

Behavioral  
Health  
Workforce  
Development



# Lunch and Learn Series

## Educational Partnership

# Housekeeping



**Join by Phone:** Click Join Audio, Phone Call tab, dial the desired phone number, and enter Meeting ID and Participant ID.

01



**Camera:** Please keep your camera on unless you have low bandwidth.

02



**Name:** Please change your name to your actual name.

03



**Live Captioning:** Click CC Live Transcript to show or hide captions.

04



**Chat:** Click the Chat icon to open the Chat panel.

05



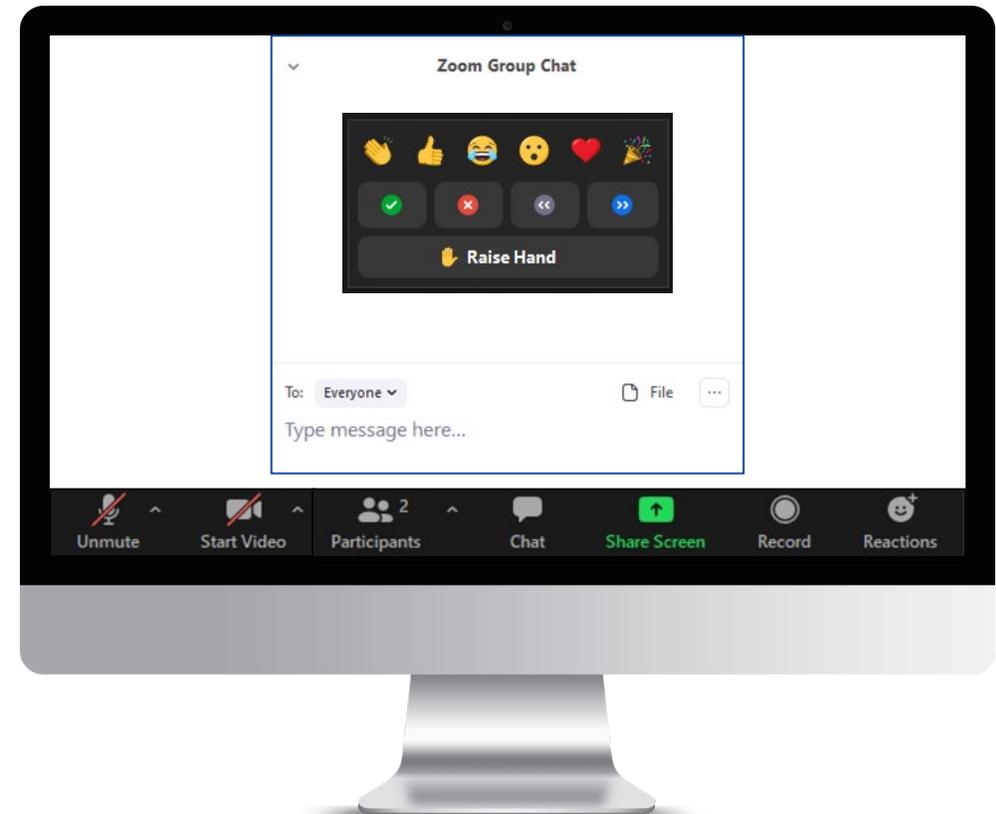
**Reactions:** Find them on the bottom toolbar.  
**Full-screen:** Double-click to toggle.

06



**Need help?** Type in the Chat box!

07



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# Lunch and Learn Series

## Educational Partnership

# Indigenous Land Acknowledgement

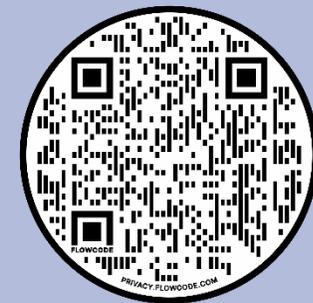
- We respectfully acknowledge that we live and work in territories where indigenous nations and tribal groups are traditional stewards of the land. Our California office resides in Tongva territory.
- Please join us in supporting efforts to affirm tribal sovereignty across what is now known as California and in displaying respect, honor, and gratitude for all indigenous people.

## Whose land are you on?

Option 1: Text your ZIP code to 1-907-312-5085

Option 2: Enter your location at <https://native-land.ca>

Option 3: Access Native Land website via QR Code



# Learning Objectives

After attending this webinar, participants will be able to:

- Implement strategies for identifying, engaging, and establishing ed partners
- Be able to engage in program development and program implementation with ed partners
- Identify how to incorporate sustainability planning with ed partners



BERKELEY CITY COLLEGE

1974

TRANSFORMING LIVES



LifeLong  
Medical  
Care

a california health+ center

# Educational Partnerships

Julia Kelm, MPH

Director, Health Professions Education & Training

LifeLong Medical Care

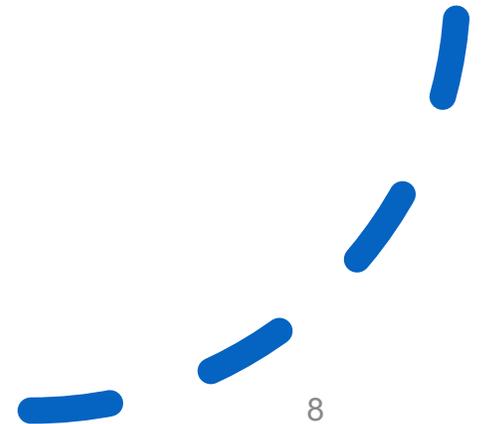
# About LifeLong Medical Care

- Formed in 1976 as the Over 60 Health Center
  - Project of the Gray Panthers
- Serve more than 100,000 individuals of all ages in Alameda, Contra Costa, and Marin Counties each year
- Provide services to all regardless of ability to pay and immigration status

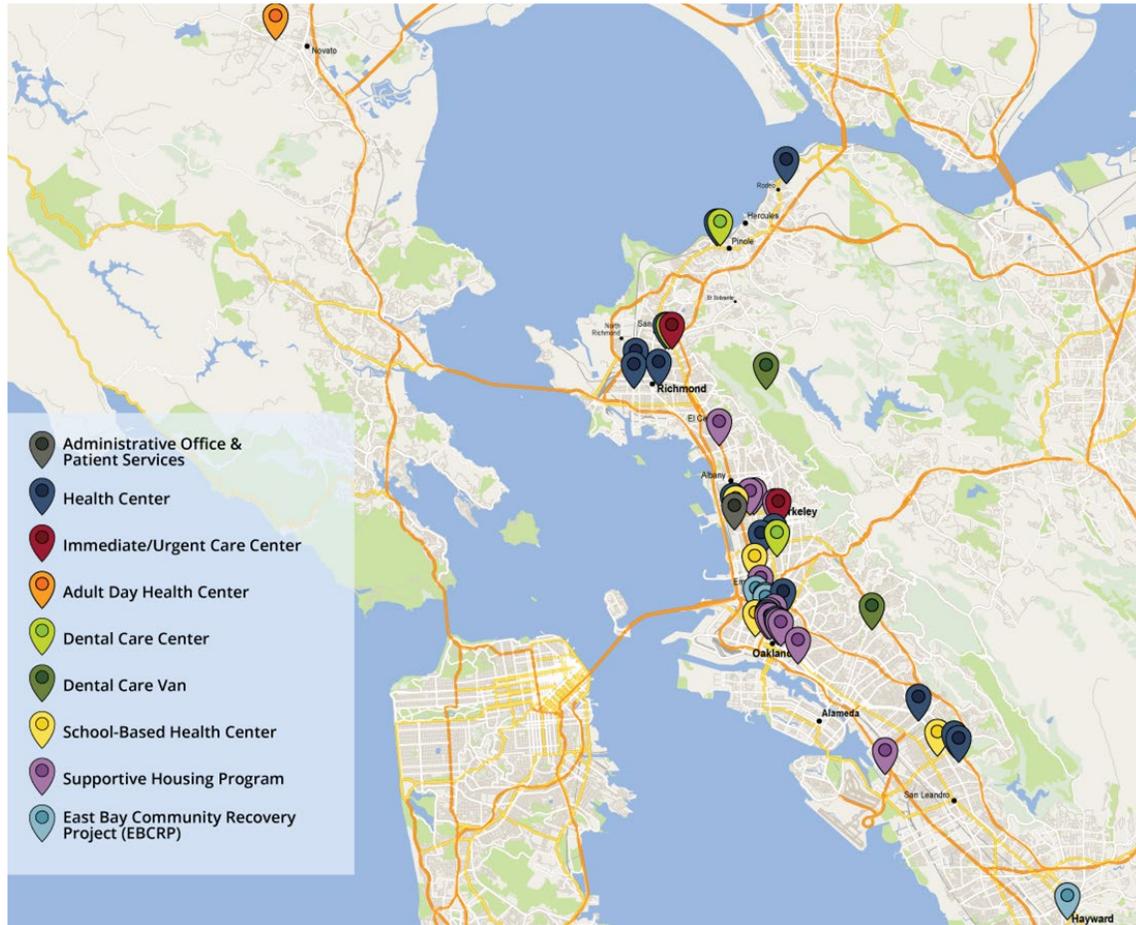


# Federally Qualified Health Center

Community-based health care provider providing comprehensive primary care and preventive care, including health, oral, and mental health/substance abuse services in underserved areas.



# Our Locations



- 14 Health Centers
- 3 School-Based Health Centers
- 4 Dental Centers
- 2 Mobile Dental Vans
- 3 Immediate/Urgent Care Centers
- 1 Adult Day Health Center
- 13 Supportive Housing (SHP) Locations

# Our Services

- **Health**

- Primary & Preventative Medical Care
- Prenatal & Pediatric Care
- Geriatric Care
- Wellness & Health Education
- Chronic Disease Screening & Management
- Women's Health/Family Planning
- Limited Specialty Services
- Immediate/Urgent Care

- **Dental**

- Dental Hygiene
- Regular Exams & Screenings
- Pediatric, Adult, & Geriatric
- Dentures
- Extractions
- Treatment of Cavities
- Sealants for Children

- **Behavioral Health**

- Counseling
- Psychiatry
- Mental Health Treatment
- Recovery Services
- Connection to Social Services

- **Enrollment & Eligibility Assistance**

- Medi-Cal
- CalFresh
- Covered CA
- HealthPAC
- Contra Costa CARES

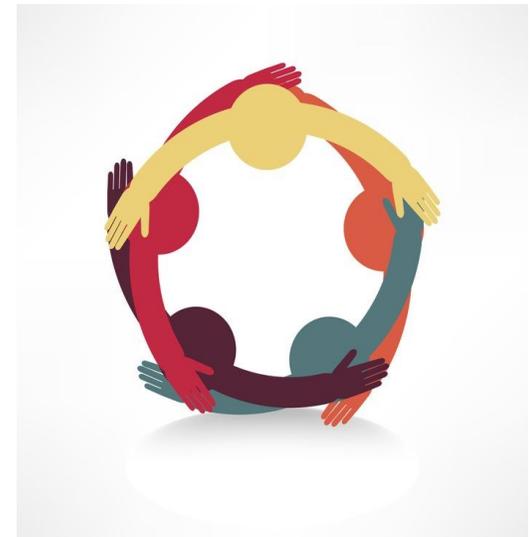
# Berkeley City College: Department of Social Work and Human Services

- Career Education focused program
- Helps launch case workers, navigators, behavioral specialists, community health workers, case coordinators, population health specialists
- **Free non-credit programs:** Community Health Worker Certificate, Work Readiness Certificate
- **Credit-bearing programs:** Peer Support Specialist, AA in Social Work



# Partnership and Program Development

- **Mission/Vision Alignment:** Behavioral health workforce pathways that meets the needs of low-income community college students.
  - **Justice:** Tangible opportunities for job placement and career advancement
  - **Equity:** Paid internships level the playing field for low-income students
  - **Diversity:** BH workforce supervisory roles need support to diversity
  - **Inclusion:** From front-line to management, workforce is representative of the communities served
- **MOU and Scope of Work**
- **MIP Steering Committee**



# MIP Overview

**2 Behavioral Health Community Health Worker Interns:** linking patients to BH care (therapy or psych) and other resource referrals.

**Dates:** September 2022-August 2023

**Hours/Week:** 16 hours in the clinic with some virtual trainings or team meetings

## **Mentor Team:**

- Yola (Pediatric BH-CHW)
- Georgina (BH-CHW)
- Paola (BH-CHW Lead for LifeLong)
- Roxana (Supervisor, BH Program Manager)



## Summer 22

- Recruitment
- Application, interview and selection
- LifeLong onboarding

## Fall 22

- Enroll & Complete 510A/B HUSV Work Readiness
- Complete Digital Fluency Training I
- Success Inc Participation
- 16hrs/week placement at LifeLong

## Spring 23

- Enroll & Complete 500A/B Community Health Worker Certificate
- Complete Digital Fluency Training II
- Success Inc Participation
- Participate in Graduation with Community Health Worker Certificate
- 16hrs/week placement at LifeLong

## Summer 23

- Enroll in HUSV 121 Intro to Social Work for Fall
- Develop credit-bearing plan for Peer Support Specialist Certificate
- Schedule Academic Planning meetings with Counseling and Financial Aid
- 16hrs/week placement at LifeLong



**TRAIN WITH US!** **\$\$\$PAID**

**COMMUNITY HEALTH WORKER MENTORED INTERNSHIP**



**MENTORSHIP**  
Interns will have one on one mentorship from experienced Behavioral Health Community Health Workers throughout the 12 month internship.

**LOCATION**  
LifeLong Medical Care  
William Jenkins Health Center  
150 Harbour Way  
Richmond, CA

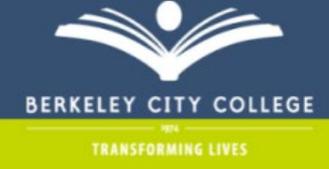
**DETAILS**

- Learn the skills to work in a community health center connecting patients to behavioral health services
- Dates: September 2022–August 2023
- Hours: 10-20 per week (flexible)
- Pay: \$22 per hour
- Intern orientation & ongoing training
- Wrap around support services

**REQUIREMENTS**

- Starting Berkeley City College HUSV Work Readiness Certificate in Fall 2022
- Authorized to work in the U.S.
- Bilingual Spanish/English
- Good problem-solving skills.
- Good interpersonal skills.

**INTERESTED?**  
Scan the QR Code for details, link to a live Q&A on 8/2, how to apply, and contact info.



**COMMUNITY HEALTH WORKER MENTORED INTERNSHIP**



## MIP Application Form

In partnership with LifeLong Medical, Berkeley City College Social Work and Human Services program is running a PAID mentored internship for Community Health Workers. This is an opportunity to earn and learn, get valuable feedback and training, and build your resume with real-life experience that can help open job doors in the future. Participants in the program will enroll in the [Social and Human Service Work Readiness Certificate](#) program, and work 10-20 paid hours on-site at LifeLong's [William Jenkins Health Center](#) in Richmond. Hourly rate is \$22.

We strongly recommend you attend the Q&A before applying. It will be held on

Tuesday August 2 at 6:30pm. Zoom link provided when you [register here](#).

We'll be asking if you are authorized to work in the U.S. Read more about the [requirements](#) and the [documentation](#) before proceeding.

NOTE: There is a short essay at the end of the application. You may want to think about it before starting. The prompt is:




# Mentored Internship Program (MIP) Q&A Session

# Program Implementation



Frequent communication: biweekly meetings, warm hand off with students, regular emailing



Continuous improvement, documenting lessons learned



Digital fluency training for interns



Resource development and sharing (evaluation tools)

# BCC Wrap Around Supports

- Success Inc.: A weekly, online, peer-led community that focuses on providing persistence and completion skills
- Student services
- Structured mentoring
- Post-internship career planning





# Sustainability Planning

- Career conversations with current interns
- Year 2
- Apprenticeship development
- Grant funding
- HUSV Advisory Board

**LifeLong  
Medical  
Care**  
Health Services For All Ages  
a *californiahealth*.center



# Thank you!

# About Community Solutions

**Who We Are:** Community Solutions is a community-based behavioral health organization located in Santa Clara County.

**What We Do:** Provide prevention, intervention, treatment, and residential services to underserved populations experiencing mental health and substance use challenges, and gender-based violence.

**Who We Serve:** Underserved communities of all ages and all levels of mental health acuity.

**Presented by:**

**Matthew Rensi, LPCC, PhD., Learning & Development Manager**

**Tyler Washington, Learning & Development Supervisor**



# Community Solutions Internships



We offer internships to students pursuing various degrees, including Social Work, Therapy, Counseling, Psychology, Public Health and more!

*CS Interns and Supervisors 2022*

# Educational Partners

We currently have MIP interns from 10 different schools, including:

- San Jose State University
- Santa Clara University
- Palo Alto University

Additionally, we have formal and informal partnerships with ~12 schools and are always looking to expand.

We view these partnerships as mutually beneficial and integral to the success of our internship program.



# Identifying Educational Partners: What We Look For

## 1. Degrees Offered

## 2. Internship Requirements

- a. Can we provide students with enough hours?
- b. Do we offer the services that students are looking to provide?
- c. Are they looking for remote?

## 3. Location

- a. In our area?
- b. Online?

# Identifying Educational Partners: Establishing a Partnership

## 1. How We Find Them

- a. Word of mouth, online presence, google search

## 2. Discovery Call

- a. Initial meet with school coordinator to discuss internship opportunities and requirements

## 3. Completing the MOU

- a. Length?
- b. General or individualized?

## 4. Tracking

- a. Main contacts, key dates, internship requirements and restrictions, etc.

# Connecting and Engaging with our Partners

## **Quarterly Meetings**

- Don't just meet when things go sideways

## **MIP Agency Cohort**

- Shared insights
- New partnership opportunities

## **How Can We Support Each Other?**

- Deepening the partnership



# Questions For Our Partners

## Recruitment

1. What challenges have you encountered in recruiting students?
2. What trends are you seeing in applicants?

## Internship

1. What are common challenges that your students face in internships?
2. How can internship placements better support students?

## Retention/Employment

1. What resources do you have for supporting students in the transition to employment?
2. What employment trends are you seeing in graduating students?
3. Are there ways that our agency can support in assisting students in assisting student employment?



# Results of Engagement



- 1. CS policy change**
  - a. Need for video recordings has been met
- 2. Clarity on when interns can onboard**
- 3. Identifying/troubleshooting common challenges**
- 4. Agency recognition/appreciation**
- 5. Identifying trends**
  - a. Desire for remote/telehealth
  - b. Mission-driven students

# When things go sideways

- **Information Gathering**

- Meetings with:
  - Intern
  - Mentor
  - Supervisor
  - Manager/director?

- **Goal of meetings**

- Define the problem
- Make sure all perspectives have been heard
- Identify solutions that have already been tried
- Identify solutions going forward
- Set follow up date



# When things go sideways

- **Check back in**
  - Email can be sufficient
  - Check both with intern and mentor separately
  - Document
- **When to involve the ed partner**
  - Intern has lost hope for a resolution
  - Mentor/supervisor has lost hope for a resolution
  - After 2 meetings w/ clear goals, but not change in behavior
  - Serious egregious behavior



# When things go sideways

- **Ed Partner Meeting**

- Clear email with details
- Solo meeting with internship manager
- Identify if this is problem solving vs ending the internship meeting

- **Ending an internship early**

- Coordinate on task/client coverage
- If the intern is unethical/hostile - coordinate to lock them out of systems
- Kind and courteous to the intern
  - Thank you for the time
- Coordinate on gear return



# When things go sideways

## ▪ Issues we've had

- “This work isn't for me”
- Intern stops showing up/seeing clients
- Unethical bx - saying they are seeing clients and counting hours, but they are not
- Lack of clinical skill development
- Lack of professional demeanor or bx's
- Technology navigation
- Personal mental health has become too acute



Q & A

# Save the Dates!

Lunch and Learn	Continuing the Conversation
<b>2/06/23: Evaluation-</b> Evaluating the success of the internship and incorporating feedback to make intentional changes	<b>2/08/23: Evaluation</b>
<b>2/21/23: Ed Partners-</b> How to build long standing collaboration with Ed Partners	<b>02/22/23: Ed Partners</b>
<b>3/06/23: Workforce and Wellness-</b> Managing changes in the workforce, retaining employees and increasing employee wellness	<b>3/08/23: Workforce and Wellness</b>
<b>03/21/23: Mentors-</b> How to support mentors and what does that support look like	<b>03/22/23: Mentors</b>
<b>04/03/23: Sustainability-</b> How to create and implement a sustainability plan <b>04/04/23: Sustainability Webinar</b>	<b>04/05/23: Sustainability</b>
<b>04/18/23: Grant Writing-</b> How to write a grant and identify funding	<b>05/19/23: Grant Writing</b>