







DISRUPTIVE
 innovation **back²basics**

SECOND ANNUAL PEER EMPLOYER CONFERENCE
 MAY 25, 2016 | 9:00 AM – 4:00 PM
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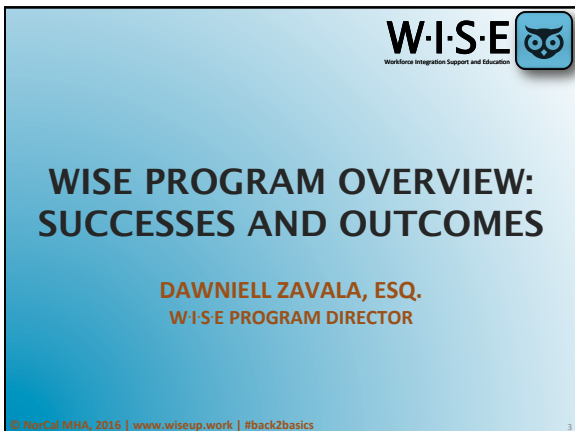





**WELCOME AND
 OPENING REMARKS**

SUSAN GALLAGHER, MMPA
EXECUTIVE DIRECTOR, NORCAL MHA

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**WISE PROGRAM OVERVIEW:
 SUCCESSES AND OUTCOMES**

DAWNIELL ZAVALA, ESQ.
W-I-S-E PROGRAM DIRECTOR

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Who We Are

W·I·S·E
Workforce Integration Support and Education 

NorCal MHA

W·I·S·E

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What W·I·S·E Does

W·I·S·E
Workforce Integration Support and Education 

We focus on genuine workforce integration through the transformation of organizational culture

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W·I·S·E Activities

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All Programs:

- 13 trainings developed
- WISE website built
- 1000s of planning and development hours
- 100s of hours of one-on-one TA with managers, supervisors, and agency leaders
- Numerous resources created
- Email blasts, social media posts, newsletters


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W-I-S-E Activities 

Regional Employer Training & TA Program:

- 20 partner agencies
- 35 in-person trainings and workshops
- 32 conference calls/webinars
- 16 key informant interviews and agency assessments
- 101 leadership surveys
- 140 peer staff surveys


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W-I-S-E Activities 

Regional Peer Networks of Support Program:

- 13 partner agencies
- 16 peer focus groups
- 13 in-person trainings and workshops
- 21 conference calls/webinars
- 15 one-on-one career coaching sessions
- Peer Facebook page
- Financial assistance for peer professional development opportunities


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W-I-S-E Activities 

Regional Workforce Retention Program:

- 8 partner agencies
- 9 in-person trainings and workshops
- Ongoing TA and org culture assessment

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W-I-S-E Activities 

Statewide Program:


- 4 OWLs
- 6 cross-training sessions
- 24 in-person trainings and workshops
- 10 conference calls/webinars
- 8 one-on-one career coaching sessions
- Online clearinghouse of OSHPD WET programs

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Still To Come: 

- Ongoing trainings, webinars, social media posts
- Ongoing employer TA and peer coaching
- Ongoing financial assistance for peers
- 5 regional conferences in fall 2016
- 8 new trainings
- Employer best practices toolkit and training series
- Video project

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What We've Learned



- Org culture matters ... A LOT
- Peers can't fix these issues themselves
- Key factors to successful integration:
 - Preparation
 - Understanding
 - Support
 - Advocacy
 - Flexibility

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Employer Competencies



1. Recovery-oriented culture
2. Dedicated and influential leadership
3. Supportive managers and supervisors
4. High-quality training and mentoring
5. Adequate oversight, evaluation, and feedback
6. Clear roles and opportunities for career advancement
7. Collaborative working relationships
8. Continuity and growth of peer programs
9. Ongoing peer-to-peer interaction
10. Flexible policies and procedures
11. Open learning environment

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OSHPD WET PROGRAMS: WHAT'S HAPPENING STATEWIDE?

CHRISTY COWLEY, KRISTIN DEMPSEY, TIFFANY KEELER,
ANNE LABRASH, VICKIE MENDOZA

MODERATED BY SUSAN GALLAGHER

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OSHPD WET Contractors:

- Program overviews
- Outcomes and successes
- Challenges encountered
- Employment trends

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**CHALLENGES AND BARRIERS:
 UNDERSTANDING AND EMBRACING
 THE PEER ROLE**

**DAWNIELL ZAVALA, ESQ.
 W·I·S·E PROGRAM DIRECTOR**

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Why does this matter?

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In the PMHS



- MSHA mandates:
 - Recovery-oriented services
 - Client- and family-driven services
 - Hiring consumers and family members
 - Inclusion of the consumer and family voice at all levels of organizational planning and programming
- Peer certification (?)
- Improved client outcomes
- Evidence based practice

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REMEMBER:

An evidence-based practice only works if done correctly!

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For Leadership



- Organizational effectiveness
- Workplace culture
- Employee morale
- Walking the talk

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For Peers



There is no empowerment without employment
Work is an important social determinant of health:

- routine
- activity
- purpose, contribution
- social interaction
- identity
- independence
- recovery

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TECHNICAL SUPPORT

**UNDERSTANDING THE PEER ROLE
(THE CHALLENGES)**



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Assistance Needed



81%	• Identifying and developing core competencies for peers
80%	• Creating promotional opportunities and career growth for peers
75%	• Creating peer job descriptions; defining peer roles and duties • Expanding peer services and/or programs with peer staff
74%	• Evaluating peer performance; creating measurable goals and outcomes for peer positions
72%	• Including peer input at all levels of organizational planning and development
68%	• Oversight and supervision of peer staff; managing the peer workforce
67%	• Preparing non-peer staff for peer integration; generating support and buy-in for peer services • Peer onboarding and orientation
64%	• Recruiting, interviewing and hiring peers

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What You've Told Us



- *Our [family partners] have previously been supervised by Clinical Program Managers that are not peers ... This has created difficulty in hiring, onboarding, scope of work, training, etc.*
- *One of the main issues is that there are not a lot of positions for peers to move into, and adding jobs to in the county system is very difficult*

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What You've Told Us



- *Our county needs to develop a career path for peer staff that would like to promote to other positions and have a long term career within the county*
- *Our system has done a poor job supporting peers and instead has a history of finger-wagging at staff about playing nice vs. providing peers with the skills/support to be successful members of the team held to the same professional standards*

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What You've Told Us



- *[We experience] struggles with main county personnel approving job specs and hiring practices*
- *This county is working towards a more inclusive/ integrated treatment approach. The biggest challenges will be getting clinical staff to buy off on this new vision*
- *[As a peer-run program] we lack the skills to structure our growth in a way that the community and the workforce can receive us and allow for us to continue to polish our skills we have to offer*

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WORKPLACE CULTURE

EMBRACING THE PEER ROLE (THE BARRIERS)

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CHALLENGES AND BARRIERS: PEER INTEGRATION & SUPERVISION

KAYBEE ALVARADO, JOSEPH BARTHOLOMEW, INDIRA INFANTE,
MEGAN MILLS, NICHOLE ROSENDO, KAO VUE

MODERATED BY ANDREA CROOK

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Peer Panelists:

- Preparing non-peer staff for peer integration
- Peer onboarding and orientation
- Measuring and evaluating peer performance
- Peer career ladders and professional development opportunities

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**CALIFORNIA PEER CERTIFICATION:
WHERE ARE WE NOW?**

**MICHAELE BEEBE, DEBORAH VANDUNK,
MATTHEW GALLAGHER, KARIN LETTAU, TINA WOOTON**

MODERATED BY DAWNIELL ZAVALA


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SB-614 Crew:

- Pros and cons of peer certification
- Bill history and current status
- Proposed revisions
- Likelihood of passage
- Impacts of passage/non-passage

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**CHALLENGES AND BARRIERS:
TRANSFORMING ORGANIZATIONAL CULTURE**


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Employer Competencies **W·I·S·E**
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101 KEY INFORMANT SURVEYS

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WORKPLACE CULTURE

**EMBRACING THE PEER ROLE
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What You've Told Us

- *Due to organizational structure, individual and departmental silos, changes, education levels, high caseload, low reward and various other things, there appears to be lack of support for staff*
- *Recent staffing issues have resulted in employees taking on extra duties, working long hours and feeling overwhelmed*


What You've Told Us

- *Our department talks the talk, but select supervisors are punitive in how they deal with staff. Staff are asked for input but it goes nowhere ... We are not valued*
- *Our folks share their passion eagerly and open their support to others, but we lack in the structure to nourish incentive and encouragement to move beyond our comfort zones*

What You've Told Us **W·I·S·E**
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- *We are working to create structure and consistency, but I believe there is still much work ahead in this arena. We are trying to foster and develop a culture of well-being ... but again, much work ahead*
- *We lack leadership. We have dictates/ mandates and many "priority #1s" but no clear/reasonable plan or timetable to achieve these goals. Quality vs. Quantity. Balance? What are we mental health or something?*

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So what can YOU do?

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GROUP ACTIVITY

A: ENGAGING LEADERSHIP
B: PROMOTING PSYCHOLOGICAL HEALTH AND SAFETY
C: ELEVATING THE PEER ROLE

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GROUP DISCUSSION

TABLE CAPTAINS

MODERATED BY BETSAIDA LEBRON

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CLOSING REMARKS AND CALL TO ACTION

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