

**Survey 2: PMHS Employer -County and Community Based Organization (CBO)
DRAFT SURVEY CONTENT**

Section 1: County/Community Based Organization (CBO) Information

1. Please choose the category that best describes the clients your agency serves (choose all that apply)

- Adolescents, Children/Youth (ages 1 – 17)
- Adult and Older Adult (ages 18+)
- Transition Age Youth specific services (ages 18-24)
- Older Adult specific services (ages 60+)

2. Job Title/Role? (Text box)

3. County/CBO Name (Text box)

4. Level of Care Provided by County/CBO: (select all that apply)

- Assertive Community Treatment (ACT)
- Case management services
- Crisis residential service
- Full service partnership
- Inpatient
- Outpatient services
- Residential services
- Unsure
- Other:

5. County Where Organization is Located (dropdown)

Section 2: Screening

Programs often employ or utilize current or former consumers of mental health services, family members of consumers of mental health services, or parents/caregivers of consumers of mental health services (CFP/Cs). CFP/C's can provide enhanced services to persons experiencing mental health challenges and/or their family members from the unique perspective of someone with lived experience. They provide a resource to programs and clinics that can potentially expand the services and insights available to mental health and behavioral health consumers and their families. CFP/C's can be paid or volunteer, and work full or part time.

[Screening question]

6. Do you employ any mental health Consumers, Family members, or Parent/Caregivers (CFP/C) of mental health consumers at your program?

- Yes
- No

If No:

Have you employed any CFP/C employees as described above in the past?

- Yes
- No

Do you plan to hire any CFP/C employees in the next 12 months?

- Yes
- No

Please select the reasons why you do not currently staff any CFP/C employees (select all that apply)

[Will add to this as needed after expert and stakeholder input]

- Do not have a role for CFP/C employees
- Cannot find qualified CFP/C employees
- Job turnover results in gaps without CFP/C employees
- Do not have the budget to employ CFP/C employees
- Did not know about the possibility of employing CFP/C employees
- Do not think CFP/C workers are qualified to perform the required tasks
- X
- X
- Other: (fill in reason) _____

*****END OF SURVEY FOR THOSE WHO DO NOT EMPLOY CFP/C WORKERS

IF YES (CFP/Cs ARE EMPLOYED)

Please indicate how many of each type of CFP/C worker listed below you employ, and whether they work full or part time (if 0, then place a 0 in the first box)

7. Consumers of mental health services (those with “lived experience”):

- Overall number (full-time, part-time, and volunteer)
- Number of those who are full-time
- Number of those who are part-time
- Number of those who are volunteer

8. Family Members (other than parents) of consumers of mental health services:

- Overall number (full-time, part-time, and volunteer)
- Number of those who are full-time
- Number of those who are part-time
- Number of those who are volunteer

9. Parent/Caregivers of consumers of mental health services:

- Overall number (full-time, part-time, and volunteer)
- Number of those who are full-time
- Number of those who are part-time
- Number of those who are volunteers

10. What are your hiring plans for CFP/C employees in the next 12 months?

- Downsize by several (3+)
- Downsize a little (1-2)
- Stay with what we've got now
- Increase a little (1-2)
- Increase by several (3+)
- Unsure
- Other:

Please fill in the Job Titles for your CFP/C employees, and for each different job title, please select the roles they perform from the list below:

11. Job Title #1 _____

a) What is the starting hourly wage for this job title (NOTE: there will be an option to indicate this is a volunteer position): _____

b) What functions do your CFP/C workers in the job title above provide? (select all that apply)

- | | |
|-------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------|
| <input type="checkbox"/> Accessing and maintaining insurance coverage. | <input type="checkbox"/> Help clients understand what staff is asking of them. |
| <input type="checkbox"/> Administrative/clerical. | <input type="checkbox"/> Help coordinating physician visits and other medical appointments. |
| <input type="checkbox"/> Arranging for translation services. | <input type="checkbox"/> Help to create/set recovery goals. |
| <input type="checkbox"/> Arranging transportation to and from medical services. | <input type="checkbox"/> Help with monitoring progress. |
| <input type="checkbox"/> Assisting with issues related to housing. | <input type="checkbox"/> Help with navigating the behavioral health services system. |
| <input type="checkbox"/> Assisting with the financing and management of medication. | <input type="checkbox"/> Provide advice or counseling to clients. |
| <input type="checkbox"/> Being a role model (for recovery). | <input type="checkbox"/> Providing education about medical conditions and recovery strategies. |
| <input type="checkbox"/> Coordinating care among providers. | <input type="checkbox"/> Providing education to improve health literacy. |
| <input type="checkbox"/> Facilitating communication with health care providers. | <input type="checkbox"/> Provide social and/or emotional support. |
| <input type="checkbox"/> Help clients fill out paperwork. | <input type="checkbox"/> Other: _____ |
| <input type="checkbox"/> Help clients understand what resources are available. | |

[NOTE: THE QUESTION ABOVE WILL BE REPEATED FOR UP TO 5 Classifications]

12. What types of career assistance or possibilities do you provide to your CFP/C employees?

- Career and job counseling
- Management opportunities
- Possibility of promotion to a higher position
- Professional develop opportunities
- Skill and other job training
- Other: _____

13. What other types of assistance do you provide to your CFP/C employees?

- Assistance with housing or living expenses
- Assistance with transportation
- Benefits planning
- Employer-paid benefits
- Reasonable accommodations
- Other: _____

14. Have any of the CFP/Cs advanced to a different job within your organization?

- Yes
- No

a. If yes, please describe the new job title and duties. [TEXT BOX]

15. How would you rate your experience finding and hiring CFP/C staff?

- Very difficult
- Somewhat difficult
- Neutral
- Somewhat easy
- Very easy
- Other:

16. What are the most common barriers to finding and hiring CFP/C workers? (select all that apply)

- Not enough funding
- Hard time finding candidates
- High turnover rates make it hard to retain adequate CFP/C staff
- Lack of uniform training
- No specific role at our program for CFP/C workers
- Other _____

17. How would you rate your experience in retaining CFP/C staff in your organization?

- Very difficult
- Somewhat difficult
- Neutral
- Somewhat easy
- Very easy
- Other:

18. What are the most common barriers to retaining CFP/C workers? (select all that apply)

- Not enough funding
- Hard time finding candidates
- High turnover rates make it hard to retain adequate CFP/C staff
- Lack of uniform training
- No specific role at our program for CFP/C workers
- Other _____

19. From what workforce sources do you typically find and hire your CFP/C workers? (select all that apply)

- Direct from a local training provider
- Volunteer workers at our program
- Word of mouth
- Through online, newspaper, or other job postings
- Other: _____

20. What type of funding support/reimbursement does your organization receive to help pay and retain CFP/C employees?

- We receive no funding support
- We receive funding support from (source #1) _____
- We receive funding support from (source #2) _____

21. What are the minimum qualifications for your CFP/C employees? (select all that apply)

[Will add to this as needed after expert and stakeholder input]

- Certification and/or completion from a qualified CFP/C training program
- Personal lived experience in the mental health system or family member of someone with lived experience
- Experience acquired through volunteering or working in other related positions
- X
- X
- Other: _____

22. What are the minimum qualifications for those supervising or managing your CFP/C employees? (select all that apply)

[Will add to this as needed after expert and stakeholder input]

- Must be a program manager or supervisory level staff
- X
- X
- Other: _____

23. What core competencies do you desire of your CFP/C employees (select all that apply):

- | | |
|------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------|
| <input type="checkbox"/> Ability to attend and participate in program meetings | <input type="checkbox"/> Recovery and Wellness Recovery Action Plan (WRAP) training or similar |
| <input type="checkbox"/> Administrative skills (ability to understand and fill out forms and paperwork, track hours and time, etc) | <input type="checkbox"/> Recovery practices in leadership and coaching |
| <input type="checkbox"/> Advocacy | <input type="checkbox"/> Rehab and therapeutic skills |
| <input type="checkbox"/> Advocacy for Positive Outcomes | <input type="checkbox"/> Resiliency |
| <input type="checkbox"/> Americans with disabilities act | <input type="checkbox"/> Risk indicators and response |
| <input type="checkbox"/> Benefits | <input type="checkbox"/> Role challenges and conflict resolution |
| <input type="checkbox"/> Communication skills | <input type="checkbox"/> Service documentation/billing |
| <input type="checkbox"/> Computer and technical skills | <input type="checkbox"/> Skills and knowledge in partnering with organizations/supervisors |
| <input type="checkbox"/> Confidentiality | <input type="checkbox"/> Stigma |
| <input type="checkbox"/> Conflict resolution | <input type="checkbox"/> Strength-based approaches |
| <input type="checkbox"/> Crisis intervention | <input type="checkbox"/> Structure of the behavioral health system |
| <input type="checkbox"/> Cultural awareness and competency | <input type="checkbox"/> Substance abuse and co-occurring |
| <input type="checkbox"/> Education through shared experience | <input type="checkbox"/> Supporting skills to assist a consumer to develop skills identified in the approved Individual Recovery Plan |
| <input type="checkbox"/> Effective coping techniques | <input type="checkbox"/> Systems perspective |
| <input type="checkbox"/> Establishment of positive relationships | <input type="checkbox"/> Training to use a Medical Information System (MIS) |
| <input type="checkbox"/> Goal setting | <input type="checkbox"/> Transformational advocacy |
| <input type="checkbox"/> Group facilitation | <input type="checkbox"/> Trauma informed systems |
| <input type="checkbox"/> History of mental health and recovery | <input type="checkbox"/> Trust building |
| <input type="checkbox"/> Holistic recovery approaches | <input type="checkbox"/> Types and effects of medications |
| <input type="checkbox"/> Hope and Recovery | <input type="checkbox"/> Understand the dynamics of stress and burnout |
| <input type="checkbox"/> How to use your personal story | <input type="checkbox"/> Understanding the job of a CFP/C |
| <input type="checkbox"/> Management and supervisory skills | <input type="checkbox"/> Wellness tools |
| <input type="checkbox"/> Mandatory reporting requirements | <input type="checkbox"/> Basic knowledge of mental health and substance use disorders |
| <input type="checkbox"/> Mentoring | |
| <input type="checkbox"/> Motivational Interviewing | |
| <input type="checkbox"/> Principles of empowerment | |
| <input type="checkbox"/> Professionalism and ethics | |
| <input type="checkbox"/> Professional boundaries | |

- OTHER (text box below where as many _____ as needed can be listed)

24. What basic skills do you require of your CFP/C employees (select all that apply):

[Will add to this as needed after expert and stakeholder input]

- Administrative skills (ability to understand and fill out forms and paperwork, track hours and time, etc)
- Ability to learn and use the program Medical Information System (MIS)
- Ability to learn and use a word processing program (such as Microsoft WORD)
- Ability to learn and use a spreadsheet program (such as Microsoft EXCEL)
- Adequate communications and social skills
- Ability to attend and participate in program meetings
- X
- X
- Other: _____

25. Do you provide any of the following career pathways for your CFP/C workers? (select all that apply)

- Opportunities to advance or be promoted within the CFP/C career pathway or track
- Opportunities to advance or be promoted to positions outside the CFP/C career pathway or track
- Opportunities to advance or be promoted to supervisory positions
- Opportunities to advance or be promoted to management positions
- Other: _____

26. Which of any of the following types of trainings do you require of your CFP/C employees (select all that apply):

- Advocacy for Positive Outcomes
- Medication for Success
- Motivational Interviewing
- PET - Peer Employment Training
- Recovery Practices in Leadership and Coaching
- Transformational Advocacy
- WELL - Wellness and Empowerment in Life and Living
- WRAP - Wellness Recovery Action Planning
- Other: _____