

Goal 1: Diversify HOW we reach our communities	
Objective 1: Utilize diverse methods of engagement.	
Key Tasks	Examples/Resources/Notes
Task 1: Deploy diverse engagement strategies (beyond computer-based/electronic announcements) to notify people of opportunities to participate in training and/or get involved with the State's recovery initiatives .	Examples: Post announcements and contact information at local restaurants, shopping malls, community food pantries, shelters, drop-in centers, living room programs, crisis respite programs, drop-in centers, clubhouses etc.; make radio announcements; advertize in local gazettes/newspapers; include information at recovery conferences, recovery month events, speakers' bureaus, etc.; include information as part of standardized training, agency welcome materials; etc.
Task 2: Use the expertise of those with lived experience in recovery as bridgers between services/supports and those who may benefit from engagement with the State's recovery initiatives.	Note: Peer recovery support specialists can serve as conduits of information for people engaged with services/supports
Task 3: Build partnerships with key leaders and trusted messengers in diverse communities and organizations that support and serve individuals in recovery.	Examples: Engage by phone, email, and/or in-person with barber shops/salons, reentry communities, faith communities, etc.. Leave the office to meet with people in their communities.
Task 4: Collaborate with other advocacy and disability communities.	Examples: American Association of People with Disabilities; National Council on Disability; Rehabilitation International; RespectAbility.org; etc.
Objective 2: Utilize diverse graphics in electronic and published materials.	
Key Tasks	Examples/Resources/Notes
Task 1: Establish communication with leaders and members from diverse communities.	Example: Email blast and/or survey leaders of local organizations to develop distribution list
Task 2: Engage with key trusted messengers to get input on graphics.	Example: Utilize focus groups, surveys, and other methods to obtain feedback
Task 3: Utilize free web resource for including graphics with diverse representation in published materials	Resource: Pexels: https://www.pexels.com/
Objective 3: Utilize language on notices that effectively reaches diverse communities.	
Key Tasks	Examples/Resources/Notes
Task 1: Ensure all online communication meets the minimum standards for ADA Accessibility	Resource 1: Web Content Accessibility Guidelines (WCAG) https://www.levelaccess.com/compliance-overview/wcag-web-content-accessibility-guidelines
Task 2: Ensure all print materials are ADA accessible.	Resource 2: Making Your Printed Materials ADA Accessible: https://www.zaginteractive.com/insights/february-2020/making-your-printed-materials-ada-accessible
Task 3: Ensure all documents intended for the public are written at no higher than an 6th grade reading level	Resource 3: The reading level/readability of a document can be tested at this site: https://readable.io/
Task 4: Engage with key trusted messengers to get input on language use.	Example: Utilize focus groups, surveys, and other methods to obtain feedback
Objective 4: Engage communities of faith.	
Key Tasks	Examples/Resources/Notes
	Example 1: Provide information on opportunities and resources for faith leaders to inform their members.

<p>Task 1: Engage with pre-existing inter-faith and/or inter-denominational groups.</p>	<p>Example 2: Illinois' Cultural Empowerment Program provided grants for mental health advocacy organizations to connect with faith leaders and educate them on how to connect with mental health services and supports for their members.</p> <p>Example 3: Oklahoma had a summit with faith leaders and providers of mental health and substance use services to come together and share resources.</p> <p>Example 4: Virginia has multi-denominational groups that meet to discuss equity issues</p> <p>Resource 1: Partnership of African American Churches (PAAC) Infinite Pathways Recovery Centers https://www.paac2.org/infinite-pathways-recovery-centers/</p> <p>Resource 2: Illinois' Interfaith Mental Health Coalition https://interfaithmhc.org/</p>
<p>Task 2: Develop a plan for ongoing communication between faith communities and the recovery community.</p>	<p>Example: Include faith communities as part of regular communication blasts</p>
<p>Task 3: Encourage use of materials that include spirituality as one of the dimensions of wellness and recovery</p>	<p>Resource: SAMHSA Promoting Wellness Guide: https://store.samhsa.gov/sites/default/files/d7/priv/sma16-4957.pdf</p>
<p>Goal 2:</p> <p>Diversify the knowledge base for the peer recovery support workforce</p>	
<p>Objective 1: Assess current training materials.</p>	
<p style="text-align: center;">Key Tasks</p>	<p style="text-align: center;">Examples/Resources/Notes</p>
<p>Task 1: Conduct a review to identify missing components or dimensions of recovery</p>	<p>Example 1: Spiritual dimension is missing in majority of mental health recovery materials. Essential to include with current research showing that 87% of Black adults attend religious services once or twice a month.</p>
<p>Task 2: Identify services and supports that are unique to and specifically for people in diverse communities and share information about these resources as part of training for peer recovery specialists</p>	<p>Example 2: Connecticut Addressing Mental Health and Addictions in Black and Brown Communities: https://portal.ct.gov/DMHAS/Newsorthy/News-Items/The-Imani-Breakthrough-Project</p>
<p>Task 3: Highlight the stories of people from diverse communities, including the strategies utilized in their recovery, as part of training for peer recovery specialists, to connect individuals with resources and options that best match their needs.</p>	<p>Example 3: Philadelphia Engaging Males of Color (EMOC) Initiative features storytellers from Philadelphia sharing their lived experiences with gun violence and their shared search for hope with a vengeance: https://firstpersonarts.org/emoc-beyond-expectations/</p> <p>Example 4: Roland Lamb: Sobering: https://firstpersonarts.org/five-people-one-moment-sobering-roland-lamb/</p>
<p>Task 4: Engage skilled trainers from diverse communities to conduct training</p>	<p>Example 5: California: Wayne Cortez, PRSS, Riverside-San Bernadino County Indian Health (Traditional Native American Healing Tools & Practices)</p>
<p>Objective 2: Expand the frameworks of distress, recovery, and wellness.</p>	
<p style="text-align: center;">Key Tasks</p>	<p style="text-align: center;">Examples/Resources/Notes</p>
<p>Task 1: Build awareness of the different ways individuals conceptualize distress, recovery, and wellness for themselves.</p>	<p>Example 1: Different ways individuals conceptualize distress of their selves.... (ADD from PowerPoint)</p>

<p>Task 2: Build awareness of, implement, and offer connection to examples of various pathways to wellness and recovery.</p>	<p>Example 1: include Medication Assisted Recovery, Celebrate Recovery, Healing Circles, Wellbriety, Art Therapy, Smart Recovery, Recovery Dharma, Harm Reduction, Sound Healing, Yoga, LifeRing Secular Recovery, Hearing Vocies Network, Altneratives to Suicide etc.</p> <p>Example 2: Support staff participation in the annual Multiple Pathways to Recovery Conference (MPRC) funded by SAMHSA.</p>
<p>Task 3: Provide educational opportunities for clinicians, caregivers, and local communities regarding various pathways into wellness and recovery.</p>	<p>Example 3: Provide CEUs for licensed clinicians when offering training on various pathways to wellness and recovery</p>
<p>Objective 3: Develop standards related to diversity for presentations and training material.</p>	
<p>Key Tasks</p>	<p>Examples/Resources/Notes</p>
<p>Task 1: Engage key leaders and trusted messengers from diverse communities and organizations to assist with identifying minimum requirements and standards related to diversity.</p>	<p>Note: Types of diverse communities to engage include: race (including ethnicity, culture, and language), color, religion, sex (including sexual orientation, or gender identity), national origin, age, disability, genetic information (including family medical history), and socioeconomic status.</p>
<p>Task 2: Develop methods to ensure adherence to agreed-upon minimum requirements and standards related to diversity.</p>	<p>Example: Develop checklist for auditing of final training materials</p>
<p>Goal 3: Diversify and expand use of welcoming and inclusive environment strategies</p>	
<p>Objective 1: Demonstrate respect, acknowledgement, and value toward all people.</p>	
<p>Key Tasks</p>	<p>Examples/Resources/Notes</p>
<p>Task 1: Establish and communicate minimum expectations for demonstrating respect.</p>	<p>Example 1: MHTTC utilizes a slide at the beginning of training that outlines the expectation of use of language that is strengths-based, healing-centered, trauma-responsive, non-judgmental, person-first (free of labels), clear, understandable, inclusive and accepting of diverse cultures, genders, perspectives, and experiences</p>
<p>Task 2: Provide training on Emotional Intelligence that includes all five key elements: self-awareness, self-regulation, motivation, empathy, and social skills.</p>	<p>Resource 1: Mental Health America's resources on Emotional Intelligence in the Workplace https://mhanational.org/what-emotional-intelligence-and-how-does-it-apply-workplace</p>
<p>Task 3: Update documents to reflect current terminology with regard to diverse populations.</p>	<p>Resource 2: SAMHSA's Guide to Equity Terminology: Promoting Behavioral Health Equity through the Words we Use. https://www.samhsa.gov/blog/guide-to-equity-terminology</p>
<p>Task 4: Identify strategies for overcoming cultural barriers to engagement/participation in services and supports</p>	<p>Example 2: How to overcome cultural barriers with asylum seekers/immigrants in terms of regard to language/terminology utilized and stigma related to mental health</p>
<p>Task 5: Increase awareness of diverse cultures</p>	<p>Example 3: Illinois' Diversity Enrichment Program https://cms.illinois.gov/personnel/dep.html</p>
	<p>Example 4: Provide information on cultural heritage days/months. Develop educational materials/workshops to increase awareness, and acknowledge those populations.</p>
<p>Objective 2: Promote psychological safety.</p>	
<p>Key Tasks</p>	<p>Examples/Resources/Notes</p>

Task 1: Provide training and support around the components of psychological safety.	Resource 1: The Social Exchanges of Psychological Safety https://www.leaderfactor.com/podcast/the-social-exchanges-of-psychological-safety
Task 2: Provide education on tangible improvements within environments that increase the sense of psychological safety for and support the inherent healing capacity within staff and individuals participating in services	Example 1: Safe spaces for reduced stimulation; physical objects (fidget toys, weighted blankets); etc.
	Resource 2: Creating a Trauma-Informed Workplace Toolkit: https://calac.org/wordpress/wp-content/uploads/origins-CCALAC-organizational-toolkit-WEB.pdf
	Resource 3: Optimal Healing Environments: https://www.ncbi.nlm.nih.gov/pmc/articles/PMC4424933/
Task 3: Develop programs and services with outcomes based accountability plans	Example 2: Connecticut: Results Based Accountability https://portal.ct.gov/SDE/RBA/Results-Based-Accountability
Task 4: Provide opportunities for staff and individuals participating in services to provide feedback tied to results based accountability.	
Objective 3: Provide platforms for individuals and/or groups to authentically express their thoughts, concerns, and ideas on how to create welcoming and inclusive environments	
Key Tasks	Examples/Resources/Notes
Task 1: Conduct listening sessions.	Resource 1: Designing Effective Listening Sessions: https://www.winningpresence.com/designing-effective-listening-sessions/
Task 2: Utilize information obtained from listening sessions to conduct smaller focus groups for deeper engagement on specific areas of focus.	Resource 2: Guidelines for Conducting Focus Groups https://irep.olemiss.edu/wp-content/uploads/sites/98/2016/05/Trinity_Duke_How_to_Conduct_a_Focus_Group.pdf
Task 3: Build partnerships with communities to collaborate toward actionable items from focus groups.	Example 1: Delaware's "My Healthy Community" Initiative (data collection) is an outcome of listening sessions and focus groups to better understand unmet health, social, and behavioral health needs across the state. https://myhealthycommunity.dhss.delaware.gov/home
	Example 2: Indiana Recovery Council serves as a forum for public input and the participation in the public policy development of the division of mental health https://www.in.gov/fssa/dmha/office-of-consumer-and-family-affairs/indiana-recovery-council/ .
	Example 3: West Virginia Leadership Academy (WVLA) is a series of structured learning modules designed to assist participants' critical knowledge, skills, and attitudes for successful community involvement, social connectedness, and collective self-determination. WVLA facilitates citizenship and group action-planning, creating positive systems-change in one's community. https://wvbhpc.org/west-virginia-leadership-academy/
Objective 4: Provide information and education on the implementation of trauma-informed care and trauma-responsive services.	
Key Tasks	Examples/Resources/Notes

Task 1: Differentiate between trauma informed care and trauma responsive services.	Resource 1: Translating Trauma Informed Principles into Trauma Responsive Practices https://uwm.edu/icfw/translating-trauma-informed-principles-into-trauma-responsive-practices/
Task 2: Promote trauma-informed practices in the delivery of services and supports to people who have experienced violence and trauma and are seeking support for recovery and healing.	Resource 2: NASMHPD's Center for Innovation in Health Policy and Practice https://www.nasmhpd.org/content/nasmhpd-center-innovation-health-policy-and-practice
Task 3: Promote the practice of cultural humility to increase empathetic engagement with individuals from diverse cultures	Resource 3: Cultural Humility Toolkit https://inclusion.uoregon.edu/cultural-humility-toolkit
Task 4: Support environmental, structural, and local interventions that promote and protect good mental health	Resource 4: WHO's Social Determinant of Mental Health https://apps.who.int/iris/bitstream/handle/10665/112828/9789241506809_eng.pdf
Goal 4: Diversify the leadership of and individuals in the peer recovery support workforce (Ideally, this will be a natural outcome of Goals 1, 2, & 3)	
Objective 1: Engage people from diverse communities to participate in leadership opportunities.	
Key Tasks	Examples/Resources/Notes
Task 1: Engage individuals from diverse communities to conduct training for the peer recovery workforce.	Note: People tend to attract people who are similar to them. To attract people from diverse communities to the workforce, there need to be people from diverse communities speaking to, with, and about this work.
Task 2: Increase understanding of mental health issues in specific communities	Resource 1: Mental Health America has toolkits for BIPOC, LGBTQ+, Black/African American, Native and Indigenous, LatinX/Hispanic, Asian American/Pacific Islander, Multiracial, Arab/Middle Eastern/Muslim/South Asian Communities https://www.mhanational.org/bipoc
Task 3: Increase understanding of the importance of a diverse workforce	Note: Upper management needs to be willing or open to diversification.
Task 4: Increase understanding of the challenges of self-disclosure for people in BIPOC and other marginalized populations	Note: Individuals from BIPOC and other marginalized populations may face greater complexity in their lives by choosing to self disclose mental health or substance use challenges
Objective 2: Promote recovery-oriented, trauma-informed agency culture.	
Key Tasks	Examples/Resources/Notes
Task 1: Identify existing resources for creating recovery-oriented organizations.	Resource 1: SAMSHA ROSC Resource Guide Book: https://www.samhsa.gov/sites/default/files/rosc_resource_guide_book.pdf
	Resource 2: Mental Health at Work https://www.dol.gov/general/mental-health-at-work
	Resource 3: Recovery Ready Work Place https://www.dol.gov/agencies/eta/RRW-hub/Recovery-ready-workplace

	Resource 4: https://www.nami.org/Blogs/NAMI-Blog/December-2022/Supporting-Mental-Health-in-The-Workplace
	Resource 5: https://www.nami.org/Blogs/NAMI-Blog/December-2022/Supporting-Mental-Health-in-The-Workplace
Task 2: Identify existing resources for trauma informed agency culture.	Resource: NASMHPD's Center for Innovation Health Policy and Practice. Trauma Informed Care. https://www.nasmhpd.org/content/nasmhpd-center-innovation-health-policy-and-practice
Task 3: Identify gaps in implementation processes.	Resource: The McKinsey 7-S framework for gap analysis has the following seven categories: strategy, structure, systems, shared values, skills, style, and staff. https://www.mckinsey.com/capabilities/strategy-and-corporate-finance/our-insights/enduring-ideas-the-7-s-framework
Objective 3: Develop career pathways that lead to a more diverse peer recovery support workforce.	
Key Tasks	Examples/Resources/Notes
Task 1: Obtain demographics of current peer recovery workforce to establish baseline.	Note: Think beyond the common demographic markers for workplace diversity (age, gender, and ethnicity) to include broader categories such as gender identity, disability, education, and family.
Task 2: Differentiate roles for a multi-tiered peer recovery support workforce.	Example: Peer Recovery Support Specialist (PRSS)-1 (apprenticeship or entry level); PRSS-2 (team leader); PRSS-3 (supervisor)
Task 3: Develop training and certification for peer support supervisors.	Resource: Core Competencies for Peer Workers in Behavioral Health Services https://www.samhsa.gov/sites/default/files/programs_campaigns/brss_tacs/core-competencies_508_12_13_18.pdf
Task 4: Modify policies to ensure peer recovery support specialists are supervised by qualified individuals in recovery.	
Task 5: Develop specialization tracks for peer recovery support specialists.	Resource: The New York Academy of Peer Services (APS) is an online training, testing, and tracking platform developed for the peer support workforce in New York State, with five specialization tracks (Health and Wellness, Older Adults, Crisis Services, Justice Involved, and Supervision). https://www.academyofpeerservices.org/
Objective 4: Encourage acceptance and understanding of people with lived experience in the workplace.	
Key Tasks	Examples/Resources/Notes
Task 1: Increase understanding of the value and purpose of self-disclosure.	Note: Self-disclosure is a valuable tool for building rapport and developing trust. It can help convey humility, shared humanity, and understanding.
Task 2: Increase understanding of the benefits and risks of self-disclosure.	Resource: Honest, Open, Proud (HOP) is a three-session group program run by pairs of trained leaders with lived experiences with the objective of reducing the self-stigma associated with mental illness. https://hopprogram.org/

<p>Task 3: Provide education for recovery communities regarding co-occurring mental health and substance use recovery.</p>	<p>Note: More than 50% of people have both mental health and substance use. However, most people identify more strongly with one or the other. The one we identify most with becomes our worldview/framework for understanding and permeates the language we utilize.</p>
<p>Task 4: Provide cross-training for recovery communities.</p>	<p>Example 1: Provide Mental Health First Aid Training for Substance Use Recovery Communities.</p> <p>Example 2: Provide Harm Reduction Training for Mental Health Recovery Communities.</p>