



## Project Mission

The WWT Technical Assistance Center ensures public mental health agencies are prepared to ***recruit, hire, train, support and retain*** multicultural clients, family members, parents and caregivers as employees within the public mental health system.

## Walking the Talk:

WWT is a collaborative:

- California Network of Mental Health Clients
- NAMI California
- United Advocates for Children and Families
- California Institute for Mental Health

**There are 4 Technical Assistance Center (TAC) Coordinators** from each of the WWT partner agencies that work in five regions of the state.

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## WWT Primary Deliverables 2008-2011:

- **Technical Assistance for Individual Counties**
- **Statewide Training and Educational Resources**
  - Regional Trainings; E-Learning/Curriculum Development
- **Website**
  - Educational Opportunities; Employment Basics; Employment Tools; and Training Resources
- **Workforce Development Tools**
- **Partnerships** (Regional Partnerships; Collaborative Partnerships; CALSWEC)
- **Presentations\*** (CiMH Leadership Institute; CALWORKS Training Academy; MHSA Coordinators; CMHDA All Directors Meeting; NAMI Statewide Conference)

\*While not a deliverable per se, supports practical / political partnership development

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## WWT TOOLS & RESOURCES DEVELOPED:

- ❖ **WWT Consumer & Family Member Employment Development Assessment Tool;**
- ❖ **WWT Recruitment and Retention Guidelines;**
- ❖ **WWT Networking Calls**
- ❖ **Inventory and Analysis** of Consumer and Family Members Employment Readiness/ Hiring / and Retention Programs;
- ❖ **WWT Curriculum** on stages of workforce development: Preparing the Workforce; Training, Hiring, Support and Retention of Consumers and Family Member Employees;
- ❖ **WWT E Learning:** Consumers in the Mental Health Workforce; Stigma and Discrimination; Racial and Ethnic Considerations in Workforce Development.

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## Spotlight on Training!

*WWT Regional Trainings*

- ✓ Job Accommodations
- ✓ Creating and Using Effective Job Descriptions
- ✓ Tackling Employment Barriers: Criminal Record Expungement
- ✓ Tackling Employment Barriers: Disability Benefits Planning
- ✓ Creating Welcoming Based Cultures in Your Workplace and Organization
- ✓ Hope at Work: Building Positive and Resilient Organizations
- ✓ Skills and Strategies for Bliss at Work (Southern/LA)

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## Spotlight on Training!

*WWT Regional Trainings*

- ✓ Networking for Bliss at Work (Southern/LA)
- ✓ Consumer & Family Member Leadership Development (Central)
- ✓ Professional Development of Consumer & Family Member Staff: Successfully Incorporating Lived Experience
- ✓ Motivational Interviewing (Superior)
- ✓ WRAP Facilitator Training (Superior)
- ✓ Family Driven, Person Centered (Recovery Model) Treatment Planning (Bay Area)

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## Spotlight on Technical Assistance!

### Sierra County:

Provided coaching to MHSAs Coordinator on the development of new positions: Parent Partner, Peer Advocate . Job Descriptions specify "lived experience" as a desirable qualification.

### Trinity County:

- Development of a Peer-led Pre-Vocational Training for Milestones Wellness (Drop-In) Center that engaged community job developers.
- Peer Specialist Job Description created for existing peer staff to support: Means for job evaluation, concretize job functions for employees and to assess alignment with community need.
- Job Description created for Coordinator level peer position to immediately build in the "at all levels of the system" application.
- All job descriptions developed by peer staff; vetted by Drop-In Center members , Administrators, local MH Board; and funding secured.

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## Spotlight on Technical Assistance!

### Humboldt County:

Peer Staff in from Hope Center train clinical staff in locked psychiatric unit on benefits of Wellness Action Recovery Planning (WRAP) *for clients and staff.*

Regional WRAP Training (Superior Region) to develop cross-county capacity in developing cadre of Trained Facilitators in Wellness Recovery Action Planning (WRAP). Stage 2 will be TOT.

### Monterey County

Facilitated the full utilization the WWT Assessment Tool to assess and develop retention outcomes for family members with lived experience. The WWT Assessment Tool will be utilized to assist in the culturally diverse outreach of and full integration of family members into the workforce development plan. health system.

### Orange County

Diversity and 'client culture' training for Wellness Center Staff  
MHSAs 101 training for Wellness Center participants and staff.

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## Spotlight on Technical Assistance!

### **San Benito County**

Supported the San Benito Wellness Center request to implement a NAMI Chapter based on their local needs. Problem solved with consumers and family members to provide support in linkages to implement their individual NAMI Chapter

### **Bay Area Region (San Mateo County)**

Supported and assisted in collaborating with the Bay Area planning committee to develop a conference among county mental health system and partners to address the progress and barriers to successful consumer and family member employment in the public mental

**San Joaquin County:** Facilitated initiation of discussion between County Mental Health and consumers and family members on challenges, perceived and actual barriers, successes and strengths of inclusion and valuing of peer recovery specialist as colleagues in the public mental health workforce.

## Spotlight on Technical Assistance!

**Sacramento County:** Coordinated meeting between Sacramento MHSA and the representatives of the GLBT community on expansion and full inclusion of the GLBT community into the consumer and family member workforce development.

### **Los Angeles**

WWT, Advocacy and local employment avenues training to Peer Employment Training class at Project Return; Working with Adult System of Care to evaluate Community Outreach Worker position.

### **Riverside**

Charge Address to Peer Employment Graduation Ceremony Assisted County and contractor staff with accommodations, benefits-to-work and retention strategies and resources

### **Santa Barbara County**

WWT presentation to County C/FM Advisory Council; Three part Career Exploration Workshop to Recovery Learning Center clients & staff.

## WWT Deliverables 2011-2014:

### Continuing

- Technical Assistance for Individual Counties
- Statewide Training and Educational Resources: Regional Trainings; Webinars; E-Learning Development
- Website
- Collaboration with Regional Partnerships
- Statewide Networking – Parent/Family/Client Calls

### New

- Infrastructure Development!
- Product Marketing/Dissemination
- Survey / Analysis of Employee Challenges & Solutions
- Toolkit on Consumer and Family Member Employment
- Peer (Client and Family Member) Certification Standards

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## Challenges and Successes:

### CHALLENGES:

- Traditional Employment vs. Supported Employment
- Commitment to philosophy of MHSA without perpetuating stigma
- Integrating ongoing supervision into hiring employees
- Lack of career ladders or awareness of “throughout the system” employment development

### SUCCESES:

- Increased Networking, Empowerment and Leadership of individuals with lived experience.
- Promoting dialogue & strategies for Wellness @ Work
- Moving beyond entry level positions to fostering integrated professional development through WWT.

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*All staff collaborate in the Los Angeles Region.*