Survey 2: PMHS Employer -County and Community Based Organization (CBO)
DRAFT SURVEY CONTENT

Section 1: County/Community Based Organization (CBO) Information

1. Please choose the category that best describes the clients your agency serves (choose all that apply)
   □ Adolescents, Children/Youth (ages 1 – 17)
   □ Adult and Older Adult (ages 18+)
   □ Transition Age Youth specific services (ages 18-24)
   □ Older Adult specific services (ages 60+)

2. Job Title/Role? (Text box)

3. County/CBO Name (Text box)

4. Level of Care Provided by County/CBO: (select all that apply)
   □ Assertive Community Treatment (ACT)
   □ Case management services
   □ Crisis residential service
   □ Full service partnership
   □ Inpatient
   □ Outpatient services
   □ Residential services
   □ Unsure
   □ Other:

5. County Where Organization is Located (dropdown)

Section 2: Screening

Programs often employ or utilize current or former consumers of mental health services, family members of consumers of mental health services, or parents/caregivers of consumers of mental health services (CFP/Cs). CFP/C’s can provide enhanced services to persons experiencing mental health challenges and/or their family members from the unique perspective of someone with lived experience. They provide a resource to programs and clinics that can potentially expand the services and insights available to mental health and behavioral health consumers and their families. CFP/C’s can be paid or volunteer, and work full or part time.

[Screening question]

6. Do you employ any mental health Consumers, Family members, or Parent/Caregivers (CFP/C) of mental health consumers at your program?
   □ Yes
   □ No

   If No:
   Have you employed any CFP/C employees as described above in the past?
   □ Yes
   □ No

   Do you plan to hire any CFP/C employees in the next 12 months?
   □ Yes
   □ No
Please select the reasons why you do not currently staff any CFP/C employees (select all that apply)
[Will add to this as needed after expert and stakeholder input]
☐ Do not have a role for CFP/C employees
☐ Cannot find qualified CFP/C employees
☐ Job turnover results in gaps without CFP/C employees
☐ Do not have the budget to employ CFP/C employees
☐ Did not know about the possibility of employing CFP/C employees
☐ Do not think CFP/C workers are qualified to perform the required tasks
☐ X
☐ X
☐ Other: (fill in reason) ____________________

***************END OF SURVEY FOR THOSE WHO DO NOT EMPLOY CFP/C WORKERS

IF YES (CFP/Cs ARE EMPLOYED)

Please indicate how many of each type of CFP/C worker listed below you employ, and whether they work full or part time (if 0, then place a 0 in the first box)

7. Consumers of mental health services (those with “lived experience”):
   ☐ Overall number (full-time, part-time, and volunteer)
   ☐ Number of those who are full-time
   ☐ Number of those who are part-time
   ☐ Number of those who are volunteer

8. Family Members (other than parents) of consumers of mental health services:
   ☐ Overall number (full-time, part-time, and volunteer)
   ☐ Number of those who are full-time
   ☐ Number of those who are part-time
   ☐ Number of those who are volunteer

9. Parent/Caregivers of consumers of mental health services:
   ☐ Overall number (full-time, part-time, and volunteer)
   ☐ Number of those who are full-time
   ☐ Number of those who are part-time
   ☐ Number of those who are volunteers

10. What are your hiring plans for CFP/C employees in the next 12 months?
    ☐ Downsize by several (3+)
    ☐ Downsize a little (1-2)
    ☐ Stay with what we’ve got now
    ☐ Increase a little (1-2)
    ☐ Increase by several (3+)
    ☐ Unsure
    ☐ Other:
Please fill in the Job Titles for your CFP/C employees, and for each different job title, please select the roles they perform from the list below:

11. Job Title #1 __________________________

   a) What is the starting hourly wage for this job title (NOTE: there will be an option to indicate this is a volunteer position): ___________

   b) What functions do your CFP/C workers in the job title above provide? (select all that apply)

   - Accessing and maintaining insurance coverage.
   - Administrative/clerical.
   - Arranging for translation services.
   - Arranging transportation to and from medical services.
   - Assisting with issues related to housing.
   - Assisting with the financing and management of medication.
   - Being a role model (for recovery).
   - Coordinating care among providers.
   - Facilitating communication with health care providers.
   - Help clients fill out paperwork.
   - Help clients understand what resources are available.
   - Help clients understand what staff is asking of them.
   - Help coordinating physician visits and other medical appointments.
   - Help to create/set recovery goals.
   - Help with monitoring progress.
   - Help with navigating the behavioral health services system.
   - Provide advice or counseling to clients.
   - Providing education about medical conditions and recovery strategies.
   - Providing education to improve health literacy.
   - Provide social and/or emotional support.
   - Other: __________________________

[NOTE: THE QUESTION ABOVE WILL BE REPEATED FOR UP TO 5 Classifications]

12. What types of career assistance or possibilities do you provide to your CFP/C employees?
   - Career and job counseling
   - Management opportunities
   - Possibility of promotion to a higher position
   - Professional develop opportunities
   - Skill and other job training
   - Other: ______

13. What other types of assistance do you provide to your CFP/C employees?
   - Assistance with housing or living expenses
   - Assistance with transportation
   - Benefits planning
   - Employer-paid benefits
   - Reasonable accommodations
   - Other: ______

14. Have any of the CFP/Cs advanced to a different job within your organization?
   - Yes
   - No

   a. If yes, please describe the new job title and duties. [TEXT BOX]
15. How would you rate your experience finding and hiring CFP/C staff?
- Very difficult
- Somewhat difficult
- Neutral
- Somewhat easy
- Very easy
- Other:

16. What are the most common barriers to finding and hiring CFP/C workers? (select all that apply)
- Not enough funding
- Hard time finding candidates
- High turnover rates make it hard to retain adequate CFP/C staff
- Lack of uniform training
- No specific role at our program for CFP/C workers
- Other ____________

17. How would you rate your experience in retaining CFP/C staff in your organization?
- Very difficult
- Somewhat difficult
- Neutral
- Somewhat easy
- Very easy
- Other:

18. What are the most common barriers to retaining CFP/C workers? (select all that apply)
- Not enough funding
- Hard time finding candidates
- High turnover rates make it hard to retain adequate CFP/C staff
- Lack of uniform training
- No specific role at our program for CFP/C workers
- Other ____________

19. From what workforce sources do you typically find and hire your CFP/C workers? (select all that apply)
- Direct from a local training provider
- Volunteer workers at our program
- Word of mouth
- Through online, newspaper, or other job postings
- Other: ____________

20. What type of funding support/reimbursement does your organization receive to help pay and retain CFP/C employees?
- We receive no funding support
- We receive funding support from (source #1) ____________
- We receive funding support from (source #2) ____________
21. What are the minimum qualifications for your CFP/C employees? (select all that apply)
[Will add to this as needed after expert and stakeholder input]
- Certification and/or completion from a qualified CFP/C training program
- Personal lived experience in the mental health system or family member of someone with lived experience
- Experience acquired through volunteering or working in other related positions
  - X
  - X
- Other: ___________

22. What are the minimum qualifications for those supervising or managing your CFP/C employees? (select all that apply)
[Will add to this as needed after expert and stakeholder input]
- Must be a program manager or supervisory level staff
  - X
  - X
- Other: _____

23. What core competencies do you desire of your CFP/C employees (select all that apply):

- Ability to attend and participate in program meetings
- Administrative skills (ability to understand and fill out forms and paperwork, track hours and time, etc)
- Advocacy
- Advocacy for Positive Outcomes
- Americans with disabilities act
- Benefits
- Communication skills
- Computer and technical skills
- Confidentiality
- Conflict resolution
- Crisis intervention
- Cultural awareness and competency
- Education through shared experience
- Effective coping techniques
- Establishment of positive relationships
- Goal setting
- Group facilitation
- History of mental health and recovery
- Holistic recovery approaches
- Hope and Recovery
- How to use your personal story
- Management and supervisory skills
- Mandatory reporting requirements
- Mentoring
- Motivational Interviewing
- Principles of empowerment
- Professionalism and ethics
- Professional boundaries
- Recovery and Wellness Recovery Action Plan (WRAP) training or similar
- Recovery practices in leadership and coaching
- Rehab and therapeutic skills
- Resiliency
- Risk indicators and response
- Role challenges and conflict resolution
- Service documentation/billing
- Skills and knowledge in partnering with organizations/supervisors
- Stigma
- Strength-based approaches
- Structure of the behavioral health system
- Substance abuse and co-occurring
- Supporting skills to assist a consumer to develop skills identified in the approved Individual Recovery Plan
- Systems perspective
- Training to use a Medical Information System (MIS)
- Transformational advocacy
- Trauma informed systems
- Trust building
- Types and effects of medications
- Understand the dynamics of stress and burnout
- Understanding the job of a CFP/C
- Wellness tools
- Basic knowledge of mental health and substance use disorders
24. What basic skills do you require of your CFP/C employees (select all that apply): [Will add to this as needed after expert and stakeholder input]
- Administrative skills (ability to understand and fill out forms and paperwork, track hours and time, etc)
- Ability to learn and use the program Medical Information System (MIS)
- Ability to learn and use a word processing program (such as Microsoft WORD)
- Ability to learn and use a spreadsheet program (such as Microsoft EXCEL)
- Adequate communications and social skills
- Ability to attend and participate in program meetings
- X
- X
- Other: ____________

25. Do you provide any of the following career pathways for your CFP/C workers? (select all that apply)
- Opportunities to advance or be promoted within the CFP/C career pathway or track
- Opportunities to advance or be promoted to positions outside the CFP/C career pathway or track
- Opportunities to advance or be promoted to supervisory positions
- Opportunities to advance or be promoted to management positions
- Other: ________________

26. Which of any of the following types of trainings do you require of your CFP/C employees (select all that apply):
- Advocacy for Positive Outcomes
- Medication for Success
- Motivational Interviewing
- PET - Peer Employment Training
- Recovery Practices in Leadership and Coaching
- Transformational Advocacy
- WELL - Wellness and Empowerment in Life and Living
- WRAP - Wellness Recovery Action Planning
- Other: ____________