WLT Trainings provided in the following areas:

(WLT Consulting provides trainings on-site, regionally and nationally)

- **Peer Support Specialist (Medicaid Requirements) -** assists state governments in discussing, planning establishing a Medicaid reimbursed Peer Support Service. This includes negotiations with the Medicaid staff and assisting in the development of a peer support certification process and many other functions on the cutting edge of healthcare reform. Also, includes curriculum development for peer support specialist.

- **Peer Support Services -** assist systems in enhancing the role of mutual support wherein consumers encourage other consumers in Recovery while providing a sense of belongingness, supportive relationships, valued roles and community is recognized and promoted.

- **Cultural Competence/Disparities -** assist systems in the development of cultural competency plans and in the development of a culturally competent system of care. Train staff on cultural competence skills in order to articulate an understanding of and practice honoring the social, cultural, religious and other needs and differences unique to the individuals supported.

- **Recovery and Consumer Empowerment -** conduct training on recovery and consumer empowerment; increase the understanding of consumer's role in the recovery process and as advocates for the delivery of quality services by competent service providers.

- **Data Collection for Consumer Operated Services (COS) -** training and technical assistance on the use of a simple access data collection tool to keep track of peer/consumer involvement and attendance at a COS or PSS. The tool will allow organizations to run queries on data collected.

- **Negotiating Skills for Consumer Operated Services (COS)/Peer Support Services (PSS)** - assist in the establishment and development of consumer operated services and business. Educate consumers on policies and procedures, basic documentation related to understanding individualized recovery plans, interventions, response and outcomes.

- **Increasing Staff Performance -** train staff on building and expanding internal mechanisms for performance improvement and outcomes measurement. Facilitate staff and other stakeholder processes in developing a vision and values that would assure consumer and family

access to, and choice of, evidence-based best-practice mental health services through assessments, training, consultation, and other tools that provide results.

- **Organizational Leadership Development -** training for consumer operated services concentrating on board functioning and being policy focused; roles and responsibility of board; strategic planning; mission and vision statements; conflict resolution; personnel policies and budget and business planning and additional activities to support and guide consumers in developing and organizing a formal consumer operated services.

- **Health Care Navigator -** assist systems in reducing barriers and improve health care outcomes for individuals with behavioral health conditions or intellectual or developmental disabilities.

- **Systems Development and Health Care Reform -** assist state, county authorities and local providers in making recommendations for changes in their policies, procedures and regulations that pose barriers to consumer's recovery and community integration.

- **Health Care Professionals and Hospitals -** training provided to professional and hospital staff on recovery principles and values; recovery oriented mission and vision statements; organizational development promoting empowerment for consumers/patients.

- **Referral Process for Federally Qualified Health Centers (FQHCs) -** educate systems on FQHCs and what they offer that may benefit behavioral health consumers; linking to the appropriate services and encourage treating the who person for both primary and behavioral health.

- **Recovery Management Planning -** training provided to consumer and provider staff to develop a plan that the consumer and the clinician develop collaboratively. This plan focuses on the interventions that will facilitate recovery and the resources that will support the recovery process.