

Harm Reduction Therapy Center Workforce Education and Training Performance Report FY2014/15

The Harm Reduction Therapy Center served as co-coordinator of the MHSUS Workforce Education and Training Project and also provided training and consultation as part of that project. Jamie Lavender, MFT and Jeannie Little, LCSW were the individuals who worked on this project. Following are the duties and activities fulfilled during the fiscal year.

Coordination

Jamie Lavender, Training Coordinator of HRTC:

- Coordinated the monthly WET Consumer and Family Training Subcommittees. These committees work with the WET coordinators to determine training needs, to make spending decisions within their budgets, and to help with the logistics of putting on trainings. Both committees met monthly through February, when the new MHSUS Ethnic Services and Training Manager merged these committees into a new Steering Committee. HRTC continued to co-facilitate these meetings through May.
- Family Subcommittee – this subcommittee met 7 times, and then was folded into the ethnic services which Jamie Lavender co-facilitated with Cesar Lagleva until May. Jamie worked with the Family Subcommittee to further plans to address problems of accessibility of services, diversity of population served, and cultural sensitivity of services reported by the audit of WET in Marin County. The goal of the discussions was to diversify the training opportunities. This had occurred in previous years by offering Nonviolent Communication trainings in Marin City and in Spanish, with ongoing coaching offered to those participants. Creating a coaching group in Spanish did not occur in this fiscal year, but the new Ethnic Services and Training Manager will proceed with this project.
- Consumer Subcommittee – this subcommittee met 7 times and then was folded into the ethnic services which Jamie Lavender co-facilitated with Cesar Lagleva until May. Jamie administered WET Educational Funds for Consumer Professional Development with the subcommittee which arranged for a 1-week WRAP facilitation training for two consumers. The subcommittee discussed options for the creation of WRAP groups in different geographic regions of the county but did not actually put on any WRAP groups. The plan is that groups will be implemented in the 15-16 fiscal year.
- Continued to create connections between WET administration and the Marin City Multidisciplinary Team (headed by Elberta Eriksson) and social workers in Marin City. Jamie Lavender attended one meeting of the Multidisciplinary Team. 18 people were in attendance. The goal was to discuss the need for ongoing support for Team members to practice Nonviolent Communication (NVC) and methods for the Team to train the Marin City community in NVC. Options were to invite members of the community to join the Team NVC coaching sessions or for Team members to form NVC training groups in the community. No decision was made, and this project was turned over to the new Ethnic Services and Training Manager. He also kept in regular monthly contact with Leticia McCoy, a Family Partner who is also on the Multidisciplinary Team to discuss the issues involved in implementing NVC in the community.

- Met with the new Ethnic Services and Training Manager (ESM) 5 times between January and May 2015 to transition projects to the new ESM and to coordinate the consumer scholarship fund.
- Met 6 times with Chris Kughn between July 2014 and May 2015 to report on projects.

Jeannie Little, WET Training Coordinator

- Met 8 times with Chris Kughn to co-coordinate the WET project and to plan the Co-occurring disorders training project expected to commence in FY 15-16.
- Met 7 times with the new ESM to transfer information and procedures
- Met 2 times with the Co-occurring Disorders Collaborative to conduct a needs assessment and to gather input for the preparation of a draft MHSUS policy document. County and CBO providers, consumers, and family members were part of that process.
- Prepared a draft policy on the provision of comprehensive and competent services to people with co-occurring disorders.

HRTC Executive and Administrative staff

- Managed subcontracts with trainers and consultants (*see details of the trainings in the training content sections below*):
 - Motivational Interviewing – one subcontractor held 1 3-hour coaching session with 9 participants.
 - Group training - one subcontractor held 6 2-hour coaching session with an average of 4 participants per group.
 - Nonviolent Communication – one subcontractor conducted 6 coaching groups with an average of 12 participants per group through December of 2014.
 - Group training – one subcontractor held 11 1-hour coaching groups for Enterprise Resource Center peer group leaders with an average of 4 participants per group.

Training for Consumers and Peer Counselors

Dual Diagnosis training group for peer counselors at the Enterprise Resource Center (ERC).

This training met 11 times during the fiscal year. A total of 9 people attended, with an average of 5 people per training.

Peer Group Facilitation training

This training met 11 times. The trainings were attended by 3-7 people per month with an average of around 5. Report from the trainer: “There seems to be a renewed effort at the ERC to get peer counselors to attend and we distributed new flyers. I role model a process group at the beginning and then see what issues are up regarding groups. I also bring in material but we rarely get to it because of the other discussions. I feel confident that if they’re not learning something about groups every month, they are learning more about the mental health field and/or peer counseling, which should improve their group facilitation skills. It is hard to be more specific but I know that I am "learning them up" to some extent.”

5-day WRAP Certification training

Administered WET Educational Funds for Consumer Professional Development and arranged for two consumers to attend at a cost of \$2500.

Initiated planning to have the newly certified WRAP group leaders “take WRAP on the road” to other places in the County, with ideas for Marin City, West County, and Novato. This did not occur in the 14/15 fiscal year. Programmatic infrastructure has to occur so that programs and clinics can accommodate peer WRAP facilitators. The plan is to implement new WRAP groups in the 15/16 fiscal year.

Consumer Educational Stipend Award

Assisted with coordinating Consumer Educational Stipend Award to support the acquisition of formal educational qualifications for consumers to join the mental health system of care. In mid-2015, HRTC began working with the new Ethnic Services and Training Manager to expand the program and helped to plan and implement a large recruitment effort, and assisted with the administration of 17 new stipend recipients.

- An open house for potential scholarship recipients was held on March 3 which was attended by 12 potential applicants.
- An all-day series of interviews was held in April – 14 participants were interviewed.
- Additional interviews were held by the ESM at other times.
- 17 people were awarded scholarships – 13 for Alcohol and Drug Certification courses, 3 for Peer Counselor training, and 1 for Domestic Violence counselor training.

Family Trainings

Nonviolent Communication

Following the provision of a NVC workshop in 13/14, HRTC coordinated an ongoing NVC coaching group with community members and the Multidisciplinary Team in Marin City and others who attended the workshop. 6 coaching sessions occurred in this fiscal year. An average of 12 people attended each session. The outcome was that group members reported that the training and coaching groups were very helpful to developing both their sensitivity and skills. They would like to continue. At the point of transition to the new ESM the decisions to be made were 1 – how to take this program to the larger Marin City community and 2 - how to continue to support this group in its skill development and in its

Following the provision of a NVC workshop in Spanish in 13/14, HRTC connected the trainers to the new ESM to arrange ongoing coaching in NVC for Spanish-speaking families.

Provider Trainings

Motivational Interviewing:

This was the end of a Training of Trainers process which has resulted in MHSUS now having internal capacity to deliver MI training without need to hire outside trainers. The plan is for MI training to be built into the Co-occurring Disorders training project in 15/16 fiscal year with county employees providing the MI training.

Harm Reduction and Dual Diagnosis

This training group for case managers and therapists in the MHSUS system and contract agencies met 10 times. The number of total members of this group was 12, and an average of

6 people attended each group. The group demonstrated increasing skill by becoming more and more active, relative to the consultant, in advising each other about working with complex clients.

Dual Diagnosis training group for members of the Alliance in Recovery team

This training group met 10 times, with an average of 2 participants (this is the total number of members of the team) at each meeting. The team demonstrates increasing skill by its reporting in each session of the use of integrated and motivational interventions. Their groups have increased in size and they report greater ease of engagement with individuals and increased competence

Group Therapy Consultation

Graduates of the Group Therapy Training Program met monthly (6 sessions) through December of 2014. This group had 7 members and an average of 4 people attended each session. The group leaders facilitated 2 members of that group to attend at the American Group Psychotherapy Association Annual Meeting in February 2015. They assisted 1 member to present a workshop at the Annual Meeting. That workshop was entitled “Adapting Group Psychotherapy to Work with Marginalized People.” 40 participants attended that workshop.

Workforce Education and Training (WET) Program
Performance Report FY 14/15

Submitted by: Cesar Lagleva-LCSW, Ethnic Services and Training Manager

This summary performance report shall serve as an addendum to HRTC's Performance Report FY 14/15. This manager was hired into his current position in January 2015. Performance report outlined below reflects activities performed by this manager during the transition period which were not listed by HRTC in its performance report.

- MHSUS' Ethnic Services and Training Manager hired in January 2015.
- Planned for, developed and implemented a vocational education scholarship program aimed to promote local workforce development in the behavioral healthcare field for consumers/family members to become mental health peer specialists, drug/alcohol and/or domestic violence counselors.
- Planned for, and organized an all-day cultural competency training on October 2014 that included consumers/family members as subject matter experts. Approximately 100 participants attended the training.
- Planned for, and/or led six (6) 3-hour cultural competency training series between April-June 2015.
- Worked closely with HRTC and WET coordinator for succession planning to ensure minimal disruptions in WET's overall operations
- Developed a new set of guidelines and procedures for approving training needs and requests of staff and its programs to ensure that training opportunities that are either provided or obtained from an outside organization is consistent with MHPs needs, goals and principles.
- Re-established MHSUS' training committee for the purpose of analyzing and identifying system-wide training needs.
- Participated in a Bay Area-wide Workforce Co-Learning Collaborative to develop a training curriculum on the effective strategies for employers to support consumers and family members in the workplace.
- Attended several Bay Area WET Collaborative meetings.

WET Interns Graduate Clinical Internship Program

The mission of the Department of Health and Human Services is to promote and protect the health, well-being, self-sufficiency and safety of all people in Marin County.

The Graduate Clinical Internship Program supports this mission by recruiting and training graduate students in clinical professions who seek supervised experience in public service and applied community practice mental health.

For the past 25+ years the internship program has provided:

Individual psychotherapy to SMI adults referred from the County Medication Clinic and Adult Case Management: The intern psychotherapy clinic supports the work of prescribers and case managers by using evidence-based practices and trauma-informed approaches to:

- improve medication compliance and distress tolerance
- decrease social isolation and substance abuse
- teach skills that improve psychosocial functioning
- decrease level of impairment
- promote recovery

Without the internship program, individual psychotherapy services for SMI adults served by our system would be extremely limited, as there are no other adult psychotherapy providers within MHSUS and community providers report very limited capacity to provide individual treatment for those with multiple case management needs and a severe level of dysfunction.

For the past 10 years, the internship program has also developed and delivered:

Psycho-educational skills groups and outreach & engagement groups in English, Spanish, and Vietnamese: Using evidence-based models (MI, DBT, ACT, PPP, Seeking Safety, Behavioral Activation), culturally- adapted to identified needs in the community, interns lead small groups that support wellness, recovery and healthy families. The groups are designed to:

- develop skills to manage anger, depression and anxiety
- improve interpersonal functioning and social supports
- learn ways to decrease voices and negative thoughts
- facilitate trauma recovery and harm reduction
- learn healthy parenting practices and stress management

Once full-time interns are oriented in the fall, they carry a caseload of 10-12 clients across 12 months and lead one or more groups weekly; all full-time interns are qualified to bill MediCal. Latino Family Health interns and practicum and social work students also support the core of services to clients served by MHSUS, both in Central and West Marin.

The psychology interns provide individual and group psychotherapy services to more than 400 MHSUS clients annually that do not otherwise access mental health services in the community. The social work interns with Adult Case Management also extend our service range by providing bilingual/bicultural individual and group rehab services.

Across the years, we have also been able to expand the MHSUS workforce by hiring our interns. Currently there are 15 program graduates now on staff across the following teams: Adult Case Management, PES, Jail Mental Health, HOPE, STAR, YFS, QI/ACCESS and in West Marin.

These additions to the workforce have also diversified it (see chart below) Six of the employees are bilingual Spanish, I is bilingual Vietnamese; all have skills to serve underserved/marginalized groups among County residents (eg: African-American, LGBT, immigrant experience) or bring lived experience with SMI as consumers or family members.

We are still in the process of finalizing the incoming clinical training class for 2016-2017 but at this point have commitments from 6 full-time psychology interns and 2 social work interns. When complete the training group will include at 3 to 5 bilingual Spanish-speaking interns, 3 who identify as African-American, 2 who are bilingual in Vietnamese and 2 who bring extensive experience with the SMI population.

Our accreditation and capacity to pay stipends—made possible through the MHSA WET funding-- has made an important difference in who we draw each year. The number, diversity and quality of applicants has improved steadily across the last 5 years as a result of accreditation and the steady support Marin County has provided for the evolution of this training program so it can serve current needs with cultural competence and a range of services we could not otherwise offer.

Former interns who are MHSUS employees now --or were employed within past 5 years.

TEAM	CURRENT	Within past 5 years
Adult Case Management	Jessica Diaz*	Valentina Rubinstein
	Maria Donnell-Abaci	
	Tran Nguyen*	
	India Collins*	
Jail Mental Health	April Oler Glissen	Jen DaSilva, Malia Joiner
Psychiatric Emergency Services	Rich Mauterer	Laura Sciacca, Jayme Peta,
HOPE	Michael Turrigiano	
Youth and Family Services	Juanita Zuniga*	Anessa Larson
Access & QI	Marta Flores*	Molly Dahlman,
	Michelle Johnson	
West Marin	Lemny Perez*	
STAR	Ryan Dunnigan	
Odyssey		Drew Milus
Graduate Clinical Training	Carol Kerr	
	Laura Sciacca	
	Ann Pring	

*Bilingual