

# Working Well Together

Training and Technical Assistance Center



## INTRODUCTION:

The purposeful employment of individuals with lived experience into the public mental health system, as outlined by the MHSA, is intended to integrate value of the lived experience perspective into the public mental health system. In this way, lived experience could be viewed in the same light as work experience or even education. In an effort to assist counties in establishing successful consumer/family member employment programs Working Well Together has designed this assessment tool as a means of identifying the level of preparedness a county possesses to successfully engage in hiring and retaining individuals with lived experience in their workforce. This assessment is a compilation of data derived from the 2008 CA Consumer Employment Summit as well as input directly from consumers, family members, and professionals.

## DIRECTIONS:

Review each statement and determine what stage your county is at. If you feel that a particular statement does not apply to your county simply leave that area blank or put N/A next to the statement. Upon completion, you may use this as an internal tool for your county or email to WWT to request technical assistance from your Coordinator.

### Planning and Preparing for Consumer/Family Member Employment

System Wide Checks and Adjustments	Identified	Planning	Implemented
Ensure policies and procedures are within the law and follow best practices			
Provide training to managers and supervisors in ADA and accommodations			
Include contracted agencies in trainings and policy adjustments			
Review job descriptions for accuracy on truly essential job functions			
Check orientation materials and review procedures for exclusionary language			
Check availability of materials which reflect the cultural diversity of the county's population			
Notes:			

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<b>Human Resources</b>	<b>Identified</b>	<b>Planning</b>	<b>Implemented</b>
Identify job classifications which may need to be adjusted or created in order to encourage C/FM employment			
Encourage HR personnel to attend trainings on C/FM employment			
Establish “desirable” status for individuals with lived experience			
Identify what aspects of lived experience makes it desirable for various positions and implement policies which identify those attributes without violating disclosure laws			
Notes:			

<b>Create a Hiring Plan</b>	<b>Identified</b>	<b>Planning</b>	<b>Implemented</b>
Identify goals and timelines for diversifying the workforce with people who have lived experience.			
Conduct a workforce needs assessment to identify gaps in staffing and design recruitment, training and educational plans to accommodate those needs			
Work with HR on position announcements, application process changes, and recruitment procedures geared toward attracting people with lived experience			
Identify marketing opportunities to attract C/FM to the public mental health workforce			
Identify and commit resources to support hiring plan and goals			
Notes:			

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<b>Collaborations and Partnerships</b>	<b>Identified</b>	<b>Planning</b>	<b>Implemented</b>
Establish local and regional educational partnerships			
Participate in knowledge exchange networks with regional partnerships such as the CMHDA			
Work with both contracted agencies and community based organizations in establishing best practices, marketing, support, and education.			
Current staff with lived experience is included in the planning process			
Take advantage of programs such as the DMH/DOR cooperative and Working Well Together			
Notes:			

<b>Promote Consumer/Family Member employment as a Critical System Value</b>	<b>Identified</b>	<b>Planning</b>	<b>Implemented</b>
Leadership is openly articulating the unique value of lived experience			
Include leadership positions in lived experience hiring practices			
Training current staff on the value of lived experience in the mental health workforce			
Create support for undisclosed staff to feel welcome to disclose their own experiences			
Integrate culture and diversity issues into all training			
Develop new modules for supervision and mastery of core competencies on specific strategies to support employees			
Notes:			

## Recruiting and Hiring Consumer/Family Members for Mental Health Workforce

	Identified	Planning	Implemented
Job descriptions and requirements are clear and articulated accurately and include lived experience as a desirable quality			
Possible need for benefits planning counseling has been addressed			
Marketing and recruitment plan makes use of the community's inherent resources			
Methods of recruiting within diverse populations have been developed			
Those conducting interviews have been well versed in issues of disclosure and have a value centered understanding of C/FM employment			
Materials are readily available for applicants whose primary language is NOT English			
Interviewers are well versed in "interactive dialogue" and are prepared for possible discussions of reasonable accommodations			
Notes:			

## Training the New Mental Health Workforce

	Identified	Planning	Implemented
Training and core competency standards which incorporate C/FM employment nuances have been adopted			
Peer driven trainings have been identified and implemented			
Job preparation trainings are available to C/FM interested in working in mental health			
On the job training programs are in place and include new job classifications such as peer advocate			
Certification programs have been identified, are accessible, and are widely honored			
Educational and career pathways have been designed to work hand-in-hand helping to promote advancement			
Detailed training program on organizational structure has been implemented			
Workforce has received training on the impact of stigma and discrimination			
Established assessment process to help insure appropriate position placement of applicants.			
Notes:			

## Retention of Consumers/Family Members in the Workforce

	Identified	Planning	Implemented
Process for periodic follow-up with new employees which incorporates lived experience nuances has been developed			
Monitoring implementation and supervision of reasonable accommodations & tracking their effectiveness			
Implementation of peer driven post-employment support systems			
Exit interviews to identify quality improvement needs of existing programs			
Develop retention outcome tracking and improvement procedures			
Implementation of programs to resolve potential organizational tension related to C/FM employment			
Career pathways are clearly disseminated to staff including coinciding educational opportunities available through county programs			
Process for transitioning from entry level non-benefited positions to full-time benefited positions is clearly articulated			
Notes:			

### Contact Information

Date:	Completed by:
Phone:	Email:
Organization:	Comments:

## Working Well Together TAC Coordinators

Note: TAC Coordinators work collaboratively in [Los Angeles County](#)

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