STATE OF CALIFORNIA--HEALTH AND WELFARE AGENCY

PETE WILSON, *Governor*

DEPARTMENT OF MENTAL HEALTH
1600 - 9TH STREET
SACRAMENTO, CA 95814

(916) 654-3551

July 30, 1997

DMH INFORMATION NOTICE NO.: 97-11

TO : LOCAL MENTAL HEALTH DIRECTORS
LOCAL MENTAL HEALTH PROGRAM CHIEFS
LOCAL MENTAL HEALTH ADMINISTRATORS
COUNTY ADMINISTRATIVE OFFICERS
CHAIRPERSONS, LOCAL MENTAL HEALTH BOARDS

SUBJECT: TRAINING AND TECHNICAL ASSISTANCE FOR THE DEPARTMENTS OF MENTAL HEALTH AND REHABILITATION (DMH/DR) MENTAL HEALTH COOPERATIVE PROGRAMS

EXPIRES : Retain Until Rescinded

The State Departments of Mental Health (DMH) and Rehabilitation (DR) have an interagency agreement to provide training and/or technical assistance to local mental health and DR cooperative programs and other collaborative efforts with county mental health whose emphasis is on returning individuals with psychiatric disabilities into the workplace.

A Request for Proposal was developed to identify experts to promote employment through collaboration between mental health providers, DR, non-profit employment providers, and independent living programs. Consultants were selected through a competitive bid process. They were rated on subject matter expertise, past training experience, consumer and family member involvement, and their ability to increase the capacities of distinct partners working to increase the employment of persons with psychiatric disabilities.

Included with this information notice is a *Training Request* and a description of the training and technical assistance subject areas. In order to obtain training, a Training Request must be completed in full and signed by both the local mental health director and the local DR district administration.

Any questions about this information notice or the Training Request should be directed to Paul Dirksen, DMH/DR Cooperative Unit, at (916) 654-2644.

GARY M. PETTIGREW
Deputy Director
Systems of Care

Enclosures

cc: California Mental Health Planning Council
Chief, Technical Assistance and Training

DMH-DR COOPERATIVE UNIT
1600-NINTH STREET, ROOM 250
SACRAMENTO, CA 95814

TRAINING REQUEST
Training and Technical Assistance

INSTRUCTIONS
This Training Request is the only document required to request and receive training. Please complete this return it to Paul Dirksen at the address in the upper left-hand corner.

TRAINING SUBJECTS
You may select two or more training subjects based on your locally identified needs. However, approval will be limited to the two highest priorities due to limited resources to serve all of the mental health coops. Additional training beyond the two highest training priorities will need DMH/DR Cooperative Unit approval.

____ **ADA**
____ **Benefits Counseling**
____ **Consumer/Provider Culture**
____ **Dual Diagnosis**
____ **Job Readiness/Preparation....**
____ **Marketing Strategies**
____ **Peer Supports/Family Engagement**
____ **Program Assessment**
____ **Psychosocial Rehabilitation**
____ **Psychopharmacology**
____ **Transition Age and Bridging Services**

REQUESTER
Contact Person Name : _____ Title : _____
Representing (agency, group etc.: Include address): _____
_____
Phone: ( ) _____ Date : _____

Purpose for training request:
Result of DMH-DR program review? Yes ___ No ___ BEST Network Request? Yes ___ No ___
Other? **Describe:** _____
_____

Will the audience/participants (e.g. consumers, family members, agency staff, departmental staff, or persons from the community at large) represent more than one constituency?
Yes _____ No _____ **If no, why?** _____
_____

When training is scheduled, <u>SEND a copy of the training notice</u> to DMH/DR Cooperative Unit, attn.: Paul Dirksen

We have reviewed this request and will <u>support</u> participation of our staff.

_____ _____
DR, District Administrator **date** **Mental Health, Director** **date**

DMH USE ONLY

Designated DMH signature: _____ **date:** _____

first priority: _____, **date :** _____

second priority: _____, **date :** _____

Consumer/Provider Culture (Bruce Anderson)

The training includes but is not limited to: development and implementation of strategies that "erase" the stigma of individuals with serious psychiatric disabilities; examination of the "total cultural environment", including a look at the norms and attitudes within providers (e.g. mental health, rehabilitation); and consumer and family cultures.

Consumer/Provider Culture training will encompass persons of color, of different ethnic and economic backgrounds and the inter-relationship of these various cultures in the recovery process. The training will address how some "unspoken" norms and attitudes can form barriers in the recovery process. The trainer may provide assistance in developing and implementing consumer "Drop In" Centers, establishing "peer support" groups, and help establish consumer hiring plans for both public and private agencies and how implementation of these plans will change the roles for all involved. Consumer and family leadership training may be scheduled through a "Train the Trainers" model.

Peer Supports and Family Engagement (Bruce Anderson)

Training, technical assistance and consultation may includes but is not limited to: the importance of providing supports where the consumer lives, works and plays, with emphasis on peer and family supports. The audience will gain an understanding of the importance of the interrelationships among peers, professionals, families, peer groups (formal and informal), and the larger community; how to utilize these key support systems for maximum participation with the end result of supporting consumers realize employment, career development and independent living skill goals.

Psychosocial Rehabilitation in Support of Employment (Bruce Anderson)

Training, technical assistance or consultation may includes but will not be limited to: role of consumers and families in the preparation and delivery of employment services, interagency collaboration, comprehensive vocational evaluations and development of rehabilitation plans and follow up activities. When indicated, career counseling, facilitating self directed consumer employment searches, the impact of "one-stop shopping" and "temp" agencies on employment, and consumer career opportunities will be presented. The presenter is also prepared to elaborate on the stages involved in the recovery process through a strengths based model.

Bruce Anderson is the co-director of Community Activators, Inc. Although he holds a Masters Degree in Rehabilitation Administration from the University of San Francisco, Bruce will tell you that his primary contribution lies in listening carefully and passing along stories of what worked or did not work in other communities and organizations. A large part of his work is supporting consumers, families, and human service workers in listening to each other and designing services and supports that strengthen consumer empowerment, develop stronger community networks and involvement for consumers, and reflect a community development approach to disability issues. In past vocations, Bruce has been the mayor of a city, a housing developer, commercial seafood processor/broker, and a high school teacher. He currently managing two experimental direct service statewide innovation projects related to disability issues.

Benefits Counseling and Social Security Work Incentives (Sharon Brent)

Training, technical assistance and / or consultation may include but will not be limited to: SSI and SSDI eligibility criteria, application procedures, SSA work incentives and their practical applications, post eligibility issues, and money management issues. The contractor is expected to have access and provide information regarding the most current and major national changes that would impact the eligibility and benefit status of SSI and SSDI beneficiaries.

Sharon has been training and an advocate for the last 15 years. Her advocacy started with the birth of her fist child, who was born with severe cerebral palsy. Since that time, Sharon has been active in local, state and federal legislation pertaining to people with disabilities of all kinds. She is knowledgeable about State Legislation (Lanterman Act) and Social Security Administration regulations(Title XVI and Title II). Sharon has held various positions promoting, educating, and advocating for the independence and quality of life for people with disabilities locally, statewide, and federally.

Sharon is able to break down the complex process of rules and regulations in both the state and federal systems. She has educated both the system and the people who need to access the service system. When both are able to understand the needs and the limitations, both are able to work in a more accommodating environment rather than in an adversarial tug of war.

Sharon believes that in order to bridge the gap between the complex service system and the people it is designed to serve, both sides are responsible for acknowledging that it is a "human" delivery system. By demonstrating mutual respect, flexibility and creativity, the needs of both sides become equal and both can be effective in making the system work.

Program Assessment (Steve Ekstrom)

Technical assistance and consultation may include but is not limited to: CARF accreditation process and standards; systems and program analysis, identification of program strengths and weaknesses; and the role of collaboration and interagency partnerships to meet common goals, including the establishment of competitive and efficient service delivery systems. The contractor is knowledgeable of changes within the mental health, rehabilitation and employment fields including the. Department of Rehabilitation "Order of Selection" policy and managed mental health care. Additionally, The contractor can provide conflict negotiation and resolution tools to handle interpersonal conflicts at the administrative, program, staff, consumer and family levels; make recommendations to assist in specific program and systems improvement and provide necessary program reassessment and follow-up to support needed change.

Steve Ekstrom has been an organizational consultant/trainer since 1991. His specialties include areas such as: assessing an organization's readiness for employment services and cooperative programming; assisting with program start-up, improving intra-and interagency collaboration; conflict resolution and prevention, strategic planning and facilitation organizational change. He is a former director/principal of a special education high school and Executive Director of Crossroads in Sacramento from 1980 to 1991. Steve has a Bachelor of Science degree from UC Davis, and a Master of Arts in Organizational Development from Antioch University.

Job Preparation, Readiness, Development and Placement (Edna Engle)

Training and technical assistance may include but is not limited to: strategies and or assessment tools to identify job readiness, analysis of the range of employment options from "sheltered workshops and volunteer work to part time employment and full competitive employment. Training material will provide information on motivational techniques, self esteem and self sufficiency building skills, including learning how to translate "activities of daily living" or "basic skills" such as time management to success in the work environment. Presentations will provide information on conducting labor market analysis and understanding labor market research information as it relates to current industry standards; strategies to match consumers to jobs; identify types of support (immediate and long term) necessary to assure job retention; and conflict resolution strategies for job coaches. The presenter will offer strategies on how to engage all interested parties, particularly family members, in supporting a job search; strategies for organizing the job search and making employer contacts, assisting with employment interviews, including whether to disclose one's disability and preparing resumes and correspondence to employers.

Edna Engle has been a consultant with the California Institute for Mental Health, the University of San Francisco, McLaren Graduate School of Management, Director of Marketing and Job Development, Crossroads Employment Services and Director of Marketing and Public Relations, SBC Industries.

Dual Diagnosis: Substance Abuse and Psychiatric Disability (MATRIX)

Training, technical assistance or consultation may include but is not limited to: increasing awareness and knowledge of the individual who is dually diagnosed, including addressing screening tools or other methodology that can distinguish those who are truly dually diagnosed and those who are not; understanding the service systems and treatment approaches that respond to the day to day needs of the dually diagnosed, their families and significant others; linking activities of mental health and substance abuse professionals with regard to the development and delivery of interagency collaborative; improving the link between clinical and theoretical aspects into practical applications related to employment and vocational situations.

Daniel Raudenbush has been the Director of Training for both Matrix Research Institute and MRI/University of Pennsylvania Rehabilitation Research and Training Center on Vocational Rehabilitation and Mental Illness since 1991. He has been a Director of Outpatient Services in a Community Mental Health Center (Philadelphia, PA); Regional Administrator of Step by Step, Inc. (a community based residential rehabilitation agency) and Director of residential mental health services (CO-MHAR, Inc. and Horizon House, Inc., Philadelphia, PA). He has his Ph.D. in Social Psychology from Rockwell University; Masters in Education from West Chester State University and Bachelor from Widener University.

ADA for Persons with Psychiatric Disabilities: USF (Richard C. Robinson)

Training, technical assistance and consultation may includes but is not limited to: How the Americans with Disabilities Act (ADA) can be used as a means to increase employment opportunities with persons with serious psychiatric disabilities in a "win-win" context for both employers and mental health consumers. Training material will focus on strategies, practical suggestions, and sharing of solutions regarding special accommodation needs and disclosure, including the issue of disclosure for non-entry level positions.

Marketing Strategies (USF-Richard C. Robinson)

Training, technical assistance and consultation may includes but is not limited to: Understanding employer needs, including how to assist employers to deal with employees in a crisis situation; the emerging role of "Temp" agencies in the market place and traditional perspectives of this industry towards individuals with severe psychiatric disabilities. Technical assistance will explain how to link entrepreneurial business, including non-profit agencies to a marketing strategy that promotes/provides employment opportunities. Consultation may also cover the dissemination of information about good local employment models to consumers, agencies and the community in general. Additionally, "product" marketing strategies; development of public presentations, speaking skills and promotional efforts to create more markets can be incorporated into the contractors training.

Psychopharmacology in Support of Employment (USF-Richard Robinson)

Training and technical assistance, or consultation may include but is not limited to: analysis of work-site factors that impact on psychotropic medications; current medications and their side effects; how medication use affects the individual, the family, and social relationships; and reasonable accommodations in the workplace as it relates to psychotropic medication use.

Dr. Richard Culp Robinson, Director, Rehabilitation Administration Department, University of San Francisco McLaren Graduate School of Management, will be coordinating training requests directed towards the University of San Francisco. This coordination involves the selection of appropriate subcontractors and arrangements with the requesting parties for provision of requested training.