the work process. Questionnaires that Enosh distributes to consumers annually based on which we also devise work plans (not anonymous). More about this process is found in this [link](https://www.health.gov.il/Subjects/mental_health/rehabilitation/results/Pages/default.aspx) (Hebrew).

## Fidelity (Pilot started in 2016) - Surveys that supposed to be implemented by the regionals officials in the ministry of health that supervising services. The goal is to assess the level of services and how they are promoting recovery and rehabilitation. How much are the people getting the services are involved in decision making, are they part of the services design.

## Computerized Data Collection System –an ERP software allows us to efficiently manage and integrate all the data concerning each consumer. The system consolidates all of the organization's information systems into one database, enabling collective use of information from one interface. It also meets the professional standards set by The Ministry of Health for managing a patient's file. Through the system, we collect and maintain information about the consumer's rehabilitation plan, follow up on treatment, periodic reviews, medical case management, and record interviews and irregular events.

## Quality of Service in Enosh - supervision tools were developed that enable professional teams to examine Enosh's capacity to meet the standards of The Ministry of Health. Regular quality surveys are conducted in various service departments that assess rehabilitation practice and environmental conditions involving maintenance and safety measures. This enables us to improve the professional practice and working conditions, and also allows us to introduce changes to the organization culture (e.g. providing further professional enrichment; redefining work procedures and staff structure).

## External evaluation of specific programs by professional agencies hired for the task. In the past 4 years, we developed and executed innovative projects based on the results of our evaluation; among them professional training programs in telemarketing, kitchen and culinary, and bicycle mechanics.

## Trainings and Supervision - our work in the field of rehabilitation using trauma informed methods based mainly on our human resources and the personal development and professional set of tools of our staff is our main tools. We see the importance of investing in our human resource. We aim to encourage capabilities and professional confidence among our teams. Our training and supervision model based on personal supervision, group supervision sessions and different scales of training according to the development level of the employee and the specific field of work. We also work on implementing the relevant knowledge based on research and evidence. In addition, the teams pick their on long term training in and outside the organization, and take part of development focus groups. Our supervision team provide mutual assessment once a year building the next year goals for supervision for the following year.

**Professional Services**

**Supportive housing:**

Housing is the pillar of independent living. Rehabilitative housing in the community is a comprehensive service provided by a multi-professional staff of health care providers and is geared towards assisting the consumer in reaching an optimal level of functioning in the community. Enosh’s Housing programs are provided through the Basket of Health Services and include hostels, supportive community living, group apartments and supportive housing in the community. Our staff works hand in hand with community healthcare providers, The Ministry of Health, parallel rehabilitation services and municipal bodies. Our housing services provide for people the opportunity to grow and develop themselves personally and fulfill their rights to live a meaningful life in the community. Each participant provided with the specific support fits to its needs. Today we provide housing services for more than 2,200 people a year.

Enosh provides scalable supportive housing services~~,~~ for individuals with a psychosocial disability residing in the community in accordance with their various and changing needs. These services are provided in the following frameworks: Independent living (in an apartment privately owned or rented by a member), shared apartments, and Group homes (Hostels)

**Group homes (Hostels)** providing intensive support 24/7 with professional staff (up to 15 people)

**Shared apartments** – independent living in the community. 3-4 people living in a shared apartment supported by a staff member, rehabilitation counselor, (some of them are people with lived experience, peer support) and a case manager. The councellor comes to the apartment each day for couple of hours to work with the consumers on their rehabilitation program, led by the people themselves by their wishes, interests and goals. The councellor helps the person reach to his/ her personal goals aiming to improve their quality of life. We believe the group setting is a base for a wide rehabilitation work based on the recovery model, with a personal approach. This model enable on the one hand a personal work and on the other enable to learn from the group.

**Personal approach apartments:** Enosh developed few shared apartments for specific needs in areas of:

Success story – Rivka & Gabi

Young adults

Dual diagnosis – 2 apartments

Homelessness – 1 apartment

Religious communities - 2 apartments

Sexual trauma – 4 apartmens for women, 1 planned for men will open during. 2019

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**SEED - Women with sexual trauma**

SEEDS OF WELLNESS

supportive housing model for women with complex PTSD in Beer Sheba. It is a holistic mental health housing service, providing mental health support and addressing the trauma. Each of the apartments accommodates three or four women aged 18 to 35. A female social worker and rehabilitation counselor, both trained in sexual trauma and DBT, visit the apartment daily. The service offers personal meetings, group therapy, and peer support. Staff members work with the women to develop individualized support plans, and they provide the necessary tools and guidance to achieve the milestones within these plans. Seeds project was part of the Zero Project - Impact transfer program 2019 see more information here: <http://impact-transfer.org/zero/enosh-seeds-of-wellness/>

SEEDS OF CHANGE

Research suggests more than half of all women with psychosocial disabilities have been sexually assaulted. Yet many mental health services cannot support women with experiences of sexual trauma and complex PTSD. To deliver a specialist trauma-informed service, and to increase trauma awareness across the organization, Enosh developed the ‘SEEDS OF CHANGE’ training toolkit, with a variety of training packages for staff across all services.Enosh has worked with the Association of Rape Crisis Centres in Israel to promote trauma-informed mental health services and adding this subject to the professional training of medical and psychiatric staff. A group of 25 leaders experienced long term in-depth training to lead sexual trauma activities. In the next step, after implementing special workshop for more than 300 staff members, thousands of Beneficiaries all across Enosh’s services have experienced various activities on sexuality and sexual assault in order to address the issue in the daily routine. Enosh plans to offer additional support and empowerment through peer support groups. **Our model can be replicated to other disabilities supportive housing frameworks and for other areas of life such as recreation, employment, and education services.**

Success story – Yuval & Hagit

Read more about SEED program here: <http://impact-transfer.org/zero/enosh-seeds-of-wellness/>

**Supportive Employment Services**

Enosh builds bridges between the individual needs of the consumer to the demands of the common labor market. The scope of possibilities ranges from the pre-employment stage to employment in the free market. Several employment programs are available as follows:

**Employment Centers –** offer pre-vocational training prior to working in the open labor market.

The program allows participants to experiment in a variety of occupations based on a tailored program that matches individual needs and abilities. The centers) objective is to serve as a bridge to employment in the open job market. Accordingly, they instill preliminary work habits and enhance members' self-confidence and social skills, which enable them to integrate into rehabilitative frameworks and into the general work force. The Centers offer a variety of occupations and include handmade arts and crafts products, which are sold either in the open market or pre-ordered by factories, etc.

Bat Yam movie

**Transitional Employment** – Enosh runs several transitional employment programs in hotels, coffee shop chains and supermarkets (e.g. Dan Hotels, Cafe Joe). This one-year program prepares consumers for optimal integration in the work force. Services include assistance in finding a place of work and daily on-the-job escort of an employment facilitator. The service is extended to groups of participants who occupy several positions in a place of business.

**Training and Learning Centers** – provide training in specific vocations and on-the-job experience, while enhancing employment skills and feelings of competence.

Spotlight on program: Bicycle mechanics course: This program is offered at Enosh's Ramat Gan Branch targets individuals who are highly motivated and possess basic work skills, yet require additional skill building and direction towards integrating in the workforce. The program offers professional training, hands-on experience and jobs. Participants begin by engaging in a 15 hour empowerment workshop involving elements of therapeutic bicycle riding, as well as developing creative thought and professional aspirations. The workshop is followed by a 100 hour training course that provides a thorough introduction to mechanics, bicycle models, devices and components, maintenance and care, and troubleshooting. Participants also engage in empowerment and preparation workshops to equip them with essential tools for employment (e.g. English and basic computer literacy lessons). The theoretical studies are complemented by an internship at Enosh's Bicycle Repair Shop, located in the National Park in Ramat Gan, which is a popular cycling site. During the internship, Enosh's Employment Placement Counselor and Training Counselor continue to reinforce skills such as time management, teamwork, service provision and work conduct. Participants who pass the final test receive an official Bicycle Mechanics Certificate, and are employed at bicycle repair shops in the free market, or continue their employment at Enosh's Bicycle Repair Shop. The program represents a multi-professional collaboration with the Israeli Bicycle Mechanic Center (IBMC), who provide the professional training component; the Kiryat Ono Academic College, who assisted in building the course syllabus and provides guest speakers and graduate certificates; the Ramat Gan Municipality, who helped us to obtain permits for opening a bicycle repair business; and Matzman Et Merutz, a company specializing in wholesale distribution of bicycle goods, whose volunteers guide participants during their internship.

Ramat Gan movie.

**Supportive Employment in the Competitive Market**– is provided in coordination with governmental organizations, placement agencies and large businesses and supports participants who work in the competitive market as individuals. It is not limited to a certain time frame. Enosh also offers guidance to employers on workplace adjustments and supporting job retention. Participants who receive this service are placed in employment in the free market and receive ongoing guidance and support from the Enosh team before and after they were hired. Eligible participants undergo assessments and testing to determine their skills and abilities, and are then placed in suitable positions according to their capabilities and aspirations. The Enosh team accompanies each participant and also offers guidance and assistance to the employers, which ensures long term and fruitful employment. Enosh developing tools and methods for full employment integration in the open work market, connecting with the work market's needs and construction of professional skills, narrowing technological gaps with those coping with difficulty in their integration into employment

Success story – Egor / Christofer

**Entrepreneurship** – the Maof Program helps participants with entrepreneur qualities to establish a private business. This program supports consumers who wish to establish their own business. It combines business training, including specific guidance in the field of business the entrepreneur is seeking to develop, and rehabilitative assistance.

MAOF pictures

**Restart -** Enosh specializes in training for employment in the free labor market, based on rehabilitation approach based on research aiming to improve professional skills, personal and encourage motivation as a mesure to promote recovery. Participation in employment is a major part in inclusion of people with psychosocial disabilities in the society. It is a major part of the person identity in the recovery process and it is the basis for feeling of belonging. Work routine help to establish schedule, and help improve income and level of living. The program RESTART developed as part of identifying a need that its aim was to improve skills through digital platform that help you prepare to the workplace environment through ongoing feedback and learning. As part of this we help promote digital and technical skills and to experience employment within the community. Through this program we can promote the elimination of the social stigma associated with mental illness – as we see that employment of people with psychosocial disabilities help reduce stigma. This is a training program of 4 months including professional and rehabilitation parts, computer skills, simulations trainings through digital platform, employment guidance and 3 month of experiences in different employment environment with support of professional rehabilitation employment counselor. We use special technologies and applications developed specifically for our needs, according to real life situations.

Pictures from the program

**Dialogue project**

An occupational project that trains people with psycho-social disabilities to become lecturers, sharing their personal stories in front of audiences, with the lectures becoming a part of their ongoing occupation. The project promotes two goals. **Raising awareness among the public** to psycho-social disability, community based rehabilitation and recovery; and **Increasing self-efficacy and self-confidence** of the participants through repeated contact with audiences. The project is part of Enosh’s groundbreaking program for business entrepreneurship development that was developed to enable psycho-social disabled people with entrepreneur qualities to establish private businesses, in an individual and a group framework. The individual framework includes an individual rehabilitation plan, professional mentorship and more. **Mentorship for participating entrepreneurs:** Basic business management studies and business coaching including business plan; Group meetings for sharing knowledge and simulations, forming business relationships; Mentorship to develop a private business. The project was founded by people with psycho-social disabilities, based on their knowledge and passion to share their story openly.

Encounters with people who are undergoing recovery have a significant effect on eliminating stigma. In order to maximize the impact, the training course aims to improve lecturing skills: facing an audience; telling personal stories in different formats and audiences; giving and receiving feedback; gaining experience in the field. Graduates are given a platform to realize the skills they have acquired. According to Research, recovery in mental health is a process of re-adaptation of one's attitudes, perceptions and beliefs towards oneself, others, and life. As a recovery-focused service, the project emphasizes individual needs and strengths, encourages involvement and participation at all levels of their lives, and encourages independent choice and decision making.

Participants: 60 participants in 2008-2016; 25 participants graduated two courses – 75% already provide lectures; More than 530 lectures took place from 2012 and about 14,500 people were exposed to the stories. 15 participants will undergo a third course starting February 2019; The organizing team: Enosh's employment director; managing team for the training course: 2 rehabilitation professionals, a business coach, and an SCIT facilitator; a team project after the end of the course: 2 rehabilitation professionals, professional mentors (in digital marketing, advertising, sales etc).

The project brings people with psycho-social disabilities and audiences that may have not had the chance to be exposed to life stories such as these before, creating empathy among the audience, and nurtures the belief that people with psychiatric disabilities recover and should be welcome within the community. The impact is in changing perceptions and attitudes of the general public and future caretakers while influencing the lecturers themselves, who cope with their stories and ontinue to shape them along the way.

90% of the training participants graduated successfully. The participants lecture in front of audiences on a regular basis (54% out of 28 training participants). Due to the successful experience of the audience, the number of lectures is increasing, and so are the requests for lectures in various organizations.

The project has established itself as a structured employment training course, in which participants are provided tools and mentorship in one organized framework. The group support upon finishing the course provides a social framework, in which peers can share experiences in a professional environment.

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**Social, recreational and wellness**

The objective of social rehabilitation is familiarity with and learning of social skills, the acquisition of knowledge and independence in the field, provision of a feeling of belonging, abatement of loneliness, making contact and integration in the community. The leisure program offers a range of opportunities to enable choices to be made, at a reasonable geographical distance.

Social rehabilitation based on peer-group empowerment, and participation in social activities in the community – The Social Center will offer recreational and leisure activities based on peer- group engagement alongside activities in the community. This model encourages a new level of social exposure, fostering community interaction that is based on a shared interest (e.g. mobile library, various lectures, etc.). Furthermore, the participants will take part in multiple activities in the community such as excursion and trips in Israel and overseas, cultural activities (visiting museums, going to the cinema and to shows, and more), in order to encourage them to consume such services in a community setting. Other planned enrichment and leisure activities include healthy lifestyle workshops; laughter yoga; drama workshop; computer lessons; movie club, and more. The Social Center will operate 3 days a week between 3pm to 7pm. The main goal of the Social Center is to offer participants enriching leisure activities; help them develop interpersonal skills and communication abilities, and expand their social circles and their ties with the community. This in turn will contribute to stigma reduction and to increased acceptance an understanding towards people with psychiatric disabilities.

Enosh’s social model offers consumers a variety of services that accelerate individual and group empowerment processes. Through enrichment and recreational programs, our professional staff helps facilitates the consumers in finding their place, creating a sense of belonging, discovering meaning, improving social skills and moving ahead towards fulfilling personal goals pertaining to socialization and community participation.

Beshutaf’s programming is available in over 60 social centers across the country, offering participants opportunities to explore and experience different kinds of themes, cultural events, leisure activities and site seeing in Israel and abroad. The centers provide participants with an open, non-judgmental approach, helps to socialize and alleviate their potential loneliness. The activities are conducted by our professional staff and volunteers. Some of the centers are specifically adjusted to cater to certain populations, i.e. youth, and Arabic/Russian/English speakers. The centers operate in the afternoons, and offer a variety of social, educational, and cultural activities, including excursions, lectures, parties, and recreational activities. Some of the unique activities in the centers include: drama and dance groups, scouting and photography courses, musical ensembles, cafés operated by participants, creative writing workshops, etc. In addition, participants enjoy holiday retreats in Israel and abroad.

Pictures from the program

**Mind & Fitness – Health, Sport and Wellness program**

"Mind & Fitness" is a health promotion program, the first of its kind, conducted for people with psychosocial disabilities, combining elements of physical activity, nutrition and illness management, while facilitating peer support networks and offering vocational opportunities. It is based on demonstrated evidence that physical exercise is beneficial for mental health and improving life quality, reducing anxiety, depression, and negative mood, and improving self-esteem, body image, quality of sleep and cognitive functioning.

The goal of this program is to integrate between mental and physical health, reducing the burden of illness while minimizing distressing side effects, leading to improvement in psychiatrically disabled people’s life quality and longevity. Physical care for psychiatric patients is not recognized by the state, and therefore Mind & Fitness is imperative to our beneficiaries’ wellbeing.

The Program operates in a framework of a Social Sports Centers, the first of its kind in Israel, which operates three main trajectories: physical activities (fitness classes); workshops and monthly lectures on healthy living (nutrition, reducing smoking) and mindfulness enhancing activities (Yoga, Thai Chi, etc.). Some of the activities take place in the community, thus creating an opportunity for encounters with the public, which contributes to the reduction in stigma towards psychiatrically disabled.

The program is operated in collaboration with the Israeli Social Security Agency, which initially supported the project in its first stages, and till today acts as a monitoring body; and the Daniel Rowing Center in Tel Aviv, which provides the professional operational services in subsidy to the project in Tel Aviv.

**Recreation programs in Israel and abroad**

Our recreation program enables people with psychosocial disabilities to take time off, get out of routine and refresh. Since 1985 we provide supported accessible vacations for people in our services in Israel and abroad. Every year hundreds of individuals participate in our services with many of our team members and professional staff. It is empowering experience. The participants can meet new friends, see new places and get the support they need to participate in this mental health accessible journey. It is another level for promoting recovery processes and access to culture according to the Convention on the rights of persons with disabilities. the process includes shared decision starting in picking the place for the vacation, planning the skills needed to strengthen prior to the vacation and independent management during the trip. In 2017 467 people with psychosocial disabilities and 88 staff members participated in the program.

Pictures from the program

**Community Gardening**

in couple of Enosh programs we operate community gardening programs. The community garden incorporates skill development and therapeutic aspects and involve the surrounding community, thus fostering interaction and dialogue which enables the reduction of the stigma associated with mental illness. The participants undergo special gardening training, and care for the garden, and will also engage in enriching gardening activities to induce personal growth such as growing and irrigation techniques, learning about different plants and their uses, preparation of various dishes using garden plants, outdoor activities, and more. This unique setting also brings together volunteering community members, neighbors, and employees of local businesses, who enjoy various gardening activities and workshops together with Enosh participants. The community garden assist individuals with psychosocial disabilities to improve daily functioning and to enhance their potential to later on integrate into the job market.

Therapeutic Gardening and Community Garden in the Enosh Sderot Branch- In this program, Enosh members learn how to care for and maintain an ecological garden, the products of which - house plants, herbs, fruits and vegetables- benefit the entire branch. The branch also holds a community gardening program, which embodies a collaborative effort of employees of the Hollandia factory in Sderot and Enosh members. Currently, we wish to open the garden to the public through tours hosted by Enosh members, and hosting of ecologically- themed events.

Ecological Training and Learning Center in the Enosh Givatayim Branch- The Ecological Training Center in Givatayim is a truly positive experience for all ages. This unique visitors' center holds interactive Group Activity Days to the public that are hosted by Enosh participants who operate the onsite "ecological stations", and guide the visitors. Currently, we wish to further develop this initiative including renovation of the garden; development of ecological education installations; and more.

The Enosh Bat Yam Rooftop Garden- the rooftop garden is used by participants to grow fragrant herbs to supply to the branch's natural soap factory. The participants undergo special gardening training, and care for the garden that is constantly expanding introducing new plants and growing techniques. The participants host visitors, conduct workshops, and other activities. Funds are needed for the project's sustainability and development.

The Enosh Ashdod Branch Rehabilitation Garden –the garden was modeled after the garden in Sderot. It was established through collaboration with various community partners and ecological-educational institutes. We are seeking funds towards the garden's operation.

Pictures from the program / Bat yam movie

**Family Support and Counseling Centers**

When talking of rehabilitation and recovery in mental health, the focus is naturally on the individuals affected. Yet, their family members - spouses, parents, children and siblings - who are often referred to as the silent partners - are in fact secondary victims of the mental illness. The spotlights and resources are only seldom directed at them, but their difficulties are many and on a daily basis, and they carry an enormous burden during times of illness and recovery. Families with a person with mental illness family member experience severe crises and face multiple difficulties. Lack of information and much confusion are accompanied by a sense of shame, fear, and helplessness. Enosh acknowledges the importance of the family as a significant factor in the rehabilitation of their loved one. Providing families with support, counseling and information contributes a great deal to the rehabilitation process and to the family's ability to conduct a normal life under mental illness. Enosh operates **5 Family Counseling Centers** (**Milam**) in Haifa, Jerusalem Karmiel (including an extension in Nahariya and in Kiryat Shmona), Netanya and Tel-Aviv. The service is provided to parents, siblings, spouses, and children of the people with psychosocial disabilities. They include individual counselling, group and peer support groups and couple counseling, lectures, workshops, and legal aid. Additionally, each year Enosh organizes a two-days National Conference for Families. The counseling in our family counseling centers is provided free of charge and with no need for a professional referral**.**

The first stages of the unpredicted psychiatric illness often evoke panic, confusion and helplessness among family members. Patterns of communication and distribution of family resources change, and families need support to build their capacity to cope with and support the ill family member, and come to terms with his disability and its implications. Experience and research show that the support of family members plays a major role in recovery. Individuals who enjoyed the support and understanding of family members were better adjusted, more motivated and experienced a quicker and more effective recovery process. Therefore, Enosh considers the treatment of family members an inseparable part of the rehabilitation process in mental health recovery.

Success story – families leading change

Enosh is a pioneer in the field of family counseling and established this service – based on a psycho-educational model - to help family members develop coping skills and resources. Centers are funded by the Israeli ministry of health and private donations.

**Addressing Cultural needs**

**The Arab Community**

Enosh promotes the welfare and rights of people with psychosocial disabilities of all sectors and backgrounds in Israeli society. Enosh has 3 branches serving Arab communities - participants and family members. Enosh adapted its rehabilitation programs to the needs and culture of the Arab population and tailored specific services in order to tackle cultural challenges. The majority of the Arab population reside in the periphery areas of Israel, where mental health services are scarce. In religious Muslim communities, psychosocial disabilities are often perceived as a sign of divine disfavor, so psychiatric conditions are often left fatally untreated. Therefore, providing targeted community mental healthcare services to in the Arab sector, that are adhere to religious and social tents, is of paramount importance. In 2016 Enosh and the ministry of Justice promoted a the first conference for the Arab community on the reform in the legal capacity act amendment.

**Family counselling for Jewish Ethiopians Communities**

Individuals of Ethiopian origin who face a mental health crisis are particularly vulnerable and experience greater risk of unmet mental health needs due to cultural norms and social marginalization. Behavior codes and social norms such as non-verbal communication, introverted behavior, suspicion towards medical practitioners, the belief that it is unacceptable to reveal problems and discuss them openly, as well as reliance on traditional care methods often deny people with psychiatric disabilities from receiving life-saving treatment. This risk is exacerbated due to severe lack of awareness to symptoms of psychiatric disorders and to available care services. Furthermore, many immigrant families from Ethiopia are often underserved. They experience financial distress, adjustment difficulties and language barriers, which make it difficult for them to actively seek help and access health care services. They include many single parent families or families with only one functioning parent with limited support systems. Therefore, unlike more privileged populations that are skilled and pro-active about seeking and accessing information (including web-based resources) and utilizing their rights, the Ethiopian community requires an outreach strategy, including house visits, facilitating access to information and services, and applying motivational methods to improve engagement of families who are apprehensive about seeking help.

Recognizing this community's particular needs and complexities, Enosh met with professionals, both from within and outside of the community, to develop a culturally-sensitive intervention model for Ethiopian families, who are considered multi-problem, high stress families. In 2012, we began providing culturally-adapted family counseling services to the Ethiopian community in our Netanya branch, a city with a large Ethiopian community. Over the years, through the course of our work, we became more acquainted with the community's mental health statistics and barriers to accessing services. We established a cross-system Steering Committee comprised of representatives of the Health Ministry and Netanya Municipality to map needs and barriers, and define best practice for reaching out to and intervening with the Ethiopian community. For example, we became well versed in how families perceive western medicine and gained a wider understanding of the risk situations, including dramatically higher suicide rates among Ethiopian immigrants as compared with the general population. Some of our conclusions were to offer families care coordination and mentoring and to integrate professionals from the community who will meet with mental health consumers in their homes even before they receive treatment or apply for a rehabilitation basket. Also, as part of our learnings, and with the support of The George and Jenny Bloch Foundation, we produced several television shows in Amharic to provide information about existing mental health services for consumers and their families.

Today, a team of psycho-social professionals works in coordination with other health and social work professionals to provide comprehensive and timely care for the patient and family. The team also includes an Amharic speaking social worker who liaises with hospitals, community centers and absorption centers to raise awareness to the program and draw more families into service.

The Family Counseling Services include:

* Outreach Social Work - an Amharic speaking social worker visits the neighborhoods and conducts house visits to provide on-the-spot information and services in the community's direct environment, and promote entry of families into the program and utilization of services.
* Individual, Couple and Family Counseling – provides instrumental information regarding the mental illness, treatment and rehabilitation options, available resources in the community, patient rights and communication with formal agencies; tools to cope with patients' reluctance to take medication, cooperate with treatment or self-neglect; and guidance on improving interaction and communication with the patient. Services focus on rights exhaustion, including escorting patients/families to various committees (e.g. rehabilitation basket, hospital committees, National Insurance Institute), helping families navigate bureaucracy (filling out forms), and assistance in applying to the District Psychiatrist.
* Support Groups – these peer-support groups for family members enable them to share experiences and gain insight from the challenges and successes of others facing similar circumstances. Participants acquire coping tools and develop supportive relationships. Much effort is devoted into recruiting and retaining participants.

**Early intervention**

**Headspace - The National Center for Youth Mental Health Israel** <https://headspace.org.il/en/>

In December 2014, Enosh launched an evidence-based national mental health model for youth in Israel involving the establishment of youth friendly centers that serve as a 'one stop shop', providing multi-professional preventative and early intervention services, referrals to mental health services in the community and outreach educational programs for professionals and care providers who interact with youth. The project was inspired by the successful model of Headspace Australia, a national flagship program for adolescent mental health and a global leader in the field. The project focuses on improving service delivery and access to mental health services for young people aged 12-25 suffering from mild to moderate mental health problems. Headspace centers are not designed to substitute for existing services, but rather to complement them by encouraging young people to access an enhanced form of primary care as early as possible**.** The first branch opened in Bat-Yam in December 2014.

As mentioned above, Enosh opened the first *headspace* center in Bat Yam in December 2014 and it has exceeded our expectations in terms of client demand. 536 teenagers have turned to the Centre for some level of support and counseling. 318 initial evaluations (intake) meetings have been held, and 240 young people have received psychological and psychiatric therapy in the Centre (this is 74% higher than our initial expectations, with the original estimate being 138 patients in the opening year). A second headspace Center in Jerusalem is opening this year. Within this framework, services will be offered to adolescents and their families, to increase the response to adolescents and to expand the body of knowledge in the field of prevention of mental damage.

**Navigate - Early Treatment for First Episode Psychosis**

Based on research, it is not sufficient to treat chronic and reoccurring psychosis. Rather, providing effective treatment in the early stages of the disease significantly increases one’s chances to return to normal functioning and successfully find one’s way to psychological and functional well-being. As currently no early treatment to psychosis exists in Israel, Enosh has decided to launch the innovative Navigate mental health program in Israel, inspired by the successful Navigate Program in the U.S. and Canada. Navigate is a comprehensive program designed to provide early and effective treatment for individuals who have experienced a first episode of psychosis. In Israel Enosh would like to provide the treatment for early psychosis to youth and young adults aged 15-40 and their families. The program aims to help participants and their families find their way to psychological and functional well-being by providing them access to mental health services. The program includes 2 stages: outreaching and recruiting candidates for the program (up to 2 months) and providing treatment (up to 2 years). It includes 4 components: 1) Medication Management to determine the treatment and prescribe and evaluate the role of medication; 2) Family Psycho-Education to help the family support the individual’s recovery; 3) Individual Resiliency Training to promote individual resiliency by enhancing illness management; 4) Supported Employment and Education to pursue employment and educational goals. Individuals enrolled in the program and their families are provided with guidance and support throughout the program by the Program Director and team members. The program is unique as its multifaceted team members of a Psychiatrist (Program Director), a Prescriber (who evaluates the role of medication), an Individual Resiliency Trainer, a Family Education clinician, and a Supported Employment and Educational specialist work closely to pursue early and effective treatment.

The program is implemented in cooperation with the Laszlo N. Tauber Family Foundation, which funded the training of the staff. Specifically, we are seeking support towards funding the salaries of the professional team.

**Gome - An alternative to hospitalization in the community**

A new service from 2019.. opened in March 2019.

In Israel 22,000 a year are accepted to psychiatric hospitalization. 21% of them are first time in hospitalization. 53% of the people who hospitalized return to hospitalization within 2 years. Research show that addressing properly first episode can reduce traumatic experiences and promote recovery, shorten the hospitalization period and the average stay in hospital. Within the current system of ambulatory services and the day hospitalization there is a luck of intensive care in the community when you are in a psychiatric crisis. Gome is aimed to provide alternative in the community to the people who need help in a mental health crisis. By providing support, treatment that ca contain the crisis, in an open close place we can help the person manage his crisis and shorten the time he/she will recover.

This is a safe space 24/7 for a short term period of time (between few days and a month). The professional approach is based on recovery model, open dialogue with a socio-therapeutic concept and shared decision making. We see the family as an important part in the process. The house is open to up to 9 people.

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**Policy Advocacy, awareness and legislation**

Enosh constantly works to promote the rights of people with mental disability and their families through advocacy and promotion of legislation in the Knesset. In particular, Enosh was with the leading groups of civil society that promote the Israeli Law for the Rehabilitation of the Mentally Ill, which was established in the year 2000, is a direct result of Enosh's legislation efforts and is based on the Association's services and operating frameworks. This important law defines and emphasizes governmental duty to provide rehabilitation services for the mentally ill, as well as support and counseling services for their families. Additionally, Enosh works to raise awarenesson the subject of mental health in Israel and overseas through the dissemination of information to reduce the social stigma associated with mental illness. This information is distributed in a variety of methods: newsletters, leaflets and brochures, lectures, workshops, and through our Website. We maximize exposure of the subject by appearing in all available media including printed and digital press, television, radio, social networks and forums. Enosh is part of Ngo's Coalitions: Coalition for legal Capacity in Israel, Coalition for promoting the Convention on the Rights of Persons with Disabilities in Israel; Coalition for patient rights in Israel. With our varied and widespread services, we are the leading organization in this field in Israel, with consistently developing knowledge. We hope to contribute to international activities to promote knowledge and the rights of people with mental disabilities, and their families.

Enosh collaborates with: all the leading psychiatric hospitals in Israel (e.g. Shaar Menashe, Kfar Shaul, Abarbanel, Gehha, Beer Sheva, Lev Hasharon); Government Ministries - Health, Welfare, Defense, Justice, Economy; Local Municipalities; The National Insurance Institution; National Health Service Providers (Kuput Holim); Academic Institutions (e.g. Haifa University, Hebrew University, Ben-Gurion University, ACHVA Academic College, Wingate Institute, Sapir College, Ono Academic College, Bezalel Academy of Arts and Design, IDC Herzliya, The Academic College of Tel Aviv-Yaffo, HIT – Holon Institute of Technology).

*Formal partnerships with other non-profits that provide similar or collaborative services in the community:*

1. Non-Profits: The Association of Rape Crisis Centers in Israel; ERAN - Emotional First Aid; The Israel Trauma Coalition (ITC); OZMA; BIZCHUT; LISHMA – for Integration and Empowerment of People with Mental Illness; MATAN- Investing in the Community; The Israel Civic Leadership Association (ICLA); Ispra – Israel Psychiatric Rehabilitation Association; Israel Network of Healthy Cities; The National Council for Volunteering in Israel; Malam – People with Mental Illness Organization; Joint Distribution Committee – JDC; The Society for the Protection of Nature in Israel (SPNI).
2. Coalitions of NGO's for People With Disabilities: The NGO's forum for Promoting the CRPD in Israel (with more than 60 organizations for and of people with disabilities in Israel); the Coalition for Mental Health in Israel (with OZMA – the Israeli Forum for Families of People with Mental Disability, BIZCHUT – Israeli Center for Human Rights of People with Disabilities; LISHMA – for Empowerment of People with Mental Disability; Israeli Headquarter for People with Disabilities); The Coalition for Legal Capacity (with 18 organizations for people with disabilities and elderly); Coalition of Healthcare Rights Organizations (more than 60 organizations for people with illness and disabilities); The Organization for the People with Disabilities Organization in Israel.
3. As of 2014, the organization has received the ***Midot Seal of Effectiveness*** <http://www.midot.org.il/english>. Midot evaluates and rates NPOs’ ability to create social value and improve the lives of their beneficiaries. The rating methodology examines the organization’s planning and performance abilities, how it measures its activities and sustains processes of learning and participation, its human capital and financial management. The Seal is awarded annually after a thorough inspection of the organization.
4. Enosh Is a member of theses organizations**:** The Israel Civic Leadership Association (ICLA) ;Ispra – Israel Psychiatric Rehabilitation Association (Enosh CEO is a board member of ISPRA); Israel Network of Healthy Cities;

**International activity**

**Internationally - Enosh is a member of:** **World Federation of Mental Health** (WFMH); **GEMIAN - Europe** (Global Alliance of Mental Illness Advocacy Networks-Europe) and has been awarded by Gemian for our enterprise development over the years; **Workability international**.

Enosh holds a consultative status to the United Nations Economic and Social Council (ECOSOC) since 2017. The status enabled us to participate in the UN events promoting awareness and best practices in mental health:

COSP 11 June 2018 – we participated in a panel of the Israeli mission to the UN titled “combating Stereotypes, Prejudice, and Discrimination through Inclusive Emplyment – A focus on people with psychosocial disabilities”.

CSW 63 March 2019 with the World Jewish Congress, we led side event focus on: “Mental Health and Sexual Violence Trauma – The Silenced Connection”

Participated as awardees in the Zero project conference 2019 on independent living. Presented SEED program in a panel on “supporting the rights of women with disabilities”. Our best practice was presented in the Zero project report 2019.

Participated in the Impact transfer program – Ashoka Austria 2019 as part of the zero project.

The Royal Foundation UK hosted Enosh delegation in March 2019 for a professional learning week on youth and young adults with mental illness.

Our professional developments in the mental disability area are exported internationally via conventions in academic issues regarding mental health and rehabilitation of the professional staff; via the exchanging of ideas with other countries (Australia, UK, US, Vietnam).

Connection and collaboration overseas:

Boston University, USA; headspace Australia; Meeting for Minds (M4M); GAMIAN Europe; World Federation of Mental Health; Mental Health America; No Shame on U, Chicago, ILLNOIS USA; Community connections Washington DC, USA; Jewish Child and Family Services, Chicago, ILLINOIS, USA,

**Prises and awards**

Enosh received a total of 22 prestigious awards:

| **Year** | **Award** |
| --- | --- |
| 1982 | The Israel President's award to the Volunteer to Mrs. Chanita Rodni, Enosh Founder |
| 1983 | The Chairman of the Knesset Award for Quality of Life |
| 1997 | The Presidential Award for Volunteer Recognition – awarded to Ms. Suzy Bachar (Ramla) for her community involvement, especially towards the mentally ill population |
| 1999 | The Shield of the Ministry of Health for Volunteer Organizations |
| 2007 | The Israel Minister of Health Award to Mrs. Chanita Rodni, Founder of ENOSH |
| 2007 | The Chairman of the Knesset Award for Quality of Life (Sderot Branch) |
| 2008 | The Shield of the Ministry of Health for Outstanding Volunteers awarded to Mrs. Chana Avrutzki, Chairman of Enosh Kfar Sava |
| 2008 | The Roaring Lion – The Israeli Association of Media Consultants and Public Relations Award for the campaign to produce the CD – *Spirit of Man* |
| 2010 | The Recanati-Chase-Rashi Award for Entrepreneur Social Worker – Zuhur Machmid and Kassam Machgana recved the award |
| 2011 | The Shield of the Ministry of Health for Outstanding Volunteers awarded to Mrs. Gila Sadowsky, author of the book "Cry for Them", Enosh Ra'anana |
| 2012 | GAMIAN EUROPE Award for the project "The Other Me" (students from the Rimon School of Jazz and Contemporary Music wrote lyrics to songs written by Enosh participants) |
| 2012 | The Roaring Lion – The Israeli Association of Media Consultants and Public Relations Award for the Mental Health Month campaign |
| 2013 | Honorary Doctorate awarded to Chanita Rodni, Enosh Founder, from the Hebrew University |
| 2013 | Rappaport Prize for women generating change in the Israeli society (in cooperation with "Laisha" Magazine) awarded to Chanita Rodni, Enosh Founder |
| 2013 | Tel Aviv Mayor Award for Outstanding Volunteer – awarded to Tova Fiegenbaum |
| 2015 | GAMIAN EUROPE Award for the project "On It" – training Enosh consumers in social media |
| 2016 | The Shield of the Ministry of Health for Outstanding Volunteers awarded for the operation of "Bekivun Haruach" Café operated by the Tel Aviv branch volunteers |
| 2016 | The Shield of the Ministry of Social Affairs and Social Services for Outstanding Volunteers awarded to the Hollandia company for volunteering in Enosh Sderot branch |
| 2017 | The Commission for Equal Rights of Persons with Disabilities Award for Hilton TLV for integrating participants in transitional employment |
| 2017 | ECOSOC- Enosh received the prestigious Consultative Status to the UN Economic and Social Council |
| 2018 | The MIDOT Award for Effectiveness |
| 2019 | Zero Project 2019 Award on best practice for independent living on SEED project |

1. \* Enosh – in Hebrew = human being [↑](#footnote-ref-1)