



WELLNESS • RECOVERY • RESILIENCE

# W-I-S-E Program Overview

OSHPD WET Consumer & Family Member  
Employment Advisory Committee

10/21/15 | 1:00 pm – 4:00 pm

# About Me

- My name
  - *Dawniell Zavala*
- My role in **W·I·S·E** Program
  - *Program Director*
- My position @ NorCal MHA
  - *Associate Director/General Counsel*
- How long employed @ NorCal MHA
  - *3 years*
- Why I work in the mental health field

# About NorCal MHA



- Founded in 1946
- Oldest consumer advocacy agency in Northern California
- Peer-run organization that specifically hires people with lived experience:
  - Over 50% of our Board
  - Over 90% of our staff, including all of our managers and Executive Leadership team

# About W·I·S·E



- **W·I·S·E** stands for Workforce Integration Support and Education
- **W·I·S·E** is a program of NorCal MHA, administered by OSHPD, and funded by the MHSA as a component of OSHPD's statewide WET plan
- Program funded 1/1/2015 – 6/30/2017
- 20 participating agencies, from Del Norte to Los Angeles

# What W·I·S·E Does



- W·I·S·E provides **technical assistance** and **training** to help PMHS employers recruit, hire, retain, and support consumer and family member employees
- We focus on genuine workforce integration through the transformation of organizational culture

# How We Do It



1. Key informant questionnaires/peer workplace surveys
2. Key informant interviews and focus groups with peer staff/volunteers
3. Review and analysis, summary report, recommendations
4. Implementation and ongoing support

**W·I·S·E**

Workforce Integration Support and Education



# Why does this matter?



## REMEMBER:

*An evidence-based practice only works if done correctly!*

# In the PMHS

- Peer certification
- MHSA mandates:
  - Recovery-oriented services
  - Client- and family-driven services
  - **Hiring consumers and family members**
  - Inclusion of the consumer and family voice at all levels of organizational planning and programming

# For Leadership

- Avoiding burnout/disengagement
- Addressing performance problems early, often, and effectively
- Aligning performance management and supervision strategies with peer core competencies, best practices, organizational vision and values
- Creating better functioning, more productive work environment

**There is no empowerment without employment**  
Work is an important social determinant of health:

- routine
- activity
- purpose, contribution
- social interaction
- identity
- independence
- recovery



# Integrating Peers: The Challenges

# Common Myths About Peer Employees

- Peers can't work full time
- Peers can't provide mental health services
- Peers will relapse
- Peers are too fragile to handle job stress
- Peers can't handle administrative demands
- Peers will cause harm to clients that professionals have to undo

# For PMHS Employers



Lack of  
Preparation

Lack of  
Understanding

Lack of Support

Lack of Advocacy  
& Structural  
Barriers

# For Peer Employees



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# By the Numbers

# How We Do It

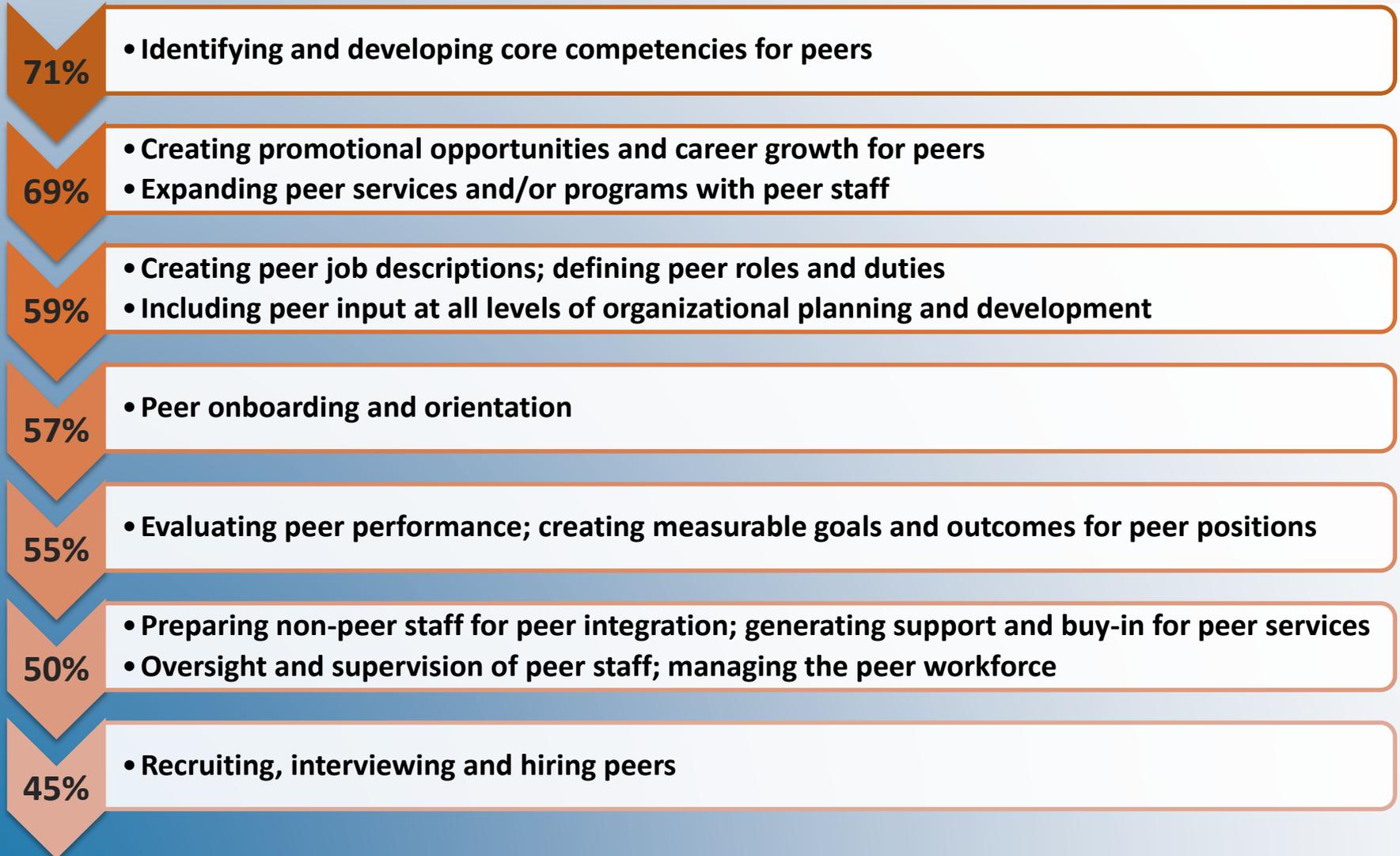


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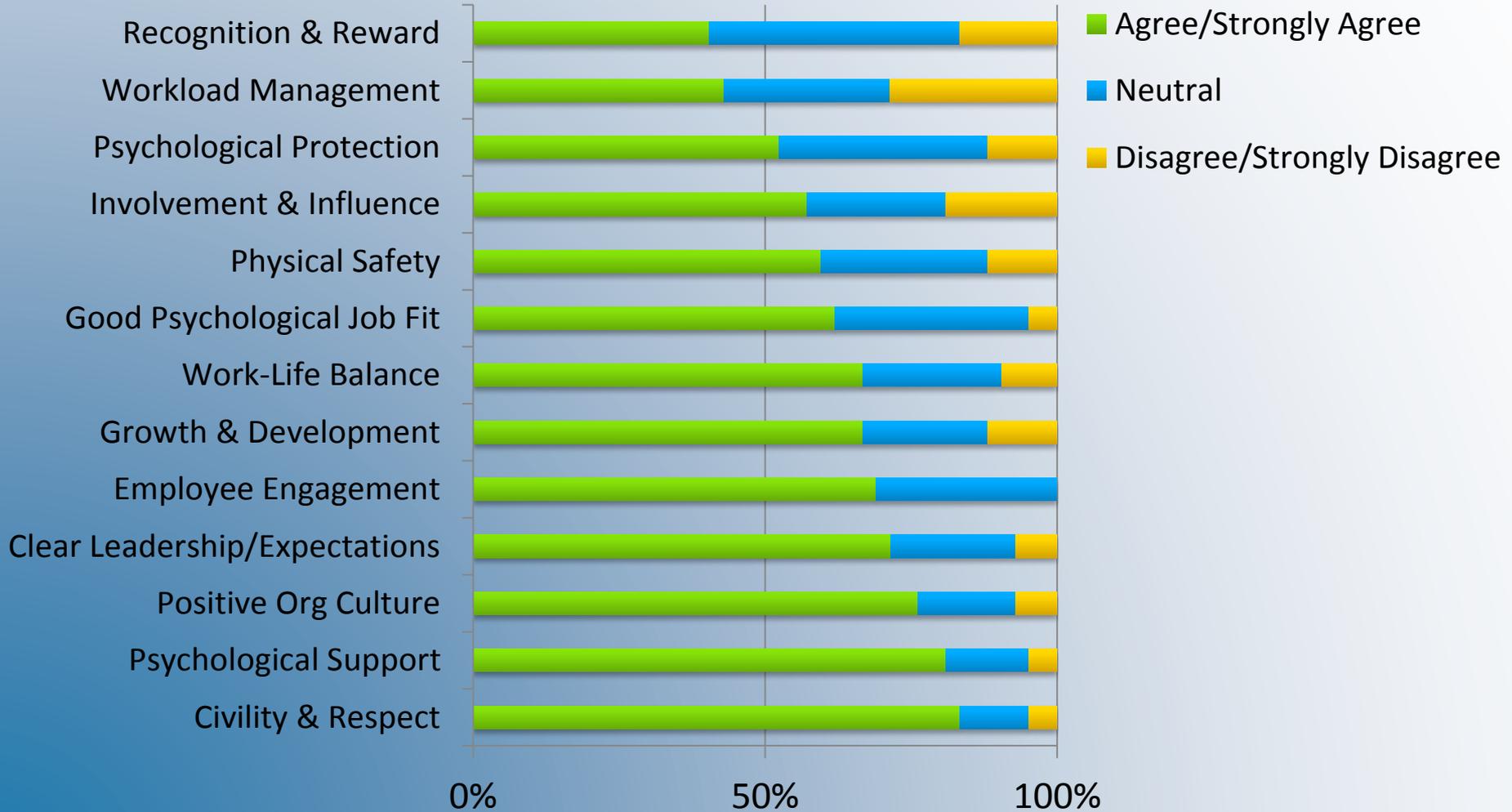
# Key Informants

- 42 questionnaire respondents
  - 83% counties/government agencies
  - 17% NPs/CBOs
- Measured:
  - Areas of need related to peer employment
  - Presence/absence of 13 psychosocial factors in the workplace

# Assistance Needed!



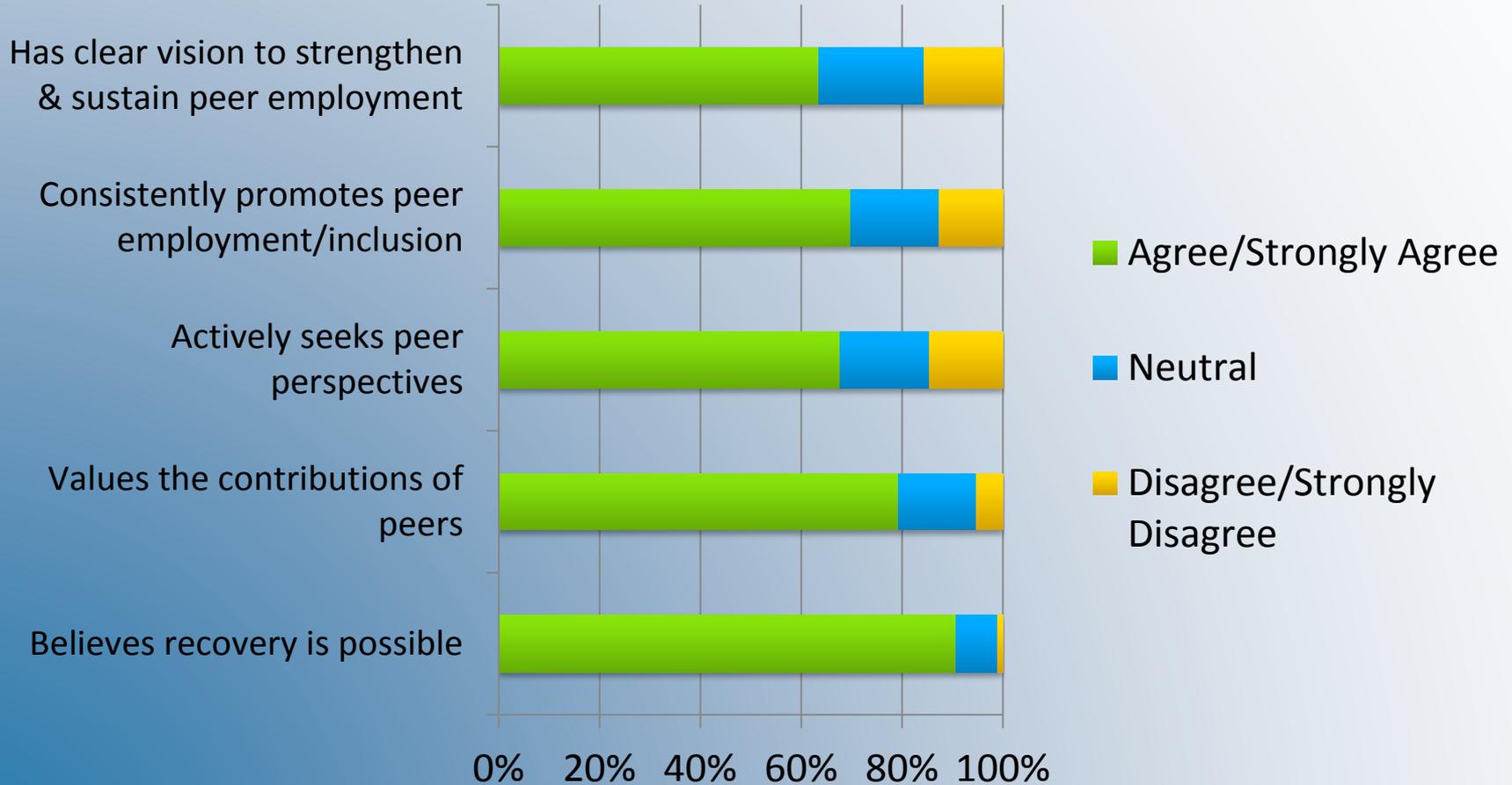
# Workplace Risk/Protective Factors



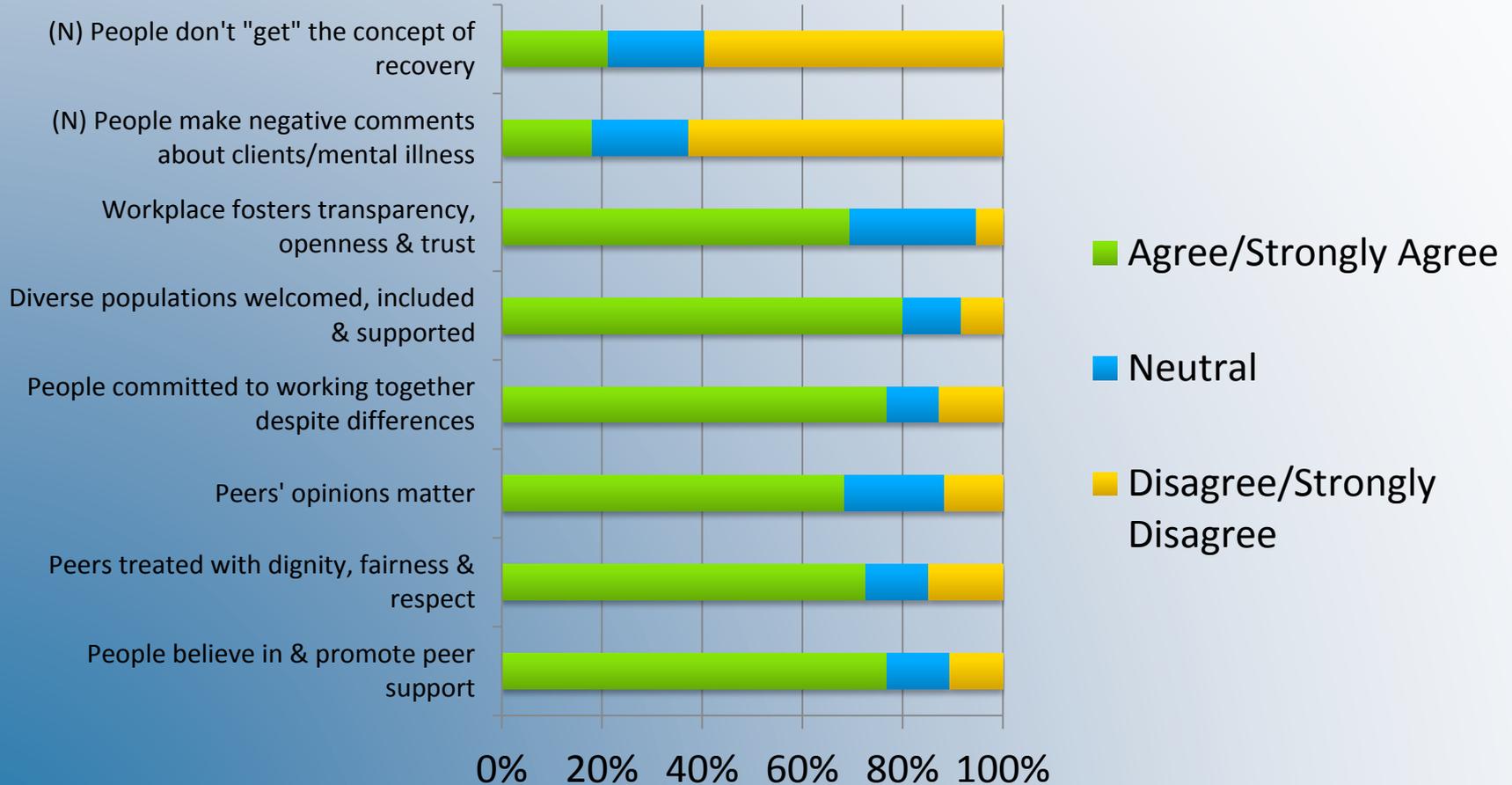
# Peer Staff

- 92 survey respondents
  - 63.5% counties/government agencies
  - 20.8% non peer-run NPs/CBOs
  - 13.5% peer-run NPs/CBOs
  - 2.1% other
- Measured:
  - Perceived workplace attitudes about peers, peer support, and recovery
  - Presence/absence of conditions correlated with peer workplace success

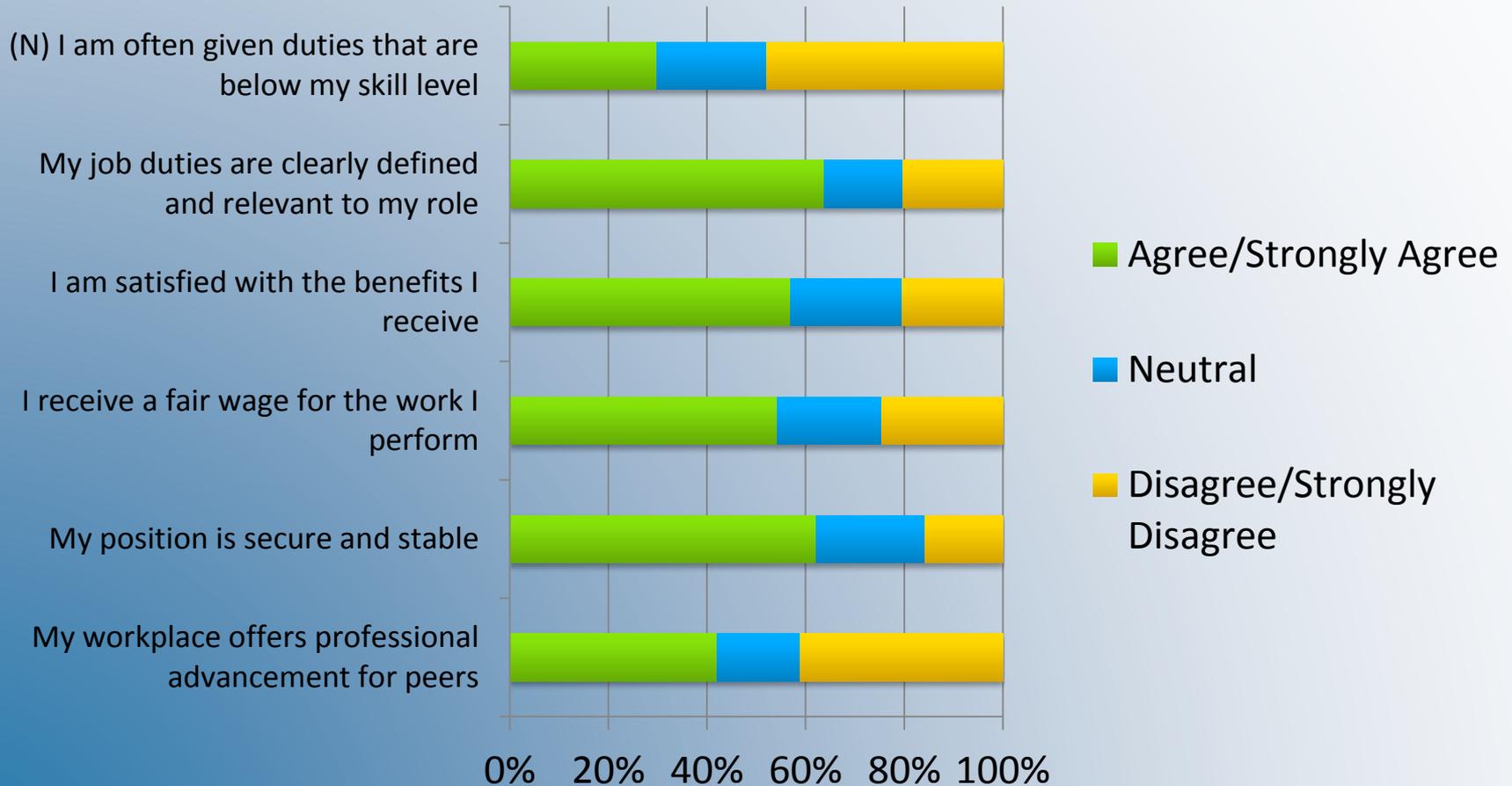
# Org Leadership



# Workplace Culture



# Job Duties & Conditions





# W·I·S·E Accomplishments

**1/1/15 – 9/30/15**

# What We've Done

- 150+ TA phone calls and emails
  - Not including outside agencies
- 15 initial site visits
- 12 in-person trainings and workshops
- 4 webinars
- 4 trainings developed
- 1 train-the-trainer workshop
- 1 statewide conference
- List of peer core competencies; best practices in peer onboarding/orientation
- Numerous conference calls, emails blasts, newsletters, and social media posts

# Still To Come

- Statewide expansion
- WISE website – live by October 31, 2015  
– [www.wiseup.work](http://www.wiseup.work)
- 13 in-person trainings scheduled ***this quarter***
- 3 webinars scheduled ***this quarter***
- More trainings under development
- Toolkit of employer best practices



# QUESTIONS AND DISCUSSION

# W·I·S·E Contact Info

**W·I·S·E**  
Workforce Integration Support and Education



## For Organizations:

Dawniell A. Zavala, Esq.  
W·I·S·E Program Director

[dzavala@norcalmha.org](mailto:dzavala@norcalmha.org)  
(916) 366-4600

## For Peer Staff:

Stephanie Ramos  
W·I·S·E Peer Services Liaison

[sramos@norcalmha.org](mailto:sramos@norcalmha.org)  
(916) 366-4600