



**MENTAL HEALTH
SERVICES ACT
STEERING COMMITTEE
MEETING**

September 12, 2011
Health Care Agency
Behavioral Health Services



WELCOME

Sharon Browning,
Facilitator

LOCAL/STATE UPDATES

Mark Refowitz,
Behavioral Health Director

MHSA UPDATE

Bonnie Birnbaum, MPH
MHSA Coordinator

**PEI
PARTICIPANT/FAMILY
CELEBRATORY CARNIVAL
EVENT**

Chip Pope, Service Chief II &
Teresa Renteria, MFT II

**The 2nd Annual P&I Family
Celebration & Program
Evaluation Event**



Health Care Agency
Behavioral Health Services
Prevention & Intervention Division

*MHSA Steering Committee Presentation on
September 12, 2011 by Chip Pope and Teresa Renteria*

Why a Carnival?

Goals and Objectives

- To provide a casual environment for graduated participants and their families of the P&I Division County-operated programs in order to appreciate and honor their achievement.
- Obtain feedback about services provided by the programs, the division, and the agency.

Why a Carnival?

Goals and Objectives, continued

Provide an example of the kind of safe and healthy activity a family can do together



Planning: How did it all come together?

- Staff from the division formed sub-committees for the planning and reported to the coordinator (Chip).
- Planned for 250 attendees:
 - Challenges to attending
 - Lessons learned from last year's event

Who was the Carnival For?

- All graduates of P&I County-Operated programs
- 385 families were invited (mostly from STC and CSPP)

Implementing the Carnival – The Day of...

- Conducted at Centennial Park in Santa Ana on June 4, 2011 10am-3pm
 - Centrally located
 - Set-up and clean-up: over 40 staff worked the event
 - 184 attendees (participants and their families)

Implementing the Carnival – The Day of...

The Carnival was filled with fun for the families: Food, games, contests, prizes, raffles



Evaluation of the Programs

Focus Groups

- 6-9 participants in each group
- 5 groups (4 – STC, 1 – CSPP)
- Major themes reported:
 - Impact of the program on their family
 - Resources
 - Liked the food and staff
 - More classes or help with probation or “index” child or other family members included

Evaluation of the Programs

Surveys

40 surveys completed

Program	Percentage
Stop the Cycle	62%
CSPP	19%
Youth as Parents	8%
Postpartum Wellness	5%
REACH	3%
OCCREW	3%

Demographics

Program	Percentage
City United - Santa Ana	28%
City United - Anaheim	23%
City United - Westminster	13%
Post (01-40)	55%
Emotions (Hispanic or Latino)	85%
Language - Spanish	80%
Gender (Female)	85%

Evaluation of the Programs

Surveys, continued

% of Attendees Who Agree

Statement	Percentage
Courteous & respectful staff	100%
Program helped family	95%
Would recommend program	100%
Would return to similar program	100%

“E aprendido aser mas comprensiva y a comunicarme con mis hijos. “ [I have learned to be more understanding and to communicate with my children.]



Considerations for the Future

- Support the groups established during program (STC)
- Support the “promotora” model and provide avenues for training and leadership
- Work with the “index” or problem child with the family
- Provide a better delivery of resources available (i.e. appropriate languages, etc.)

The Father Story

A father stated that he had been struggling with his son for years because his son would not listen, and their relationship was going the wrong direction. Father said he tried everything, but nothing seemed to work until he started attending group. During the time dad was attending group (STC), son was incarcerated at Juvenile Hall. Father would go visit his son and give him advice during visitation time and use what he was learning at group. Upon his son's release, son apologized to dad and thanked him for the lessons. Father stated that son is now a very caring and loving child. Father said he was very grateful for this program.

COMMITTEE MEMBERS
COMMENTS

Sharon Browning,
Facilitator

PACIFIC CLINICS OC
CONSUMER TRAINING
PROGRAM

Steven Bush, MSW,
Program Director

Pacific Clinics
Consumer Training Program

July 2011 Program Highlights



Funding

Pacific Clinics Consumer Training Program is funded 100% through MHA Workforce Education and Training (WET) dollars.

The Beginning July 2007 – June 2009

Service Components of the Consumer Training Program (CTP)

1. Classroom Training - Paraprofessional Mental Health Worker (PMHW)
2. Temporary Work Experience (TWE)
3. Training of TWE supervisors and staff

Classroom Training

1. Enroll 100 unduplicated consumers and/or family members
2. 160 hours of 'in-person" classroom training provided during a 14 week period.
3. Graduate 100 unduplicated consumers and/or family members

Temporary Work Experience (TWE)

1. Place 100 students in a TWE position.
2. Teach TWE trainees job skills related to working within the mental health system.
3. Provide 16 weeks of TWE training.
4. TWE trainees will work 20 hours per week and be paid \$11.50 per hour.
5. TWE positions will be at mental health related sites within the Orange County community.
6. TWE trainees will receive benefits counseling and supported employment services.

Training Of TWE Supervisors & Staff

1. Provide training to Contractor's staff that shall include, philosophy, concepts, and skills necessary to work with and incorporate consumers and family members as service providers.

Pacific Clinics CTP Staffing Pattern

- (1) Program Director
- (2) Employment Specialists
- (1) Employment Specialist/Job Developer
- (1) Peer Mentor
- (1) Administrative Assistant

Student Enrollment Process

1. Attend a 2 hour information meeting
2. Complete a Santa Ana College application form
3. Meet with a CTP staff for an orientation interview
4. Attend the first day of class

The Paraprofessional Mental Health Worker (PMHW) Class

1. Offered in collaboration with Santa Ana College
2. Teaching candidates interviewed jointly by Santa Ana College and Pacific Clinics
3. Class instructor/s hired by Santa Ana College
4. 160 hour paraprofessional mental health worker curriculum developed by Pacific Clinics in 1999.
5. Class is offered 4 days a week for 3 hours per day (12 hours per week).

Pacific Clinics Paraprofessional Mental Health Worker Curriculum

1. Mental Illness: History and Facts
2. Introduction to the Delivery of Mental Health Services
3. Introduction to Human Development
4. Introduction to Psychological and Behavioral Health Diagnosis
5. Treatment of Psychological and Behavioral Health Disorders
6. Principles of Case Management and Crisis Intervention/Management
7. Working with Families
8. Diversity in Mental Health
9. Documentation and Mandated Reporting Requirements
10. Professional Roles

Class Completion Requirements

1. A student must not be absent more than 7 times during the 14 week class.
2. Professional behavior is expected at all times and unsafe or threatening behavior will result in a student being removed from the class.
3. Course requirements include 10 quizzes, a midterm exam, a final exam, in-class assignments and an oral case presentation.
4. Students must receive a 70% cumulative score on all course work in order to earn a certificate of completion.

Temporary Work Experience Eligibility

1. Earn a Paraprofessional Mental Health Worker certificate from Santa Ana College.
2. Be a consumer of mental health services and/or have a family member that is a consumer.
3. Have legal status to work in California.
4. Live in Orange County

TWE Supervisor Training

- Provide initial (6 Hour) TWE supervisor training and 1 follow up consultation training to all agency staff who provide a TWE position.
- All trainings are focused on recovery philosophy, concepts, and skills necessary to work with and incorporate consumers and family members as mental health service providers.
- All trainings are conducted by Dr. Chris Amenson, Chair of Pacific Clinics Training Institute.

Initial Contract Statistics

Fiscal Years 2007-2008 & 2008-2009

- Enrolled 135 students
- Graduated 104 students (77% of enrollees)

ETHNICITY

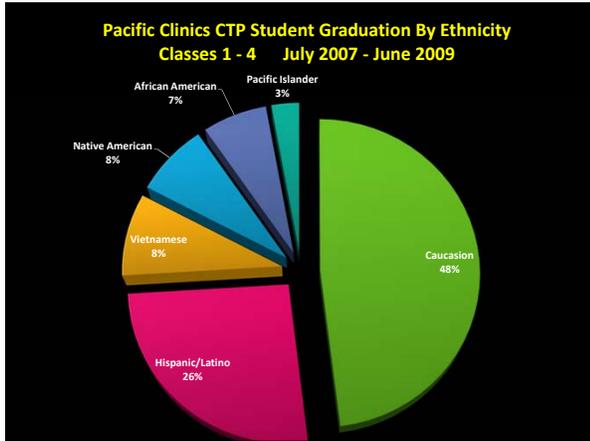
- Caucasian (50)
- Hispanic/Latino (27)
- Vietnamese (9)
- Native American (8)
- African American (7)
- Pacific Islander (3)

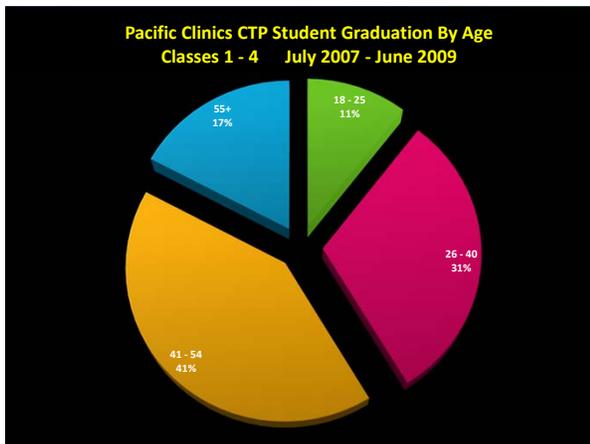
SEX

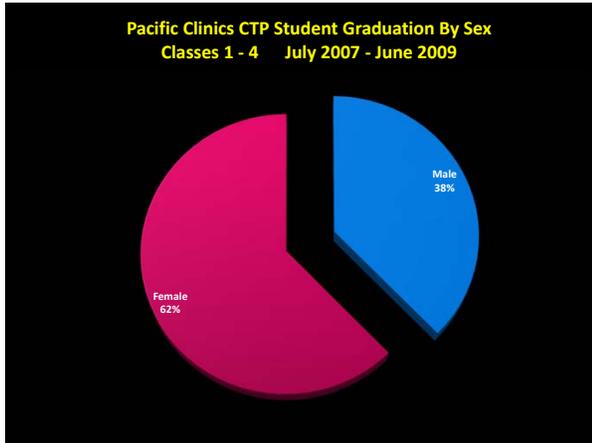
- Female (64)
- Male (40)

AGE

- 18 – 25 (11)
- 26 – 40 (32)
- 41 – 54 (43)
- 55+ (18)







- Initial Contract TWE Statistics
Fiscal Years 2007-2008 & 2008-2009
- 104 graduates
 - 84 students started a TWE (81% of graduates)
 - 78 students completed at least 12 weeks (93%)
 - 20 students did not start a TWE
 - (14) Decided they did not want to participate
 - (2) Did not have appropriate ID
 - (2) Already employed
 - (1) In college full time
 - (1) Not a consumer or family member

- Contract Renewal FY 2009 - 2010
- Funded for 1 class per year instead of 2
 - Reduced to 25 paid TWE positions per year
 - Added a job placement goal
 - Added mentoring for 5 limited English speaking students
 - Added TWE Positions for 5 limited English speaking students

Reaching Underserved Ethnic Communities

- October 2009: Partnered with Korean Community Services to provide Paraprofessional Mental Health Worker training to the Korean community
- Feb 2010: Graduated 3 Korean students as PMHW
- June 2010: 2 Korean students completed a 16 week TWE position

Reaching Underserved Ethnic Communities

- Feb 2010: Partnered with Access California Services to Provide Paraprofessional Mental Health Worker training to the Arabic community
- May 2010: Graduated 13 Arabic speaking students as PMHW
- June 2010: 3 Arabic speaking students completed a 16 week TWE position

Collaborative Partnership with Multi-Ethnic Collaborative of Community Agencies (MECCA)

January 2010: With funding provided through PEI we partnered with MECCA to translate the Pacific Clinics Paraprofessional Mental Health Worker curriculum into the following languages:

- Spanish
- Vietnamese
- Farsi
- Arabic
- Korean
- Chinese

MECCA Partner Agencies

- Orange County Therapeutic Arts Center & Abrazar, Inc. (Spanish)
- Vietnamese Community of Orange County (Vietnamese)
- Korean Community Services (Korean)
- OMID Multicultural Institute for Development (Farsi)
- Access California Services (Arabic)
- California Latino Psychological Association (Chinese)

2010 – 2011 PC/MECCA Collaboration

- Feb 2011: Utilizing Pacific Clinics PMHW curriculum MECCA held classes to train family members to become Paraprofessional Mental Health Workers
- June 2011: Successfully Graduated 55 limited English speaking family members:
 - Spanish Speaking (16)
 - Arabic Speaking (11)
 - Vietnamese Speaking (10)
 - Farsi Speaking (10)
 - Korean Speaking (8)

2010 – 2011 PC/MECCA Collaboration

June 2011: 29 students completed an 8 week TWE funded by MESA PEI dollars.

- Vietnamese Speaking (10)
- Spanish Speaking (7)
- Farsi Speaking (7)
- Arabic Speaking (5)
- Korean Speaking (8)*

* TWE positions for the Korean students are provided through the WET funded part of the CTP.

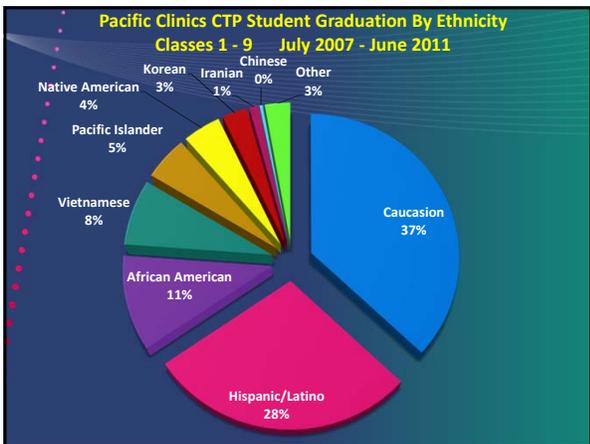
Pacific Clinics/Santa Ana College Summary

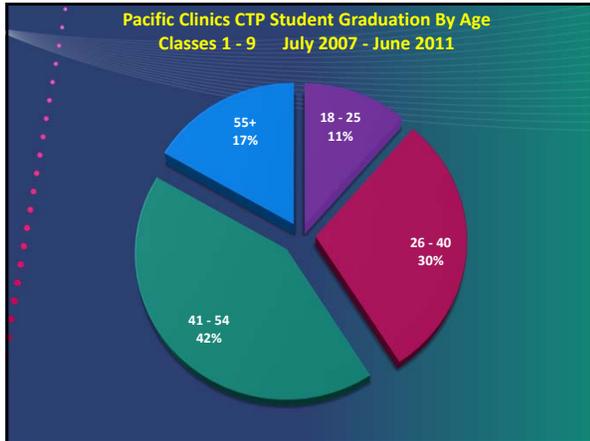
- 9 classes completed
- Enrolled 335 students
- Graduated 281 students
- 84% of Enrollees graduated

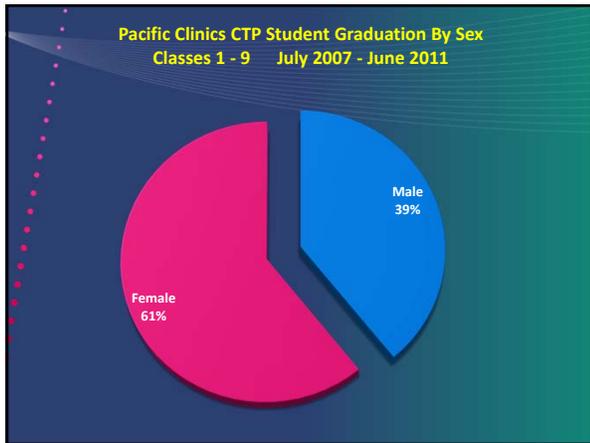
Pacific Clinics/Santa Ana College Summary

Graduated 281 Students

- | | |
|-------------------------|-----------------|
| ETHNICITY | SEX |
| • Caucasian (104) | • Female (171) |
| • Hispanic/Latino (80) | • Male (110) |
| • African American (30) | |
| • Vietnamese (21) | AGE |
| • Pacific Islander (14) | • 18 – 25 (32) |
| • Native American (12) | • 26 – 40 (83) |
| • Korean (8) | • 41 – 54 (119) |
| • Iranian (3) | • 55+ (47) |
| • Chinese (1) | |
| • Other (8) | |







TWE Summary Through June 2011

- 160 TWE positions available
- 137 students started a TWE
- 123 students completed 12 weeks of TWE (89%)
- 14 students completed between 2 to 11 weeks (11%)

Pacific Clinics CTP Employment

- Currently 78 of 281 graduates employed in Orange County (28%)
- Mental Health/MH related (72 Graduates – 92%)
- Non Mental Health related (6 Graduates – 8%)
- F/T (26 Graduates – 33%)
- P/T (52 Graduates – 67%)
- 2 or More Years (22 Graduates – 28%)
- 1-2 Years (28 Graduates – 36%)
- 6-11 Months (17 Graduates – 22%)
- 0-5 Months (11 Graduates - 14%)

Pacific Clinics CTP Employment

➤ Current Positions our Graduates Hold

- Mental Health Worker
- Peer Mentor / Peer Specialist
- Parent Partner
- Life Skills Coach
- Administrative Assistant
- Personal Services Coordinator
- Recovery Partner
- Lead Recovery Partner
- Clubhouse Coordinator
- Social Worker
- Residential Counselor
- Program Coordinator
- Rehabilitation Worker
- Interpreter
- Outreach Worker
- Youth Partner
- Senior Worker
- Recovery Coordinator
- Housing Worker

Program Highlights Through June 2011

➤ Higher Education (What We Know)

- 9 Students enrolled in a community college
- 6 students enrolled in a BA program
- 2 Students enrolled in a Masters program
- 1 student earned an MSW

Additional Trainings

- **Trainings Offered to Our Graduates**
 - (PC) Benefits Specialist Certification
 - (PC) Housing Specialist Certification
 - (SA College) Employability Skills

Pacific Clinics CTP Mental Health Stigma Elimination Panel

The CTP Stigma Elimination Panel makes presentations in the community to show how people can successfully live with Mental Illness.

Targeted Audiences:

- Masters of Social Work Students
- Masters of Marriage & Family Therapy Students
- Nursing Students
- High School Students

Presentation Locations:

- USC School of Social Work
- Cal State Long Beach School of Nursing
- Loyola Marymount College School of Marriage & Family Therapy
- Local High School – AP Psychology Class

Thank You!

Consumer Training Program Staff

- Stela Hayward – Employment Specialist
- Valerie Alamo – Job Developer
- Evelyn Tran – Employment Specialist
- Krista Dolen – Peer Mentor
- Paula Flowers – Administrative Assistant
- Steven Bush – Program Director

COMMITTEE MEMBERS
COMMENTS

Sharon Browning,
Facilitator

MEMBERS OF THE PUBLIC
COMMENTS

Sharon Browning,
Facilitator

MEETING ADJOURNED

Next Meeting:
Monday,
October 3, 2011
