



WET Consumer and Family Member Employment Potential Support and Development Programs

At the May 21, 2014 Workforce Education and Training (WET) Consumer and Family Member Employment Advisory Committee meeting OSHPD presented and received feedback on support and development activities. Based on that feedback and other feedback received during the WET Five-Year Plan development process OSHPD developed three potential programs that could be implemented for consumer and family member support and development activities.

During the upcoming June 24 WET Consumer and Family Member Employment advisory Committee Meeting OSHPD will ask you to address two questions after a reviewing each Program category. Please take the time to review prior to meeting and be prepared to discuss the three potential program categories and their activities.

The potential consumer and family member employment support and development programs to consider are:

Local Organizational Support Networks Program

Under this program the following activities could potentially take place for a group of counties and community based organization. To the extent possible, all activities should be led and/or co-facilitated by consumers or family members:

- Assessment and/or documentation of best practices of local Public Mental Health System (PMHS) employer- consumer and family member employment related activity gaps and need
- Training of appropriate staff within PMHS employer organizations on:
 - The value of hiring consumers and family members
 - How to work with consumers and family members/what to anticipate when hiring consumers and or family members
 - Types of supports and reasonable accommodations that could be provided to consumers and family members
 - Billing for consumer and family member services
 - Stigma reduction
 - Cultural humility
 - Importance of consumers and family members supervising other consumers and family members
 - Creating consumer and family member job descriptions
 - Developing individual learning plans for consumers and family members
 - Burdens of background checks
 - The importance of benefits packages
 - The use of CMS Approved language in documentation
 - Development of career pathway/ladders for consumers and family members (admin vs direct service)

- Development and dissemination tools and best practices on hiring and training practices
 - Calls/webinars and/or conferences to discuss and disseminate tools and best practices
 - County and CBO co-learning collaboratives
- Providing technical assistant to counties and CBOs looking to employ consumers and family members

Please consider these questions in regards to the category and activities outlined above.

1. Are there any other activities that could be supported by these programs related to support and development that are not listed above?; and
2. Are there any support and development activities listed above that you have concerns with? If so, what are those concerns?

Local Support Networks Program

Under this program the following activities could potentially take place for the consumers and family member workforce in a group of counties and community based organization. To the extent possible, all activities should be led and/or co-facilitated by consumers or family members:

- Self-help/support groups
- Mentoring
- Training consumers and family members on (retention and development activities):
 - wellness tools
 - how to transition from an advocate to employee role
 - benefits planning, ticket to work
 - how to supervise
 - career paths/ladders
 - continuing education/professional development topics
- Provide stipends to consumers and family members attending trainings/conferences/professional development opportunities outlined above.

Please consider these questions in regards to the category and activities outlined above.

1. Are there any other activities that could be supported by these programs related to support and development that are not listed above?; and
2. Are there any support and development activities listed above that you have concerns with? If so, what are those concerns?

Statewide Support Network Program

Under this program the following activities could potentially take place at the statewide level. To the extent possible, all activities should be led and/or co-facilitated by consumers or family members:

- Develop co-learning collaboratives that brings together consumer, family members, and providers and have regular Calls or Conferences for consumer and family member workforce
- Provide consumers and family members with professional development opportunities
- Provide stipends to students attending trainings/conferences/professional development opportunities outlined above
- Provide financial support for interns and preceptors
- Provide financial support for students
- Develop and disseminate tools and best practices
- Promotion of resources that aim to increase consumer and family member employment
- Work with the Local Support Networks

Please consider these questions in regards to the activities outlined above.

1. Are there any other activities that could be supported by these programs related to support and development that are not listed above?; and
2. Are there any support and development activities listed above that you have concerns with? If so, what are those concerns?