

Consumer and Family Employment: Values-Based Transformation



Presented by

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Mental Health Policy

Who is behind the wheel?





Consumer-Driven...

Consumer-driven means consumers have the primary decision-making role regarding the mental health and related care:

- Consumers are the primary authors and decision-makers in developing policies affecting local, state, and national mental health service delivery. All meetings and preliminary discussions about the scope of policy design efforts involve consumers.
- Consumers outnumber government staff, contractors and secondary stakeholders (non-recipients of mental health services) and are the first and primary stakeholder.

-excerpts from Center for Mental Health Services Draft Position



Client & Family Roles in a System of Recovery Services and Supports:

- ✓ Trainers for new and existing workforce
- ✓ On staff in the full range of capacities:
 - ✓ Direct service, outreach & engagement, management, policy & planning, implementation, research and evaluation
- ✓ In Advisory Groups as the Primary Stakeholders
- ✓ Operating Self-Help Organizations
- ✓ Leaders and role models in the Community



4 Steps are essential to your county or organization's success:

- **Preparing the mental health community to welcome consumer and family providers**
- **Creating positions/ Hiring consumers and family members**
- **Training consumers/family members to be providers**
- **Ongoing supports for all providers**



1) Prepare

- Full Support of Administration
- Training and Dialogue with Direct Service Staff
- Consumers at all levels:
Management/Policy, Direct Service, Peer Support
 - Disclosed and Undisclosed Positions
 - Range of FT, PT, stipends, etc.
- Career Ladder: work with Human Resources
- Recovery and Self-Advocacy Training to build consumer/family involvement base
- Ed/Tr Scholarships for consumers and family members



2) Train Consumers & Family Members

- Combine ongoing training with ongoing supports (Team Meetings with training sessions)
- Set a standard for basic knowledge and skills
- Use combination of pathways:
 - in-house empowerment/employment training, including certification programs
 - Community College based Certificates such as Human Services
 - CPRP Preparation through CASRA/USPRA
 - Scholarships for BA/BS and MA/MS through WET



3) Create Positions

- Start with limited duties and build to full capacity to allow learning on the job
- Clear job descriptions and points of responsibility
- Work with HR Department to flex civil service requirements
- Recruitment: advertise that “people with experience as consumers of mental health services” are encouraged to apply
- Hire at least 2 consumer-providers on each team. Participating in peer support team is in the job description
- Career ladder: start now!



4) Ongoing Supports for all providers

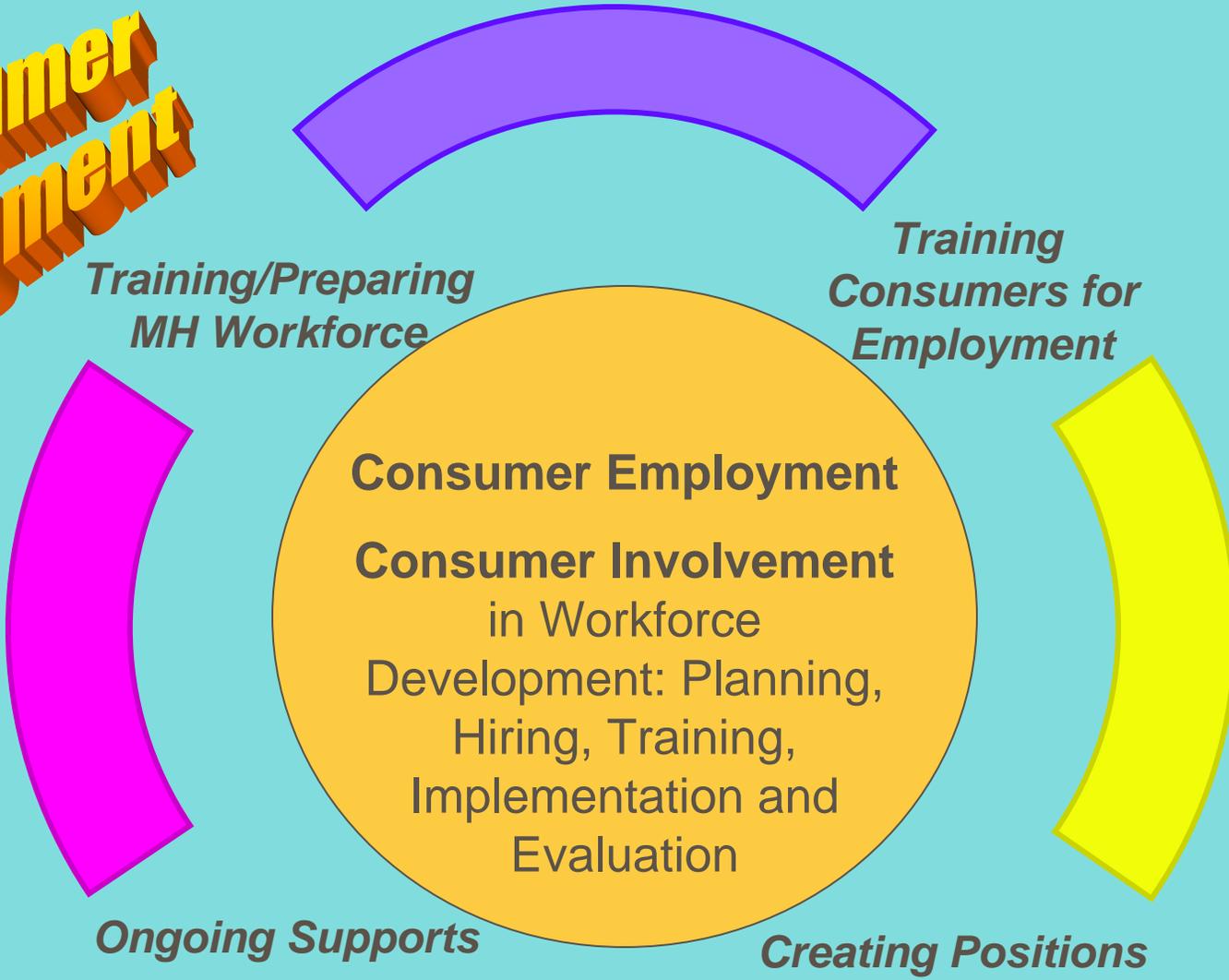
- Hire consumers in teams: providing and receiving peer support is part of the job!
- Self-care is a primary duty!
- Arrange mentor or buddy system
- WRAP or other peer support meetings (during work hours if feasible)
- Access to Benefits Counselors for SSI/SSDI transition is required for success
- Reasonable Accommodations and Flexibility
- Consumer Empowerment/Relations Manager
 - Large Counties: Consumer Employment Coordinator



Tips for C/FM Employment Success

- Invest in a plan; hire a consultant for technical assistance
- Plan for success; adapt as needed
- Respect the consumer perspective (recognize stigma and go beyond it!)
- Build jobs that draw on the strengths of the individual
- Supervisors must have exceptional creativity and flexibility, mentoring/coaching style
- Learn from what works for consumer staff:
all mental health staff want & need empowerment!

**Consumer
Employment**



**Training/Preparing
MH Workforce**

**Training
Consumers for
Employment**

Consumer Employment
**Consumer Involvement
in Workforce
Development: Planning,
Hiring, Training,
Implementation and
Evaluation**

Ongoing Supports

Creating Positions

*Courtesy of the CNMHC
Training and Education Workgroup*

**Transformation
Wheel**