

What's Working Well



...In the Employment of People with Lived Experience of Mental Health Challenges, Parents and Family Members to Transform California's Public Behavioral Health Workforce

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<http://workingwelltogether.org/>

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Working Well Together

Training and Technical Assistance Center

Northern Valley Talk Line Warms Butte County Community

Working Well Together (WWT) is a collaborative project comprised of the California Association of Mental Health Peer Run Organizations (CAMHPRO)-PEERS, NAMI California, United Advocates for Children and Families, and the California Institute for Mental Health. Funded by the Mental Health Services Act (MHSA), the WWT Training and Technical Assistance Center supports the vision of the MHSA to transform systems to be client and family-driven. As such, WWT supports the sustained development of client, family member and parent/caregiver employment within every level of the public mental health workforce. The What's Working Well Quarterly News brief is produced and edited by Karin Lettau, MS, WWT Technical Assistance Coordinator for the Southern Region. Translations and acculturations by [Gabriela Melano, Ed.D.](#)

The small county of Butte in the Superior Region, with a population of around 220,000, and serving 7,000 children and adults with behavioral health challenges, has three Wellness & Recovery Centers and medication clinics. To its great credit, [Butte County Behavioral Health \(BCBH\)](#) has two designated civil service positions for those with lived experience; Peer Advocate and Behavioral Health Worker. Noteworthy is that BCBH has partnered with [Northern Valley Catholic Social Service \(NVCSS\)](#) to provide many impressive services employing around 25 consumer, family member, parent or caregiver Peer Support Specialists. One service includes the family/children's [Wraparound Program](#), with Family Partners and/or Youth Empowerment Specialists (YES) on every team. Also Shauna Kodai, ASW, a person herself with lived experience, runs the revered [Northern Valley Talk Line \(NVTL\)](#) (see photo below), a warm line operating 7 days a week, 4:30 to 9:30 pm, 365 days year, dialed at 1-855-582-5554. Shauna also runs two other programs with

several of the 16 peer support specialists who answer the Talk Line phones, offering peer support as the [Homeless Innovations](#) program to those served at the Community Shelter, and also peer services at the [Iverson Wellness & Recovery Center](#).

Program Supervisor, Shauna Kodai, "Talk Line operators have 50 hours of training, three years of 'on the job experience' and lived experience with mental health symptoms. The peer recovery model gives us a unique perspective and empathy for people who are struggling and recovering from the devastating effects of mental illness. Having lived through similar situations, we offer our support, wellness tools, coping skills and knowledge of community resources. By listening to callers, we connect with people in our community who need and want to be heard without judgment, we work together with callers to come up with their own wellness plan and support each person's innate resilience. Some callers just

want to talk/vent, some call to share their successes and ideas and still others call to find out about community resources and understand the 'rollercoaster' feeling of navigating agencies and systems in Butte County. Talk Line has given our team a meaningful work experience where we can be of service to others while we take responsibility for our own healthcare and mental well-being. We are a group of passionate, empathetic people who want to share the amazing results of connection and purpose we have experienced.

We believe that self-care and support can truly make a difference in the lives of our community members. We believe that connection, creativity, caring and community can make a difference in all our lives."

Thank you Talk Line!

New WWT Partner: CAMHPRO/PEERS

WWT is pleased to welcome California Association of Mental Health Peer Run Organizations (CAMHPRO)-Peers Envisioning and Engaging in Recovery Services (PEERS) as our new consumer advocacy partner to round out the WWT Collaborative of consumer, family member and parent advocacy agencies. *continued p. 2*



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New WWT Agency *continued*

CAMHPRO-PEERS brings together the skills and leadership of two organizations. [CAMHPRO](#) is a consumer-run statewide organization consisting of member entities throughout the state, which are established and successful consumer-run organizations. CAMHPRO's mission is "to transform communities and the mental health system throughout California to empower, support, and ensure the rights of consumers, eliminate stigma, and advance self-determination for all those affected by mental health issues by championing the work of consumer-run organizations."

[PEERS](#) is an Alameda County based consumer run organization with a decade long track record of successfully managing projects that promote hope and recovery. PEERS' mission is to inspire hope and contribute to the resiliency and well being of mental health consumers through a not-for-profit commitment to compassion and excellence in eliminating mental health disparities.

Welcome CAMHPRO-PEERS to the WWT Collaborative!

Survey of CA County Jobs Designated for People with Lived Experience

Karin Lettau, Southern Region TAC, has drafted a survey on all California counties that have civil service designated positions and career ladders options for people with lived experience in public behavioral health. The survey is still under development, and has links to the county job descriptions. To date the draft shows 20 counties (of 58) with designated civil service positions. Also some counties with or without such civil service positions, have contracts with agencies that do hold designated positions. Karin is collecting county-contracted agency information too. Hopefully this resource will give counties, that have not yet established such positions, an opportunity to draw inspiration from neighboring counties in the employment of people with lived experience. For more information, email or call, [Karin Lettau](#), 619-246-7797.

Central Region

Central Region full day trainings are now complete for fiscal year 2012-2013. WWT would like to thank the Behavioral Health Service leaders and staff members in Kings County and San Joaquin County for hosting the trainings. Much appreciation goes to trainers Connie Burgess Consulting & Associates, LLC and Sharon Kuehn of [Peers Envisioning and Engaging in Recovery Services \(PEERS\)](#). Both trainings were well received.

Connie's activities empowered peer leaders with the workshop: "*The Power of Peer Support: Transforming the Mental Health System*". Sharon's engaging activities were driven by the workshop title: "*Championing the Lived Experience within the Workplace*". A Webinar training is soon to come as well.

Are you ready to receive workforce development education or support for career success of people with lived experience in public mental health?

Contact [Ron Shaw](#) (ron.shaw@namicalifornia.org), (916) 288-5498, today!

Join the WWT Monthly Networking Calls for people with lived experience working in public mental health:

Parent Call: 2nd Tuesday of month, 10am
[1-800-914-3396](#) Code 3970681

Peer Call: 2nd Wednesday of month, 4pm
[1-909-259-0034](#), Code: 419-253-837
Email [Karin](#) if you require toll-free &/or webinar link (use free audio VoIP)

Southern & Los Angeles Region

WWT TAC, Southern Region, [Karin Lettau](#) and [Donna Matthews](#), WWT TAC, (Superior Region), facilitated the regional training, "*Supporting Lived Experience in the Workplace: A New Needs Paradigm*" with free CEUs to licensed staff in Kern County in November, and then also in Los Angeles County in February, with great success. Next this training will be offered in the southern portion of the region, Orange County, in April with co-facilitator, Sharon Kuehn of [PEERS](#).

[Donna Matthews](#) is the WWT Project Manager and TA Coordinator for the Superior Region. (916) 379-5353

Greater Bay Area Region

[Deborah Van Dunk](#), WWT TAC, Greater Bay Area Region has been working with a Wellness Center in Santa Rosa to assist staff in developing the knowledge and skills to train other peers how to facilitate groups.

In January, Santa Clara County hosted the second Greater Bay Area Regional Training on Compassion Fatigue Awareness, which was a great success.

Upcoming trainings

Webinar: April 19, "*Suicide Prevention*", presented by Michelle Thomas, Development and Communications Director, San Francisco Suicide Prevention.

Regional Training: May 15, "*The Emerging Peer Role in Mental Health*" facilitated by Connie Burgess, Consulting and Associates, Wraparound Systems Change and Family Partnerships. Flyers and registration forms will soon be posted on the [WWT Website](#). [Deborah Van Dunk](#), 916-643-1530 ext 105

WWT Efforts to State Peer Certification

In promoting State Certification of Consumer, Youth, Family, and Parent (CYFP) Peer Specialists, WWT is preparing for the Statewide Stakeholder Summit in May to review the findings of the two-year WWT stakeholder process in order to develop next steps for finalizing recommendations to the State for such State Certification. Building on [past stakeholders recommendations](#), Workgroups have been processing information for presentation at the Summit.

Please join our monthly webconference on the 4th Wednesday, noon, each month (except May); call 1 (909) 259-0034, Access Code: 345-158-860 to learn the latest and to give your input. For a toll-free number &/or a webinar link contact [Karin Lettau](#) (619) 246-7797, and visit our [WWT Website](#). A webinar on the benefits to other states of State Peer Certification is coming soon.