

# Working Well Together

Training and Technical Assistance Center



## 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

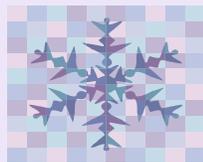
What's Working Well

<http://workingwelltogether.org/>

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Working Well Together (WWT) is a collaborative project comprised of the California Association of Mental Health Peer Run Organizations (CAMHRO)-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 Eva Molina-De Vilbiss, MA.



### Points of Interest in This Issue

- ◇ **Central Region Tulare County Peers Lead the Way**
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- ◇ **Update on State Peer Certification & WET 5 Year Plan**
- ◇ **Monthly WWT Networking Calls**

## Tulare County Peers Lead the Way to More Peers Working in Tulare County!

By Tulare County Staff

Centrally located in California, [Tulare County](#) is geographically and demographically diverse and is home to nearly half a million people. Of this population, about 9,500 children and adults with emotional or MH challenges are served each year by the county.

With the enactment of Proposition 63 (Mental MH Services Act-MHSA), Tulare County has increasingly migrated towards a person-centered system of care focused on wellness, recovery, and resiliency. After much planning and training, the county began to realize this transformation beginning in 2009 with the Warmline, primarily staffed by peers, followed by the Transitional Living Center's (TLC) Wellness and Recovery Center in 2010. Close on its heels came the formation of a more than 60-member "champions of transformation" peer-led group comprised of peers, community partners, providers, staff, and support persons, known as the Tulare County Wellness and Recovery Champions.

"Peers have been crucial to the transformation taking place in Tulare

County. Their lead has made room for a rewarding and inspiring process to take place," said Christi Lupkes, MHSA Manager.

Peers do not yet have a Peer/Family training specifically for their discipline and the county looks forward to State Peer Certification but they receive other trainings, including Nonviolent Crisis Intervention training. Another exciting development has been the formation of a panel that attends trainings for local law enforcement, wherein peers not only share their story of lived experience but also conduct scenarios with law enforcement.

Although not an all-inclusive list, the Tulare County Warmline, the MH Plan contract providers' Peer Support positions, and the Peer Volunteer Program are either led by or intricately involve peers. The Warmline is a peer-run listening line staffed by four peer employees and two peer specialist volunteers. Testimony from peers staffing the lines: "I've learned to have more confidence in myself, and I have

been learning to socialize more with the public. I truly can say Kings View [contractor] has planted in me a purpose to get up in the morning." "This job came to my life when I was in real need of reassurance that I was capable of having a job".

County contracted providers of adult services include peer support positions totaling 12 peer employees and eight volunteers. These programs include mobile units, one-stop centers for transitional-age youth, and co-occurring residential and outpatient services. The peers in these positions provide valuable mentorship for those who may be just beginning their wellness and recovery journey. Testimony from those working in peer support positions: "I have experienced personal growth and am enriched by the relationships with my peers" and "I have the privilege of running groups, assisting others, and being a part of the

decision-making process for care of people we serve. They are just like me, and I am just like them, and that is uniquely useful." The Peer Volunteer Program is a vibrant and robust program that...cont'd



## Tulare Cont'd

cont'd...has now grown to 160 volunteers. It began in 2011 with eight volunteers serving as greeters in the lobby of the Visalia Clinic. Consumers who received services from those first few volunteers, and experienced their own wellness and recovery decided to also become volunteers. "They [Tulare County MH] do not just listen and move on; they actually hear our voices and encourage us to continue to share those voices. Most of all, we now have hope—hope that we can be participating and effective members of society as a whole, independent from MH services yet a member of the culture of mental wellness," says one Peer Volunteer Coordinator.

## Southern Region

WWT Southern regional Technical Assistance Coordinator, [Karin Lettau](#), will facilitate with Riverside County a Southern Regional Training titled, *Supervision for Universal Wellness & Inclusion in the Workplace; A Training for Supervisors of People with Lived Experience* on March 26 in Riverside. More info and/or to register: <http://wwtssupervise4wellnessmarch26.eventbrite.com>.

Karin is also developing *Current Practices and Peer Services: Shaping a Better Public Behavioral Health System for Adults and Older Adults* for a webinar on April, 23, from 3-4:30pm. You may click here for more information and/or to register: <https://attendee.gotowebinar.com/register/2860754789208943873>.

## State Certification & Consumer/Family Employment Updates

The CA Mental Health Planning Council (CMHPC) approved, with amendments, the final draft of the next Workforce Education and Training (WET) Five-Year Plan and four year budget presented by the Office of Statewide Health Planning and Development (OSHPD) on January 17, 2014. You can find the presentation at the following link without the amendments:

[http://www.oshpd.ca.gov/HWDD/pdfs/wet/WET-Five-Year-Plan-Presentation-to-CMHPC-Jan\\_17\\_14.pptx](http://www.oshpd.ca.gov/HWDD/pdfs/wet/WET-Five-Year-Plan-Presentation-to-CMHPC-Jan_17_14.pptx). One CMHPC amendment was to "front-load" a total of \$10 million slated for consumer/family member employment into the first two years, rather than over four years.

WWT has been the contracted recipient of funding for this category for now at \$800,000 per year. These additional funds could enable further work on the Peer Specialist Certification initiative carried by WWT, though estimates for complete implementation are far higher.

With a new WET Five Year plan new contracts for all allocated statewide categories will go up for bid in March or April. WWT hopes to remain a collaborative and effectively bid for the consumer/family employment contract to carry on this crucial work.

CMHPC has expressed a firm commitment to see that state peer certification is indeed established, and will evaluate whether to request further funding for implementation from legislators after a one year progress report and development of certification milestones. OSHPD stated it "will convene an ad-hoc advisory committee to determine what specific activities to fund with the allocated amount" of \$10 million for consumer/family employment in the near future.

The WWT monthly Peer Certification Stakeholder web calls (see below to participate) are continuing although now managed by CiMH in collaboration with the WWT partners. Debra Brasher and Lucinda Dei Rossi are facilitating the calls. Also CiMH is planning to meet with several government agencies to collaborate on the next steps for Peer Certification.

## Greater Bay Area Region

A Wellness Center in the Greater Bay Area Region has requested that Deborah Van Dunk, WWT TAC, provide technical assistance plans for self-care to empower some staff members deal with a level of stress which has affected their job performance.

WWT, in response to requests from counties statewide, will educate Californians on children, youth, TAY, and on the adult/older adult behavioral health systems of care and recovery/resiliency-based practices in some upcoming webinars. Deborah Van Dunk WWT TAC for the Greater Bay Area Region and with UACF will focus on the children/youth/TAY system of care in the webinar scheduled for March, 2014. For further information please contact Deborah Van Dunk, [dvandunk@uacf4hope.org](mailto:dvandunk@uacf4hope.org).

## Join WWT Monthly Networking Calls

...For people with lived experience working in public mental health:

**Parent Call:** 2nd Tuesday of each month, 10-11am, [1-800-914-3396](tel:1-800-914-3396)

**Code 3970681, Email [dvandunk@uacf4hope.org](mailto:dvandunk@uacf4hope.org)**

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**Consumer Web Call:**

2nd Wednesday of each month, 4-5pm

**Register for web link at:**

<https://attendee.gotowebinar.com/rt/2855921328720867072>

**Use free computer audio or call 1-909-259-0034, Code: 419-253-837. Email**

[klettau7@gmail.com](mailto:klettau7@gmail.com) if you require a toll-free number.

## CiMH is holding WWT Monthly Peer Certification Stakeholder Web Calls

in February through May. To participate, first please click on the date below to register for the web call\*:

[Thurs, Feb 20, 2014 12:00PM- 1:00PM](#)

[Thurs, Mar 20, 2014 12:00PM- 1:00PM](#)

[Thurs, Apr 17, 2014 12:00PM- 1:00PM](#)

[Thurs, May 22, 2014 12:00PM- 1:00PM](#)

\*A computer with microphone and speakers or a smartphone is needed to be heard. Contact Camile at [cduria@cimh.org](mailto:cduria@cimh.org) or (916)379-5329 for more information