

# Mental Health Services Oversight and Accountability Commission

State, Regional, and Local-level  
Workforce, Education, and Training

September 22, 2011

## Overview

- **State-level WET Activities**
  - Fiscal Information
  - Program Activities and Outputs
- **Regional Partnerships WET Activities**
  - Fiscal Information
  - Outputs
- **Local County Mental Health Department Actions**
  - Number of Plans Approved
  - Highlights of Successes
- **Local Perspectives**

*Your Questions and Suggestions*

## State-level WET Goals

- Culturally competent
- Multiple language capacity
- Culturally and ethnically diverse
- Includes Consumers and Family Members
- Committed to work in Public Mental Health

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## State-level WET Activities

- 1. Financial Incentives** and Relief to Increase (Maintain) Capacity: Loan Assumption and Stipends
- 2. Training** to Enhance the Quality and Competency: Residency Programs, Consumer and Family Member Employment
- 3. Technical Assistance** to Develop and Communicate Success Statewide, Regionally, and Locally

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## Financial Incentive and Relief Activities

- **Loan Assumption Program:** Retention Effort for 1 year in “Hard to Fill” positions. (such as)
  - Licensed Clinical Social Workers
  - Marriage and Family Therapists
  - Psychologists
  - Psychiatrists
  - Psychiatric Mental Health Nurse Practitioners
  - Licensed Professional Clinical Counselors
  - Physician Assistant
  - Counties may choose other professions to fill their hard to fill and/or retain criteria

*Up to \$10,000 in loan repayment, maximum of 6 years*

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## Financial Incentive and Relief Activities

- **Loan Assumption Program Output**
  - \$5 million per year
  - Administered by OSHPD Health Professions Education Foundation
  - 08/09 [601 APPs, 288 Awards] 43\*
    - 08/09 Awardees: 29% C/F, 71% Rep Diverse Communities, 68% Speak > 1 Language
  - 09/10 [883 APPs, 309 Awards] 52\*
  - 10/11 [1,009 APPs, 474 Awards] 51\*

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## **Financial Incentive and Relief Activities**

- **Stipend Programs: Recruitment and Deployment Effort: 1 year of service obligation**
  - 10 State Level Contracts
  - \$18,500 limit for one year
  - Annual budget of \$10 million
    - Social Workers (2005-06): \$5.8 million, CalSWEC
    - MFTs (2008-09): 1.8 Million, Consortia + Individual Universities
    - Clinical Psychologist (2008-09) 1.6 MILLION, Consortia + Individual Universities
    - PMHNP (2008-09), \$628,000 Individual Universities

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## **Financial Incentive and Relief Activities: Outputs**

- **California Social Work Education Council**
  - 1,102 Awardees through 2011
  - Documenting Diversity 55%, 56% > 1 language
  - Tracking employment 88%
  - Tracking Retention
  - Conducting Curricular Design
  - Establishing a National Presence

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## Financial Incentive and Relief Activities: Outputs

- MFT Consortia
  - Loma Linda, CSU Chico, Phillips Graduate Institute, Alliant
  - 151 Awardees
  - 75% (P) 82% (LL) (Ch) 67% Employed
  - Documenting Diversity 77%, 68% > 1 language
  - Conducting Curricular Design
  - Developing a National Presence

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## Financial Incentive and Relief Activities: Outputs

- Clinical Psychologists
  - Alliant University, California Psychology Internship Council, Pacific Graduate School, California Institute for Integral Studies
  - 173 Awardees
  - Tracking Employment (CAPIC) 80%, (PA) 100%, All (30%)
  - Documenting Diversity 49%, 55% > 1 language

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## Financial Incentive and Relief Activities: Outputs

- Psychiatric Mental Health Nurse Practitioners
  - CSU Fresno, Azusa Pacific University, UC San Francisco,
  - 44 Awardees
  - Tracking Employment (CSU F) 80%, (UCSF) 57%, (Azusa) 50%
  - Documenting Diversity 55%, 55% > 1 language

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## Training Programs & Outputs

- Residency Programs

### UC Davis

- Davis-4 integrated health and mental health specialists
  - MHSA principles in curriculum for all 15 general psychiatry residents

### UCLA/Kern

- Kern-5 child psychiatrist specialists
  - MHSA principles in curriculum for all 31 general psychiatry residents

UCSF Fresno: child psychiatrists

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## Training Programs & Outputs

- Working Well Together
  - Support incorporation of consumers and family members, and cultural and ethnic communities as leaders and employees through the mental health system client. Consequently, building statewide capacity

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## Training Programs & Outputs

- Physician Assistant Programs
  - \$100,000 to 5 PA programs; Administered by OSHPD
  - Over 530 students 2008-09, 2009-10, 2010-11
  - Keck (USC); Riverside Community College; Samuel Merritt; San Joaquin Valley Community College; UC Davis
  - Increase # of PAs experience in public mental health and includes mental health in clinical rotations: 12,268 hours
  - Provides Mental health specialty for PA students
  - Includes MHSA principles in curriculum

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## Technical Assistance Program

- TA provided through DMH contract with California Institute for Mental Health (CiMH) to provide:
  - Assistance in the development and implementation of effective county WET plans
  - Regional Partnerships Support
  - Data Collection and Analysis of County WET Plans

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Loan Assumption	15,000,000 [10,000,000 remaining]	1,071 2493 [applied]
CalSWEC	20,000,000 [20,700,000 remaining]	1,102
MFT Consortia	5,000,000 [500,000 remaining]	151
Clinical Psychologists	4,900,000 [100,000 remaining]	173
PMHNP	1,800,000 [100,000 remaining]	44
PA	500,000	530 Trained
Residency Programs	2,000,000 [1,300,000 remaining]	9 46 trained
Working Well	2,720,000	Capacity
Regional WET	9,000,000	Ed & Training

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## Regional Partnerships

- Greater Bay Area
- Central Region
- Los Angeles
- Southern
- Superior

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## Overall Activities

- **Education**
  - Rural MSW weekend program serving Central Region Counties (1<sup>st</sup> of its kind)
  - Redding MSW program serving Superior Region (CSU Chico's Redding Campus)
  - CSU Monterey Bay MSW Program (part-time)
- **Distributed (Distance) Education**
  - Online Nurse Practitioner to Psychiatric Nurse Practitioner (statewide, but funded through Central Valley Regional Partnership and CSU Fresno)
  - Online & hybrid BSW/MSW program (statewide, but funded through Superior Regional Partnership, CalSWEC and CSU Chico, CSU Humboldt)

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## Greater Bay Area Output

- Launched website: [www.mentalhealthworkforce.org](http://www.mentalhealthworkforce.org)
- Initiated Community College convening for Human Services-type programs
- Funded new MSW Program at CSU Monterey Bay- first cohort now in second academic year
- Launched sub-region with Santa Cruz, San Benito & Monterey
- Launched new Psycho Social Rehabilitation (PSR) program at Contra Costa College – now in second year
- Forum for Mental Health & Human Resource Directors
- Curriculum workshops for MFT Educators
- High School Mental Health Career Pathways TA and workshops
- Continues to receive funding from Zellerbach Family Foundation for projects
- Consumer & Family Member Employment conference
- Developing Toolkit for Community College and Undergraduate Fieldwork
- Mental Health Core Competencies Project

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## Central Region Output

- Trained over 50 Mental Health First Aid Instructors to provide stigma-reducing, mental health literacy trainings in the communities of the Central Region—over 700 community members trained to date
- TAY UnConvention planned for spring of 2012
- Contributor to northern Central Region Suicide Prevention Conference in October 2012
- SBIRT/MI Training for 130 county staff and providers planned for November 2011
- Helped to fund a rural, MHSA-focused MSW program through CSU, Sacramento
- Helped to fund an online nurse practitioner to psychiatric nurse Practitioner through CSU, Fresno
- Core Competencies identification for workforce serving mental health clients

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## Los Angeles Region Output

- Partnerships with Universities for training and research in services to:
  - Children and Youth
  - Transition Aged Youth
  - Adults
  - Older Adults
- Evaluating LA's PEI Evidence Based Practices Implementation in the County
  - Expanding Peer Health Navigators

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## Southern Region Output

- MOU between all Southern Region counties to share resources; established regular Webex web-based communication methods
- Contracted with USC to begin a three-year project to train cultural competency skills in actual therapy sessions
- Launched the SCRP website, [www.scrpcalifornia.org](http://www.scrpcalifornia.org)
- Developed a logo and branding materials
- Developed a draft career activity booklet for use at high school and college career fairs
- Created an aggregate document detailing the mental health programs, certificates and degrees available to students at all of the colleges and universities located within Southern California
- Three year work plan
- Core Competencies Project
- Mental Health Professional Shortage Area Designation

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## Superior Region Output

- Online and hybrid BSW/MSW program integrating Community Colleges, CSU Humboldt and CSU Chico
- Distance Education MSW program in Redding
- Assessment of workforce training and education needs surveying 668 current employees, consumer volunteers, tribal providers as well as Mental Health and CBO Directors
- Held an educational summit bringing together community colleges and universities in the region to discuss articulation, the educational pathway. Exploring inclusion of mental health core competencies at the community college level.
- Facilitated WWT and the Superior Region counties to organize a regional WRAP training certification sponsored by WWT and counties
- Funded creation of Recovery and Wellness electives at the graduate and undergraduate level at CSU, Chico and Humboldt State

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## Local County Mental Health

- Adrienne Shilton, MPPA, Project Manager, Workforce, Education, and Training (WET)
- Position funded by DMH
- Envisioned as CiMH/CMHDA partnership model to enhance service to counties
- Liaison to DMH on statewide workforce projects
- Provide timely, excellent service and technical assistance to counties
- Successes: 55 County WET plans approved, representing \$198 million dollars; County WET work recognized nationally and statewide as models (Calaveras, San Bernardino, Siskiyou)

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## Local Programs: Overview of Findings

- Hired workforce, education, and training coordinators-the first role of its kind in public mental health (developing plans and stakeholder processes)
- Created an opportunity to fund financial incentive programs and stipend programs (statewide and locally)
- Incentivized career pathway development: expanding and creating certificated programs, leveraging MHSA funding
- Expanding portable and local opportunities for consumer and family members throughout the education and employment system
- Maximizing the opportunity to stabilize and support the development and provision of training in cost effective ways that meet local needs

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## County Workforce Initiatives

- Rural MSW Program
- Scholarship and Loan Repayment Programs
- Career Ladders
- Distributed Education
- Consumer and Family Member Employment
- Mental Health Professional Shortage Area Designation
- “Roving” Clinical Supervisors

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### The Calaveras County Behavioral Health Services Career Ladder



#### SOLUTION

#### Psychiatrist

Need: 1.25  
Have: 1.00

NHSC will repay a psychiatrist up to \$50,000 of student loans for 2 yrs of service in high need areas.

#### Clinician

Need: 6.5  
Have: 5\*

Qualified clinicians applying for open positions or current clinicians in good standing are also eligible for loan assumption programs such as those funded by MHSA and OSHPD or by [healthprofessions.ca.gov](http://healthprofessions.ca.gov).

#### Case Manager

Need: 8  
Have: 7

Case Management positions receive the highest level of qualified applicants. Current Case Managers with an Associate's Degree could obtain their Bachelor's and apply for the tuition assistance below. Or, they could further their career by obtaining their MSW (possibly through the county sponsored program), or an MFT program. If hired for an open clinical position, their tuition could be reimbursed through a State or County Loan Reimbursement Program, funded by MHSA and OSHPD funds, in return for a service commitment. Local MHSA loan assumption programs are listed below.

#### Peer Support Positions

Need: 7  
Have: 5

The new 12-unit Peer Support and Psychosocial Rehab certificates are ideal for entry level lived-experience Community Service Liaison (CSL) or newly evolving Personal Service Coordinator (PSC) positions. If current CSLs obtained either certificate, they would be eligible for the PSC position. If a CSL or PSC obtained their Bachelor's, they would be ideal candidates for the Case Manager position. Local MHSA tuition assistance is available below.

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## The Future

- Health Care Reform
- Changing roles of practitioners
- Realignment “2”
- Fiscal challenges

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## Local Perspectives

- San Bernardino
- Butte

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## San Bernardino County

### DBH faces the following challenges:

- Budget constraints hiring freezes (current challenge)
- Highly competitive job market for mental health professionals, particularly for psychiatrists, psychologists and licensed clinical social workers
- Limited number of students and professionals in the mental health field who are bilingual and/or bicultural
- Complex and highly regulatory public mental health service delivery system

### DBH strategies are to:

- Develop career ladders and succession planning (Leadership Development Program)
- Increase the cultural and linguistic competence of the DBH workforce
- Identify interventions that may positively impact turnover (Employee Recognition)
- Mental Health Professional Shortage Area (MHPSA) – seek designation to assist mental health professionals providing services in underserved areas to compete for the educational loan repayment opportunities

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## Butte County

- Butte County is about an hour and a half drive north of Sacramento.
- Agriculture is a major economic force with almonds, rice, and walnuts being the largest crops
- Butte County is home to Bidwell park, one of the largest municipal parks in the United States.
- Home of CSU Chico and Butte College
- Four major population centers – Chico, Oroville, Paradise, & Gridley and 14 unincorporated areas in a geographic area of 1,677 square miles, which includes valley, foothill, and mountain areas.

## Butte County Cont.

- The [2010 United States Census](#) reported that Butte County had a population of 220,000.
- The racial makeup of Butte County was 180,096 (81.9%) [White](#), 3,415 (1.6%) [African American](#), 4,395 (2.0%) [Native American](#), 9,057 (4.1%) [Asian](#), 452 (0.2%) [Pacific Islander](#), 12,141 (5.5%) from [other races](#), and 10,444 (4.7%) from two or more races. [Hispanic](#) or [Latino](#) of any race were 31,116 persons (14.1%).<sup>3</sup>
- Median income for a household in the county was \$31,924, and the median income for a family was \$41,010.
- About 12.20% of families and 19.80% of the population were below the [poverty line](#)
- 23.4% of the population are Medi-Cal eligible.

## Vision For WET in Butte County

- Increase understanding and implementation of Recovery and Wellness Concepts
- Increase Cultural Competence among services providers and staff members.
- Build skills and knowledge across the mental health service system regardless of job function (direct service, support, administration, etc.)
- Reduce dependence on external trainers and consultants by building internal capacity to maintain skills and knowledge (training of supervisor coaches and topic experts)
- Implement a training plan that addresses needs on an on going basis.

## Butte County WET Highlights

- Using the WET Workforce Assessment as a foundation Butte County has applied and been designated as a mental health professional shortage area.
- Purchased and implemented an electronic learning system for BCDBH and Contract provider employees.
- Supported training and implementation of a countywide CIT program which has included two 40 hours trainings with 64 graduates.
- Ongoing training and projects that operationalize the concepts of recovery, wellness, and resiliency:
  - *Client-Directed, Outcome Informed (CDOI) Services*
  - *WRAP*
  - *Hope at Work: Creating Positive, Resilient Workplaces*
  - *Introduction to recovery, wellness, and resilience as a component of the monthly New Employee Orientation*
  - *Consumer and Family Member Training* Development of a clinical internship program with a designated Intern Coordinator/Supervisor.

## Butte County WET cont.

- Able to Build workforce capacity through ongoing job-specific training:
  - Supervisor Development
  - Communication skills for managers and supervisors
  - Communication skills and processes for support staff
  - Computer applications, time management, etc.
  - Clinical interventions/treatment modalities
- In process of developing a Cultural Competency Academy – trainings to start late 2011- early 2012
- Partnered with NAMI to train a team to implement the NAMI provider education training.

## Impact of WET

- Gallup Questionnaire indicates increase in morale
- Supervisors report feeling more confident in their jobs – "I love coming to work again!" -
- CIT has initiated regular ongoing meetings and stronger relationships between first responders and BCDBH.
- New employee orientation decreases stress of entry to new job and gives foundation in wellness and recovery

## Thank You

### Questions?

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