

# **Consolidated Planning Advisory Workgroup (CPAW)**

## **Orientation Curriculum**

The following topics will be presented to new and current CPAW members as an orientation to their role as an advisor to Contra Costa Mental Health.

Each area will be covered in a 45 minute session prior to the start of CPAW's monthly meetings. Method of delivery will be informal information exchange of approximately 15-20 minutes, with the remainder of time allotted for questions and discussion. Handouts will be provided, as appropriate. Contra Costa Mental Health staff will be responsible for either conducting the session or coordinating for a qualified individual to present the topic.

A 90 minute orientation overview will be presented to each new member after they are selected for membership. This orientation will provide a summary and highlights of each of the following topics:

1. What is CPAW, Sub-Committees, and the role of a CPAW member.
  - The Community Program Planning Process
  - CPAW Sub-Committees
  - Roles and responsibilities; members, non-members, staff support
  
2. What is the Mental Health Services Act.
  - Proposition 63
  - Purpose and values
  - The five components
  - Funding and program requirements
  
3. Applicable Laws, Regulations, Policies, Practices, Definitions.
  - Comparing and contrasting laws, regulations, policies and practices
  - Reviewing a glossary of mental health definitions and acronyms
  - How to find information
  
4. The Working Agreement, Advocacy, Conflict of Interest and Leadership.
  - Agreed upon rules for committee participation
  - When is advocacy appropriate versus a conflict of interest
  - How to provide leadership in committee meetings
  - Brown Act vis-à-vis CPAW

5. Reasonable Accommodation, Mentoring and Networking.
  - Identifying special needs and how to address them
  - Approaching fellow members to provide, receive assistance
  - Getting to and from meetings
  
6. What is Contra Costa Mental Health System of Care.
  - Identifying the levels of care, from psychiatric hospitalization to self-care support
  - Diagnosis, eligibility and the treatment plan
  - Where clinics, programs are located
  - MHSA programs and plan elements
  - Integration with Homeless and Alcohol and Other Substance Abuse programs
  
7. How is Contra Costa Mental Health Organizationally Structured.
  - How the Board of Supervisors, Health Services, Behavioral Health Services and Mental Health Services interrelate
  - How decisions are made and who makes them
  
8. How Does Budgeting and the Money Work.
  - The budget process
  - Where the money comes from
  - What is MHSA's budget and how it is tracked
  
9. Who are the Local, State and Federal Mental Health Organizations.
  - Describing the role and function of such organizations as SAMHSA, DHCS, OSHPD, CMHDA, CaMHSA, MHSOAC, MHC, NAMI, union locals, professional guilds, consumer/family member organizations
  
10. What is the Process for selecting and contracting with a Vendor.
  - Why the County contracts services
  - Defining and constructing RFI, RFP, RFQ, RFAs
  - Choosing a vendor and executing a contract
  - What is in a contract
  
11. How Mental Health Programs are Evaluated.
  - Various outcomes and how they are decided
  - Contract, program monitor responsibilities
  - Program, fiscal compliance

- Cost effectiveness, efficiency

12. What are the Current Hot Topics in Mental Health.

- Describing the current issues pertaining to public mental health
- How to analyze the issues, from gathering materials to interpreting data, to arriving at a position

## SERVICE WORK PLAN

Agency: Recovery Innovations

Contract #: 24-718

Fiscal Year: January 8, 2014 – June 30, 2014

Title of Program: Recovery Innovations Wellness and Recovery Centers

### **I. Scope of Services**

At Recovery Innovations, Recovery is embodied in our mission: “creating opportunities and environments that empower people to recover, to succeed in accomplishing their goals and to reconnect to themselves, others and meaning and purpose in life.” And, recovery is embodied in our Recovery Pathways of hope, choice, empowerment, recovery culture, and spirituality/meaning and purpose. Through our mission and pathways, Recovery Innovations will provide a range of community-based mental health services to adult mental health participants in Contra Costa County. Recovery Innovations services will be delivered within each region of the county through Wellness and Recovery Centers located in Antioch, Concord and Richmond.

*Wellness and Recovery Centers* are made up of individuals embarking on or expanding their recovery journey. Staffs of well-trained peers who have experienced their own recovery success share what they have learned and walk alongside each person. The citizens of *Wellness and Recovery Centers* learn to identify personal strengths and develop personalized wellness plans that incorporate their hopes and dreams for the future. Each citizen partners with a Recovery Coach who understands the challenges and is standing alongside ready to offer support. Strong and trusting relationships grow and are nurtured between *Wellness and Recovery Center* citizens. These relationships are the key ingredient that will allow the Center to be a healing recovery community. Regardless of their role, every person participating in *Wellness and Recovery Center* is an equal citizen with rights and responsibilities. There are citizens who receive services, citizens who provide services, citizens who are leaders, citizens who volunteer, family member citizens who support others. Everyone’s voice and contribution is valued. Every citizen is important.

### **II. Types of Mental Health Service/Other Service-Related Activities**

- Peer and Family Support
- Personal Recovery Planning using the seven steps of Recovery Coaching
- Workshops, Education Classes and Community-Based Activities using the 9 Dimensions of Wellness; physical, emotional, intellectual, social, spiritual, occupational, home/community living, financial, recreation/leisure
- Community Outreach and Collaboration
- Assist participants to coordinate medical, mental health, medication and other community services
- Wellness Recovery Action Plan (WRAP) classes
- Family Education and Support Programs
- Breakfast/Lunch meals during weekdays for participants

### **III. Criteria for Eligibility**

#### **A. Admission Criteria**

Anyone and everyone who has experienced behavioral health challenges will be welcome to participate in *Wellness and Recovery Center*. As an organizational value, Recovery Innovations believes in finding a way to say “yes.” At the same time, participation is a choice. As a best practice

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agency, we will share what is expected of each citizen, what each citizen can expect of us, and what outcomes each citizen can expect based on the experience of other citizens who have participated in *Wellness and Recovery Centers*. With this information each individual can make an informed choice as to if *Wellness and Recovery Center* is a good fit for his/her own recovery journey.

### B. Discharge Criteria

Participants will be encouraged and supported to participate in community activities and be offered services that promote natural supports. As participants reach their hopes and dreams, they may choose to leave the *Wellness and Recovery Center's* services; however, they may return anytime to continue receiving support as long as they meet admission criteria.

## IV. Program Settings/Hours of Operation /Staffing

### A. Program Facilities Location

1. Recovery Innovations Wellness and Recovery Center - Central County  
2975 Treat Blvd., Bldg. C  
Concord, CA 94518
2. Recovery Innovations Wellness and Recovery Center - East County  
2400 Sycamore Drive. Suite 30  
Antioch, CA 94509
3. Recovery Innovations Wellness and Recovery Center - West County  
12240 San Pablo Avenue  
Richmond, CA 94805

### B. Contact Person, Phone Number, and Email

Jennifer Hinkel, Ed.D.  
Vice President  
Recovery Innovations  
2701 N. 16<sup>th</sup> Street, Suite 316  
Phoenix, AZ 85006  
602-300-8644  
[Jennifer.Hinkel@recoveryinnovations.org](mailto:Jennifer.Hinkel@recoveryinnovations.org)

### C. Program Hours of Operation

All three sites will be open Monday through Friday from 8:00am – 4:30pm.

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### D. Program Staffing (including consumer/family members)

The following positions will be employed in the *Wellness and Recovery Center* program:

Recovery Services Administrator (program director)

Support Services Coordinator (office manager)

Peer Team Leader (each location)

Peer Recovery Coach / Family Partner Recovery Coach (each location)

Peer Recovery Educator

\*Note that for an interim period, yet to be determined, current provider employees will be hired by the county and will run the same services in the same facilities as Recovery Innovations completes on boarding process with the employees and establishes further services.

Below is what is currently known of the staffing pattern that is in existence.

3 Coordinators (1 at each site): 1 FTE each

2 Assistant Coordinator at West: 0.5 FTE

1 Assistant Coordinators at Central: 0.5 FTE each

2 Assistant Coordinators at East: 0.5 FTE and 0.75 FTE

Activities Coordinator/Driver: 1 FTE

WRAP Recovery/TLC Specialist: 0.75 FTE

Residential Patients' Rights Advocate: 1 FTE

Director of Education and Training: 1 FTE

Director of Wellness and Recovery: 1 FTE

Coordinator of Health and Nutrition: 1FTE

### V. Volume of Services to be Provided

A minimum of 200 unduplicated citizens will be served between the three *Wellness and Recovery Centers*. However, Recovery Innovations, with citizen involvement, will seek possible new larger locations later to increase the capacity so that any Contra Costa community member may participate in the *Wellness and Recovery Center* programs. Recovery Innovations also believes strongly in encouraging a person's natural supports, such as friends and family, to participate along with the citizen in any services that the citizen deems helpful.

### VI. Service Documentation

Recovery Innovations will create an electronic recovery record for each citizen. In full participation with each citizen, demographic information, recovery plans, service utilization, and progress toward recovery goals will be recorded in our proprietary recovery-based software, Recovery Journey. This creates an increased level of intentionality and accountability for both individual recovery progress and as well as outcome and reporting data for the aggregate *Wellness and Recovery Center* program. An Individual Recovery Service Note and a Group Recovery Service Note will be utilized to gather daily services, participation and feedback from the participants regarding their own recovery journey.

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### **VII. Billing Procedure**

*Contractor shall submit a Demand for Payment (Form: D15.19) for services rendered to the Contra Costa Mental Health. Contractor shall attach to the billing a Monthly Contract Service/Expenditure Summary with actual expenditure information for the billing period.*

Demands for payment should be submitted by mail to:

Vic Montoya, Program Chief  
Contra Costa Mental Health  
1340 Arnold Drive, Suite 200  
Martinez, CA 94553  
(925) 957-5116

*Contractor shall attach to the billing a Monthly Contract Service /Expenditure Summary with the total number of services provided for the month and the additional unduplicated (for the year) number of clients served during the month.*

### **VIII. Program Goals and Outcomes**

Wellness and Recovery Centers Centers:

January – June 2014

Welcome

1. 100% of the participants will be welcomed and greeted with Wellness and Recovery Center information
2. 100% of the participants will be invited to attend an orientation to Wellness and Recovery Center and become involved and contribute

Wellness Planning

3. 90% of participants will participate in completing a Recovery Partnership/Wellness Plan with a Peer Recovery Coach

Citizen (participant) Choices

4. Center Councils will be established at each center to include citizen leadership roles, such as; Mayor, Center Council Members
5. Weekly Center Council Meetings will be held

Wellness and Recovery Center Services

6. Monthly Activity and Class Calendars will be created at each center with citizen input

New Program Data

7. Baseline data will be collected related to service usage, pre-test results of workshops/courses and pre-test results of a Recovery Assessment Scale that measures a person's beliefs regarding their own recovery

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### **IX. Performance Outcome Measures**

#### A. Performance will be measured utilizing

Recovery Innovations believes in accountability and responsibility in all our operations. We are constantly seeking input from internal and external stakeholders on not only satisfaction levels but also accomplishment of solutions (goals) set forth as well as new innovative suggestions on how best to provide what is needed throughout the program and community. We accomplish this in a multitude of formats and with various tools.

The Individual Recovery Service Note (IRSN) which each citizen is invited to complete after receiving a peer support service or attending a recovery education class. This note allows for the student to reflect on how their learning supported or didn't support their recovery in their own words. With the assistance of our evaluation partner, Boston University Center for Psychiatric Rehabilitation (BU CPR), a format was suggested to measure change in key recovery indicators and involvement in recovery. The note records changes in housing, education and employment. Additional items could be added. BU CPR analyzed the content of our IRSN and suggested an approach for using it as an evaluation tool:

#### **Ways of using current IRSN for evaluating peer support services**

Each IRSN is entered into the Recovery Innovations *Recovery Journey* software. The reports are available.

- Number of sessions per person receiving services
- Number of sessions delivered per provider
- Percentages of services delivered in different locations
- Average time spent per session, per person or per provider
- Aggregate time spent receiving peer support per person

Also, we can get an idea of each individual's level of involvement in their recovery plans and services, and their satisfaction through the following:

#### **Examining whether there is a good helping relationship:**

- Average percentage of individuals endorsing "involved" per provider
- Average percentage of individuals endorsing "can recover" per provider and in aggregate
- Average percentage of individuals endorsing "feel hopeful" per provider and in aggregate
- Average percentage of individuals endorsing "feel supported" per provider and in aggregate
- Average percentage of individuals endorsing all 4 items above per provider and in aggregate



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### **Satisfaction with services:**

- Average percentage of individuals saying “meeting was helpful” per provider and in the aggregate

### **Learning:**

- Average percentage of individuals endorsing “learning about personal responsibility” per provider and in the aggregate

Examples of quantitative tools we utilize are such things as the demographics of the citizens so that our services match up to the specific needs of the population. We also measure the effectiveness of our recovery education courses by using a pretest and posttest evaluation. These types of tools not only allow us to learn about the effectiveness our service and make adjustments but it also gives the citizen student a chance to celebrate knowledge and skills gained

Another example of a quantitative tool we utilize is our satisfaction survey, which will be completed by citizens and family/friends who attend *Wellness and Recovery Centers*. There will be opportunities to review satisfaction data internally as well as externally in *Wellness and Recovery Center* meetings where the *Wellness and Recovery Center* Council will present the results and lead the citizens in a discussion of what is working well and what could be upgraded which leads to additional qualitative data.

B. The above forms/reports are submitted by fax, mail or email to:

### **X. Reports Required**

Contractor is asked to submit a Yearly Progress Report, 30 days after the end of the fiscal year, to document the program’s fidelity and outcomes as defined by the Contractor and approved by the County. The Contractor is asked to submit the list of Evaluation Tools listed in Section IX according to the frequency described in the Section.

Please submit Yearly Report via email to:

Kenneth Gallagher, MA, Research/Evaluation Manager  
Contra Costa Mental Health  
1340 Arnold Drive, Suite 200  
Martinez, CA 94553  
Telephone: (925) 957-5165  
Fax: (925) 957-5156  
Email: [Kenneth.Gallagher@hsd.cccounty.us](mailto:Kenneth.Gallagher@hsd.cccounty.us)

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**XI. Other**

Promotional materials for the program should identify the funding source: “Funded by the Mental Health Services Act in partnership with Contra Costa Mental Health”. Contractor must attend the Regional Roundtable meetings sponsored by Contra Costa Mental Health.



Contra Costa County Behavioral Health Services invites you to the:

***MHSA Three-Year Program and Expenditure Plan  
Community Planning Process  
Central County Community Forum***

<b>Date:</b>	Wednesday, March 19, 2014
<b>Time:</b>	3:00PM – 5:00PM
<b>Location:</b>	Department of Conservation and Development 30 Muir Road, Martinez, CA 94553

***Meeting Objectives:***

- Introduce Resource Development Associates and Mental Health Service Act
- Present prioritized mental health needs from consumer and family member focus groups
- Present strategies to close the gaps for mental health services in Contra Costa County
- Validate these findings with the community and gather additional input

***Please join us!***

Ensure that your voice is heard in the Community Planning Process for Contra Costa County's MHSA programs!



WELLNESS • RECOVERY • RESILIENCE



Funded by the Mental Health Services Act in partnership with Contra Costa Mental Health  
Prepared by *Resource Development Associates* | February 24, 2014

Contra Costa County Behavioral Health Services invites you to the:

***MHSA Three-Year Program and Expenditure Plan  
Community Planning Process  
East County Community Forum***

<b>Date:</b>	Tuesday, March 25, 2014
<b>Time:</b>	3:00PM – 5:00PM
<b>Location:</b>	Ambrose Center 3105 Willow Pass Road Bay Point, CA 94565

***Meeting Objectives:***

- Introduce Resource Development Associates and Mental Health Service Act
- Present prioritized mental health needs from consumer and family member focus groups
- Present strategies to close the gaps for mental health services in Contra Costa County
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WELLNESS • RECOVERY • RESILIENCE

Funded by the Mental Health Services Act in partnership with Contra Costa Mental Health  
Prepared by *Resource Development Associates* | February 24, 2014

Contra Costa County Behavioral Health Services invites you to the:

***MHSA Three-Year Program and Expenditure Plan  
Community Planning Process  
West County Community Forum***

<b>Date:</b>	Wednesday, March 26, 2014
<b>Time:</b>	3:00PM – 5:00PM
<b>Location:</b>	RYSE 205 41 <sup>st</sup> Street Richmond, CA 94805

***Meeting Objectives:***

- Introduce Resource Development Associates and Mental Health Service Act
- Present prioritized mental health needs from consumer and family member focus groups
- Present strategies to close the gaps for mental health services in Contra Costa County
- Validate these findings with the community and gather additional input

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WELLNESS • RECOVERY • RESILIENCE



Funded by the Mental Health Services Act in partnership with Contra Costa Mental Health  
Prepared by *Resource Development Associates* | February 24, 2014

# CPAW Meeting Calendar

# March 2014

Sun	Mon	Tue	Wed	Thu	Fri	Sat
						1
2	3	4	5	6 CPAW: 3-6pm, 2425 Bisso Ln., Concord	7	8
9	10	11	12	13	14	15
16	17  CPAW Membership: 3- 5pm, 1340 Arnold Dr. Ste. 200, Martinez	18	19 CPAW Housing: 9-10:30am, 1340 Arnold Dr. Ste. 112, Martinez	20  CPAW Steering: 3-5pm, 2425 Bisso Ln., Concord	21	22
23	24 CPAW Innovation: 2-4pm, 1340 Arnold Dr. Ste. 112, Martinez	25 Social Inclusion: 10am-12pm, 2425 Bisso Ln., Concord	26 CPAW Aging and Older Adult: 2- 3:30pm, 2425 Bisso Ln. Ste. 100, Concord	27	28	29
30	31					