



NAMI Signature Program Operating Policies 2015

These policies replace all previous versions of program policies

NAMI signature programs are the intellectual property of NAMI. They are developed and owned by NAMI. They include NAMI Basics, NAMI Connection Recovery Support Group, NAMI Ending the Silence, NAMI Family-to-Family, NAMI Family Support Group, NAMI Homefront, NAMI In Our Own Voice, NAMI Parents & Teachers as Allies, NAMI Peer-to-Peer, NAMI Provider Education and any cultural adaptations and/or translations of each of these programs. NAMI has invested considerable time and resources in the development, maintenance and technical support of each of these programs to ensure they address the goals and mission of NAMI. NAMI is invested in ensuring these programs represent NAMI accurately when they are provided in communities. The following operating policies have been developed to ensure the ongoing provision of consistent and quality programming at all levels of NAMI.

NAMI State Organizations (NSO) and NAMI Affiliates (NA), their board education committees and staff may not set policies at variance with the NAMI signature program policies stated below. These policies are also to be followed by NAMI program leaders (i.e., teachers, mentors, presenters, facilitators) and trainers.

Any operational issues not covered below should be addressed by the NSO in accordance with all applicable laws in their respective state.

Copyright

- All NAMI signature program material is copyrighted. Permission to use any material in a setting other than a NAMI signature program must be sought from and given by NAMI in advance. In every case where permission is granted, NAMI must be referenced as the source of the material.
- No portions of any NAMI signature program may be used as a component of any other kind of program development or presentation.
- No group or individual outside of NAMI can rewrite any of the NAMI signature program material.
- Permission to culturally adapt and/or translate NAMI signature programs and materials in either written or verbal form into another language must be sought from and given by NAMI in advance and follow NAMI procedures regarding cultural adaptation and/or translation.

Access to NAMI signature programs and materials

NAMI signature programs are the intellectual property of NAMI. NAMI grants access to program manuals and other materials to NSOs who have sought and obtained permission from NAMI to bring that program to their state. NAs are granted access to these intellectual properties via their NSO. NAMI signature programs are only available through NSOs and NAs.

In return for access to the NAMI signature programs, the NSO and NAs are expected to maintain the fidelity of the programs and report participation data of all trainings, classes, presentations and support groups at www.nami.org/programdata.

Confidentiality and code of conduct

All NAMI signature programs are built around the principles of mutual trust and respect among participants and leaders. All NAMI program leaders are trained in the importance of creating and maintaining an atmosphere of respect in NAMI classes, presentations and support groups that is conducive to participants' ability to gain valuable information and support regarding mental illness.

This atmosphere of respect includes the assurance of complete confidentiality regarding participation in NAMI programs as well as any information shared by participants about themselves or others. The only exception to this expectation of confidentiality is in a circumstance involving potential harm to a participant or someone else.

Program leaders are representatives of NAMI and NAMI holds these leaders to certain standards of conduct during the provision of NAMI services. The Code of Conduct document is covered during program leader trainings and is included in all NAMI signature program manuals so that participants also know what to expect from NAMI programs.

Research on NAMI signature programs

Any research studies conducted on NAMI signature programs or using participants in NAMI signature programs must be approved in advance and in writing by the national director of education. The individual/institution conducting the research must also share with NAMI the data, analysis and conclusions from the research project. The Research Approval Request form can be found on the NAMI Education Helpdesk.

Presentation format for signature programs

- The time frames and presentation format for NAMI signature programs must adhere to the options provided and not be altered in any way. The classes, presentations and support groups must be led by the number of trained leaders specified. The specific program presentations are described in **Table 1**.
- In NAMI education programs (NAMI Basics, NAMI Family-to-Family, NAMI Homefront, NAMI Peer-to-Peer and NAMI Provider Education), no greater than a one-week hiatus may be taken for holidays which may occur during the course (e.g., Thanksgiving, spring break). More than a one-week break between classes creates too great a disruption in content presentation.

Who can provide NAMI signature programs?

- All NAMI signature program leaders¹ must be NAMI members.
- All NAMI signature program leaders must be trained and certified by national or state trainers.
- All NAMI signature program leaders must be at least 18 years of age.
- Untrained individuals are not permitted to serve as teachers in a NAMI education program (NAMI Basics, NAMI Family-to-Family, NAMI Homefront, NAMI Peer-to-Peer and NAMI Provider Education). In cases where a teacher is unable to continue teaching the course, an untrained substitute may be appointed to help with lecturing. The substitute is not considered certified and will not be allowed to teach the course again until they participate in a regular teacher training workshop. Untrained individuals are not allowed to be substitutes in the other programs.
- Due to the investment of time and money to train volunteers, prospective NAMI signature program leaders are expected to meet outlined requirements of the NSO for the program for which they are training (e.g., teach a minimum of two course cycles for education programs). It is understood that unexpected life situations may occur that will necessitate compassion and flexibility in this policy.
- Specific additional eligibility requirements for each NAMI signature program are listed by program in **Table 2**.

Who can participate in NAMI signature programs?

- Only people who have the lived experience for a specific education program or support group meet the attendee qualifications to attend that program. These program-specific requirements are listed in **Table 3**. The exception is the NAMI Basics program, which may be offered in its entirety to groups of professionals only.
- Participation in NAMI presentation programs (NAMI In Our Own Voice and NAMI Parents & Teachers as Allies) is open to the general public.
- Participation in NAMI Ending the Silence is open to youth ages 14-18 and to the general public (the target audience is youth ages 14-18).
- Professionals (mental health, school, day care workers, etc.) are not permitted to attend NAMI education programs or support groups unless they also meet the lived experience requirements of that specific program. The exception is the NAMI Basics program, which may be offered in its entirety to groups of professionals only.
- Observers are not permitted to sit in on any NAMI education program or NAMI support group.

¹ Program leaders include NAMI teachers, mentors, presenters and facilitators.

Who can become a state trainer for NAMI signature programs?

- All prospective state trainers for NAMI signature programs must be NAMI members.
- All prospective state trainers for NAMI signature programs must be screened for readiness and then be recommended to attend a NAMI Training of Trainers event by their NSO (either by the executive director or the president of the board of directors). This recommendation indicates the NSO endorses not only that the individual meets the minimum requirements, but that they are at a point in their life where they are ready to become state trainers and will be able to perform in that new role.
- Eligibility of a state trainer to train may be reviewed and eligibility withdrawn at any time by the NSO.
- Program specific eligibility requirements to become a state trainer are detailed in **Table 4**.

Mandated reporting

- For the purpose of NAMI signature programs, a “mandated reporter” is someone who because of other training they have received (e.g., Certified Peer Specialist) or a position they hold (e.g., mental health counselor) has been trained in their respective state’s laws around mandated reporting (e.g., suspected physical abuse, suspected harm to self or others).
- A NAMI signature program leader who also has the designation of being a mandated reporter in his or her state is required by NAMI to inform the participants in their class/support group of their status at the beginning of the class or at the start of each support group session, even if their specific mandated reporter regulations do not require this disclosure.
- Participants in signature programs who are also mandated reporters should follow the requirements of their licensure and state, but are not required to inform participants of their presence.
- A NAMI signature program leader who is not a mandated reporter in his or her state but who is concerned about something reported by a participant in their class/support group should discuss those concerns with the sponsoring NSO or NA and follow the policies and procedures of that organization, which must comply with the laws in that state.

Program fees

All NAMI signature programs are free to participants. Participants will not be charged a fee of any kind for enrolling and/or participating in any NAMI signature program.

Compensation and payment for program leaders

It is imperative that all NSOs and NAs understand that any form of payment to program leaders (contract fees, stipends, etc.) may be considered as an employer/employee

relationship. NSOs and NAs must be familiar with federal and state law regarding regulations on employees and contractors if they opt to provide payments of any sort to program leaders. Guidance on federal law can be found at www.irs.gov/businesses/small. On that page, click on the title ***Independent Contractor (Self-Employed) or Employee***. Additional resources are available on the NAMI Education Helpdesk. Please consult resources in your state for laws specific to your state.

NAMI neither requires nor recommends payment of any type for program leaders of any NAMI program.

The information below regards suggested contract amounts for state trainers only. It is always the responsibility of NSOs and NAs to take into consideration all federal and state laws regarding employees and contractors as well as the budget amount available for this purpose.

- NSOs and NAs are encouraged to contract with a state trainer for his or her services. NAMI realizes funds may not always be available, but suggests that each state trainer receive a minimum amount of \$250 per training given, with the possibility of up to \$500 when funding is available. For online trainings, it is suggested that each trainer receive a minimum of \$50.
- Trainers should be reimbursed for all travel expenses, including any travel and meals. Reimbursement should be only for the actual expenses.
- If a state trainer from one state agrees to help train in another state, the trainer should receive the going rate established by the state hosting the training.

State trainings

- State training schedule, format and content may not be altered or condensed in any way. Specific formats and trainer requirements are described in **Table 5**.
- Not all trainees are guaranteed certification; certification will be decided upon by the state trainers based on the trainee's ability to demonstrate the skills required and to adhere to the program model. In cases where certification is not granted, the Non- and De-Certification Procedures should be followed to include documentation at all levels. The process for Non- and De-Certification can be found in the program trainer manual and on the NAMI Education Helpdesk.
- State trainers shall be offered accommodations the night before and nights during trainings when travel is required.
- All trainings must be reported to NAMI through the online data reporting system six weeks prior to the training. A link to the online data reporting system can be found on the NAMI Education Helpdesk.
- The NAMI state program director/coordinator must submit any documentation required for specific programs to NAMI at the conclusion of the training. This documentation is described in each of the NAMI signature program training manuals.

Table 1: Presentation Formats

Program	Presentation Format	Led/Taught By
NAMI Basics	Over a period of 6 consecutive weeks, one class per week; OR over a period of 3 consecutive weeks, 2 classes per week; OR across consecutive weekend days with no more than 2 classes taught on any one weekend day.	2 co-teachers
NAMI Connection	Groups meet once a week for 90 minutes.	2 co-facilitators
NAMI Ending the Silence	Presentations given in 50 minutes.	2 presenters
NAMI Family-to-Family	Over a period of 12 consecutive weeks, one class per week; OR over a period of 6 consecutive weeks, 2 classes per week; OR across consecutive weekend days with no more than 2 classes taught on any one weekend day.	2 co-teachers
NAMI Family Support Group	Groups meet at least once per month for 60-90 minutes.	2 co-facilitators
NAMI Homefront	Over a period of 6 consecutive weeks, one class per week; OR over a period of 3 consecutive weeks, 2 classes per week; OR across consecutive weekend days with no more than 2 classes taught on any one weekend day.	2 co-teachers
NAMI In Our Own Voice	Presentations given in 60-90 minutes.	2 presenters
NAMI Parents & Teachers as Allies	Presentations given in 60-120 minutes but shorter presentations may be provided.	<u>Best Practice</u> : 3 presenters (1 educator, 1 parent, 1 young adult) <u>Alternate Option</u> : 2 presenters (1 parent, 1 young adult; either the parent or young adult must also qualify for the educator role)
NAMI Peer-to-Peer	Over a period of 10 consecutive weeks, one class per week; OR over a period of 5 consecutive weeks, 2 classes per week; OR across consecutive weekend days with no more than 2 classes taught on any one weekend day.	2 co-mentors, 1 assistant

NAMI Provider Education	Over a period of 5 consecutive weeks, one class per week; OR over a period of 5 consecutive days, 1 class per day; OR over a period of 2 consecutive weeks, 2 classes one week and 3 classes the other; OR over a period of 2 consecutive days, 2 classes one day and 3 classes the other day.	<u>Best Practice</u> : 5 presenters (2 family members, 2 individuals living with a mental health condition, 1 mental health professional) <u>Alternate Option</u> : 3 presenters (1 family member, 1 individual living with a mental health condition, 1 mental health professional)
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Table 2: Program-specific qualifications for program leaders

Program	Program Leader Qualifications
NAMI Basics	Prospective teachers must be parents or other primary caregivers of an individual who exhibited mental illness symptoms prior to age 13 (the formal diagnosis may have been made years later, but symptoms appeared prior to age 13). Ideally will have taken the NAMI Basics course, but this is not required, to allow NAs to expand the program into underserved areas.
NAMI Connection	Prospective facilitators are adults living in recovery with mental illness.
NAMI Ending the Silence	Prospective presenters must meet one of the following descriptions: (1) young adult age 18-35 living with a mental illness in recovery (preferably who is also a NAMI In Our Own Voice or NAMI Parents & Teachers as Allies presenter); (2) adult who is either a family member or an individual living with a mental illness (preferably also a trained teacher/mentor for NAMI Basics, NAMI Family-to-Family, NAMI Homefront or NAMI Peer-to-Peer, or has taken one of these courses).
NAMI Family-to-Family	Prospective teachers must be family members (parents, siblings, adult children, spouses or partners) of individuals living with mental illness. Ideally will have taken the NAMI Family-to-Family course, but this is not required, to allow NAs to expand the program into underserved areas.
NAMI Family Support Group	Prospective facilitators must be family members (parents, siblings, adult children, spouses or partners) of individuals with mental illness. There is no prerequisite that a prospective facilitator have taken NAMI Family-to-Family.
NAMI Homefront	Prospective teachers must be family members (parents, siblings, adult children, spouses or partners) of Service Members (active duty military or Veteran) who experienced mental health challenges. There is no prerequisite that a prospective teacher have taken NAMI Homefront.
NAMI In Our Own Voice	Prospective presenters are adults living in recovery with mental illness.

NAMI Parents & Teachers as Allies	Prospective presenters must meet one of the following descriptions: (1) young adult age 18-35 with a mental illness living in recovery who experienced symptoms during their school years; (2) parent or primary caregiver of an individual who exhibited symptoms of mental illness while in school (preferably the parent will be a teacher/mentor for or have taken either NAMI Basics, NAMI Family-to-Family, NAMI Homefront or NAMI Peer-to-Peer); (3) a school professional who also is either a family member of someone living with a mental illness or lives with mental illness themselves.
NAMI Peer-to-Peer	Prospective mentors and assistants are adults living in recovery with mental illness.
NAMI Provider Education	Prospective teachers must meet one of the following descriptions: (1) adult with a mental illness living in recovery, preferably who is also a NAMI Peer-to-Peer mentor; (2) family member or partner of an individual living with mental illness, preferably who is also a NAMI Basics, NAMI Family-to-Family or NAMI Homefront teacher; (3) a mental health professional who also is either a family member of someone with a mental illness or lives with mental illness themselves.

Table 3: Requirements to participate/attend

Program	Who is Eligible to Attend
NAMI Basics	Parents or other primary caregivers of an individual, 22 years of age or younger, who is experiencing mental health challenges.
NAMI Connection	Any adult living with mental illness.
NAMI Ending the Silence	Youth ages 14-18 and the general public.
NAMI Family-to-Family	Any adult who has a loved one affected by mental illness.
NAMI Family Support Group	Any adult who has a loved one affected by mental illness.
NAMI Homefront	Any adult who has a loved one who is a Service Member (active duty military or Veteran) experiencing a mental health challenge.
NAMI In Our Own Voice	General public.
NAMI Parents & Teachers as Allies	General public although the target audience is school personnel.
NAMI Peer-to-Peer	Any adult experiencing a mental health challenge.
NAMI Provider Education	Any adult who may come into contact with individuals living with a mental health condition and/or their family members as a part of their job: mental health professionals, lay professionals, administrative staff, etc.

Table 4: Program-specific qualifications to become a state trainer

Program	Prerequisite for State Trainer Eligibility
NAMI Basics	Must have taught 1 complete 6-session NAMI Basics course.
NAMI Connection	Must have at least 6-12 months' experience facilitating a NAMI Connection group, utilizing the NAMI Connection Recovery Support Group model.
NAMI Ending the Silence	Must have given at least 2 NAMI Ending the Silence presentations. To be eligible for the dual NAMI Ending the Silence/NAMI Parents & Teachers as Allies state trainer training, prospective state trainers must meet the prerequisites of at least one of the programs and have completed the online NAMI Ending the Silence presenter training if they do not meet the state trainer qualifications for NAMI Ending the Silence.
NAMI Family-to-Family	Must have taught 1 complete 12-session NAMI Family-to-Family course.
NAMI Family Support Group	Must have at least 6-12 months' experience facilitating a family support group, utilizing the NAMI Family Support Group model.
NAMI Homefront	Must have taught 1 complete 6-session NAMI Homefront course.
NAMI In Our Own Voice	Must have given at least 5 NAMI In Our Own Voice presentations.
NAMI Parents & Teachers as Allies	Must have provided at least 2 NAMI Parents & Teachers as Allies presentations. To be eligible for the dual NAMI Ending the Silence/NAMI Parents & Teachers as Allies state trainer training, prospective state trainers must meet the prerequisites of at least one of the programs and have completed the online NAMI Ending the Silence presenter training if they do not meet the state trainer qualifications for NAMI Ending the Silence.
NAMI Peer-to-Peer	Must have taught 1 complete 10-session NAMI Peer-to-Peer course.
NAMI Provider Education	Must have taught 1 complete 5-session NAMI Provider Education course.

Table 5: Program-specific state training formats

Program	Training Format	Led/Taught By
NAMI Basics	Day 1 begins at 3 pm and Day 3 ends at noon, or training may be held in 2 full days.	2 state trainers
NAMI Connection	As of March 2013, the NAMI Connection training is a 2-day workshop. States may opt to continue to use the 3-day model if they choose.	1 state trainer for every 6 trainees plus the state coordinator or other designated staff member
NAMI Ending the Silence	One full day training workshop or one 2-hour online training. For both training formats, presenters must view a 50-minute model presentation prior to the training.	1 state trainer

NAMI Family-to-Family	2.5-day training workshop	2 state trainers
NAMI Family Support Group	As of March 2013, the NAMI Family Support Group training is a 2-day workshop. States may opt to continue to use the 3-day model if they choose.	1 state trainer for every 6 trainees
NAMI Homefront	Day 1 begins at 3 pm and Day 3 ends at noon, or training may be held in 2 full days.	2 state trainers
NAMI In Our Own Voice	2-day training workshop	2 state trainers plus the state coordinator or other designated staff member
NAMI Parents & Teachers as Allies	1 full day training workshop	1 state trainer
NAMI Peer-to-Peer	3-day training workshop	2 state trainers plus the state coordinator or other designated staff member
NAMI Provider Education	1.5-day training workshop	1 state trainer