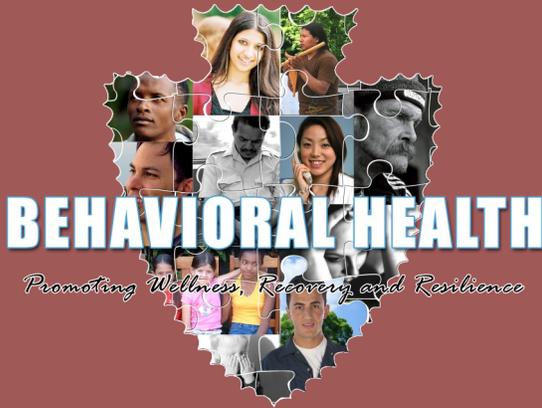




Program Dispatch

First Edition, Fiscal Year 2010-2011



Workforce Education and Training Program

Mental Health Services Act Dollars Working in the Community!

Service Goals

The objectives of Workforce Education and Training are:

- **Expand** existing Department of Behavioral Health (DBH) training program
- **Provide Training** to support the fundamental concepts of the Mental Health Services Act
- **Develop** core competencies for clerical staff positions
- **Outreach** to high school, community college, adult education and Regional Occupational Program (ROP) students
- **Create and implement** a Leadership Development Program
- Continue to **develop Peer and Family Advocate (PFA) workforce** support initiatives
- **Expand** existing DBH Internship Program
- **Develop** a Psychiatric Residency Program
- **Create** an Employee Scholarship Program
- **Increase** eligibility for federal workforce funding



Why was Workforce Education and Training created?

A workforce needs assessment was conducted as required by the Department's Workforce Education and Training (WET) plan, through which the Department of Behavioral Health (DBH) discovered the following:

- Higher amounts of pre-licensed clinical staff than licensed clinical staff
- Lack of bilingual staff in positions which provide clinical services
- Loss of staff to state prison systems, due to competitive benefits packages
- Large numbers of hard to fill positions, especially in rural areas of the county
- Low number of staff close to retirement

A stakeholder group, the Workforce Development Committee, was created to address these issues and oversee implementation of the WET plan. The Workforce Development Committee prioritized activities based on the findings in the workforce needs assessment. Priorities were to increase the number of licensed staff, transition bilingual staff from paraprofessional positions to direct service positions, develop a pipeline of future mental health workers, continue to develop the consumer workforce and invest in training for staff who are generally far from retirement age to increase competency and improve retention rates.



Positive Results

- The internship program coordinated **90 placements** to help Marriage and Family Therapy (MFT), Master's Degree of Social Work (MSW), Bachelor's Degree in Social Work (BSW) or Psychology Intern program students obtain hours and experience necessary to pursue licenses as Clinical Therapists and at the same time provide programs with additional staff.
- The License Exam Prep Program (LEPP) has provided licensing exam materials to **98** DBH or DBH contract agency employees. **Twenty-eight** have already become licensed using the materials and another **10** have passed the first of their two licensing exams. The program received a National Association of Counties Achievement Award in 09/10.
- The WET Training Institute provided **350** live trainings (some via live webinars), created **15** online trainings and provided over **1,700** DBH and contract agency staff access to **575** courses (many that provide Continuing Education Credits) via our online learning system, Essential Learning.
- The volunteer services program has placed **120** volunteers throughout DBH. This program helped provide needed coverage in many programs and helped community members learn the value of careers in public behavioral health.
- As part of the Mental Health Career Pathways component, WET staff provided an opportunity for **9** Regional Occupational Program teachers to job shadow various behavioral health positions.
- WET staff helped administer the State funded Mental Health Loan Repayment program which provided **52** DBH or DBH contract agency employees with funds of up to **\$10,000** each to help pay off their student loans.
- With the help of Loma Linda University, WET staff developed the Leadership Development Program in which **11** DBH employees participated. The program provided training in competencies to help participants become future effective DBH leaders.

Making A Difference

Being an intern for the San Bernardino Department of Behavioral Health from January 2010 to June 2011 was a priceless opportunity. Participating in the internship program has opened so many doors which include being hired within a month after graduation, an incalculable learning experience which built up my confidence in this field, and it enhanced my familiarity with community mental health which has lead to being my preferred population to work with. Aside from the opportunities that interning for the County of San Bernardino Department of Behavioral Health has provided, what I value most is the high caliber supervision that was provided by Susan Davis, LMFT who developed my clinical skills and provided a secure environment to work in. - Intern

Challenges

- The WET program has faced some of the same challenges other programs throughout the state have encountered, such as providing the best possible customer service during times of economic uncertainty
- Not being able to offer interns regular clinical position opportunities once they completed a successful internship at DBH due to lack of available positions
- Difficulty in developing innovative Workforce Development programs within restrictive policies
- Trying to bridge volunteer opportunities for ROP and other under age students interested in behavioral health careers
- The License Exam Prep Program (LEPP) participants have experienced long delays in getting test dates or test results from the Board of Behavioral Sciences (BBS) due to BBS staffing shortages

Solutions in Progress

- The pilot Employee Scholarship Program - pending Human Resources approval, WET would like to award scholarships to DBH employees selected by a competitive application process. These scholarships would help employees advance careers in public behavioral health, including administrative careers.



- Continued development and evaluation of the Leadership Development Program with the assistance of Loma Linda University.
- Review of the minimum qualifications for clinical positions to make sure there is a path for direct service staff to advance to supervisory positions.

“Thank you for the excellent training and for your patience with us. This was the best training I've had since being hired by the county. ”

- Staff comment

For information regarding services please call:

ACCESS UNIT

(888) 743-1478 or (888) 743-1481 (TTY)

Dial 2-1-1 to get information and referrals for health and social services.
Get connected with a live operator 24 hours a day, 7 days a week.

Collaborative Partners

The WET program would like to acknowledge and thank:

**Workforce Development
Department**

**California State University
San Bernardino**

Loma Linda University

**San Bernardino Regional
Occupational Program**

County Human Resources