

# Shared Learnings

## The Whole Health Action Management (WHAM) Program

### Program Overview

The Whole Health Action Management (WHAM) program is an evidence-based peer support program developed by the SAMHSA-HRSA Center for Integrated Health Solutions to encourage increased resiliency, wellness, and self-management of health and behavioral health among people with mental illnesses and substance use disorders.

**Start Date:** June 2018

**End Date:** June 2019

**Target Population:** At least 20-30 Medicaid members per RPU; people with mental illnesses and substance use disorders

### Program Goals



Expand the WHAM program in the CCN region by investigating workforce development opportunities and interest



Pilot the WHAM program in the East and South Regional Performing Unit (RPU) counties

### Learnings



The WHAM program is designed to be flexible enough to deliver in the way that works the best for the participants. We delivered the program over 10 weeks, and found that this was too long to keep the target population engaged. Moving forward, we would intend to re-organize the curriculum, which it has the flexibility to do, and shorten the program to 6,7, or 8 weeks.



This program really requires the support of providers in the community working with those with behavioral health concerns. We had that support in two counties in which we delivered the program, however, we did not in the final county. Therefore, it was difficult to engage the population.

### Results

For those who participated, it appeared to be effective. Based on evaluations and the Patient Activation Measure scores (which we collected pre-and post-delivery), participants expressed that it was valuable to them. Several participants expressed interest in being trained as leaders for the program, if that opportunity arises.

### Organizational Profile

**Organization:** Rural Health Network of South Central New York

**Website:** <https://rhnscny.org/>

**Counties Served:** Broome, Chemung, Chenango, Cortland, Delaware, Otsego, Schuyler, Steuben, Tioga, and Tompkins

### Contact Information

Care Compass Network

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

