



Behavioral Health  
Workforce Education & Training (WET)

## Workforce Education and Training (WET) Program

Justine Rangel, MPA, MSW, BSN  
Administrative Manager (WET)



# Workforce Education and Training



Workforce Education and Training Plan was created in 2008 as a component of the Mental Health Services Act (MHSA).

We educate and train DBH employees and contract agency staff, as well as address the workforce recruitment, development, and retention needs of the public mental health system throughout San Bernardino County.

All of the work we do is intended to improve our system of care and ensure that the services we provide to our community are of the highest possible quality.



## 1. Training Unit

- Develops, facilitates, and delivers live and electronic training to all levels of DBH and contract agency staff

## 2. Leadership Development Program (LDP)

- Annual program to develop leaders for the public behavioral health system

## 3. Volunteer Services & Outreach

- Promotes civic and community participation within DBH and conducts outreach to local schools to promote awareness and create interest in pursuing a career in behavioral health

## 4. Peer and Family Advocate (PFA) Program

- Infuses behavioral health consumers and family members into the behavioral health system via employment opportunities



## 5. Internship Program

- Provides student interns with a quality training experience that will prepare them to become competent, effective and ethical behavioral health professionals

## 6. Financial Incentives

- Established to help current DBH and contract agency employees continue their education and to advance their careers in the behavioral health professions

## 7. Medical Education Programs

- Provides medical professionals the opportunity for exposure to and training in the public mental health system.



- Transferring Live Trainings to an Online Learning Environment
- The USE of Technology
- Implementation of EHR
- Internship Program Restructure and Adaptation
- Volunteer Services – Collaborative Efforts
- Community Outreach
- Staff Safety and Absences

## Challenges

- Electronic Health Record (EHR)
- Continuing Education Credits (CEUs)
- Programmatic needs
- Training future department leaders
- Addressing training needs of a growing and diverse workforce



## Proposed Solutions (Staff Retention)

- ✓ EHR implementation and ongoing training efforts
- ✓ Offering Continuing Education Units (CEUs) for more disciplines
- ✓ Partner with other DBH programs to analyze and meet their training needs
- ✓ Revamping and expanding Leadership Development Program (LDP)
- ✓ Developing focused training series for Supervisors and Managers
- ✓ Expansion of training catalog to include more clinical trainings, topics such as suicide prevention, and in-demand seminars including Listen, Empathize, Agree, and Partner (LEAP) and Safety in the Field.

## Challenges

- Increasing demand for outreach services
- Need for placement sites

## Proposed Solutions (Pipeline Development)

- ✓ Expansion of program to include new staff
- ✓ Partnering with other programs to increase quantity and quality of placement sites
- ✓ Updating program mission, objectives, policies, and procedures to align with new pipeline development requirements





## Challenges

Identified by PFA focus group session in February 2019

- Training topics included in the PFA training series need to be updated
- Evaluation of Pay rate
- Lack of advancement opportunities



## Proposed Solutions (Pipeline Development)

- ✓ Working toward incorporating training topics geared toward staff at all levels of the organization
- ✓ Creation of a career ladder and succession plan, including opportunity to apply experience billing for specialty mental health services as part of work experience requirements for the Mental Health Specialist Trainee classification
- ✓ Restructured PFA classification to enable PFAs steady pay increases without the need to promote into a vacant PFA II or III position

## Challenges

- Insufficient number of site supervisors
- Meeting the needs of non-traditional schools
- Lack of interest in the public mental health field

## Proposed Solutions (Stipend Program)

- ✓ Addition of staff member to help with supervision load
- ✓ Offer financial incentives to increase interest, in exchange for a service commitment
- ✓ Adjustment of program dates to align one cohort per year with the schedules of non-traditional schools



## Challenges

- State support for some incentives has ended



## Proposed Solutions (Loan Repayment & Retention Strategies)

- ✓ Expansion of financial incentive programs based on buy in of loan repayment option

## Challenges

- Recruiting Nurse Practitioners (NPs) and specialized psychiatrists (i.e. child psychiatrists)
- Lack of placement sites
- No standardized process for NP interns

## Proposed Solutions (Stipend & Retention Strategies)

- ✓ Creation of career pipelines for nursing staff
- ✓ Expansion of medical residency programs
- ✓ Writing policies and procedures for Nurse Practitioners





- Hiring Fairs
- 20/20 Program Expansion- Pipeline & Stipends
- Financial Incentives- Loan Repayment
- Education Opportunities
- Continuing Education Units

Thank you!

Contact Information: [Jrangel@DBH.SBCOUNTY.GOV](mailto:Jrangel@DBH.SBCOUNTY.GOV)

