

**Survey 3: Consumer, Family Member and Parent/Caregiver (CFP/C)
TRAINING ORGANIZATION
DRAFT SURVEY CONTENT**

Section 1: Organization Information

- 1. Organization Name (Text box)**
- 2. Job Title/Role? (Text box)**
- 3. County Where Organization is Located (Text box or drop down)**
- 4. Counties Where Organization Provides Training (drop down)**
- 5. Approximately how many CFP/C workers does your organization train each year?**

- 6. What general requirements must a candidate meet in order to enter your training program? (select all that apply)**
[Seeking feedback on additional possible answer choices]
 - 18+ years of age
 - High school diploma or equivalent
 - Identify as a person with lived experience or family member, parent/caregiver of person with lived experience
 - Willing to share personal experiences with mental illness publicly
 - Interview by peers
 - Letters of recommendation
 - Background check
 - Well-grounded in recovery (or a minimum time spent in recovery)
 - More than one year (or minimum time) since first diagnosed with a serious mental illness
 - X
 - X
 - Other _____
- 7. Does your training program offer certification for CFP/C workers?**
 - No
 - Yes
 - If Yes, does your program offer different levels of certification?
 - No we only offer one level of certification (will be asked to list certification type and title)
 - Yes
 - If yes, please list the levels of certification in the boxes below
 - Certification Type 1 (name or title of certification)
 - Certification Type 2 (name or title of certification)
 - Certification Type 3 (name or title of certification)
- 8. How many hours of training does your training/certification program require?**
 - 1-9
 - 10-19
 - 20-39
 - 40-59
 - 60-79
 - 80-99
 - 100 or more

9. How long does the training/certification program typically take (coursework, exams, etc)?

Weeks _____

Days _____

10. What is the minimum exam score required in order to pass the training/certification program?

- Program does not require a competency exam
- No minimum score required
- Minimum ____% on exams

11. Is it necessary for CFP/C workers certified through your organization to periodically renew their certification?

- No recertification is necessary
- Yes, every _____ years
- N/A, training program does not provide certification

12. Approximately how long does it typically take for a CFP/C worker to find employment following completion of the training/certification program?

- 1 to 2 weeks
- 3 to 4 weeks
- 1 to 3 months
- 4 to 6 months
- Longer than 6 months

13. Do you provide any of the following types of assistance to your CFP/C trainees?

[Seeking feedback on additional possible answer choices]

- Career and job counseling
- Employment and job finding services
- Assistance with housing or living expenses
- Assistance with transportation
- Assistance with tuition
- X
- X
- Other: _____

14. How would you rate the typical experience for a newly-trained CFP/Cs with regard to finding a job as a CFP/C worker?

- Very difficult
- Somewhat difficult
- Neutral
- Somewhat easy
- Very easy

15. How do newly trained workers most typically find jobs? (select all that apply)

[Seeking feedback on additional possible answer choices]

- Recommendation through a training provider
- Employment at program where they currently or have in the past received services
- Word of mouth
- Through online, newspaper, or other job postings
- X
- Other: _____

16. In the table below, please indicate the specific core competencies your training includes, and whether they are required in any exams:

SKILL GROUP	Taught as a Competency	Tested in Competency Exams
Ability to attend and participate in program meetings	<input type="checkbox"/>	<input type="checkbox"/>
Administrative skills (ability to understand and fill out forms and paperwork, track hours and time, etc)	<input type="checkbox"/>	<input type="checkbox"/>
Advocacy	<input type="checkbox"/>	<input type="checkbox"/>
Advocacy for Positive Outcomes	<input type="checkbox"/>	<input type="checkbox"/>
Americans with disabilities act	<input type="checkbox"/>	<input type="checkbox"/>
Benefits	<input type="checkbox"/>	<input type="checkbox"/>
Communication skills	<input type="checkbox"/>	<input type="checkbox"/>
Computer and technical skills	<input type="checkbox"/>	<input type="checkbox"/>
Confidentiality	<input type="checkbox"/>	<input type="checkbox"/>
Conflict resolution	<input type="checkbox"/>	<input type="checkbox"/>
Crisis intervention	<input type="checkbox"/>	<input type="checkbox"/>
Cultural awareness and competency	<input type="checkbox"/>	<input type="checkbox"/>
Education through shared experience	<input type="checkbox"/>	<input type="checkbox"/>
Effective coping techniques	<input type="checkbox"/>	<input type="checkbox"/>
Establishment of positive relationships	<input type="checkbox"/>	<input type="checkbox"/>
Goal setting	<input type="checkbox"/>	<input type="checkbox"/>
Group facilitation	<input type="checkbox"/>	<input type="checkbox"/>
History of mental health and recovery	<input type="checkbox"/>	<input type="checkbox"/>
Holistic recovery approaches	<input type="checkbox"/>	<input type="checkbox"/>
Hope and Recovery	<input type="checkbox"/>	<input type="checkbox"/>
How to use your personal story	<input type="checkbox"/>	<input type="checkbox"/>
Management and supervisory skills	<input type="checkbox"/>	<input type="checkbox"/>
Mandatory reporting requirements	<input type="checkbox"/>	<input type="checkbox"/>
Mentoring	<input type="checkbox"/>	<input type="checkbox"/>
Motivational Interviewing	<input type="checkbox"/>	<input type="checkbox"/>
Principles of empowerment	<input type="checkbox"/>	<input type="checkbox"/>
Professionalism and ethics	<input type="checkbox"/>	<input type="checkbox"/>
Professional boundaries	<input type="checkbox"/>	<input type="checkbox"/>
Recovery and Wellness Recovery Action Plan (WRAP) training or similar	<input type="checkbox"/>	<input type="checkbox"/>
Recovery practices in leadership and coaching	<input type="checkbox"/>	<input type="checkbox"/>
Rehab and therapeutic skills	<input type="checkbox"/>	<input type="checkbox"/>
Resiliency	<input type="checkbox"/>	<input type="checkbox"/>
Risk indicators and response	<input type="checkbox"/>	<input type="checkbox"/>
Role challenges and conflict resolution	<input type="checkbox"/>	<input type="checkbox"/>
Service documentation/billing	<input type="checkbox"/>	<input type="checkbox"/>
Skills and knowledge in partnering with organizations/supervisors	<input type="checkbox"/>	<input type="checkbox"/>
Stigma	<input type="checkbox"/>	<input type="checkbox"/>
Strength-based approaches	<input type="checkbox"/>	<input type="checkbox"/>

Structure of the behavioral health system	<input type="checkbox"/>	<input type="checkbox"/>
Substance abuse and co-occurring	<input type="checkbox"/>	<input type="checkbox"/>
Supporting skills to assist a consumer to develop skills identified in the approved Individual Recovery Plan	<input type="checkbox"/>	<input type="checkbox"/>
Systems perspective	<input type="checkbox"/>	<input type="checkbox"/>
Training to use a Medical Information System (MIS)	<input type="checkbox"/>	<input type="checkbox"/>
Transformational advocacy	<input type="checkbox"/>	<input type="checkbox"/>
Trauma informed systems	<input type="checkbox"/>	<input type="checkbox"/>
Trust building	<input type="checkbox"/>	<input type="checkbox"/>
Types and effects of medications	<input type="checkbox"/>	<input type="checkbox"/>
Understand the dynamics of stress and burnout	<input type="checkbox"/>	<input type="checkbox"/>
Understanding the job of a CFP/C	<input type="checkbox"/>	<input type="checkbox"/>
Wellness tools	<input type="checkbox"/>	<input type="checkbox"/>
Basic knowledge of mental health and substance use disorders	<input type="checkbox"/>	<input type="checkbox"/>
OTHER (text box below where as many as needed can be listed)	<input type="checkbox"/>	<input type="checkbox"/>

17. What are the most common barriers to employment following certification?

[Seeking feedback on additional possible answer choices]

- Employers do not have a role for CFP/C employees
- Employers do not have the budget to employ CFP/C employees
- Employers do not know about the possibility of employing CFP/C employees
- Employers do not think CFP/C workers are qualified to perform the required tasks
- There are not enough available jobs for CFP/C employees
- Employers are not open to hiring CFP/C employees
- X
- X
- Other: (fill in reason) _____

18. What are the biggest challenges to training CFP/C workers?

[Seeking feedback on additional possible answer choices]

- X
- X
- X
- Other: (fill in)

19. Does your training/certification program include training in a specific code of ethics?

- Yes
- No

If yes, please indicate which of the following areas are included:

[Seeking feedback on additional possible answer choices]

- Moral standards
- Professional standards
- Criminal activity
- Sexual misconduct
- Fraud-related conduct

- Exploitation of consumers
- Safety and welfare of consumers
- Records management
- Consumer relationships
- Non-discrimination
- Confidentiality
- Inter-professional relationships
- Gifts or monetary gratuities
- X
- X
- Other: (please list)

20. Once employed, what types of services do your trainees/graduates typically provide to clients? (each of the choices below will be provided on a grid using the answer choices below)

[Never – Sometimes – Often – Always]

- a. Accessing and maintaining insurance coverage.
- b. Administrative/clerical.
- c. Arranging for translation services.
- d. Arranging transportation to and from medical services.
- e. Assisting with issues related to housing.
- f. Assisting with the financing and management of medication.
- g. Being a role model (for recovery).
- h. Coordinating care among providers.
- i. Facilitating communication with health care providers.
- j. Help clients fill out paperwork.
- k. Help clients understand what resources are available.
- l. Help clients understand what staff is asking of them.
- m. Help coordinating physician visits and other medical appointments.
- n. Help to create/set recovery goals.
- o. Help with monitoring progress.
- p. Help with navigating the behavioral health services system.
- q. Maintaining telephone contact between patients and health care providers.
- r. Motivate and educate clients about the importance of preventive services.
- s. Provide advice or counseling to clients.
- t. Provide social and/or emotional support.
- u. Providing education about medical conditions and recovery strategies.
- v. Providing education to improve health literacy.
- w. Other: _____

21. What are the minimum qualifications for trainers in your training program? (select all that apply)

[Seeking feedback on additional possible answer choices]

- 18+ years of age
- High school diploma or equivalent
- Identify as a person with lived experience or family member, parent/caregiver of person with lived experience
- Certification as a CFP/C worker
- Further training as a CFP/C
- Willing to share personal experiences with mental illness publicly
- Interview by peers

- Letters of recommendation
- Background check
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- X
- X
- Other: (please list) _____

22. We are interested in the number of courses, objectives, and focus of the coursework of any required curriculum. If your program has a Training/Certification Program Curriculum available, please paste it in the space below: (LARGE TEXT BOX)