

## Working Well Together

Training and Technical Assistance Center



The philosophy of empowerment and recovery and the understanding that people with mental illness can and do recover, are in fact key elements to the implementation of the MHSA and to the successful recruitment, hiring and retention of clients and family members into an integrated mental health system.

# Working Well Together (WWT) Technical Assistance Center

[www.workingwelltogether.org](http://www.workingwelltogether.org)

Greater Bay Area Regional Training of  
Mental/Behavioral Health Boards and Commissions  
April 9, 2011

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# Consumer and Family Member Leadership

## Objectives:

- What it looks like
- How you can support it
- How to get more information

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# Consumer and Family Member System Leaders

How are clients and family members operating effectively as system leaders?

- Consumer; Survivor; Ex-Patient (C/S/X) Values
- Inside and outside advocacy
- Active leaders within the Workforce

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## Consumer/Survivor/Ex-Patient, and Family Member Values

- **Recovery** is possible for everyone. To recover, we need services and supports that treat us with dignity, respect our rights, allow us to make choices, and provide assistance with our self-defined needs.
- **Resiliency** is possible – not just for children, but also for adults who are consumers and family members who are challenged in their own *mental wellness*.
- **Self Determination:** We need to be in control of our own lives.

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# Consumer/Survivor/Ex-Patient and Family Member Values

- **Holistic Choices:** We need choices, including a range of recovery-oriented services and supports that provide assistance with housing, education, and career development.
- **Voice:** We must be centrally involved in any dialogues and decisions affecting us.
- **Personhood:** We will campaign to eliminate the stigma and discrimination associated with mental illnesses.

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# Inside/Outside Advocacy

## INSIDE

- Positions for openly identified Consumer and Family Member Positions on Management Teams
- Insider role in Policy and Planning; Supporting Consumer and Family Member Values
- Consumer and Family Member Employment, Training and Education
- Link to peer-operated groups/programs to develop peer-driven services

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# Inside/Outside Advocacy

## OUTSIDE

- Consumer and Family Member-Operated Advocacy & Peer Support Organizations
- Freedom to express controversial perspectives
- Organize grassroots involvement and advocacy
- *Catalyze consumer and family member activism that applies outside pressure which in turn supports the work of inside advocates*

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# Supporting Consumer and Family Member Leaders

**How are mental health systems most effectively supporting the leadership role of client and family [system] leaders in the workforce?**

- Employment and Job Development
- Advocacy
- Peer Support/Client-Run Programs
- Training funds for CFM Development that utilize trainers with lived experience.

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# **Resources to Support Consumer and Family Member Leadership**

**What resources and information can assist our counties in (more effectively ) supporting the successful employment of clients and family members in leadership roles?**

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# Working Well Together: Mission

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

WWT is a collaborative of four statewide organizations: California Network of Mental Health Clients; NAMI California; United Advocates for Children and Families (UACF); and California Institute for Mental Health (CiMH)



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# WWT Regional Trainings

- ✓ Job Accommodations
- ✓ Creating and Using Effective Job Descriptions
- ✓ Tackling Employment Barriers: Criminal Record Expungement and Disability Benefits Planning
- ✓ Creating Welcoming Based Cultures in Your Workplace and Organization
- ✓ Hope at Work: Building Positive and Resilient Organizations
- ✓ Leadership Training for Consumers and Family Members
- ✓ Working Well Together Roundtable Dialogues

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# Spotlight on WWT Tools and Resources

- ❖ WWT Employment Development Assessment Tool
- ❖ WWT Recruitment and Retention Guidelines
- ❖ WWT Curriculum:
  - Preparing the Workforce; Training Individuals who identify as Consumers and Family Members for Employment in Public Mental Health; Hiring\*;  
and Support & Retention\*.
- ❖ WWT E Learning Modules:
  - Consumers in the Mental Health Workforce; Stigma and Discrimination\*;  
Racial and Ethnic Considerations in Workforce Development\*.
- ❖ WWT Networking Calls:
  - For individuals with lived experience as consumers and family members.

\*In development

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# WWT Website:

[www.workingwelltogether.org](http://www.workingwelltogether.org)

The screenshot shows the homepage of the Working Well Together website. At the top left, the title "Working Well Together" and subtitle "Training and Technical Assistance Center" are displayed. A search bar is located in the top right corner. Below the header is a navigation menu with tabs for "HOME", "ABOUT US", "EDUCATIONAL OPPORTUNITIES", "EMPLOYMENT BASICS", "EMPLOYMENT TOOLS", and "TRAINING". A large banner image shows silhouettes of people shaking hands against a blue background with a world map. Below the banner, there are two main content areas. The left area features a "FEATURED resource" box for the "WWT Consumer and Family Member Employment Development Assessment Tool" with a "CLICK HERE" button. The right area is titled "Working Well Together Collaborative" and contains a paragraph describing the collaborative's mission and members. At the bottom, there is a short paragraph about outreach and a paragraph about a recent contract from the State Department of Mental Health. Logos for the partner organizations are visible on the right side of the page.

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search

HOME ABOUT US EDUCATIONAL OPPORTUNITIES EMPLOYMENT BASICS EMPLOYMENT TOOLS TRAINING

Home

**FEATURED resource**

WWT Consumer and Family Member Employment Development Assessment Tool

[CLICK HERE](#)

Working Well Together Collaborative

Working Well Together (WWT) is a newly formed collaborative of four statewide client, family, parent/caregiver and mental health training and technical assistance organizations: California Network of Mental Health Clients, NAMI California, United Advocates for Children and Families and the California Institute of Mental Health. Together, these organizations utilize their combined expertise, experience, grassroots networks and mental health system connections to affirm wellness and recovery from mental illness.

Working Well Together is pleased to begin our outreach for individuals to serve on the Working Well Together (WWT) Training and Technical

WWT was recently awarded a contract from the State Department of Mental Health (DMH) to initiate a state wide client, family member and parent/caregiver employment

Unified for Choice & Freedom

NAMI California THE STATE'S VOICE ON MENTAL ILLNESS

UACF

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# Spotlight on Success!

## Outcomes of Technical Assistance

### **Trinity County:**

Supported and assisted in job development for entry level Peer Specialist and for pre-Management level (Coordinator) peer position.

- Job descriptions developed by peer staff and vetted by Wellness Center members and county administrators.
- Career Ladder Plan: *Volunteer → Contractor → Peer Specialist (entry level county job) → Peer Coordinator → Peer Manager (exempt job)*

### **Superior Region WRAP Facilitator Training**

To develop cross-county professional leadership capacity in Wellness Recovery Action Planning; support regional networking of staff.

### **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.

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# Spotlight on Success! WWT Technical Assistance

### **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 health system.

### **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.

### **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.

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*"Coming together is a beginning.*

*Keeping together is progress.*

*Working together is success."*

~Henry Ford