

#5 Quality Improvement Plan:

The PIHP has provided a variety of locations, times and days to solicit consumer input. This has included the use of interpreters and deaf signers. The PIHP accepted verbal, written and email communications from consumers and their families in the environmental scan, and with standing consumer advisory committees for input and revising the QI Plan.

Assuming adequate resources, the PIHP has developed an action plan for expanding the opportunities for integrated employment within our region that focuses in four essential areas. These areas include: Professional development/staff training; Increasing the number and variety of jobs for consumers; Enhancing collaborations with community partners; and a system-wide adoption of the evidence-based practices for supported employment.

Achieving the outcomes for Expanding the Opportunity for Integrated Employment is dependent upon several variables. One significant variable is the availability of funding. The activities outlined in the plan are dependent upon the PIHP receiving no cuts to funding from the present levels.

Staff Development & Training:

The first area of improvement incorporates professional development and training for staff involved in supported employment activities. The PIHP will measure system readiness using the Supported Employment Fidelity Scale developed by Dartmouth. This will provide baseline data on system readiness for implementing best practices. It is proposed that the training program include supported employment staff from CMH and contracted community providers. The CMHSPs, in collaboration with the PIHP, will consult with the local Chambers of Commerce and Community Foundations to host a forum with local employers to discuss mutual needs and strategies to incorporate people with disabilities into their work force.

Increase the Number & Variety of Jobs For Consumers:

Assuming adequate resources, the PIHP will implement a strategy to increase the number of jobs available and to increase the variety in the jobs developed. The PIHP and CMHSPs as an employer will look to increase the employment in the number of peers employed, in both traditional mental health roles as well as in non-traditional areas. The literature supports increasing the role of peers in healthcare, such as supporting people with disabilities in the pilot disease management/wellness project. The PIHP will also explore opportunities available in the Recovery & Reinvestment Act (stimulus package). There are funds available in the stimulus package to create and support employment for people with disabilities. The PIHP will explore options with local employers to use stimulus funds to support the development of jobs for consumers in small businesses, micro-enterprises, green industries and other emerging

opportunities. The job development would focus on non-traditional areas such as healthcare, wellness and prevention activities, as well as landscaping, agriculture, irrigation systems, tree care, turf maintenance, nursery, golf course maintenance and organic pest control options as well as jobs in the emerging energy industries such as weatherization.

Enhance Collaborations with Community Partners:

The PIHP, in collaboration with the CMHSPs, recognize that working with limited resources requires partnerships with the community in new and meaningful ways. The PIHP will increase efforts to maximize the effectiveness of existing agreements with Michigan Rehabilitation Services (MRS) and Intermediate School Districts (ISD). These community partners are essential partners to improve the numbers and variety of jobs for consumers, and for ensuring a seamless transition between systems of care. Differences in focus and desired outcomes will be resolved in a mutually satisfying manner. The CMHSPs, in collaboration with the PIHP, will bring together local chambers of commerce, community foundations and small business owners to develop strategies for increasing employment opportunities for persons with disabilities and to explore how persons with disabilities may be used to meet the needs of small business owners.

System-wide Adoption of the Evidence-Based Practices For Supported Employment:

The PIHP, through the Regional Professional Development Committee, will require targeted staff providing supported employment services to consumers to receive training on the SAMHSA supported employment evidence based best practice. The PIHP will require at least one staff person from each CMHSP to receive intensive training. Additional training will be made available to staff, including peer supports, from Clubhouses, ACT Teams and staff working with the COD/IDDT populations. The CMHSPs and PIHP will make the training available to targeted staff from contracted supported employment provider agencies.

2009 APPLICATION FOR RENEWAL AND RECOMMITMENT TO QUALITY AND COMMUNITY IN
THE MICHIGAN PUBLIC MENTAL HEALTH SYSTEM
Final: February 1, 2009

ATTACHMENT A TEMPLATE
Milestones and Timeframes

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Note: add more rows as needed

Milestones	Baseline Data (where applicable)	Timeframe for Achieving Milestone: Begin* and end dates	Comments
90% of targeted staff working with consumers with supported employment needs will be trained on Supported Employment EBP, including staff at Clubhouses, ACT and COD/IDDT teams	TBD	Begin: 6/09 End: 9/13	Training development begins 6/09 Staff training begins 10/09 System tracking of staff/network training 9/10
Conduct system readiness assessment using the Dartmouth Supported Employment Fidelity Scale	TBD	Begin: 06/09 End: 9/09	Prior to training staff, conduct system level readiness for implementing the supported employment EBP
Increase # of MI Adults in Competitive Employment to average of 600/quarter in 2013	08 avg. = 530	Begin: 10/09 End: 9/13	2010 avg. = 530 2011 avg. = 535 2012 avg. = 540 2013 avg. = 545
Increase # of DD Adults in Competitive Employment to average of 315/quarter in 2013	08 avg. = 284	Begin: 10/09 End: 9/13	2010 avg. = 284 2011 avg. = 290 2012 avg. = 300 2013 avg. = 307
Establish mechanisms with local MRS and ISD to maximize effectiveness of cash match agreements and ensure smooth transition between systems	TBD	Begin: 6/09 End: 9/10	Mutually agreed upon evaluation tool and satisfaction survey

Milestones	Baseline Data (where applicable)	Timeframe for Achieving Milestone: Begin* and end dates	Comments
Convene meetings with local chambers of commerce, community foundations and other units of government to increase and sustain jobs for consumers	TBD	Begin: 6/09 End: 9/11	Develop ongoing process to ensure employment needs of persons with disabilities are part of community conversations
PIHP to incorporate performance targets in provider contracts for supported employments outcomes	TBD	Begin: 10/09 End: 9/10	Set targets for supported employment outcomes
Monroe CMHA staff to provide updates/training to targeted affiliation staff on the Dartmouth EBP	TBD	Begin: 10/09 End: 9/10	Monroe has implemented and is using the Dartmouth EBP, and staff have been trained in the model. Select Monroe CMHA staff will consult with affiliate partners to help with system-wide implementation