

ATTACHMENT A  
Milestones and Timeframes

PIHP Name: [NorthCare Network](#) E-mail of contact person: [lolson@up-pathways.org](mailto:lolson@up-pathways.org)

**ARR Section 5 Expanding Opportunity for Integrated Employment**

**The environmental scan:** The environmental scan indicates that we are already committed to the concepts of supported employment in the community. In the spring of 2008 a regional Supported Employment (SE) group of staff and contractual SE agencies was formed. They submitted an MDCH block grant proposal that was approved. Data from each Board was examined reviewing back to 2002. To gather consumer input, five public forums were held in the fall of 2008 and again in the spring of 2009. An important theme at the forums for many consumers was the concern that they will lose their social security benefits if they are employed.

Current numbers of consumers seeking assistance from the CMHSP for employment:

CMHSP	# Community Employers	# Consumers Employed Full-Time	# Consumers Employed Part Time
Copper	10	0	16
Gogebic	12	1	11
Hiawatha	10	2	122
Northpointe 1/14/11	2 15	0 38	72 -includes enclave 44
Pathways	18	5	64

1/14/11 NBHS had to re-classify many of their consumers when the new definitions of Supported Employment & competitive employment came out from the State and NorthCare so our numbers changed in each category

**Challenges:**

- In these economic times, it will be a challenge to maintain current jobs. Finding new jobs maybe very difficult. Numerous employers have already had layoffs, closures and in some cases (example: Stone Container in Ontonagon County) have filed for bankruptcy.
- The Upper Peninsula has the highest rate of unemployment within the entire State of Michigan. Chippewa County tops the unemployment rate at 28% with Baraga County coming in second at 25.3%.
- Stigma.
- Lack of training of CMHSP staff on the Evidence Based Practice of Supported Employment.

2009 APPLICATION FOR RENEWAL AND RECOMMITMENT TO QUALITY AND COMMUNITY IN  
THE MICHIGAN PUBLIC MENTAL HEALTH SYSTEM

- Securing the funding to implement the Supported Employment Evidence Based Practice which requires training and hiring job coaches within the CMHSP system. Currently most of these responsibilities are procured through contracts with agencies such as Goodwill Industries.
- Discontinuing traditional work models such as enclaves and sheltered workshops and move toward competitive employment positions.
- Criminal Background checks must be conducted and may limit employment opportunities.

**Opportunities for improvement**

- If the grant funding approved but not utilized in FY09 is available in FY10 and FY11, it will support the first two years of the QI plan in this section.
- Peer Support Specialists are interested in being trained to counsel their peers about social security benefits.
- Including employers in the regional supported employment committee would strengthen the team.
- Increase the number of employers currently employing consumers.
- Increase partnerships with agencies such as Intermediate School Districts to plan for transition students.
- Provide anti-stigma education program such as Mental Health First Aid.
- Offer workshops at the Annual Consumer Conference on benefits and how working impacts social security benefits.

2009 APPLICATION FOR RENEWAL AND RECOMMITMENT TO QUALITY AND COMMUNITY IN  
THE MICHIGAN PUBLIC MENTAL HEALTH SYSTEM

Milestones <b>Section 5</b> <b>Expanding the Opportunity for Integrated Employment</b>	Baseline Data (where applicable)	Timeframe for Achieving Milestone: Begin* and end dates	Comments
<b>Milestone 1</b> Implement the Supported Employment Evidence Based Practice			
1.1 Use the SE Grant funding to increase community employment	FY08 & 09 Employment Data from state demographic reporting  <b>SEE BELOW FOR EMPLOYMENT INFORMATION</b>	1.1.a. FY10  1.1.b.FY10 ongoing FY14  1.1.c.FY11	1.1.a. Training for first year – primarily education for all levels of staff and community partners on the Supported Employment Evidence Based Practice.  1.1.b. <del>Recruit two community employers to the regional SE Committee. Increase by 10% for following four years.</del> Recruit two community employers to attend the Mental Health First Aid program and/or Supported Self Employment trainings.  1.1.c. Regional coordinator will focus on training and support of local job coaches and development of local employment opportunities.
<p>October 26, 2009 Sue Minh Oh from MDCH was pleased with the revised work plan. We will need to work to get confirmation on the consultant for year 2. Suggested that we discuss outcomes we would like to achieve. We will target employers for training. Other resources suggested by the Department were Joe Longcor, Greg Alter with the Michigan Business Leadership Network who would like to initiate activities in the UP, Marty Alward, participating in the Recharging Employment Workgroup, Project search Initiative and Micro-enterprising efforts. The Department will be sending the contact information to Sally Olson.</p> <p>3-15-10 Confirmed with the consultant for training. Supported Employment Grant Coordinator (SEGC) was hired in January, 2010. The SEGC participated in the State wide SE meeting and also the Re-charging SE state wide meeting.</p> <p>5-26-10 SEGC attended on the job training 3/22/10- 3/24/10 as well as EBSE 101 Training 3/25/10 in Kalamazoo.. The first regional supported employment meeting was held on 3/15/10 and did not have full representation from each CMHSP. A series of Supported Self Employment 101 training s for consumers and interested staff was coordinated with collaboration from NorthCare, SAIL, and MDCH. Trainings will occur 6/7/10-6/10/10. On 4-12-10, the SEGC gave a presentation to the PMC Committee about the benefits of transitioning into Evidence Based Supported Employment. The committee consisted of executive level staff from all five CMH boards. SEGC shadowed a Pathways ESCORT meeting on 4/14/10. SEGC met with MRS representative for an educational exchange 4/28/10. SEGC presented information about EBSE and MRS representative provided information about MRS service policies and procedures. SEGC as well as Sally Olson met with 4 Goodwill staff on 5/5/10 for a basic informational meeting regarding EBSE and how implementation may relate to contract</p>			

2009 APPLICATION FOR RENEWAL AND RECOMMITMENT TO QUALITY AND COMMUNITY IN  
THE MICHIGAN PUBLIC MENTAL HEALTH SYSTEM

providers' services in the future. The second regional supported employment meeting was held on 5/17/10 and had participation from all 5 CMHSPs as well as representation from Goodwill Industries and MRS. SEGC presented an informational training about the grant and EBSE at the Regional Board Member Educational Forum in Escanaba. Roughly 30 people attended the forum and there was bored representation from all 5 CMHSPs. SEGC presented an informational training to roughly 11 clinical staff members in Marquette about the grant and goals of EBSE implementation 5/26/10.

Will focus with the employers in the community and not yet focus on transition age exclusively however will look at Project Search when we narrow our focus on transition age youth.

7-29-10 Four Supported Self Employment Trainings took place across the region: 6-7-10 in Houghton; 6-8-10 in Marquette; 6-9-10 in Escanaba; and 6-10-10 in Sault Ste. Marie. The audience consisted of various levels of staff from service providers as well as some consumers. A total of 53 people attended these trainings. The SEGC gave a presentation that covered the supported employment grant and an overview of the 7-core principals of evidence based supported employment to: Delta Pathways clinical and SE staff on 6-3-10; Alger Pathways clinical and SE staff on 6-22-10; and Hiawatha Behavioral Health staff on 6-29-10. At those presentations, the SEGC shared resources received from Marty Alward (i.e. The Job Developer's Handbook, Social Security Red books, Right to Work Medicaid brochures, etc). 6-14-10 a date of August 2, 2010 was scheduled by NorthCare with national consultant, Amy Miller, to do an EBSE 101 training in the Upper Peninsula for all levels of staff within the five CMH's. Tentative dates for individual CMH consultations with Amy Miller were also scheduled. These consultations will be opened up to all CMH supported employment staff and community partners/contract providers. June 16 & 17, the SEGC completed the MI-Fast Fidelity Reviewer training in Lansing with follow-up training to be scheduled at a later date.

8-20-10 Copper CCMHS is actively participating in the SE EBP Grant implementation and other initiatives. Supported Self-Employment training was held in Houghton on June 7, 2010, with good attendance from staff and was well-received. As a result of that training, a follow-up session was held with the Work Incentive SSA representative on July 28, 2010. Several staff attended Supported Employment 101 training in Marquette on August 2. We will participate in the "Reducing Barriers to Employment" inter-agency meeting in Gaylord on August 31. Our SE EBP Fidelity Review (baseline) is scheduled for September 23, 2010. We have active representation from CCMHS on the CCISD Community Transition Council. In the meantime, we continue to actively pursue community employment opportunities for consumers with our main partner/contractor for services, Goodwill Industries.

8-27-10 Gogebic-- Supported Employment (SE) staff have been attending regional and state wide SE meetings by video and/or audio conferencing. Staff have been attending Evidenced Based Practices training as it relates to SE. SE staff will be attending northern joint regional meeting in Gaylord with MDCH, MRS, and MCB. They have held training/in-services at Gogebic and will continue to do so as new information comes along and/or refreshers needed. The Gogebic SE Program is of the philosophy if a consumer requests program and is Medicaid eligible, they can and should be referred to the program. The Gogebic SE Program does not have a waiting list. Gogebic SE staff has worked with the Gogebic Ontonagon Intermediate School District (GOISD) School to Work Transition Program and will continue as much as their budget allows for this. Gogebic is a part of the GOISD School to Work Transition Council. SE staff work closely with the local Michigan Rehabilitation Services and Michigan Works staff. SE staff have good working relations with local employers. SE staff have local community employers as contracts for janitorial cleaning. SE staff regularly send out evaluations to local employers and volunteer sites to seek input on the Gogebic SE Program.

8/26/10 HBH--On July 20<sup>th</sup>, HBH hosted a meeting with the SE Grant Coordinator, Good will, NTI and management from the SMI and DD program areas, along with the SEO, to discuss implementation of the SE EBP. HBH has scheduled its Supported Employment EBP Fidelity study for 8/31 in the SSM and 9/13 in Manistique and will use the results of those studies to develop its action plan and timetables for implementation.

---

---

Q1 FY11

---

---

NorthCare Update--9/29-9/30/2010 One SE staff from Pathways of Delta County attended an EBSE sustainability conference in Lansing, MI.

10/13/2010 A fidelity review was completed for the Northpointe Behavioral Healthcare Systems supported

2009 APPLICATION FOR RENEWAL AND RECOMMITMENT TO QUALITY AND COMMUNITY IN  
THE MICHIGAN PUBLIC MENTAL HEALTH SYSTEM

employment program in Menominee County. The review included the contracted Goodwill provider.

10/14/2010 A fidelity review was completed for the Copper Country Community Mental Health supported employment program in Houghton County. The review included the contracted Goodwill provider.

10/12-14/2010 One NorthCare staff and one staff from Copper Country Community Mental Health attended the national conference for sustaining Evidence Based Practices in Ohio.

11/29/2010 The grant coordinator presented to the Marquette NAMI group with Lisa Bucker, WIPA liaison for the U.P.

12/13-14/2010 A baseline fidelity review was completed for the Supported Employment program offered at Gogebic County Community Mental Health.

12/13/2010- At the regional Supported Employment meeting, staff were provided training materials from various trainings regional members have attended. Members of the group who attended training, presented on what they had learned and how they see the information helping develop supported employment the EBP in our region.

12/16/2010- HBH and contract providers met to discuss their fidelity report. Preliminary steps have been taken to develop a plan for EBSE implementation.

1/3/2011 Copper Update: Fidelity Review completed and efforts continue to pursue community employment opportunities for consumers with our main partner/contractor for services, Goodwill Industries.

1-11-11 Gogebic-- Supported Employment (SE) staff have been attending regional and state wide SE meetings by video and/or audio conferencing. Staff have been attending Evidenced Based Practices training as it relates to SE. SE staff attended northern joint regional meeting in Gaylord with MDCH, MRS, and MCB. They have held training/in-services at Gogebic and will continue to do so as new information comes along and/or refreshers needed. The Gogebic SE Program had its Evidence Based Supported Employment Fidelity Review conducted by NorthCare on December 14 & 15, 2010. They will be working on an action plan to increase fidelity score. The Gogebic SE Program is of the philosophy if a consumer requests program and is Medicaid eligible, they can and should be referred to the program. The Gogebic SE Program does not have a waiting list. Gogebic SE staff has worked with the Gogebic Ontonagon Intermediate School District (GOISD) School to Work Transition Program and will continue as much as their budget allows for this. Gogebic is a part of the GOISD School to Work Transition Council. SE staff work closely with the local Michigan Rehabilitation Services and Michigan Works staff. SE staff have good working relations with local employers. SE staff have local community employers as contracts for janitorial cleaning. SE staff regularly send out evaluations to local employers and volunteer sites to seek input on the Gogebic SE Program.

1/26/11 HBH has begun the development of an action plan, as a result of our fidelity study, which was completed last fall. All SE providers and HBH are at the table to develop this plan. The group is scheduling their second planning session and we anticipate that the initial action plan will be complete by 5/1/11.

12/10/10-- Northpointe staff have attended Supported Employment Evidence Based Practices initial training at the local level with the local vocational contractors in attendance. Staff attended the northern joint regional meeting in Gaylord with MDCH, MRS, and MCB. Northpointe currently has over 70 consumers involved in the SE program. NBHS uses two contract providers for vocational services. The first fidelity review was conducted in October and the second is scheduled for 1/4/11. Following the receipt of the fidelity report a meeting was held with the country director and the provider to discuss ways the process may be improved upon. The same will be done with the second provider. A NBHS regional group was formed and will provide oversight to this process. This group is comprised of the 3 county directors, the Director of DD services, representation from both vocational providers and MRS. Also, the data that was entered into the system was not accurate and we are in the process of "cleaning up" that data. Staff in-services have been conducted at all three counties to educate staff on the data entry and also the referral process for employment services. This will continue under the guidance of the oversight group. The ultimate goal is to move closer to the fidelity model

01/11: Pathways: Working with NorthCare in completing the Fidelity Reviews in all four Marquette and Delta counties. Pathways has a work group in addressing SDI Fidelity and upgrading SD and Vocational Services in general. Had several meetings with Goodwill Industries to assist with Supported Employment contractual arrangements. This link between Goodwill and Pathways is supported through an MRS contract.

2009 APPLICATION FOR RENEWAL AND RECOMMITMENT TO QUALITY AND COMMUNITY IN  
THE MICHIGAN PUBLIC MENTAL HEALTH SYSTEM

**Q2 & Q3 FY11 Please update for both quarters**

**Q2 progress, NorthCare:** 1/11/11 the grant coordinator consulted with a high fidelity EBSE program in Ohio (Neighboring Mental Health) about the use of their program tools. Permission was granted to utilize their program information as examples for regional program development and improvement. The Neighboring SE Supervisor, Ginger Yanchar, stated that programs were welcome to call and ask questions anytime. 1/17/2011 a regional meeting was held which covered the EBSE modifier code, new definitions and policies at the state and NorthCare levels, upcoming trainings, and re-organization/restructuring of the work group. There was representation from all five CMHSP's, MRS, and Goodwill. 1/26/11 the grant coordinator met with Mark Margretta from the Pathways Quality Assurance team to discuss evidence based practice and the QA data related to fidelity reviews. 3/15/2011 the NorthCare Grant Coordinator, Clinical Practices Coordinator, Quality Assurance Officer, and Data Analyst began working on a consumer data report which would pull regional data from the Electronic Medical Records (EMR) system. Job Development staff were offered an on-line "Customized Employment" training sponsored by MDCH. Roughly four Regional SE staff completed the training. Fidelity Reviews: 1/3/2011 a baseline fidelity review was completed for Trico Opportunities (a subcontractor for NPBHS). A follow up contact was scheduled for 1/27/11 to shadow the job developer per the fidelity review. 1/19-1/20/2011 a baseline fidelity review was completed for Pathways CMH of Marquette. 2/1/2011 a baseline fidelity review was completed for the internal Supported Employment services offered through Pathways of Delta county. 2/2/2011 a baseline fidelity review was completed for the Lake State Industries contracted supported employment services in Delta County. Staff from Delta County did meet with the grant coordinator to review their report, but no plan of implementation was started at that time.

Northpointe Behavioral Healthcare Systems (NPBHS): developed a local Supported Employment Steering Committee to meet quarterly. Committee members include staff from NPBHS, MRS, Goodwill, and Trico. This committee met on 2/25/2011 to develop a preliminary plan of implementation which included doing an inservice training about the meaning of zero exclusion relative to employment services and having contract staff develop a means to track employment related data (time from program entry to first employer contact, number of employer contacts, types of jobs, reasons for jobs ending, etc).

Hiawatha Behavioral Health(HBH): Established a steering committee which meets monthly. Steering committee members include the HBH Manager of SMI Services, HBH ACT Team Leader, local MRS counselor, Northern Transitions Program Director and Employment Specialist, and the Goodwill Regional Manager. This group met on 3/2/2011 to begin establishing mutual definitions of services based on MDCH and NorthCare guidelines, set goals for integration of employment and clinical staff, and to set goals for transitioning non-competitively placed consumers to competitive employment.

Consumer/community trainings were provided by the grant coordinator at Northern Michigan University (2/15/2011), NAMI (3/9/2011 in Houghton), the Northern Lights Clubhouse in Hancock (3/9/2011) and at local drop-in centers (1/31/11 in Escanaba; 3/9/2011 in Houghton/Hancock).

**Q3 Progress, NorthCare:** 4/4/11 the Grant Coordinator provided an educational presentation for Northern Michigan University Social Work students regarding evidence based supported employment. Peer Support Staff received motivational interviewing training relative to employment (milestone 3 for more details). Consumer trainings were provided by the Grant Coordinator at local drop-in centers across the region (4/13/2011 in Sault Ste. Marie; 4/20/2011 in Munising & Newberry; 5/3/2011 in Ironwood). 5/19 & 5/20/2011 the Associate Director from Copper Country Community Mental Health attended the MIAPSE "People and Possibilities Summit" in Cadillac, MI. 6/3/2011 CMHSP employment staff as well as contract provider staff from Trico Opportunities and Goodwill Industries attended the EBSE 101 training held in Gaylord. 5/23/2011 the regional work group met to discuss the grant budget and to assess regional needs. It was determined that staff, clinical and employment, were unsure of their roles within the EBSE model and were in need of stages-of-change, stage matched intervention training. It was also determined that employment staff really needed job development training focused on rural communities. This meeting also established a need for data collection and accountability. Sample data sheets were shared as well as methods for tracking the data electronically.

**Pathways CMH:** met with the grant coordinator 4/11/2011 to begin reviewing their fidelity report. Subsequent meetings took place 4/18/2011; 5/2/2011; 5/9/2011; 5/16/2011; 6/6/2011 with the goal of thoroughly reviewing

2009 APPLICATION FOR RENEWAL AND RECOMMITMENT TO QUALITY AND COMMUNITY IN  
THE MICHIGAN PUBLIC MENTAL HEALTH SYSTEM

all fidelity recommendations and passing meeting minutes and information on to a four county steering committee for the development of a comprehensive plan of implementation.

Hiawatha Behavioral Health (HBH): SE steering committee met 4/13/2011. 5/18/2011 the HBH steering committee reviewed sample documents from Dartmouth and Neighboring Mental Health. The Manager of SMI services also met separately with the Grant Coordinator to discuss relevant outcomes to be monitored.

**Copper Country Community Mental Health (CCCMH):** steering committee met on 4/13/2011 to review current implementation goals, to address barriers, and to continue with the development of long-term implementation goals. They met a second time on 5/10/2011 to finish reviewing the fidelity report. CCCMH staff planned to meet internally to develop a SE Steering Committee. The steering committee established preliminary implementation goals of: integrating Goodwill with treatment team members, update the CCCMH SE brochure, establish a regular SE steering committee, improve employment opportunities, stress work as a part of recovery with all staff through training, increase work incentives knowledge with all staff.

**Gogebic Community Mental Health (GCMH):** met with the Grant Coordinator 5/3/2011 to review their fidelity report. Implementation goals were developed which included: Eliminating informal exclusion, increase number of referrals, increase integration of clinical and employment staff, increase integration of employment techs and MRS, enhance SE supervision, integrate EBSE with QA for continuous quality improvement, improve benefits and work incentives planning, enhance disclosure practices, increase executive leadership support, increase focus on competitive employment.

**Northpointe Behavioral Healthcare Systems (NPBHS):** SE steering committee met on 5/26/2011. It was determined that NPBHS would comprise their plan of implementation from county plans for implementation. NPBHS county staff was to schedule an in-service meeting with the grant coordinator to assist with the development of their goals. The steering committee also agreed on basic EBSE requirements that would be written into Goodwill and Trico provider contracts for FY12.

**7/25/11 Copper** - Expanding opportunity for Integrated Employment Based on the Evidence based Supported Employment Fidelity review done in November 2010 Copper Country has assembled an integrated Steering Committee consisting of the Vocational Coordinator, Community Services Director, Peer Support Specialist, Goodwill Director, Northern Lights Clubhouse Coordinator and Support Staff. This group will meet monthly initially then quarterly in the future.

Northern Lights Clubhouse reports they continue to increase volunteer opportunities in the community. An increased focus on employment including: 1) Michigan Rehabilitation Services applications on site at the Clubhouse 2) Integration of vocational goals in individual member's goals. 3) Increased presence of Goodwill at Clubhouse coordinating job searches, resume' building, employment follow-up and encouragement to complete job search logs.

Copper will review the current Vocational Services pamphlet and make recommended updates based on the fidelity review. Action will be completed the next quarter.

Copper continues to improve and individualize community employment opportunities. It has been agreed that Goodwill will continue to do community job development. CCMH will continue to use Goodwill as an employer also.

Promotion of work and recovery will continue to be addressed during the Individual Plan of Service process by all case managers.

Clubhouse staff and the Peer Support Specialists have attended motivational interviewing training with additional staff scheduled in the next quarter.

Discussed how to incorporate Goodwill staff into the CCMH team meetings. Action will take place next quarter.

Staff have attended multiple trainings on Supported Employment; many of them were supported by grant dollars.

The SE Coordinator from NorthCare presented information to Drop-In, Clubhouse and NAMI members in March, 2011.

Staff, consumers and a PSS attended the "Peers Supporting Peers Retreat: Motivational Interviewing & Supported Employment" in April, 2011.

**July 2010: Gogebic--** Supported Employment (SE) continue to attend regional and state wide SE meetings by video and/or audio conferencing. Staff have been attending Evidenced Based Practices training as it relates to SE. SE supervisor attended northern joint regional meeting in Gaylord with MDCH, MRS, and MCB. One of the Employment Technician's attended the two day Motivational Interviewing training that Mary Brandon and Thom Stark presented. Another Employment Technician will be attending the 3 day workshop on Employment Outcomes Professional II being presented by Allen Anderson in September 2011. They have held training/in-services at Gogebic and will continue to do so as new information comes along and/or refreshers needed. The Gogebic SE Program is of the philosophy if a consumer requests program and is Medicaid eligible, they can

2009 APPLICATION FOR RENEWAL AND RECOMMITMENT TO QUALITY AND COMMUNITY IN  
THE MICHIGAN PUBLIC MENTAL HEALTH SYSTEM

and should be referred to the program. The Gogebic SE Program does not have a waiting list. Gogebic SE staff has worked with the Gogebic Ontonagon Intermediate School District (GOISD) School to Work Transition Program and will continue as much as their budget allows for this. Gogebic is a part of the GOISD School to Work Transition Council. SE staff work closely with the local Michigan Rehabilitation Services and Michigan Works staff. SE staff have good working relations with local employers. SE staff have local community employers as contracts for janitorial cleaning. SE staff regularly send out evaluations to local employers and volunteer sites to seek input on the Gogebic SE Program.

**7/11 HBH** --has been sending clinicians to a number of trainings on Supported Employment including Suuported Employment 101 and Motivational Interviewing for Employment. The contract providers (NTI/Goodwill) have also taken advantage of trainings offered. Changes are slowly being made within the agency to better conform to the model. We have been meeting as an agency, community and region to continue working toward model fidelity.

**7/14/11—Northpointe** --The data that was entered into our system was not accurate and is now "cleaned up". The second fidelity review report was received in February of 2011 and this led to a meeting with that provider on ways to improve. The NBHS steering committee has been defined and meets quarterly. This group is comprised of the 3 county directors, representation from both vocational providers and MRS. The steering committee is in the process of developing a 5 year work plan and each county is developing a county specific work plan to present at our next meeting 8/25/11. Between now and then, each county will have Felicia provide an additional in-service to staff, including vocational providers and MRS. Evidence Based Practices 101 training with Felicia is scheduled for 7/27/11 in Dickinson County. Northpointe staff have attended Supported Employment Motivational Interviewing in July of 2011. Northpointe currently has over 70 consumers involved in the SE program. NBHS uses two contract providers for vocational services. The ultimate goal is to move closer to the fidelity model.

**7-11 Pathways** – ESCORT Process has been updated to include a packet with the EBP. Increased accessibility in the county by reaching out to various staff in each county and attending staff meetings. Going to Motivational Interviewing and Skills Training specific to SE. Want to work on Vocational Services outcomes / objectives specific to the EBP's. Look at having Vocational Services identified as a specialty service. Marquette and Delta has passed fidelity model.

**Milestone 2**

Increase # of consumers actively seeking paid employment.

2.1. Peer Support Specialists will become experts on social security benefits and employment services.	Currently no PSS trained in SS benefits	2.1. a.Q4 FY09  2.1.b. 9-09  2.1.c. FY10 to FY12  2.1.d. FY10 ongoing	2.1.a. NorthCare will support three PSS to attend training on Social Security benefits including use of SOAR in 6-09. 2.1.b. PSS will provide panel at the Consumer Conference 9-09. 2.1.c. If successful pilot—will increase trained PSS to develop local expertise at each county. 2.1.d. PSS are integrated into employment programs to counsel consumers in contemplation about paid employment.
--	---	---	---

3-15-10 NorthCare-- sponsored Peer Support Specialists to attend the training on Social Security Benefits in Gaylord 6-09; Two Peer Support Specialists provided a break out session on Wellness, Recovery, Action, Planning (WRAP) at the September, 2009 Consumer Conference at Bay College in Escanaba.  
5-26-10 PSS provided a PATH workshop at the 2010 Consumer Conference.

2009 APPLICATION FOR RENEWAL AND RECOMMITMENT TO QUALITY AND COMMUNITY IN  
THE MICHIGAN PUBLIC MENTAL HEALTH SYSTEM

7-29-10 Three PSS were recruited on 5-27-10 to participate in the baseline supported employment fidelity assessments specified in the Supported Employment Grant.  
8-19-10 The Supported Employment grant proposal for year two was amended and travel and lodging were included for a PSS retreat focused on using MI skills in job coaching to be held in the spring of 2011.  
08/10: Pathways feels that the Supports Coordinator should guide the consumer to the appropriate expert at Social Security regarding this issue. Pathways invited an expert staff from the SSI Administration to train in the various programs that our consumers may be eligible for. All staff were invited to attend. This took place on July 29, 2010

---

---

**Q1 FY11**

9-2-10 Northpointe –currently there are 15 community employers working with consumers.  
2.0 1/4/11 Northpointe--when competitive Employment figures and PIP project came out from the State NBHS recognized that there was misunderstanding between the definitions of Supported Employment and Competitive Employment. We have since worked to correct our data in the ELMER system and therefore there may be large discrepancies from FY07-09 data to current data on those consumers employed and in what capacity.  
2.1 NBHS has one PSS who has received certification from SOAR on Stepping Stones to Recovery which qualifies him to assist consumers in completing application for Social Security benefits and SSDA benefits. NBHS has 3 PSS trained as WRAP Facilitators.  
01/11 Pathways: Following Fidelity Reviews, the EBP will be implemented regarding SE.

---

---

**Q2 & Q3 FY11 Please update for both quarters**

**Q2 NorthCare:** 1/14/2011 the Grant coordinator connected with Thom Stark from Development Centers Inc. His agency shared at the state-wide EBSE meeting competitive employment retention rates upwards of 90+%. Thom stated he works with Mary Brandon from Aspect Consulting. 1/25/2011 Sally Olson, Customer Services of NorthCare, Lucy Olson, Clinical Practices Coordinator for NorthCare, and the grant coordinator consulted with Mary and Thom via telephone to discuss a potential retreat style training for Peer Support Staff. Mary and Thom agreed to provide the training. 3/28 & 3/29/2011 the grant coordinator began Benefit Information Network training in Lansing.

**Q3 NorthCare:** Peer Support Training took place 4/5, 4/6, & 4/7/2011; there were Peer Support Staff from all five CMHSP providers as well as clubhouse staff from Copper Country CMH. The training focused on motivational interviewing relative to employment services with activities related to learning styles, listening techniques, and activities to gather interests and beliefs about employment. Copper Country CMH clubhouse staff began a group at the clubhouse for consumers interested in pursuing employment using the materials presented at the training. 20 consumers participated and at the first group meeting, each person came up with 5 traits they have that could be used to help them obtain a job. Grant Coordinator completed Benefit Information Network Training. BIN trainers supplied the Grant Coordinator with extra training materials which were shared with Peer Support Staff in Chippewa County who had expressed interest in pursuing Benefits Planning training. NorthCare will run the regional employment report for FY10 and FY11 to date and the committee will review the trends in the data.

**7/25/11 Copper update - employs two PSS. Clubhouse staff and the Peer Support Specialists have attended motivational interviewing training with additional staff scheduled in the next quarter.**

**7-14-11 Northpointe** -- has one PSS who has received certification from SOAR on Stepping Stones to Recovery which qualifies him to assist consumers in completing application for Social Security benefits and SSDA benefits. NBHS has 3 PSS trained as WRAP Facilitators.

**7-11 Pathways** – training completed in Delta and Marquette. Looking at having a combined training in Luce / Alger to get enough people to hold a class. SE Coordinators make connections routinely and develop network of employers so that you can match the person to an appropriate job. Train and give employers some tools to work with.

2009 APPLICATION FOR RENEWAL AND RECOMMITMENT TO QUALITY AND COMMUNITY IN  
THE MICHIGAN PUBLIC MENTAL HEALTH SYSTEM

<p><b>Milestone 3</b> Employers and their employees will be supported in their efforts to hire individuals with disabilities</p>			
<p>3.1 Mental Health First Aid (MHFA) Training (or similar anti stigma/ education program) will be offered to Employers hiring consumers. <i>Mental Health First Aid training plan is located in Section 1.</i></p>		<p>3.1. Q3FY10</p> <p>3.1.b. Q4FY10 ongoing</p> <p>3.1.c FY11- FY14</p>	<p>3.1.a. NorthCare will develop materials for education and outreach to employers re: MHFA to do outreach to employers. 3.1.b. Employers who currently hire consumers will be invited to participate in MHFA training.</p> <p>3.1.c Employers become partners in sustaining MHFA-- Minimum of two individuals from community employers trained each year for three years.</p>
<p>3.1 Mental Health First Aid (MHFA) Training will be offered to Employers hiring consumers.</p>			
<p>NorthCare updates 3-15-10 The first Mental Health First Aid Training was facilitated in Wakefield at the Gogebic Community Mental Health Agency on November 10 &amp; 11 with 14 participants. The second Mental Health First Aid Program was facilitated in Kingsford at Northpointe Behavioral Health with 13 participants. Information on MHFA trainings is available on the NorthCare website (since 11-09) and was also included in the 2009 Fall edition of the NorthCare Newsletter. Three additional Mental Health First Aid trainings have been facilitated (December to Hiawatha Behavioral Health Board members; January in Houghton to DIAL Help/EMTs and various other professionals and family members; February in Wakefield to various professionals including clergy, Nursing Home staff, and family members. 5-26-10 See Sections 1 &amp; 2 for further updates on Mental Health First Aid. 8-20-10 Copper CMHS- hopes to see another MHFA training in the Copper Country sometime October facilitated by Dial Help. If that happens, we will explore the possibility of reaching out to community employers to encourage them to attend. 08/10 Pathways- will be scheduling trainings in September and October, 2010 and will send out invites to appropriate people.</p>			
<p><b>Q1 FY11</b></p>			
<p>NorthCare Updates 11/18/2010, 11/19/2010, &amp; 11/29/2010 The grant coordinator visited 40 employers in the community and provided flyers regarding the December 7 &amp; 8, 2010 MHFA training. The grant coordinator also provided Supported Employment flyers to employers who were interested in learning more about the local SE program. 1/3/2011 Copper – One additional MHFA training occurred 10/10-11/2010 at the Institute in cooperation with Dial Help, Inc. and was well attended (23 participants) representing health professionals, law enforcement and the general public including employers of CCMH consumers. 1/26/11 HBH-- See Section 1 for update on Mental Health 1st Aid 01/11 Pathways: Mental Health First aid training completed in Delta. Marquette rescheduled. Luce and Alger will schedule soon. Attend the regional SE meetings.</p>			
<p><b>Q2 &amp; Q3 FY11 Please update for both quarters</b> 7-19-11: Mental Health First Aid trainings held: March 2 &amp; 3 in Marquette with <b>25 participants</b>; facilitated by Philip Gardiepy-Hefner and Sally Olson March 8 &amp; 9 in Manistique with <b>20 participants</b>; facilitated by Bonnie Kaunisto and Becky Mills</p>			

2009 APPLICATION FOR RENEWAL AND RECOMMITMENT TO QUALITY AND COMMUNITY IN  
THE MICHIGAN PUBLIC MENTAL HEALTH SYSTEM

Feb/Mar in Sault Ste. Marie with **29 participants** (high school seniors); facilitated by B. Kaunisto and B. Mills  
 Feb/Mar in Sault Ste. Marie with **18 participants** (high school seniors); facilitated by B. Kaunisto and B. Mills  
 March 15 & 16 in Menominee with **24 participants**; facilitated by P. Gardiepy-Hefner & S. Olson  
 May 2, 9, 16 & 23 in Marquette with **16 participants**; facilitated by P. Gardiepy-Hefner & S. Olson  
 June 20 & 21 in Escanaba with **11 participants**; facilitated by P. Gardiepy-Hefner & S. Olson  
**7/25/11 Copper** – no further MHFA trainings in the past two quarters in our catchment area.  
**7/11 HBH** –no updates available at this time. Key staff are on vacation. HBH remains committed to the MHFA training.  
**7-14-11 Northpointe** --has a MHFA trainer on staff and has offered MHFA three times in the past 6 months in our catchment area.

FY 2009 EMPLOYMENT DATA

	COPPER	GOGEBIC	HIAWATHA	NORTHPOINTE	PATHWAYS	NORTHCARE
DCH EMPLOYMENT DESCRIPTION						
1= EMPLOYED FULL TIME	51	32	53	85	155	376
2= EMPLOYED PART TIME	91	26	94	113	210	534
3= UNEMPLOYED	115	63	152	343	619	1292
4= NOT IN COMPET. LABOR	399	197	475	412	725	2208
6= RETIRED	73	9	56	87	92	317
7= SHELTERED WORKSHOP	63	24	63	94	125	369
8= NOT APPLICABLE	15	5	95	20	34	169
9= IN SUPPORTED EMPLOYMENT ONLY	6	10	18	32	34	100
10= IN SUPPORTED&COMPETITIVE EMPL	2	1	11	15	28	57
11= IN UNPAID WORK	1	0	0	6	10	17
BLANK	11	10	3	17	29	70

FY10 EMPLOYMENT DATA

	COPPER	GOGEBIC	HIAWATHA	NORTHPOINTE	PATHWAYS	NORTHCARE
DCH EMPLOYMENT DESCRIPTION						
1= EMPLOYED FULL TIME	25	6	9	22	7	69
2= EMPLOYED PART TIME	76	19	46	74	87	302
3= UNEMPLOYED/looking for work	83	44	64	170	250	611
7= SHELTERED WORKSHOP	77	28	63	88	129	385
11= IN UNPAID WORK	4	1	1	9	18	33
12=Self employed	2	2	0	2	3	9
13= In Enclaves/mobile /transitional	13	0	13	77	12	115
14 = Facility-based program	7	1	6	31	2	47
15= not in competitive labor force	573	320	554	612	921	2980

2009 APPLICATION FOR RENEWAL AND RECOMMITMENT TO QUALITY AND COMMUNITY IN  
THE MICHIGAN PUBLIC MENTAL HEALTH SYSTEM

**FY11 thru Q3 EMPLOYMENT DATA**

	COPPER	GOGEBIC	HIAWATHA	NORTHPOINTE	PATHWAYS	NORTHCARE
<b>DCH EMPLOYMENT DESCRIPTION</b>						
1= EMPLOYED FULL TIME	22	2	8	15	6	53
2= EMPLOYED PART TIME	70	19	40	64	78	271
3= UNEMPLOYED/looking for work	92	32	74	151	259	608
7= SHELTERED WORKSHOP	78	27	61	84	130	380
11= IN UNPAID WORK	4	1	3	6	19	33
12=Self employed	2	3	1	3	4	13
13= In Enclaves/mobile /transitional	14	0	12	76	13	115
14 = Facility-based program	7	1	6	30	2	46
15= not in competitive labor force	588	301	520	629	945	2983