

State of California – Health and Human Services Agency

Department of Mental Health

1600 9th Street, Room 100 Sacramento, CA 95814 (916) 654-2147

Department of Rehabilitation 2000 Evergreen Street, 2nd Floor Sacramento, CA 95815 (916) 263-7321

California's Mental Health Cooperative Programs provide collaborative employment services to assist people with severe psychiatric disabilities enter or re-enter their community workforce. These community-based collaborations between local county mental health and Department of Rehabilitation (DOR) field offices provide improved access and specialized employment services and mental health supports. These programs have been established throughout the state for consumers historically unserved or underserved in vocational rehabilitation.

VALUES

The Cooperative Programs reflect a recovery orientation and have been built with consumer, family member, county mental health, and local DOR collaboration. They adhere to core values of consumer career choice, comprehensive service linkages, job placement in competitive and integrated employment, reasonable accommodations, and pro-active ongoing support. These values are consistent with the Rehabilitation Act, as amended, the Americans with Disabilities Act, California Assembly Bill 2034 and the Mental Health Services Act.

PROGRAM SERVICES

The partnership between public mental health and vocational rehabilitation provides for a wide array of individualized services that are delivered through 25 cooperative agreements negotiated and contractually maintained by county mental health and their local Department of Rehabilitation field offices. These services are consumer-driven so that consumers are central to all decision-making and service selections. Services can include, but are not limited to counseling and guidance, coordination in getting services from other agencies, vocational exploration, benefits planning and counseling, specialized employment assessments in the community, college and university education, vocational training, job search and placement assistance, transportation, employment support on and off the job site, tools and equipment, work clothing, assistive technology and self-employment technical assistance.

OUTCOME ACCOUNTABILITY

Each cooperative program is jointly reviewed on an annual basis by DMH and DOR administrative staff to assess the quality and efficacy of services, assure compliance with written agreements, and provide input opportunity for staff. Consumer satisfaction surveys are conducted, and reflect strong support for the cooperative programs. Consumers provide many testimonials to the importance of employment services and supports.

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Mental Health Cooperative Programs – 2

TRAINING AND TECHNICAL ASSISTANCE

Funded by the DMH/DOR Interagency Agreement, training and technical assistance is available to the local cooperatives as well as other local DOR/public mental health partnerships that emphasize collaborative employment services and supports. Consultants and trainers who contract with DMH through a competitive application process offer training and technical assistance designed to represent best services practices, meet the individual needs of local programs, and build capacity to maximize successful employment outcomes for the consumers served. Training is customized to meet geographic and special needs of individual cooperatives, as well as those of regional cooperative partnerships in multiple counties.

MENTAL HEALTH EMPLOYMENT ALLIANCE

A joint DMH/DOR Mental Health Employment Alliance (MHEA) advisory body provides an opportunity for anyone in California to collaboratively work on issues that increase employment opportunities for persons with psychiatric disabilities. Workgroups identify, address and report back to MHEA on local and statewide issues that affect the delivery of services to mental health consumers. Workgroup topics include: cooperative contracting, training and technical assistance, hiring consumers/family members in the mental health/vocational rehabilitation system, improved outcome measures, exemplary practices/research, and support of BEST Networks.

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California Mental Health Cooperative Programs

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Training & Technical Assistance Topics

Building Consumer Capacity for Employment

Consultant: Bruce Anderson, Community Activators

The focus of this training will be placed on promoting the importance of respecting and supporting consumer self-determination and recovery processes during all stages of the employment process. We will address the diversity and varied needs of the participants. The training will contain the following subject areas:

- Community development strategies and four ally skill areas defined in the context of employment
- Identifying and utilizing Core Gifts during assessment processes in addition to skills, environmental preferences, and current choices.
- How skills can contribute to the authority and motivation of individuals receiving services.
- Features of strategic questioning and increasing authority and self-direction
- Building hope with storytelling and related professional boundaries
- Seven-step creative problem solving process that empowers consumers and the community
- Making powerful introductions that enhance the likelihood of natural supports
- Helping Peer/Consumer groups get started and be successful

System/Program Assessment, Planning & Development

Consultant: Steve Ekstrom, The Results Group

The processes of conceptualizing, coordinating, planning, designing, evaluating and marketing are crucial to organizational success. When inadequate thought is given to these processes it is not unusual for problems to develop. Any organization or collaboration of organizations can, for a variety of reasons, find itself struggling with new issues they can't resolve without some external support. Changes in leadership, a new cadre of staff, new regulations, resource limitation, and inability to evolve in changing times — any of these may cause disruption in organizations. These disruptions may at first be subtle and go unrecognized. When they eventually surface as genuine problems their root may not be obvious. At times like these, an external assessment by a "disinterested" third party can be quite helpful.

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WRAP to Work – Using the Wellness Recovery Action Plan to Build Consumer Capacity for Employment

Consultants: Sharon Keuhn & Mertice "Gitane" Williams, Wellness RecoveryEducators

A consumer's capacity for employment is greatly increased by writing and using a personal wellness plan, especially in the context of a WRAP Support Group with their peers. The plan emphasizes personal responsibility for self-care; the group empowers its members to develop mutual support relationships. For people who experience symptoms, the act of identifying what we need to do on a daily basis to maintain wellness, committing that personal plan to paper, and sharing it with supporters is very powerful. The WRAP goes beyond traditional symptom management in that the guidelines for wellness are not delivered from an external authority, but derived from the consumer's own self-knowledge (with support and encouragement from service providers, family members, and peers). Thus, there is more investment, less resistance, and far more empowerment. This training is highly interactive; the presentation style is relaxed and friendly, inviting input throughout the day from the participants.

<u>Supported Employment Education Designs (SEED) Job Development,</u> Placement & Retention

Consultant: Mindy Oppenheim, SEED

Topic I Sales, Marketing and Communication Skills for Job Developers

This training provides new job developers with the essential core competencies necessary to develop lasting and positive relationships with employers. The skills and information gained in this training is immediately useful and applicable on the job. Topics include:

- Pre-sales, sales and closing techniques
- Skills of a consultant
- How to think like an entrepreneur and turn opportunities into work
- Business communication and rapport building techniques
- How to identify and communicate with different buyers
- How to turn employer concerns into a "close"
- Identify "work" created by economic change
- Prepare and sell a proposal
- Business advisory groups
- Marketing strategies
- Develop a marketing plan
- Marketing and "positioning" strategies
- The "Immutable Laws of Marketing"

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Topic II Job Development Boot Camp

This training provides job developers with the essential core and advanced competencies necessary to develop lasting and positive relationships with employers. Participants will leave this training with the skills for becoming a partner and a consultant to businesses in your community. Some of the topics covered in this training include:

- How to sell and market in a recession
- Developing a targeted prospect list
- How to conduct an online company research
- Turning employer concerns into a close
- Low-cost, no-cost marketing and advertising strategies

Topic III Community Development & Partnership Strategies that Benefit Businesses and People with Disabilities

This training is designed for organizational leaders to learn strategies for creating partnerships with employers in their communities. Best practices from around the country will be reviewed and applied to local communities. Participants will learn:

- How to establish and benefit from Business Advisory Councils
- Produce quality, income producing employer education programs, services and special events
- Design and implement a comprehensive business partnership initiative
- Provide stewardship and customized support services to assist businesses in attracting both new employees and customers with disabilities.
- Establish and operate an effective employer management team

Benefits Planning

Consultant: Dee Gavaldon, Crossroads Diversified Services

This training will address the programs and work incentives available to recipients of Social Security Disability (SSDI), Supplemental Security Income (SSI), Medicare, Medi-Cal, Temporary Assistance to Needy Families (TANF), California State Disability Insurance (SDI), as well as the relationship between these incomes and public assistance housing programs. Participants will gain an understanding of the different programs in order to help consumers identify which benefits they receive and to apply the correct work incentive to the income/benefit received. Resources will be provided to all attendees that will allow them to obtain current information about the various benefits and work incentives.

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<u>The Mental Health Association Village Menu Approach – Consumer Choices for Job Development, Placement & Retention</u>

Consultants: Paul Barry or Virginia Gonzalez, Mental Health Association in Los Angeles

This day will communicate trends and techniques for helping people with serious mental illness become interested in, prepare for and achieve success in the world of competitive work, built on the MHA Village's philosophy of consumer choice. Participants will be provided with information on how to introduce consumers to employment and identities other than "perpetual patient"; identify employment options, using the Village's "menu approach" to employment services; integrate the involvement of treatment, case management and employment staff; develop jobs by marketing consumers' strengths, rather than disability; and involve professional staff & natural supports in creating plans for support on and off the job.

<u>Employment Success and Illness Management: the Impact of Substance</u> Abuse, Medication and Psychiatric Disability

Consultant: Mark Ragins, Mental Health Association in Los Angeles County

This training is intended for psychiatrist, direct service staff, consumers and family members and is intended to catalyze an integrated collaboration between these groups. Dr. Ragins combines lecture and discussion/exercises, complemented by training materials he has written for this training. There are six modules to choose from for this training day:

- Four Stages of Recovery
- Psychiatric Medications and Psychiatric Collaborations
- Four Phases of Substance Abuse Recovery
- Integrated Services Approach: Clinical and Employment Services Collaboration
- Relationship Building to Support Recovery and Employment
- Leadership and Linkages

Employment Success and Illness Management: The Impact of Substance Abuse, Medications, and Psychiatric Disability

Consultants: Dan Raudenbush or Les Lucas, Professional Growth Consultants

This training is designed to facilitate a greater understanding of the effects of basic classes of psychiatric medications; substance use, substance abuse; psychiatric disabilities and how each can affect a person in employment and employment seeking situations. Topics to be included in this day are:

- Current medications
- Illegal Substance Use and Alcohol Abuse
- Impact of Medication and Illegal Substance on Employment
- Linkage of Medication and Employment
- Medication Collaboration and Illness Management
- Shared Decision Making
- Systems Linkages

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Providing an On-Site Experience that Demonstrates a Culture Supporting the Employment Goals of Consumers

Consultant: Wayne Munchel, Mental Health Association in Los Angeles County

The Village's basic approach to initiate culture change is to provide "immersion training" in which trainees come to the Village to study its program philosophy and structures as well as observe how it implements its values in practice. The Village emphasizes long-term goals rather than short-term crises, which focuses the efforts of the staff at the Village on the same goal: successful community employment.

The immersion training serves approximately ten stakeholders from a particular system/program that is interested in moving away from a medical model and toward creating a system or program culture that emphasizes employment outcomes.

The topics to be covered throughout this 2-day training include:

- Village structure
- Employment philosophies and practices
- Integrated service approach to employment
- Job development
- Employment supports
- New employee orientation

Field experience with a Village "buddy" - pairing with a job developer, job coach or work-site supervisor

Benefits Planning

Consultants: Joe Hennen or Carol Bowman

This training is designed for consumers, service providers and family members. It gives the audience a basic overview of the importance of benefits planning services, the impact of earnings on benefits and practical application skills to assist people with psychiatric disabilities who want to go to work. Although the focus is on Social Security programs and health care insurance programs, the benefit programs covered include:

- Social Security programs (SSI & SSDI)
- Health care insurance programs (Medi-Cal & Medicare)
- Subsidized housing programs
- TANF (welfare)
- State Disability
- Workers Compensation

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Job Development, Placement & Retention

Consultants: Paula Johnson & Kathy Condon, KC Solutions

This training will explore employment opportunities for individuals with psychiatric disabilities, assist job seekers to prepare for the world of work, and promote effective employment retention services. The following topics will be covered throughout the two days:

- Overview of employment for people with psychiatric disabilities
- Career development
- Effective marketing strategies for individuals:
 - Career portfolios
 - o Employment proposals
 - Resumes that reflect your story
 - o Interview strategies that tell your story
- Researching and analyzing your business community
- Building relationships with the business community
 - o Connecting with people
 - The language of business
- Employers speak out
- Job retention strategies
- Developing action steps that produce results

The Consumer Perspective in the Partnership of Employment & Recovery

Consultant: Tina Wooton, California Coalition of Consumer/Survivors

This topic consists of a cadre of specialists with current or former experience using mental health services who can present, speak and/or provide training and technical assistance in support of community employment for consumers. Topics to be presented may include:

- System change
- Recovery and wellness strategies that support consumers' educational and employment goals
- Disclosure exploration and strategies for reasonable accommodations at school and work
- Defining and addressing role changes
- Educational supports
- Community based supports for consumers

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<u>Building Partnerships with Community Colleges & Universities to Support Employment Outcomes</u>

Consultants: Rick DeGette, Tim Stringari, & Sylvia Thomas

Contractors will provide training and technical assistance for building collaborations with local community colleges and universities to establish best practices in supported education and human services curriculum development. Topics for these trainings or technical assistance may include:

- Overview of best practices and principles of rehabilitation which have proven successful in the implementation of supported education and human services programs.
- Theoretical framework, concepts and supported education models
- Practical techniques for developing educational opportunities to support employment outcomes
- Developing cooperative educational programs and partnerships

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Employment Partnership Training Series

Employment services and opportunities are a critical resource in responding to clients' goals as addressed by California's Recovery Model. The most valuable tool in addressing the employment outcomes of California's Mental Health Cooperatives has been the training and technical assistance available through the state-level DMH/DOR (Departments of Mental Health/Rehabilitation) Cooperative Program. The Employment Partnership Training Series (EPTS) is an evolution of the DMH/DOR Cooperative Program's Core Curriculum training, which started in 1992. The Core was originally developed by a group of expert consultants, consumers and former consumers of county mental health (CMH) services and Department of Rehabilitation systems. This series provided training to staff who managed and delivered employment and independent living services to people with severe psychiatric disabilities.

To more fully address the training needs of local community partners, a statewide workgroup developed the EPTS. The workgroup utilized the evaluations and input from previous training participants, needs reflected in program reviews and technical assistance visits, current training applications, and the input from a statewide training needs assessment conducted by the DMH/DOR Training and Technical Assistance subcommittee. Members of this subcommittee, along with DMH/DOR unit staff met in November 2001 with selected trainers to refine and coordinate the EPTS curriculum.

The EPTS is designed to provide basic information to local programs and their communities about forming collaborative relationships to maximize employment opportunities for individuals with disabilities. The focus is on the development of services, resources, and supports to promote employment outcomes, and is specifically formatted to engage, inform, and support the agencies and individuals who work with and impact the lives of persons with disabilities.

The EPTS curriculum consists of 8 sessions, usually delivered in 1 or 2-day increments over a 4-8 month period. Although many programs wish to receive the typical EPTS curriculum, it is also designed to be customized to meet programs' needs. When the EPTS becomes a customized series, it may consist of 4-8 sessions and different topics may be included from the Training and Technical Assistance individual topics listing. The EPTS targets all persons/agencies interested in local community development of services and supports to assist individuals with disabilities. Potential training participants may represent, but are not limited to the following:

- CMH Staff
- DOR Staff
- Volunteer Centers
- Community Colleges &
- Cross-Disability Service Providers
- Independent Living Centers
- Workability Programs
- ROP/Adult Education Programs

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Universities

- EDD/One-Stops
- AB2034 Programs
- Consumers
- Board/Advisory members
- Employers

The EPTS is certified to offer Certified Rehabilitation Counselor (CRC) Credits for Department of Rehabilitation staff, and Continuing Education Units can be set-up through the county's system.

The EPTS is funded by the state-level DMH/DOR Interagency Agreement. Training is delivered by the current cadre of consultants contracted by DMH to provide training and/or technical assistance to local cooperative programs and BEST networks.

DMH/DOR COOPERATIVE UNIT CONTACTS:

Edie Covent (619) 645-2963 ecovent@inreach.com Cyndi Gould (916) 263-7316 cgould@dor.ca.gov DMH/DOR Cooperative Programs Training & Technical Assistance Topics 2003-06 Page 12 of 17

Ensuring Employment Success: The Power of Building Individual and Community Capacity (2-days)

The first two days of this highly interactive and engaging training focus on the professional skills necessary to increase the capacity of individuals and communities specifically related to employment. We will concentrate on how to build strong community collaborative relationships and also on strategies for helping a service user to clearly identify the strengths he/she has to offer.

Section One: Participants will identify how what they will learn can contribute to their work life, their own purpose in working, and the community in which they live. We will do this by 1)helping participants identify their current learning interests, 2)providing a framework for understanding the intersecting needs of employment programs and professionals, people being served, and communities, and 3)identifying the current directions in innovation in employment programs.

Section Two: How can we support a person in increasing his/her personal capacity to be employed? The first step is helping the person to clearly identify the talents and skills that he/she has. This provides the critical information necessary in the job search process, increases the person's motivation to go to work, and increases job retention and satisfaction. Participants will learn how to use a new assessment tool that results in a person being able to precisely identify the core gifts and skills that he/she can utilize to search for, secure, and sustain employment.

Section Three: As the disability movement works to break down the barriers between "us and them", the employment profession also can gain power from expanding our networks beyond "us" and more fully utilizing the resources in the community. This involves collaboration. Given the high demands of our workdays, how do we make time for collaboration? Is collaboration always a good idea? Why would we collaborate when it is often more efficient just to do the work ourselves? This section focuses on 1)each participant learning the six levels of collaboration and how to use them, 2)carefully defining their collaborative partners, 3)identifying new collaborative partners, and 4)identifying appropriate boundaries to use in collaborative relationships.

Section Four: Building consumer and community capacity depends on establishing and maintaining solid relationships. Making a powerful introduction, of you or another person, is the first step. Participants in this section will learn an easy to use method to introduce themselves or consumers to collaborative community partners using a strength-based approach. This technique includes strategies to use with employers for acknowledging the supports a consumer may need in a workplace.

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Employment Supports

Why aren't more of my consumers working and why, when they do find a job can't they keep it?

In the normal course of our work we case managers, counselors, employment staff, families and administrators have often been invaluable contributors to the recovery process. There are other times when, even with the best of intentions, we've represented an unintended barrier. The hard part is knowing when we're being which. This training will provide a compass and at times a roadmap through the confusion. Topics to be covered include:

- Helping consumers challenge the role of perpetual patient
- Understanding the importance of employment to recovery
- Clarifying who is "ready" for employment
- Motivating consumers to try employment
- Creating an alternative to lengthy pre-employment preparation
- Identifying concrete functional supports
- Surviving failure for staff, family members and consumers

This day consists of a participatory presentation style using concrete and usually humorous examples to bring abstract concepts and functional ideas into focus. Support tools are presented and practiced by participants. Vignettes are used to provide an interesting and challenging way to examine values and traditional solutions.

Employment Preparation, Job Development and Placement Part I

One of the most challenging aspects of delivering quality employment services has to do with job placement. Service providers working in this area face societal biases, high unemployment rates and other barriers that can impede success. In addition, many people have not had the benefit of sales and marketing experience to support their efforts. The purpose of this day is to help job developers and community partners work most effectively with individuals with psychiatric disabilities and employers in order to make good job matches and to increase job tenure.

Some of the highlights of the day include:

- Overview of employment for people with disabilities
- Career development
- Effective marketing strategies for individuals
- Career portfolios

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- Employment proposals
- Resumes and Interviewing strategies
- Researching and analyzing your business community

Barriers to Employment

Most persons with psychiatric and substance abuse problems **want** to work, are motivated to work, and **will** work when barriers to employment are addressed by themselves and their community partners. In addressing these barriers as partners with consumers, we need to collaborate with them to understand:

- Their motivation to work
- How best to engage with them into a partnership
- · How to assess their illness and its impact on their work life
- How to address multi-cultural sensitivity when developing employment goals
- What we as partners can do to work together towards their work goals

This partnership plan may include symptom understanding and management in the workplace using medication and/or psychosocial support. These are some of the elements that will impact a successful employment outcome.

This day will utilize lecture, small group exercises, role-playing and problem solving as tools to enhance your current skills and to provide you with additional information for your partnership with this challenging and exciting group.

Benefits Planning

The Benefits Planning day takes the participants through the wonderful and sometimes confusing world of Social Security Work Incentives and other public benefit programs. This team-delivered presentation combines the hands-on expertise of a Benefits Planner with the expertise of a Social Security Work Incentives Specialist to provide a thorough overview of the impact of employment on benefits. Fear of what may happen to one's benefits is one of the major factors keeping Social Security beneficiaries and SSI recipients from entering the work force. This training day addresses some of the myths and the realities of the work world for these individuals. In addition to an in-depth look at work incentives provided by Social Security, the Benefits Planners provide tools that have been developed over the years that they have found to be useful in helping guide users through the process. The day will combine the dissemination of information along with case scenarios, and afford opportunities to use the tools discussed and address specific questions the participants may have.

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Employment Preparation, Job Development and Placement Part II

Using your local resources is key to assisting people in becoming employed. This Collaboration and Networking day will focus on how to get connected with civic organizations and why you would want to connect with them. Participants will focus on how to speak the language of business and have an opportunity to put this into practice. Local employers will be invited to be a part of a panel discussion focused on what employers are looking for, what their fears might be related to hiring people with disabilities and how to get an appointment with the right person in the company when looking for employment. This is a continuation of the Employment Preparation, Job Development and Placement day presented earlier in the Series.

Some of the highlights of the day include:

- Building relationships with the business community:
 Discovering places to network
- Language of business
- Job retention strategies

Change - "It don't come easy"

The last day! As the training series draws to a close, this highly interactive session will focus on three areas.

Part One, the morning session, is specifically geared towards motivational strategies. There are both challenges and tremendous opportunities that result when new ideas come together in a training series like this. The first step is being motivated to change. We will offer three simple communication tools that you can use with your customers and co-workers to increase levels of motivation and courage.

Part Two, in the afternoon, focuses on a concrete process to pick out the parts of the training series that you were excited about and make a plan for integrating those pieces into your work day. There will be an opportunity to hear from other participants who want to collaborate together as they integrate changes into their work and organizations.

Part three, at the end of the day, focuses on closing the training series in a way that acknowledges how far each of us has come and honors the commitment we have to this work. We are all committed to community building or we wouldn't be in this work, so we are going to take the time to acknowledge how we have been a community to each other during this learning series.

It's time to celebrate!

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Training and Technical Assistance Request Application

Request Requirements and Procedures

The primary role of the Department of Mental Health/Department of Rehabilitation Cooperative Program is to provide county cooperative programs with the services and support they need to continue helping persons with psychiatric disabilities get and retain meaningful employment. Assuring that all the partners associated with this vital effort receive the training & technical assistance they need and want to be successful is the core objective of our program. Meeting this core objective requires assistance from you. We ask that you:

- Collaborate with your cooperative program partners to plan the training together. It is critical to include the DOR and CMH cooperative staff, staff from partner agencies, consumers receiving services, and other partners in the community at large, including employers.
- 2. Use the Training & Technical Assistance Topics (T&TA) list to select the T&TA that best meets the needs of your local cooperative.
- 3. You are required to get the signature of your local DOR District Administrator and your CMH Director. Your request cannot be processed without these signatures.
- 4. When we receive your request, we will determine if we can provide the requested training. If your request is approved, we will contact the appropriate consultant(s) to determine his/her availability. If the consultant(s) is available, we will send you and the consultant(s) a request approval notice.
- 5. When you receive the request approval notice, you can then contact the consultant(s) directly to arrange the date(s) and location(s) of the T&TA event(s). Please follow-up by letting the DMH/DOR Cooperative Program know when and where the event(s) will be. You will be responsible for publicizing the T&TA event(s).
- 6. It is your responsibility to assure that all event locations are fully ADA accessible and any accommodation needs of participants (note takers, interpreters, information in alternative formats, etc). We suggest you utilize your local DOR contacts to help address any of these access issues.
- 7. To help us better meet your T&TA consultant needs we ask that you (the 'requester') complete a written evaluation following each T&TA event. The evaluation outline will be provided with the request approval notice information.

For more information regarding T&TA options contact:

Edie Covent
Department of Mental Health
(619) 645-2963 or ecovent@inreach.com

Send completed request applications to:

Muriel Group Department of Rehabilitation Phone: (916) 263-7321 Fax: 263-7495

mgroup@dor.ca.gov

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DMH/DOR Cooperative Program 2000 Evergreen Street, 2nd Floor Sacramento, CA 95815

Phone: (916) 263-7321 Fax: 263-7495

Training and Technical Assistance Request Application

INSTRUCTIONS – Use this form to request Training and Technical Assistance from the Department of Mental Health/Department of Rehabilitation (DMH/DOR) Cooperative Program. Once the form is completed and signed by the local DOR District Administrator and the County Mental Health Director, forward it to the attention of **Muriel Group** at Fax: (916) 263-7495. For questions or more information, please contact **Edie Covent** at (619) 645-2963.

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☐ Community Colleges		cation (Adult, etc.)	☐ CMH Staff
Consumers		or's Committee	☐ Service Providers
☐ Family Members		ers (please identify)	
County/Location:		County/Location:	_
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