

California's Mental Health Cooperative Programs

Training &
Technical Assistance
Topics



California Mental Health Cooperative Programs

State of California – Health and Human Services Agency

Department of Mental Health
1600 9th Street, Room 100
Sacramento, CA 95814
(916) 654-2147

Department of Rehabilitation
2000 Evergreen Street, 2nd Floor
Sacramento, CA 95815
(916) 263-7321

OVERVIEW OF MENTAL HEALTH COOPERATIVE PROGRAMS

California's Mental Health Cooperative Programs provide collaborative vocational rehabilitation services to assist persons with psychiatric disabilities enter or re-enter their community workforce. These community-based collaborations between local county mental health and Department of Rehabilitation (DOR) field offices provide improved access and specialized vocational rehabilitation services and supports. These programs have been established throughout the state for consumers historically unserved or underserved in the DOR system.

VALUES

The Mental Health Cooperative Programs reflect a recovery orientation and have been built with consumer, family member, county mental health, and local DOR collaboration. They adhere to core values of consumer career choice, comprehensive service linkages, job placement in competitive and integrated employment, reasonable accommodations, and pro-active ongoing support. These values are consistent with the Rehabilitation Act, as amended, the Americans with Disabilities Act, California Assembly Bill 2034 and the Mental Health Services Act.

PROGRAM SERVICES

The partnership between public mental health and vocational rehabilitation provides for a wide array of individualized services that are delivered through cooperative agreements negotiated and contractually maintained by county mental health and their local Department of Rehabilitation field offices. These services are consumer-driven so that consumers are central to all decision-making and service selections. Services can include, but are not limited to counseling and guidance, coordination in getting services from other agencies, vocational exploration, benefits planning and counseling, specialized employment assessments in the community, college and university education, vocational training, job search and placement assistance, transportation, employment support on and off the job site, tools and equipment, work clothing, assistive technology and self-employment technical assistance.

OUTCOME ACCOUNTABILITY

Each cooperative program is jointly reviewed by the Department of Mental Health (DMH) and DOR administrative staff to assess the quality and efficacy of services, assure compliance with written agreements, and provide input opportunity for staff. Also, an Outcomes Tracking Program has been developed to collect data that will provide local programs valuable information for ongoing program improvement and will provide statewide information on employment outcomes. Peer interviewers contact consumers by telephone at six-month, twelve-month, and eighteen-month intervals after completion of 90 days of continuous

employment. Information is obtained about (1) job retention, (2) financial status, (3) job satisfaction and well being, and (4) service impact.

TRAINING AND TECHNICAL ASSISTANCE

Funded by an interagency agreement between DMH and DOR, training and technical assistance is available to the local cooperatives as well as other local DOR/public mental health partnerships that emphasize collaborative vocational rehabilitation services and supports. Consultants and trainers contract with DMH through a competitive process. Training and technical assistance is designed to represent best services practices, meet the individual needs of local programs, and build capacity to maximize successful employment outcomes for the consumers served. Training is customized to meet geographic and special needs of individual cooperatives, as well as those of regional cooperative partnerships in multiple counties.

For additional information please contact Edie Covent at (619) 644-8967 or at edie.covent@dmh.ca.gov

Table of Contents

Overview of Mental Health Cooperative Programs.....	1
1. Building System/Community/Individual Capacity for Employment.....	5
Community Activators – Bruce Anderson.....	5
Advocates for Human Potential, Inc. – Gary Shaheen, John Rio, Laura Ware.....	5
2. From Vision to Transformation – Management Level Trainings and Organizational Building.....	8
Jane Kow and Associates, Employment Law and HR Consulting Firm – Jane Kow, Esq.....	8
National Mental Health Association of Greater Los Angeles – Dave Pilon, Ph.D., Bruce Anderson, MRA.....	9
Contra Costa County Adult Mental Health Vocational Services – John Hollender, M.A., C.R.C.....	9
3. Shifting to the Recovery Culture: Program/Line Staff Level Trainings and Cooperative Team Building.....	10
National Mental Health Association of Greater Los Angeles – Paul Barry, M.Ed., CPRP.....	10
Advocates for Human Potential, Inc. – Gary Shaheen, John Rio, Laura Ware.....	11
Contra Costa County Adult Mental Health Vocational Services – John Hollender, M.A., C.R.C.....	11
4. How to Engage the Employment/Business Community.....	12
Supported Employment Education Designs (SEED) – Mindy Oppenheim.....	12
National Mental Health Association of Greater Los Angeles – Vicky Gonzalez, CPRP... ..	14
KC Solutions – Kathy Condon, Paula Johnson.....	14
5. Utilization of Mainstream Educational Resources in the Design of Your Program.....	16
Rick DeGette, Sylvia Thomas, Tim Stringari.....	16

6. Benefits Planning.....	17
Joe Hennen, Carol Bowman.....	17
Crossroads Diversified Services, Inc. – Dee Gavaldon.....	18
7. Connecting Employment with Recovery.....	19
National Mental Health Association of Greater Los Angeles – Mark Ragins, M.D.....	19
Professional Growth Consultants – Daniel Raudenbush, Ph.D., Les Lucas, LMFT.....	20
8. The Client’s Perspective – Supporting Educational and Employment Goals.....	21
Wellness Recovery Educators – Mertice “Gitane” Williams, Sharon Kuehn.....	21
National Mental Health Association of Greater Los Angeles John Travers, CPRP, Eduardo Vega, M.A.....	22
Crossroads Diversified Services, Inc. – Sheila Boltz, MSW, Dave Hosseini, CPRP.....	22
9. System/Program Assessment, Planning and Development.....	24
The Results Group – Steve Ekstrom.....	24
Allen, Shea and Associates – Bill Allen, Ph.D., John Shea.....	25
California Association of Social Rehabilitation Agencies – Betty Dahlquist, MSW, CPRP.....	25
10. Transition Age Youth (TAY).....	26
National Mental Health Association of Greater Los Angeles Wayne Munchel, LCSW.....	26
Professional Growth Consultants – Daniel Raudenbush, Ph.D., Les Lucas, LMFT.....	27
11. Job Retention for Clients in Employment.....	28
Crossroads Diversified Services – Michele Lewis.....	28
KC Solutions – Kathy Condon, Paula Johnson.....	29
Customized Training Series.....	30
Training and Technical Assistance Request Application.....	31

DMH/DOR Cooperative Programs
Training & Technical Assistance Topics
2006-09



*California Mental Health
Cooperative Programs*

State of California – Health and Human Services Agency

Department of Mental Health
1600 9th Street, Room 100
Sacramento, CA 95814
(916) 654-2147

Department of Rehabilitation
2000 Evergreen Street, 2nd Floor
Sacramento, CA 95815
(916) 263-7321

Training & Technical Assistance Topics

1. Building System/Community/Individual Capacity for Employment

The focus of this topic will be on developing the skills and resources necessary for supporting healthy working relationships between clients, people engaged in support of clients, and the development of natural community support systems. Emphasis will be placed on promoting the importance of client self-determination and participation in the decision-making process for vocational rehabilitation planning. The training will address the following subject areas:

- Recovery: What it is, how to measure it and how to foster it.
- Understanding and demonstrating techniques that identify the specific skills and strengths of persons seeking employment.
- Assessing and building partnerships between agencies to maximize resources: referrals, support, funding, etc.
- Building strong community collaborative relationships.

Consultant: Bruce Anderson--Community Activators

Training will address the two most underdeveloped areas in Recovery programs: 1) using assessment tools which accurately distinguish between skills, talents, and gifts in order to increase motivation in consumers to find and keep a job, and 2) identifying and structuring collaborations which benefit all parties and minimize time commitments.

Recovery:

- Review of different definitions of Recovery
- How Recovery integrates with the Mental Health Services Act
- Four components of Recovery
- What is resilience?
- Using Recovery as an organizational improvement tool
- Engaging all levels of employees in Recovery
- Four areas of organizational transformation

- How Recovery is useful in employment
- Rating your Recovery attitudes
- The value of hiring consumers from a Recovery perspective

Identifying Skills and Strengths

- Brief history of how capacity has been identified in consumers
- Why “trouble” is a good thing in a person’s life
- Presentation of model of skills, talents, and gifts
- Using the Individual Capacity Assessment Tool
- Consumer identified Barriers to employment success
- Rating work environment barriers
- Rating non-work environment barriers
- Conditions for natural support success
- What works and what doesn’t: an honest conversation about using natural supports

Building Partnerships and Community Collaborations:

- Defining the differences between types of collaborations
- Rating your collaborative relationships
- Modern collaboration: What we know works
- Realistic roles for mental health case managers
- Importance of single-point accountability
- Determining genuine self-interest of collaborators
- Solving collaborative conflicts
- Cultural attributes of collaboration
- Creating your collaborative goals

Consultants: Gary Shaheen, John Rio, Laura Ware--Advocates for Human Potential, Inc.

This training will assist participants to develop strong partnerships and collaborations for employment involving consumer’s families, providers, DOR, DMH, labor, faith and community-based groups, and employers. This trainer will facilitate information sharing and provide training and technical assistance on building collaborations.

- Creating or supporting attitudes and practices that help consumers access mainstream work at a living wage
- How providers can support consumers to pursue and experience recovery
- Helping staff to challenge their own perceptions of recovery and ways they may measure it
- Developing person-driven, mainstream-oriented outcome measures
- Building management level commitment and support of staff and clients involved in the employment process
- Designing ongoing successful structures for creating client and peer groups

DMH/DOR Cooperative Programs
Training & Technical Assistance Topics
2006-09

- Addressing resiliency: the ability for a person to regroup, continue and face setbacks as learning opportunities
- Homelessness: how to work towards employment given the culture of homelessness
- Helping staff to develop options for consumers to develop practical work experiences
- Identifying and addressing “soft skills”
- Identifying and utilizing individualized natural supports before, during and after the employment services process
- Management and clinician’s roles in supporting employment: integrating case management with employment supports
- Identification and utilization of a point person to assist clients in navigating through multiple systems
- Identifying appropriate local resources and facilitating collaboration

2. From Vision to Transformation – Management Level Trainings and Organizational Building

This topic can be presented in a training experience for management level staff in which community employment partners will fully participate in the operational activities, philosophy, and structures of a recovery/employment focused program. This training can be delivered either at the trainer's affiliated program sites or brought to the program's community.

Consultant: Jane Kow, Esq.--Jane Kow and Associates, Employment Law and HR Consulting Firm

This interactive training has been developed by an employment attorney, who specializes in providing employers with advice, consulting and training on employment of persons with disabilities. Training will facilitate an understanding of the employment challenges faced by persons with psychiatric disabilities and teach managers how to effectively engage in an “interactive dialogue” with employees to assess their functional limitations and determine what form of reasonable accommodations would enable them to perform their essential job functions. The training will conclude with a fun filled interactive game show designed to test understanding and retention of best practices and key concepts covered in the class.

- Review the definition of mental or psychological/psychiatric disability under federal and state employment laws which prohibit disability discrimination in the workplace and obligate employers to provide reasonable accommodations
- Discuss the prevalence of disabilities in the workplace and average cost of providing workplace accommodations
- Examine the challenges faced by persons with psychiatric disabilities in seeking and retaining employment—discuss stereotypes, misconceptions, and attitudinal barriers
- Analyze communication barriers that impede employment of persons with disabilities and best practices to address anxieties and fears about employing persons with disabilities
- Foster an understanding of employers' legal obligation to provide reasonable accommodations to enable applicants to apply for a job and employees to perform the essential job functions
- Through role-playing exercises and coaching from the instructor, practice techniques for appropriate and respectful interaction with employees with disabilities to determine their work limitations and need for accommodations
- Discuss illegal interview and workplace questions that employers must avoid asking persons with disabilities
- Discuss strategies for fostering a workplace culture that supports the employment of persons with psychiatric disabilities by examining the role of community employment partners and the responsibilities of management level staff
- Review best practices and lessons learned in training through an interactive game show entitled “*Disability Jeopardy!*” which will test participants' understanding and retention of key concepts covered in the training

Consultant: Dave Pilon, Ph.D.--National Mental Health Association of Greater Los Angeles and Bruce Anderson, MRA--Community Activators

This training will instill managers with the understanding, enthusiasm, knowledge and skills for planning and promoting recovery-based systems and services among their staff. It is designed to provide executives and mid-managers a facilitated forum to build consensus and prepare themselves for the planning, design and delivery of recovery services.

- Conceptual frameworks for thinking about the relationship between recovery, leadership, organization change, and program design
- Discussion of concerns, struggles and achievements within individual organizations
- Self-assessment tools for evaluating the current status of an organization in each of the four recovery oriented leadership target areas
- Focused organizational action planning

Consultant: John Hollender, M.A., C.R.C.--Contra Costa County Adult Mental Health Vocational Services

This training will consist of site visits and presentations by the cooperative partners.

Topics covered include:

- Review the design of a decentralized county operated program that serves a diverse population
- Interactive discussion as to the program's approach with its partner agency and its management as to program design, development and functioning
- Discussion of importance of program management's commitment to development and support of necessary vocational program components
- Discussion of methods to address and move beyond internal stigma and ensure services integration in the agency culture
- Areas such as funding, hiring qualified staff, identifying partners, and barriers will be addressed and discussed
- Presentation styles include lecture, group discussion, breakout groups, question and answer periods and guest expert speakers

3. Shifting to the Recovery Culture: Program/Line Staff Level Trainings and Cooperative Team Building

This topic will address the role of cooperative program staff. The focus can be on the following areas:

- Developing and fostering an overall program/system wide culture that supports the employment goals of clients
- Mentoring as an integral component of employment supports
- Self-esteem building as an integral component of employment supports
- Other internal and external employment resources for clients

Consultants: Paul Barry M.Ed., CPRP--National Mental Health Association of Greater Los Angeles

This training will be a two-day, Employment Immersion Training at the MHA Village in Long Beach. Presentations will be made by the Village's management, psychiatric and employment staff and will include group discussion, field experience observation, individual coaching with employment staff and question/answer sessions. Participants will learn how to build a recovery culture that emphasizes and encourages the employment goals of adults and young adults with mental illness. Topics covered include:

- Employment is everybody's job
- Creating an agency culture that promotes employment
- Making employment "user friendly" to mental health providers
- Motivating individuals to try working
- Applying principles of recovery to create positive employment outcomes
- Creating a varied menu of employment options
- Designing a sales-based approach to job development
- Identifying the role of the psychiatrist in promoting/supporting work
- Observe a boss meeting with his new workers when they are challenged to leave their personal problems "at the door"
- Meet with the boss of a business that puts individuals with mental illness to work in day labor jobs in the community
- Pairing up with a Village buddy for field experience as a job developer, boss, program designer and administrator
- Identifying concrete forms of support that help individuals keep their jobs
- Attend a routine "All Agency Meeting" for both members and staff where recovery and sometimes chaos are celebrated

Consultants: Gary Shaheen, John Rio, Laura Ware--Advocates for Human Potential, Inc.

The trainer will develop materials through contacts with the program prior to the training date to collect information on topics, learning objectives and audience demographics. The agenda will be developed from the pre-training contacts.

Participants will benefit from the following learning objectives:

- Challenging readiness/overcoming disability and disadvantage
- Understanding recovery concepts
- Building motivation for change
- Accessing mainstream employment services
- Customizing a range of employment options
- Identifying skills and support needs
- Job search planning/development/placement
- Relapse prevention
- Utilizing natural supports
- Promising and proven employment approaches
- How to address employment as part of an integrated team strategy
- Recovery plans driven by clients and supported by staff
- Identifying staff attitudes that get in the way of consumers accessing employment
- Wellness strategies in support of employment goals

Consultant: John Hollender, M.A., C.R.C.--Contra Costa County Adult Mental Health Vocational Services

Vocational Services will host a 2-day program that will be experiential in nature. Participants will have the opportunity to:

- Tour different sites of this county operated, cooperative program
- Participants will be paired with Vocational Services staff at different sites across the county to learn more about job roles and essential functions
- Each participant will have a chance to share his or her individual experience "job shadowing"
- Participants will have the opportunity to understand how to develop cooperative team building

4. How to Engage the Employment/Business Community

This topic will address the specialized service needs of persons with multiple employment issues in addition to a psychiatric disability such as substance abuse, communication barriers, felony history, learning disability, or additional physical disabilities. The focus can be in the following areas:

- Career development and job placement including how to access local labor market research and trends
- Addressing the concept of work, to include the range of employment options
- Temporary work situations as a stepping stone to competitive employment
- Identifying and developing partnerships with all community partners
- Supporting client employment efforts
- Working with employers

Consultant: Mindy Oppenheim--Supported Employment Education Designs (S.E.E.D.)

This training is designed to engage the employment/business community and increase and improve employment and retention for people with disabilities. The following training options are designed to provide management and organizational consultation, program development, as well as staff training. The topics are flexible and designed for your agency and community demographics:

1) Overall Community Marketing and Public Relations Planning and Implementation

The trainer will facilitate the planning and implementation of marketing and PR strategies that are designed to educate and motivate employers to hire, train and retain people with psychiatric disabilities. The training can provide an opportunity for DOR/MH Co-ops to develop community-wide marketing strategies that will benefit organizations and persons with psychiatric disabilities.

- Development of informational and educational materials designed for the business community
- Coordinated participation in community business and service organizations
- Developing and maintaining Business Advisory Councils (BACs)

2) How to Hire and Retain Top Performing Job Developers

This training will walk managers through: defining program goals and objectives, profiling top performers in the organization, and interviewing strategies that help predict performance based on the applicants previous experience.

- How to plan, target, market, advertise, and hire great job developers
- Current hiring practices: are you attracting the right people?
- Before the interview, during the interview, after the interview

3) Job Development Program Design and Management

This training is designed for managers of the job development function in the organization. It will provide a structure and organizational tools to manage and troubleshoot placement and retention outcomes.

- Review of program design and management tools
- Best practices from across the country – what’s working for persons with mental illness
- Organizational model for the “6 P’s of Job Development”

4) “Job Development Boot Camp”

Job developers gain the confidence and tools they need to approach employers in the community as an equal partner and resource person. The Boot Camp covers program marketing, addressing employer concerns, closing the deal, servicing the employer customers, trouble shooting and just about anything else that comes up in the life of a job developer. Other topics include:

- How to locate and access viable employment opportunities
- The “6 P’s of Job Development”
- Customized employment
- Strategies to establish relationships with public and private employers
- Current marketing strategies
- Strategies for getting to the “YES!” person
- Job analysis and restructuring for efficiency

5) Optimizing Vocational Success for People with Mental Illness: Job Analysis, Accommodations and Support Strategies

Job developers will learn how to customize and optimize employment for persons with psychiatric disabilities. Participants will learn how to conduct effective job analysis, identify essential and non-essential job functions, and turn their job analysis into a proposal that will save the employer time and money. Topics include:

- Review of best practices
- Disclosure issues
- Goal setting and personal action plans
- Vocational assessment, vocational profiles and employment options
- Job site accommodations and modifications for people with psychiatric disabilities
- Review of best practices
- Job analysis, environmental analysis, task analysis
- Developing support plans
- Planning for job retention

Consultants: Vicky Gonzalez, CPRP--National Mental Health Association of Greater Los Angeles

This training will communicate trends and techniques on how to interest, prepare, and achieve success in competitive work built on MHA Village's philosophy of client choice. Training topics include:

- The Village "menu approach" will be discussed as its framework in which job preparation, development and placement are based on consumer choice and need
- How its strengths-based approach to job development and its integrated service approach emphasizes the creation of a seamless system among treatment and employment staff
- Discussion of how the Village frames its employment services program as a sales-based employment placement agency and the strategies it utilizes to support this with the business community
- Shifting from 'social service' based tactics to marketing strategies as an important element of non-disclosure job development
- Highlighting the importance of continued communication with employers because job development is built on ongoing relationships
- Identifying trends within the local job market and discovering the business 'corporate culture'
- Discussing the elements of the hiring process and the support and feedback methods used
- Creating and supporting the agency-wide concept of work
- Discussing how "employment is everyone's job" will support the client's employment goals
- Vignettes giving attendees a chance to apply recovery based values and real life situations
- Sharing training materials with attendees

Consultants: Kathy Condon, Paula Johnson--KC Solutions

This training will provide participants with the resources to expand employment opportunities, assist job seekers prepare for the world of work, and promote effective employment support services. This training will be customized by trainers for each community and will reflect trainer's advance research of the area.

- Overview of employment for people with psychiatric disabilities and other barriers to employment
- Career development
 - Identifying and evaluating needs, skills, interests, hopes and values
 - Gathering information
 - Matching employment goals with real jobs in the community
 - Assess whether job seeker fits the work site
- Effective marketing strategies for individuals
 - Career portfolios
 - Employment proposals and task lists
 - Resumes that reflect your story
 - Interview strategies that tell your story
- Researching and analyzing your business community

DMH/DOR Cooperative Programs
Training & Technical Assistance Topics
2006-09

- Treasure hunt for jobs:
 - Writing a job analysis report that can be used as a marketing tool
 - Job matching, restructuring, and creation techniques
 - Creating work opportunities

- Building relationships with the business community
 - Connect with people – it's the little things
 - Language of business

- Employers identify their needs – local employer panel

- Developing action steps that produce results

5. Utilization of Mainstream Educational Resources in the Design of Your Program

This topic will focus on assistance in building collaborations with local educational programs to establish best practices in using mainstream educational resources as part of clients' employment goals. The following areas can be addressed:

- Identifying appropriate local resources for students of all ages
- Making the shift from high school, GED or college to employment: "leaving Mental Illness at the door"
- Supported education and educational outcomes that lead to employment
- Overview of rehabilitation principles and practices relevant to learning and education
- Theoretical framework, concepts and models of supported education
- Practical techniques for developing educational opportunities to support employment outcomes
- Working with colleges and their mental health communities to assess and develop programs to meet individualized needs of their partners

Consultants: Rick DeGette, Sylvia Thomas, Tim Stringari

Training is provided on building collaborations with local educational programs, community colleges and universities to establish best practices in using mainstream educational resources as part of clients' employment goals. Training and technical assistance will be conducted with attention to the rehabilitation principles of consumer choice and involvement, a comprehensive approach to services, integrated educational settings, cultural competency and an emphasis on recovery and employment outcomes. Training will be customized to the needs of the requestor. The consultants will interview all key administrators, staff members, educators, consumers, and family members, prior to the consultation to gain the perspective of all stakeholders and to identify any potential challenges to the delivery of services. Trainings or technical assistance will center around four primary topic areas:

- Best practices and principles of recovery and rehabilitation which have proven to be successful in the implementation of supported education and human services programs.
- Theoretical framework, concepts, and supported education models.
- Practical techniques for developing educational opportunities for mental health consumers to support employment outcomes.
- Developing cooperative education programs and partnerships in a variety of educational settings.

6. Benefits Planning

This topic will address the information regarding Federal as well as California's benefit programs and work incentives as they pertain to individuals with psychiatric disabilities. The following areas can be addressed:

- Understanding the unique cultural perspectives of CalWORKS and Supplemental Security Income/Social Security Disability Insurance (SSI/SSDI) recipients
- Systems overviews
- Creating an individualized Toolbox

Consultants: Joe Hennen, Carol Bowman

As California transforms its Mental Health services to a recovery-based orientation we need to address the role that an individual's disability benefits play in the recovery process. Once we believe people can recover we need to assist individuals in identifying tools and resources they can use in their recovery. Disability benefits can be promoted as tools for recovery.

Employment and career development can play an important role in one's recovery. Lack of accurate information about disability benefits can stop an individual from considering a job. The trainers have developed this Benefits Planning and Assistance module in collaboration with Social Security staff. All trainings are co-presented with a SSA representative. This approach promotes networking between SSA and community organizations. Numerous case scenarios are used to enrich the training day and provide real life examples. The training will emphasize several areas:

- A look at the common fears, myths and concerns related to receiving benefits to help understand the consumer point of view
- The benefits planning and assistance process – how to do it
- Different levels of benefits planning and how they need to be incorporated into all phases of vocational planning and services
- Personal Benefits checklist and other easy-to-use tools
- Overpayments – how they occur and how to lessen their impact
- Rules and regulations of the major benefit programs: SSI, SSDI, Medicare and Medi-Cal - including work incentives and employment support rules
- Subsidized housing and TANF programs
- Medicare Part D coverage
- Overpayments – how they occur and how to lessen their impact
- Practical resources you can begin using immediately
- Review of online resources available

Consultant: Dee Gavaldon--Crossroads Diversified Services, Inc.

Crossroads is offering two training options to address and meet the individualized needs of the requester.

Training Option #1: The first training option addresses the fundamentals of benefits planning and benefits management.

- Introduction to Supplemental Security Income (SSI)
- Introduction to Supplemental Security Income (SSDI)
- SSDI Work Incentives
- SSA Work Incentives
- Continued Eligibility of Medicare and Medi-Cal benefits
- Other Public Benefits (such as TANF, SDI, VA, Subsidized housing)
- AB 925
- Ticket to Work
- Budget Planning and Management
- Developing a Plan for Achieving Self Support (PASS)

Training Option #2: This component is available to consumers, family members and/or program staff who have expressed an interest in increasing their expertise in Benefits Planning and have the desire to provide benefits consultation to individuals receiving SSI or SSDI.

This training option combines the standard one day curriculum with an additional 6 hours of enhanced training. The goal of this service is to develop a statewide network of experienced consumer benefits planners.

The training protocol is flexible to meet the needs of consumers and program staff and is provided through one or more of the following modalities: additional in-person training hours, and follow up consultation utilizing internet based resources, e-mail, or by telephone. The enhanced curriculum consists of:

- Option #1 training **plus**,
- Review of benefits and work incentives
- Discussion of challenging/complex benefit planning
- Addressing specific needs of benefits consultants

7. Connecting Employment with Recovery

This topic will focus on the effects of psychiatric and other medications, substance use and abuse and how they can affect a person in employment situations. The following areas can be addressed:

- Recovery: What is it? How to measure it? How to foster it?
- Addressing client participation and choice in illness management, including medication and proactive self-help techniques, such as behavioral tailoring and relapse prevention, and the critical role of illness management in recovery from mental illness
- Addressing the factors of medication and illegal substance use that could potentially impact employment, incorporating illness management strategies and supports that promote success
- Addressing the development of linkages between mental health, DOR, vocational services providers, and substance abuse professionals to promote interagency collaborative activities that focus on maximizing use of available resources from all systems in support of employment

Consultant: Mark Ragins, M.D.--National Mental Health Association of Greater Los Angeles

The one-day training will cover the philosophy and practical approaches for how medication collaboration, substance abuse recovery strategies, and clinical and employment staff collaboration – fitting with a “four stages of recovery” framework can serve mental health clients’ goals of employment. Six modules to choose from for this training:

- 1) Four stages of recovery and how to use them at each stage
 - Hope
 - Empowerment
 - Self-Responsibility
 - Meaningful role in life
- 2) Collaborative psychiatry and psychiatric medications
 - The psychiatrist’s role in educating consumers about the choices of medications
 - How the psychiatrist can support job retention efforts
 - Introduction to psychiatric illnesses and medications
- 3) Four phases of substance abuse recovery
 - Engagement
 - Persuasion
 - Action
 - Relapse prevention

- 4) Integrated Service Approach: Clinical and employment services collaboration
 - How to create a collaborative team of clinical and employment staff to support consumer's employment efforts
- 5) Relationship building to support recovery and employment placement/retention
 - How to help consumer "visualize" a positive future that includes employment
 - Assumptions staff may make when interacting with clients
 - Discussion about boundaries, multiple roles, emotional closeness versus professional distance, and burnout
- 6) Recovery-based system transformation
 - How to create a recovery culture
 - Helping leaders address their staff's resistance to change
 - How to work collaboratively across systems to address clients with multiple needs

Consultants: Daniel Raudenbush, Ph.D., Les Lucas, LMFT--Professional Growth Consultants

Presentation includes information on the effects of psychiatric and other medications, substance use disorders and how they can affect a person in employment situations. Materials will be presented in an interactive session, which will include a small group problem solving activity. Training will include the use of illness management strategies to support educational, employment and job retention goals. Training can be customized to meet the needs of the requester. Topics covered in the training include:

- Recovery (including discussions of resilience and Wellness Recovery Action Plan - WRAP)
- Client participation and choice in illness management and recovery process
- Tools of recovery
- Medication and illegal substance use that could impact employment
- Development of linkages between mental health, DOR, vocational service providers, and substance abuse professionals to collaborative activities

8. The Client's Perspective – Supporting Educational and Employment Goals

The focus of this topic will be on individuals, with experience using mental health services, who can present, speak and/or provide training and technical assistance to support community employment for clients. The following areas can be addressed:

- System change: changing the culture toward the systemic preparation and proactive support of clients' educational and employment goals
- Recovery and wellness strategies that support clients' educational and employment goals such as Wellness and Recovery Action Plans (WRAP)

Consultants: Mertice "Gitane" Williams and Sharon Kuehn--Wellness Recovery Educators

The Wellness Recovery Action Plan (WRAP) is an innovative self-care system that introduces recovery practices through tangible action steps. WRAP empowers people to create a wellness lifestyle and to become proactive in discovering and achieving their own goals for recovery.

"WRAP teaches you how to keep yourself well...and to use simple, safe, personal skills, supports, and strategies to reduce to eliminate symptoms...WRAP does not tell you what to do, but rather WRAP helps each person figure out what to do for him/herself in a totally self-determined approach."—Mary Copeland

Wellness is for everyone. This training helps providers and family members understand how to partner with clients in their personal recovery process by using the WRAP approach. Trainers will share their perspectives on recovery as consumers in mental health management whose work includes consumer employment, supported education, and cultural competency.

Training can consist of the following components:

- 1) Building a Wellness/Recovery Community
 - Understanding wellness/recovery culture
 - Values and ethics of WRAP and Mental Health Recovery
 - Living a Wellness Lifestyle
 - Wellness Toolbox
 - Plan for self-care
 - Plan for support
 - Creating a wellness community
 - Identify action steps to support transformation in your community
- 2) Using WRAP to support educational and employment goals
 - Recovery and employment essentials
 - WRAP for work and school

DMH/DOR Cooperative Programs
Training & Technical Assistance Topics
2006-09

- Supporting others to use the WRAP
- Wellness tools
- Developing a WRAP
- Living a Wellness Lifestyle with WRAP

3) WRAP intensive for Group Leaders

- Introducing the WRAP
- Guidelines for using the WRAP – Group Facilitation Skills
- Dual relationships: Boundaries and Roles
- Group Leadership Practice

4) Follow-up Training or Technical Assistance

- Building and maintaining WRAP Support Programs/Networks

Consultant: John Travers, CPRP, Eduardo Vega, M.A.--National Mental Health Association of Greater Los Angeles

Training focuses on interactive sessions with the participating trainers having experience in using mental health services. Sessions can be tailored to meet interest and need of requesters. Included as possible sections are:

- Overview including “System Change: Moving from a Flat World to a Round World” and “Stories from the Other Side”
- Barriers to employment/educational endeavors
- Characteristics of effective educational practices
- Enhancing motivation and strengthening commitment
- Community development and core gift identification
- Training and employment of clients
- Employment strategies used by the Village from the client’s perspective
- Wellness Recovery Action Plans (WRAP)
- WRAP from the client perspective

Consultant: Sheila Boltz, MSW, Dave Hosseini, CPRP--Crossroads Diversified Services, Inc.

Crossroads is offering two training options to address The Client’s Perspective—Supporting Educational and Employment Goals.

Training Option #1: Training is about hiring clients in the mental health system and the unique contributions they can make. Training will address understanding the system change in order to successfully implement the goal of having clients work side by side with other Mental Health professionals. The training will address the many issues especially around stigma, ethics, and boundaries. Discussion will include clients’ experiential base of

knowledge, ability to model recovery, and ability to establish trust based on shared experiences.

- Historical perspective of mental illness
- The impact of system stigma
- Discussion of myths regarding mental illness
- Personal stories of recovery
- Programs that model change
- Support education and educational outcomes – how to assure they lead to employment outcomes
- Why we need to be hiring clients in the mental health system
- Issues to consider in hiring clients
- Ethics and boundaries

Training Option #2: Training will be an in-depth look at Recovery and Wellness strategies that support clients' education and employment goals. At the completion of the training, participants will be able to implement a Wellness Recovery Action Plan (WRAP) that will support their education and employment goals as well as to give them the tools necessary to live as productive members of their community.

- Individual aspects of plan development and implementation
- Self-Esteem and Advocacy issues
- Life Planning
- Employment Assistance Programs
- Disclosure
- Community/Natural supports
- Hope and recovery

Crossroads will staff the presentations with a combination of Crossroads staff and/or mental health consumer/consultants who have experience in the training topic and have successfully worked in competitive employment.

9. System/Program Assessment, Planning & Development

This topic will focus on assessing systems and programs based upon the trainer's comprehensive knowledge of county mental health systems, Department of Rehabilitation, the Mental Health Services Act (MHSA), and current trends within the mental health, vocational rehabilitation, and employment fields. The following areas will be discussed:

- Assessment of current interagency collaborations and partnerships as they relate their common goals, especially surrounding the employment of mutual clients
- Identifying program/system strengths and areas for growth in the implementation of the recovery model, to include employment
- Planning for improvements to the existing system
- The special needs and resource issues of rural communities
- County Mental Health vs. Department of Rehabilitation cultures, philosophies, expectations
- Resources for improving the successful employment outcomes of clients receiving services
- Tools/resources to develop local employment and other outcome tracking for program development
- Development of a collaborative process: how the puzzle fits together for successful employment outcomes for mutual clients

Consultant: Steve Ekstrom--The Results Group

The processes of conceptualizing, coordinating, planning, designing, evaluating and marketing are crucial to organizational success. When inadequate thought is given to these processes it is not unusual for problems to develop. Any organization or collaboration of organizations can, for a variety of reasons, find itself struggling with new issues they can't resolve without some external support. Changes in leadership, a new cadre of staff, new regulations, resource limitation, and inability to evolve in changing times – any of these may cause disruption in organizations. These disruptions may at first be subtle and go unrecognized. When they eventually surface as genuine problems their root may not be obvious. At times like these, an external assessment by a “disinterested” third party can be quite helpful. On the other hand, it may be an interest in continuous improvement that sparks the need for an external examination. But whether the interest stems from a problem orientation or a continuous improvement perspective, a consultation from an expert in organization development who's knowledgeable in mental health and vocational rehabilitation arenas can be of great value. The approach used to assist organizations to successfully evaluate and refine their services includes:

- Situation analysis
- Phone interviews with key cooperative program representatives (before on-site consultation) for a preliminary picture of the situation, and ask questions designed to elicit impressions of program strengths and weaknesses
- Request for relevant outcome data

DMH/DOR Cooperative Programs
Training & Technical Assistance Topics
2006-09

- Personal and small group interviews held during face-to-face consultation: such as private interviews with current and former consumers of service, family members, county mental health director or designee, DOR District Administrator or designee, staff from both departments as appropriate, and vendors of service
- Initial observations, impressions and findings are shared with cooperative program leaders for immediate feedback
- Written draft presented within two weeks
- Outcomes of consultations will be: 1) intra- and inter- agency agreement regarding identified problems, 2) a plan for resolving these problems, and 3) a written report documenting the assessment

Consultant: Bill Allen, Ph.D, John Shea--Allen, Shea and Associates

In helping organizations, individuals, and communities the trainers use a number of techniques, methods, and approaches to improve the performance of programs within complex, multi-agency environments. The focus will be on technical assistance: program assessment and planning within a broader systems context. Some of the work will take place face-to-face or by phone/email with key informants. Their general approach emphasizes:

- Clear communication
- Building and maintaining effective working relationships
- Sharing expertise
- Making recommendations
- Emphasizing best practices

Consultant: Betty Dahlquist, MSW, CPRP--California Association of Rehabilitation Agencies (CASRA)

The trainer will address the system issue core to the Mental Health Services Act (MHSA) transformation: the employment of consumers and family members in the mental health system. The Readiness Assessment and Planning Guide for the Employment of Consumers/Family Members in the Mental Health System is an ideal tool for systems, agencies and teams who are preparing to bring on these new employees. The tool will be both assessment and process oriented—encouraging dialogues necessary to create a welcoming workplace environment. Preparing the workforce for the inclusion of consumers/family members will assist in assuring the success of new hires. The Readiness Assessment can help to open up communication and allow staff to address concerns. The trainer can provide the following activities to accomplish goals towards program needs:

- Meeting with program/system administrators to identify assessment needs
- Orientation to the Readiness Assessment and Planning Guide tool
- Use of the Readiness Assessment and Planning Guide with identified team(s)
- Identification of work-group participants for further discussion and use of the Planning Guide
- Evaluation of results by use of the Readiness Assessment to determine movement through the stages of exploring, emerging, maturing, and excelling

10. Transition Age Youth (TAY)

This topic will focus on the Transition Age Youth (TAY) population and bridging the gap between the youth and adult systems. The following areas can be addressed:

- Identifying TAY programs
- Providing education to Mental Health staff about school programs and ways to provide help to their students
- Development of a collaborative relationship between Mental Health, DOR, and the schools
- Education resources for TAY in the community
- Utilizing Transition Partnership Projects (TPP), Workability Programs for pre-employment skills, job experiences, job training and job development and placement assistance
- Knowledge of and access to community resources and agency support systems
- Resources: where to refer clients with learning disabilities for additional help
- Building the bridge between TAY and Adult Systems – Mental Health, Education, DOR

Consultant: Wayne Munchel, LCSW--National Mental Health Association of Greater Los Angeles

Training will utilize the “Transition Age Youth (TAY) Immersion” where participants will experience the Village model for creating age specific supports that will identify community resources and address issues of life planning. The “TAY Academy” approach utilizes both supported employment and supported education strategies in helping people form a vision or long-term plan for their eventual fulfillment of healthy, adult roles and responsibilities.

- From recovery to discovery
- Identifying core gifts
- The importance of exposure to life experience
- Transitional Age Youth matrix
- Transitional Age Youth Career Development
- Harm reduction and its relationship to career development
- Community living skills
- Experiential learning—menu of options
- Transitional Age Youth panel – students speak for themselves
- Building partnerships and collaborations

Consultants: Daniel Raudenbush, Ph.D., Les Lucas, LMFT--Professional Growth Consultants

This training is designed to facilitate understanding between adult/youth behavioral health, social services, rehabilitation, other collaborative programs and staff and TAY/family members as to the gap between systems. Discussion will be on how to bridge the adult/youth behavioral health systems as well as education, vocational and workforce development systems. Training will be customized to meet specific program needs. Topics offered:

- Identifying and utilizing community resources
- Addressing the gap in supports for TAY/Young Adults and creating age specific supports
- Substance abuse issues
- Career vocational assessment and life planning
- Identifying and utilizing community resources
- Development of a collaborative relationship between Mental Health, Rehabilitation and the schools
- Addressing the gaps in supports for TAY
- Outreaching to youth who are ready to work
- Family/parent involvement
- Families in cultural transition

11. Job Retention for Clients in Employment

These presentations will focus on the areas that need to be addressed to assist individuals who have obtained employment to have tools for retaining employment. The following subject areas can be emphasized:

- Types of support: on-the-job, off-the-job, on-site support systems, fading out of support, ongoing support
- Functional role of the job coach
- Identifying the role of the job coach within the program

Consultant: Michele Lewis--Crossroads Diversified Services, Inc.

The capacity to provide effective job retention services is a mandatory component to successfully providing employment and career development. This training will provide the basics of traditional job coaching while emphasizing the importance of developing a system of supports and barrier resolution throughout the provision of employment services. Participants will receive instruction regarding techniques for on-site intervention including tools such as task analysis, task modeling strategies, identification of learning style (auditory, visual, tactile), building effective communication with supervisors, developing working relationships, and resolving conflicts in the workplace. Training will also focus on developing community based and “natural” supports to support the client’s motivation to work. Strategies will be discussed for hiring, training and coordinating services for Job Coaches and employment retention staff. The following areas will be covered:

- Defining individual needs
- Traditional job retention techniques
 - On-site job coaching techniques
 - Off-site job coaching techniques
- Responding to individual employment retention issues
- Identifying and enhancing client motivation for employment retention
- Support systems and their role
- Determining readiness for fading of job coaching
- Organizational strategies for employment retention staff
 - Job coach qualifications and training techniques
 - Long-term retention specialist

Crossroads will staff the presentations with a combination of Crossroads staff and/or mental health consumer/consultants who have experience in the training topic and have successfully worked in competitive employment.

Consultants: Kathy Condon, Paula Johnson--KC solutions

Investment in providing quality employment supports is as critical as the initial preparation and job development phase. This training will provide the foundation for effective employment support that promotes job retention. The training will incorporate activities to engage the participants in the discussion and learning process. The following areas will be emphasized in job retention and support:

- Overview of retention strategies and funding
- Effectively describe the features of job accommodation, job restructuring and job creation
- Identify types of accommodations, if needed, that will be necessary to ensure successful employment
- Identify and carry out needed follow up with the employer after the placement to maintain communication, the professional relationship, and the employer's satisfaction
- Off-the-Job Support: Identification of the person's support network
- Development of a Resource Guide for each individual that includes:
 - Contact information
 - Transportation plans
 - Preparing for the employer orientation process
 - Components of workplace appearance
- On-the-Job Support includes strategies for:
 - Workplace support
 - Job accommodations
 - Social interaction with co-workers
 - Effective communication and development of emergency plans
- Discussion of the role of the Job Coach:
 - Effective trainer
 - Creative problem-solver and detective
 - Public relations specialist
 - Good oral and written communicator
- The essential functions of a Job Coach:
 - Effective communication techniques
 - Identification of employers needs
 - Development of a time management plan

Customized Training Series

Employment services and opportunities are a critical resource in responding to clients' goals as addressed by California's Recovery Model. The most valuable tool in addressing the employment outcomes of California's Mental Health Cooperatives and the Mental Health Services Act (MHSA) has been the training and technical assistance available through the state-level DMH/DOR (Departments of Mental Health/Rehabilitation) Cooperative Program.

The Customized Training Series (CTS) is designed to provide basic information to local programs and their communities about forming collaborative relationships to maximize employment opportunities for individuals with disabilities. The focus is on the development of services, resources, and supports to promote employment outcomes, and is specifically formatted to engage, inform, and support the agencies and individuals who work with and impact the lives of persons with disabilities.

This series can consist of 4-8 sessions, usually delivered in 1 or 2-day increments. Topics can be selected from the training catalogue. The DMH/DOR training coordinators will assist you and your partners to develop a CTS that will best meet your identified interests and needs. The CTS targets all persons/agencies interested in local community development of services and supports to assist individuals with disabilities. Potential training participants may represent, but are not limited to the following:

- CMH Staff
- DOR Staff
- Volunteer Centers
- Community Colleges & Universities
- One Stops/EDD
- Calworks
- AB2034 Programs
- Cross-Disability Service Providers
- Independent Living Centers
- Workability Programs/TPP
- ROP/Adult Education Programs
- Consumers/Family Members
- Board/Advisory members
- Employers
- MHSA Coordinators

The CTS is certified to offer Certified Rehabilitation Counselor (CRC) Credits for Department of Rehabilitation staff. Continuing Education Units can be set-up through the county's system.

The CTS is funded by the state-level DMH/DOR Interagency Agreement. Training is delivered by the current cadre of consultants contracted by DMH to provide training and/or technical assistance.

DMH/DOR COOPERATIVE UNIT CONTACTS:

Eddie Covent
(619) 644-8967
edie.covent@dmh.ca.gov

Chris Cesena
(408) 277-2168
ccesena@dor.ca.gov

Training and Technical Assistance Request Application

Request Requirements and Procedures

The primary role of the state level DMH/DOR cooperative program is to provide local County MH and DOR partnerships with the resources and support they need to help persons with psychiatric disabilities obtain and retain meaningful employment. Assuring that all the partners associated with this vital effort receive the training & technical assistance they need and want to be successful is the core objective of our program. Meeting this core objective requires assistance from you. We ask that you:

1. Collaborate with your DMH/DOR program partners to plan the training together. It is critical to include the DOR and mental health staff, partner agencies, consumers, and other partners in the community at large, including employers.
2. Use the Training & Technical Assistance Topics (T&TA) list to select the T&TA that best meets the needs of your local vocational program.
3. Fill out the training request application form and get the signature of your local DOR District Administrator and your Mental Health Director. Your request cannot be processed without these signatures.
4. If your training request is approved, you will receive a confirmation letter. **You may then contact the consultant(s) directly to discuss training content/agenda and to arrange the date(s) and location(s) of the event(s). It is your responsibility follow-up with Muriel Group (DOR) as to when and where the event(s) will be.** You will be responsible for publicizing the T&TA event(s).
5. Make sure that access issues are addressed. It is your responsibility to assure that all event locations are fully ADA accessible and any accommodation needs of participants are met (note takers, interpreters, information in alternative formats, etc). We suggest you utilize your local DOR contacts to help address any of these access issues.
6. Complete a written evaluation of the training or technical assistance. To help us better meet your T&TA consultant needs we ask that you (the 'requester') complete a written evaluation following each T&TA event. The evaluation outline will be provided with the request approval notice information.

***For more information regarding
T&TA options contact:***

Edie Covent
Department of Mental Health
(619) 644-8967
edie.covent@dmh.ca.gov

Send completed request applications to:

Muriel Group
Department of Rehabilitation
Phone: (916) 263-7321 FAX: 263-7495
mgroup@dor.ca.gov

DMH/DOR Cooperative Program
 2000 Evergreen Street, 2nd Floor
 Sacramento, CA 95815

Muriel Group Phone: (916) 263-7321 Fax: (916) 263-7495

Training and Technical Assistance Request Application

INSTRUCTIONS – Use this form to request Training and Technical Assistance from the Department of Mental Health/Department of Rehabilitation (DMH/DOR) Cooperative Program. Once the form is completed and signed by the local DOR District Administrator and the County Mental Health Director, forward it to the attention of **Muriel Group** at Fax: (916) 263-7495. For questions or more information, please contact **Edie Covent** at (619) 644-8967.

Please identify the training format that you are interested in:

- Individual Training - *Please prioritize list of Individual Training Topics*
- CTS (Customized Training Series)

Identify the groups that will participate in the T&TA event(s) requested:

Community & Partnering Agencies such as:		
<input type="checkbox"/> AB 2034 Programs	<input type="checkbox"/> Independent Living Centers	<input type="checkbox"/> DOR Staff
<input type="checkbox"/> One-Stop/EDD/Calworks	<input type="checkbox"/> Employers	<input type="checkbox"/> CMH Staff
<input type="checkbox"/> Community Colleges/Universities	<input type="checkbox"/> Education (Adult, ROP, etc.)	<input type="checkbox"/> Service Providers
<input type="checkbox"/> Consumers	<input type="checkbox"/> Mayor's Committee	<input type="checkbox"/> TPP/Workability Programs
<input type="checkbox"/> Family Members	<input type="checkbox"/> Professional Organizations	<input type="checkbox"/> MHSAs Coordinators

County Mental Health Requester ↓ (BOTH MUST COMPLETE FORM) ↓ Dept. of Rehab. Requester

County/Location:	DOR District/Location:
Requester's Name:	Requester's Name:
Position/Title:	Position/Title:
Mailing Address:	Mailing Address:
Phone: () FAX: ()	Phone: () FAX: ()
E-Mail:	E-Mail:

Required Signatures ~ Please print & sign:	
CMH Director	DOR District Administrator
Date Signature	Date Signature

FOR CO-OP PROGRAM USE ONLY		
Approved by/Date: _____	# of Days _____	Date _____