

# PEER EMPLOYMENT Preliminary Project Plan December 2007

## PROJECT SUMMARY

### Project Description:

**Mission Statement** (a short statement describing the overall goal of this effort, one or two sentences – not a description of new processes but rather a description of desired outcome)

Increase the number of consumers and family members who are employed by the mental health system to increase the effectiveness of services

To integrate consumers of mental health services and their family members into the mental health workforce so as to incorporate their experience, insights and skills into the delivery of mental health services and enable the system to more adequately meet consumer needs.

**Project Objectives** (measurable objectives that indicate that the mission is being accomplished, typically 3 to 5 high level outcomes)

- By \_\_\_\_\_ increase the percentage of consumer/family members who are employed in existing positions in the mental health department
- By \_\_\_\_\_ increase the percentage of consumer/family members who are employed in existing positions in community providers
- Develop client/family specific classification in the mental health department
- Develop human services certification via local CC
- Integrate Client/Family into the Mental Health workforce by training current staff
- Assess consumer/family member interests in employment in the mental health system and correlate this information to system staffing needs.
- Create a mechanism to facilitate ongoing consumer/family member input and participation in decision-making in the process of transforming the mental health system through the recruitment, training and hiring of consumers and family members.
- Create mechanisms within the mental health system that create supports and career paths for consumer/family member employees, and to encourage their ongoing professional development and mobility.

**Strategic Business Alignment** (which organizational initiatives does this project support and what are the expected outcomes or benefits with those initiatives– including impact on processes, systems, people, organizations; describe the connection of this initiative with the current organizational strategy)

- Recovery/Wellness Orientation increases Hope in consumers
- Staff vacant CSS program positions (client/family designated) in order to implement full service partnership services
- Reduce stigma/discrimination – act as a role model for community employment
- Increase transparency of mental health department
- Consumer, Family Member, & Disabled Community Organizations: To be engaged as stakeholders in planning and oversight processes, and to be conduits for recruitment of potential future employees.
- County DMH Management, MHSA Programs Administrators, Clinic Directors & Human Resources, Contract Agency Management & Human Resources, Unions, & Educational Institutions: To be engaged as stakeholders for planning & implementation.

Sponsor(s):

Project Manager:

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DMH, MHA Advisory Committee, MH Director 1. County Board of Supervisors 2. Mental Health Board 3. County DMH Director	WET Coordinator TBD
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### **Prioritized Project Variables 1-4 (based on sponsors expectations):**

<u>3</u> <u>3</u> Time	<u>4</u> <u>2</u> Cost	<u>1</u> <u>1</u> Quality	<u>2</u> <u>4</u> Scope
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### **Scope Description:**

(Define the boundaries of the service that the project will deliver and clearly outline the extent and limitation of the services and associated deliverables; clarify what will and will not be delivered)

1. Identification (describe how you define the relevant target audiences: diagnosis, demographics, severity, etc.):

- Human Resource
- Current employees
- Client/Family
- Community College
- Contract Agency/CBO

Target audience for recruitment/employment include consumers sufficiently advanced in their recovery to contemplate furthering their education and eventual part- or full-time employment in the mental health system; and family members of consumers.

2. Stratification (describe on what basis and how individuals in target audiences will be selected to receive new services/requirements):

- Those who show commitment to providing public mental health services
- All affected staff
- Interest in Mental Health work
- HR Director
- Butte College Human Service Certification Curriculum Developer

Candidates for employment will be selected based on: interest, adequate recovery and illness-management, professional and clinical references, levels of training and education, & cultural & linguistic competency.

3. Outreach (describe how these recipients will be engaged and initiated in the new services/requirements):

- Via stakeholder meetings
- Staff training
- Recruitment (mailer) and via current programs
- Via program development committee
- Via stakeholder meeting

Creation and circulation of recruitment fliers & job descriptions; presenters to speak at meetings of consumer & family member organizations, and to consumer clubhouses and clinics with consumer councils; focus groups to engage consumer/family member stakeholders in preliminary planning.

4. Intervention (describe the services these clients will receive):

Educational & vocational assessment; pre-employment training, classes, counseling & orientation;

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post-hire mentoring and support groups; individual and systems advocacy, when needed; trainings and supports for non-consumer/family members employees and supervisors who will work with consumer/family member hires.

*The above delineation is based on Center for Health Care Strategies model known as BCAP (Best Clinical and Administrative Practices), a quality improvement structure.*

### **Project: Tactical Approach:**

(e.g. description of plan for initial pilot versus longer term plan to expand, areas to be involved)

### **Proposed Start & Completion Dates:**

Start:	Completion:
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### **Estimated Budget:**

Project Costs (one-time):	New Program Costs (operational):
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### **Major Milestones / Deliverable Components**

<u>Milestone/Deliverable</u>	<u>Target Date</u>
1.	
2.	
3.	
4.	
5.	

### **Key Risks / Conditions / Assumptions:**

1.
2.
3.
4.

### **Comments:**

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### **Approval**

<u>Name</u>	<u>Title</u>	<u>Date</u>

**PRELIMINARY INTEGRATION PLAN**

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- 1 Assess Workforce
  - 1.1 Survey how many consumers in jobs now
  - 1.2 Evaluate current staff (client/family?)
  - 1.3 Review CBO staffing info
  - 1.4 Create list of target jobs
  
- 2 Create job description
  - 2.1 Find model job descriptions
  - 2.2 Write job description
  - 2.3 Create positions for clients/families
  - 2.4 Meet with HR to develop job description
  
- 3 Recruit/Hire Client/family
  - 3.1 Advertise positions to client/family
  - 3.2 Develop Recruitment strategies for client/family staffing
  - 3.3 Hold client/family info forums
  - 3.4 Hire clients/family members
  
- 4 Fill Client/family positions
  - 4.1 Complete HR certification program
  - 4.2 Certify Client/Family employees
  
- 5 Get stakeholder input
  - 5.1 Create stakeholder groups
  - 5.2 Create stakeholder group meetings
  - 5.3 Hold focus group on HR certification
  
- 6 Garnering support from power
  - 6.1 Educate department HR person
  - 6.2 Meet with CAO and Jean Granette
  - 6.3 Orient Jane Dolan
  - 6.4 Educate BOS re: MHSA WET plan
  - 6.5 Talk with unions
  
- 7 Integrate client/family into Mental Health department
  - 7.1 Evaluate current staff attitudes, beliefs, about working with Client/family
  - 7.2 Hold staff forums on client/family integration
  - 7.3 Train existing staff on consumers in the workforce
  - 7.4 Develop/provide trainings to existing staff
  - 7.5 Develop training programs for client/family staff
  
1. Developing positions
  - 1.1 Workforce development
    - 1.1.1 Provide more peer training classes
    - 1.1.2 Develop outreach materials (fliers, job description)
    - 1.1.3 Develop calendar of strategic partner materials
    - 1.1.4 Create liaison with colleges
    - 1.1.5 Teenagers, high school.....
    - 1.1.6 Identify potential program needs

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- 1.2 Admin oversight
  - 1.2.1 What is the budget
  - 1.2.2 Review systems for tracking
  - 1.2.3 Integration .... Workforce?
- 1.3 Identify positions and job descriptions
  - 1.3.1 Select group leader
  - 1.3.2 Survey for positions needed
  - 1.3.3 Focus groups for input
  - 1.3.4 Where will program be piloted (service area)
  - 1.3.5 Contact HR for position description
  - 1.3.6 Develop job descriptions
  - 1.3.7 Job requirements
- 2. Hiring Process
  - 2.1 Advertising for positions
    - 2.1.1 Advertise job positions
    - 2.1.2 Recruitment – community colleges
    - 2.1.3 Speak to college classes about available positions
    - 2.1.4 Have social events for outreach (picnics, open houses)
  - 2.2 Interview process
    - 2.2.1 Identify hiring panel
    - 2.2.2 Develop interview schedule hire staff
- 3. Training and retention
  - 3.1 Develop Skill Set
    - 3.1.1 Train peers on documentation
    - 3.1.2 Develop learning academy
  - 3.2 Support System Integration
    - 3.2.1 Create support group
    - 3.2.2 Identify mentors
  - 3.3 Career Development
    - 3.3.1 College
    - 3.3.2 Continuing education

### Scribes:

Butte Co. – Lisa Cox (530 891 2850)  
and Mary Johnson (530 895 6590)

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**STAFFING PLAN**

<u>Expertise Required:</u>	<u>Role Required (Tasks / Assignments)</u>	<u>Estimated Hrs per Week Required</u>	<u>Appointee</u>	<u>Appointee's Supervisor</u>
County HR system	Job class creation			
Clinical	Advisory to recruit/retain nice C/F			
Data/evaluation	Assess workforce			
Union	Advise re: job description			
Client/Family	Advise re:			
HR department	Advise re: hiring process			