Workforce Education and Training (WET) Program

Annual Update 2013-2014

I- Workforce Staffing Support

Action Item # 1: WET Coordination & Implementation:

WET Coordinator:

- Continued monitoring all education and training activities
- Developed implementation plan and continued overseeing the implementation of the on-going trainings
- Is currently reviewing, revising and updating the WET 3-year plan through WET Advisory Committee
- Continued to:
  - Confer with the Department Director, Division Manager, Mental Health Board, Committees, contract providers, etc
  - Be the Director’s designee & recognized by BBS to sign off on CEUs
  - Be the Director’s designee to certify DBH clinics as HPSA (Health Professionals Shortage Areas) certified by HRSA
  - Ensure compliance with culturally & linguistically appropriate standards
  - Represent Fresno County at Regional and Statewide WET Partnership meetings such as MHFA, WET, MSW Online Program, etc
- Prepare reports, memoranda, correspondence, special studies, and research
- Provide assistance to contracted MHSA community providers, interested community agencies as approved in work plans
- Serve on Fresno State School of Social Work’s Selection Committee that determines selection of recipients of CALSWEC stipends
- Serve on MFT Consortium’s Selection Committee that determines selection of recipients of MFT stipends
- Administers the Health Professions Shortage Area (HPSA) activities for DBH
- Coordinates 5150 training needs.
- Coordinates the student placement at DBH
- Director’s designee to work with OSHPD on MHLAP (Mental Health Loan Assumption Program) Advisory Panel to make sure that clinicians benefit from the opportunity
- Continues to be designated
- Chairs 3 Committees (WET Advisory, Skills Development, & IRB)

Action # 2- Specific Consultation Services for Organizational Assessment - Utilization of Consumers and Volunteers

This Action Item has not fully materialize resulting in large implemented related to Departmental policy and direction on use of volunteers (specific to non-client volunteers). Through the Supportive Education and Employment Services program a ‘Volunteer Coordinator’ has been in place for adult outpatient acceptable volunteer assignments for clients receiving services within our system of care. Determent policy/stance on volunteers to be re-evaluated in this FY.

II- Training & Training Assistance

Action # 3- Training in Co-Occurring Disorders, Wellness and Recovery with Operationalize Actions Plans/Core Competencies and E-Learning
• Trained 7 more **Adult Mental Health First Aid (MHFA) Certified Instructors** as well as **6 Youth Mental Health First Aid Certified Instructors (12/16-18/2013)** through a funding provided by the Regional WET Program.

• Updated MHFA web page to reflect the new additions

• Trained 4 Advanced Level WRAP Facilitators (ALWF) on September 16th – 20th, 2013, three of whom were from DBH and one non-DBH staff.

• WET assists CPI instructors to continue keeping their certification. The Certified CPI Instructors continue to provide further CPI trainings to staff on quarterly basis.

• 5150 PowerPoint presentation, pre and post-tests and roster were updated and posted.

• More than seven 5150 Initial Training was conducted.

• Suicide Prevention Trainings titled Question, Persuade and Refer (QPR) continue to provide suicide prevention trainings to DBH, Contracted Providers and CBOs through S.O.S. group sponsored by MHSA/WET Program. 6 QPR Suicide Prevention training were provided and 252 people were trained communitywide.

• Motivational Interviewing (MI) training was provided to Clinicians on August 22 & 23/2013.

• MI training was also presented to non-clinical staff on September 12 & 13/2013

• Clinical Supervisor of Older Adult and WET Coordinator attended the 33rd Older Adults and Aging Conference in Sacramento on October 2013

• Offered Many educational Webinars to DBH and Contracted Providers staff

• Provided Law and Ethics training to a few clinicians through Trilogy and other BBS approved CEU providing websites

• Training on Differential Diagnosis for Co-Occurring Issues- a Performance Improvement Project (PIP) was provided to clinical and CMHS staff. 240 staff attended

• Documentation & Billing Training presentation was uploaded into Trilogy system and provided to all DBH staff

• Consumer Driven Strength-Based Wellness & Recovery services was made available for Mental Health Providers (counselors, case managers, program directors, administrator, residential treatment program, etc) on 12/5/2013

• Offered “Central Valley Student Summit & Resource Fair at City College to Children, CDC, & WET committee members to participate, 5/1/2014

• Offered Child & Adolescent Needs & Strength (CANS) to Children Mental Health, Kings County 2/25/2014 & 2/26/2014

• About 50 clinicians from Adult as well as Children services attended “Brain-Based Disorders’ training on 9/25 and November /2013

• The Impact of Trauma & Neglect on the Developing Child presented by Dr. Bruce Perry in Merced on 2/20/2014. 22 clinicians from Children Division attended

• Foundations of Infant Mental Health Training Program sponsored by Fresno State-Central California Children’s Institute. The program started on 9/26/2013. 6 clinicians from Children’s attended

• Sent 11 clinicians to the T-4-T DSM V (DSM V in Plain English) training to become trainers and teach staff in return- 3/12/2014

• Purchased 15 DSM V book in English and one in Spanish

• Staff and administrators at Business Office attended the “Coding & Billing for Mental Health Services/ CPT & ICD-9-CM Coding update” training in Sacramento on 1/4/2014

• Provider Education Course presented by NAMI was provided to admin staff on 6/19 & 26/2014

• 8-hour “Wellness Works” training was presented to managers & supervisors by Mental Health America & CalMHSA on 6/20/2014
Action # 4- Cultural Awareness Training/Linguistics Access for Staff, Consumers, and Family Members

- Hosted 3-day Interpreter training- 6/23-25/2014. 12 people attended.
- Provided Cross Cultural Aspects of Diagnosis & Treatment of Depressive Disorders at FCNA- Holistic Center, 2/21/2014
- Culturally Responsive Services for Latinos 1/16/2014, 96 attended
- First Annual Latino Conference 2013: Strengthening the Roots- was held in Visalia on August 8/2013. 19 attended from Fresno County.
- Cultural Competency Summit- in Modesto, 10/2-3/2013. 10 people attended.
- Sponsored Culturally Responsive Services for Latinos. Held at Blue Sky Wellness Center. 103 total attendance.
- Offered Webinar: La Cultura Cura: Transformational Health & Healing to all staff

Action #5 – Training, Law Enforcement (Urban and Rural), Probation and First Responders, and Emergency Departments on Mental Health, Cultural Competency and Fundamental Concepts of the MHSA

- Provided training on Mental Health Crisis Intervention to Sanger Law Enforcement, 4/21/2014
- The Mental Health First Aid (MHFA) Certified Instructors provided 12-hour and 8-hour MHFA training to >500 DBH staff, contracted providers and CBOs
- Sent 8 clinicians and a few from law enforcement to the “Emergency Assessment & Treatment” on 4/9/2013

Action #6 – Mental Health Training for Primary Care Providers, Teachers, Faith-Based Organizations and Other Community Partners

- Provided the webinar on “Training Behavioral Health professionals to succeed in primary care” presented by the University of Massachusetts Medical School on 7/15/2013 to all clinical professionals and provided the link to the recorded training to all.
- DBH Medical staff continues providing training for Primary Care providers in the integrated care system.

Action #7 – Educate Consumers and Family Members on Mental Health Disorders, Medications & Side Effects

- Provided “In Our Own Voice” (IOOV) training presented by NAMI, 12/3/2013
- Stigma Reduction Project: Tell Your Story, By NAMI, 1/25 $ 1/26/ 2014
- Network of Care has been made available to consumers through peer support wellness programs, such as Blue Sky
- Continue Collaborating with peer support wellness programs including Blue Sky
- Continue Collaborating with community advocacy groups in educating consumers and families
- Increased collaboration between the County and underserved ethnic communities in order to improve awareness about mental health and available resources through providing Mental Health First Aid training to all communities and organizations
- Medical staff is educating clients/family members on medications and possible medicine interactions during client visit.
- Training opportunity was provided on “Consumer Driven Strength-Based Wellness and Recovery Services” at UC Center on 12/5/2013 in conjunction with Substance Abuse Services Program
• A 2 hour training specific to boundaries/limit setting for onsite housing staff (including HA staff), as these staff are in a unique position to having office at apts and apt at their office on 6/27/14

III- MENTAL HEALTH CAREER PATHWAY PROGRAMS

Action #8– Provide Training and Support for Peer Support Specialists (PSS) and Parent Partners (PP)
Specific to Job Descriptions and Essential Functions

• Hosted two orientation sessions introducing opportunity primarily for PSS staff on availability of CASRA courses toward Certification at Madera Community College and Modesto Junior College that can be used towards their carrier pathway. The two events took place on 6/3 & 4/2014. The CASRA courses are college courses that are free to DBH and contract providers’ staff. All expenses are paid for by the Regional WET. Nine staff has signed up for the CASRA courses at Madera Community College.
• Continued collaboration with Working Well Together (WWT) on developing the Certificate Program for Peer Support Specialists, family members and interested individuals.
• SEES program is in charge of coordinating and managing the Certified WRAP Facilitators group.
• Cultural Competency training was provided to Peer Support Specialists and Parent Partners through Holistic Centers
• Provided PSS with WRAP training; ordered Mary Ellen Copeland Wellness Recovery Action Plan booklets. It is being used as a transformative recovery tool in peer support and volunteer training
• The certified WRAP Facilitators continue providing WRAP training to the staff and the community. >400 people have been trained in this fiscal year.
• Established “Skills Development Workshop Committee” to meet PSS, PSC and CMHS staff’s training needs and to provide training opportunity for staff using local resources
• The first Skills Development Training Workshop was presented on Group Facilitation Skills on 4/2/2014. 125 staff participated and the workshop was very well received with >90% satisfaction rate
• The Committee is working on developing the second workshop based on the evaluation results of the first workshop. The topic selected is “The Power of Engagement” that will be presented in 10/29/2014
• Overall, peer and family support are inclusive of group and educational sessions/presentations regarding mental illness, symptoms, medication, cultural sensitivity, and awareness based on community needs.
• Peer staff and family members are included as the membership to WET Advisory Committee, Skills Development Workshop Committee, and IRB Committee.

Action #9 – Collaboration with Adult Education, Community College and Regional Occupational Program (ROP) – Enhancement to Supported Education and Employment Services (SEES)

• Continue working with SEES and other programs to empower consumers and family members by teaching them job-seeking skills including interviewing, resume writing, employment search, job readiness and job coaching, services can be coordinated through employment opportunities made through Fresno County programs and contracted services, creating an integrated system of support and employment;
• A few 12-hour volunteer trainings were completed and more than 20 consumers completed the training.
• Through the Supportive Education and Employment Services program a ‘Volunteer Coordinator’ has been in place for adult outpatient acceptable volunteer assignments for clients receiving services within our system of care. Determent policy/stance on volunteers to be re-evaluated in this FY.
• The Career Pathways for high school students did not get far because of lack of knowledge regarding various venues. Drs. Betty Garcia, Pouran Nowzari and Mr. Les Lucas met with UCSF staffs who were working on a grant with high school students who might transition into this field. They were supposed to provide information to the WET Coordinator. Dr. Nowzari followed up 4 times to no avail. Dr. Nowzari is encouraged that the newly structured MHSA (Planning, Prevention & Supportive Services) might be able to provide more outreach to high schools, and city college students.

Action #10 – Outreach to High Schools / Career Academy:
• Dialogued with Fresno Unified Initiative to establish some form of behavioral health career connection component for students and preparing career ready graduates
• Reviewed and discussed the possibility of adopting and implementing the San Bernardino County ROP model with the WET Advisory Committee
• In the process of examining the possibility of developing a Speakers bureau and/ or mental health career fairs at high schools

IV- RESIDENCY & INTERNSHIP

Action #11 – Continue Partnership with the Psychiatry Residencies and Fellowships in Existence with University of California San-Francisco, Fresno Campus

• Continued providing faculty time for developing/continuing psychiatry fellowship program that meets the MHSA principles and supervising of residents
• Out of four graduated psychiatric residents a year; one is staying in Fresno County.
• DBH is working with the main campus of UCSF & they did a training on better utilizing Mental Health Nurse Practitioners and made connection with Beth Phoenix who is over the training program at UCSF. According to Dr. Oldham, per capita, we use more Mental Health Nurse Practitioners than other counties in California.
• UCSF is doing a statewide study in the public mental health system. They selected Fresno County as one of the sites they are going to use. So they interviewed many selected DBH staff on 6/25/14.
• Residency, Internship Programs (The Continue Partnership with the Psychiatry Residencies and Fellowships in Existence with UCSF, Fresno campus).
• This year (2013) one clinic (Sanger Family Resource Center) was re-certified and two other sites (West Fresno Regional Center and Adult Outpatient Service-Metro) were designated as HPSA by NHSC

Action #12 – Continue Partnering with California State University Fresno on Training Psychiatric Nurse Practitioner (PNP) with emphasis on Children, Adults, and Geriatrics psychiatry

• MOU for the successful implementation of Psychiatric Nurse Practitioner Program is still in place
• The third cohort of PNP students started the program in August 2012. Students registered were from several neighboring counties. This was the last cohort admitted to this program
• School of Nursing at Fresno State is closing down the PNP Program. The Regional Directors were interested in knowing the reasons and helping to saving the program. Not enough applicants or places willing to precept were mentioned by the Dean of School as the main reasons for this action. The Regional WET as well as Fresno County believe the PNP is a valuable program and are trying to find a way to support and assist the School in keeping the program

Action #13 – Continue Partnering with San Joaquin Valley College on Training Psychiatric Physician Assistants (PPA) with emphasis on Children, Adults, and Geriatrics:

• Fresno County DBH partnered with the San Joaquin Valley College (SJVC) that had received funding for training Psychiatric Physician Assistants (PPA), on facilitating some rotation program in the public mental health system in Fresno County. The rotation during their internship focuses on the general psychiatric care at the County facilities. This collaboration not only results in additional psychiatric services to consumers, but also increases the possibility of recruiting and retaining the PPA graduates in Fresno County public mental health system.
• The Memorandum of Understanding between DBH and SJVC was revised to reflect the new changes
• Residency, Internship Programs (Continue Partnering with San Joaquin Valley College on training Psychiatric Physician Assistants (PPA). Students do come to us but only during a small part of their rotations. The school was unable to recruit even though a grant was available; no one wants to take advantage.
• 4 students from SJVC have done their internship with DBH Medical Staff during 2013

Action #14 – Expand Existing Students Internship Program-

• Provided supervision training for 10 licensed clinicians so that they could mentor unlicensed clinicians in helping them with accruing their hours in order to fulfill BBS requirement toward their licensure.
• The DBH IRB (Institution Research Board) Reviewed and approved 3 more research project during this time period. The researchers were from Alliant International University and CSU Fresno. The findings will be shared with Quality Improvement Committee.
• Collaboration continued between the Department Of Behavioral Health and California State University Fresno Schools of Nursing, Social Work Studies, and Counseling and Education; University of California San Francisco (UCSF) Medical Residency Program- Psychiatry Department; San Joaquin Valley College; Fresno City College; AIU, Pacific College, etc.
• Memorandum of Understanding (MOU) between the DBH and above mentioned local academic programs are still in place.
• Accepted 8 MSW & MFT students to do their practicum/internship with DBH clinicians.

V- FINANCIAL INCENTIVES

Action #15 – Financial Incentives to Increase Workforce Diversity:

• The WET Advisory Committee agreed with assisting more unlicensed clinicians to become licensed as is the priority for this Action Item. This second group “advanced Group Supervision” consisted of 8 MFTIs. They were all provided with access to Gerry Grossman’s test bank for a year. The outcome will be compared with the results of the first group of 9 unlicensed clinicians who were awarded with the incentive last year
• Two members of the first group have become licensed so far and one has passed the BBS Written Exam. From the 2nd group only one ULMC has passed the BBS written exam at this time
• Provided licensed clinicians with trainings required for keeping their licensure with the BBS.
• Provided loan assumption awards to more clinicians (18) with educational loans through MHLAP Program in last year
• Discussed allowing current staff to obtain further education or complete certification for specialty programs when needed without losing their salary and benefits with the Personnel Department.
• Wellness and recovery concept was incorporated in to the training mental health student-interns receive during their internship at the County.
• As a member of the MHSA Stipend Advisory Committee at the California State University Fresno (CSUF), WET coordinator continued promoting inclusion of the wellness and recovery education into the School curricula
• A series of Staff Development Workshops was developed to enhance skills that CMHS, PSS, and PSC staff needs to improve/ excel their job performance.
• Providing incentives to help with CMHS career pathways is in progress during the WET Advisory Committee discussions
• Last year, Fresno County received Health Professionals Shortage Area (HPSA) designation for two sites. This federal program has the goal of addressing health professional shortage by designating disadvantaged areas and providing incentives, like loans and scholarships, to health professionals for work in these areas.

Next Steps

The three year MHSA Plan will include the WET Plan (Action Items) and will be reviewed and updated by the Department, stakeholders WET Advisory Committee.