

Connecticut Transformation State Incentive Grant

Workforce Transformation Workgroup

January 30, 2006, 1:00 – 3:00 p.m.

Convener: Michael Hoge

1. Welcome & Orientation of New Members

This was the second meeting of the Workforce Transformation Workgroup. New members were introduced and welcomed. A brief overview was provided regarding the T-SIG grant, Connecticut's transformation efforts, and the purpose of the work group.

2. Presentation & Discussion of Draft Work Plan

A draft work plan designed to guide the strategic planning process was presented. This was followed by open discussion about the plan by the membership. A range of questions were raised and recommendations for revision offered. Two critical issues that emerged focused on: (1) the role of consumers and family members in this process, and (2) the timing of our focus on state agency employees who are not mental health specialists.

As a result of the discussion, the following changes were made to the work plan draft (page numbers refer to the revised version of the workplan, now dated 1/31/06).

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Language has been added to clarify that the specialty workforce includes both professionals and paraprofessionals.

"The workforce in Connecticut's state agencies" has been added as a third workforce segment to be addressed during this planning phase. Other health and human service providers (such as primary care providers, teachers, ER personnel, etc.) remains in a proposed second wave of planning.

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Language describing the second planning theme was modified to: "Education, training, and the sustained adoption of newly learned practices". The underlining indicates additions.

The following was added to the list of topics within the education/training theme:

- "recognition of the need for additional training and change in practice"

- "the perceived disconnect between the content of higher education and the competencies required for contemporary practice"

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It was clarified that the review of data and reports will focus principally on information generated since the year 2000.

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Specific concern was raised during the Workforce Transformation Workgroup (WTW) meeting about the level of consumer and family member participation in the workforce planning process and in the transformation process at-large. As an outcome of these discussions, the following text was added to the work plan:

- “While there is often a desire to see broad inclusion of persons in recovery and their families in planning and other organized activities, the number of such individuals who self-identify in these roles and are interested, available, and prepared for such participation is less than optimal. **Recommendation:** The WTW should examine and address this as a critical workforce issue in the drive to transform Connecticut’s mental health system.
- Persons in recovery and family members are typically the only individuals in such planning processes who are expected to participate without financial support for their time and transportation costs. **Recommendations:** The WTW staff will work with Connecticut’s managers of the T-SIG to explore mechanisms to provide stipends and transportation reimbursement to consumers and families in order to support their participation. Staff will also work with WTW members to expand membership in the WTW to other persons in recovery and family members.
- The process of achieving transformation should, in itself, be transformational. **Recommendation:** The proposed interventions of the WTW and all other workgroups should be implemented with consumers and family members in the types of roles and with the type of influence on policy and practice that is envisioned in a transformed system of care.”

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The following material on timelines and questions from the membership was also added:

Timelines

January 31, 2006: Submission of a draft work plan.

March 10, 2006: Submission of preliminary Workforce Resources and Workforce Needs Assessment Reports.

June 10, 2006: Submission of a draft of the final Workforce Resources Report, Workforce Needs Report, and Strategic Workforce Recommendations.

Members of the WTW requested further clarification from Connecticut's T-SIG managers regarding several key issues:

- Direction around whether preliminary budgets are to accompany recommendations from the WTW or whether these will be developed in a later phase of planning.
- Parameters around budgeting, such as limitations.
- Guidance around the definition of transformational and infrastructure.
- Information about how the state plans to approach the issue of sustaining changes.

3. Identifying Areas of Concern

The latter part of the meeting was spent identifying the issues of concern with regard to the focus areas of (1) recruitment & retention, and (2) training, education, and the sustained adoption of newly learned practice. These were captured as identified inputs into the plan regarding "needs".

Other issues were identified:

- The need to examine the impact on workforce issues by the Behavioral Health Partnership and the Rehabilitation Option, particularly with respect to providing the "recovery-oriented" elements of care.
- The need to be sensitive to issues of language, e.g. in children's behavioral health, reference to "parents" and to "resilience".
- Concerns about the infrastructure for PNP training.
- Belief that many persons in the existing workforce are in recovery, but choose not to self-identify as consumers.

4. Next Steps.

Conference Call: Wednesday, Feb 15 from 1:00 - 2:30 p.m.

Next Meeting: Monday, Feb 27, 2:00 - 4:00 p.m., Room 212, Page Hall, CVH.