TRAINING STRATEGIES TO SUPPORT CLINICAL WORKFORCE DEVELOPMENT

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MH COMMISSIONERS: AMBASSADORS TO THE COMMUNITY

- Explain how MCBH is a training organization
- Understand values that drive training
- Describe one current training implementation plan related to engagement or safety
- Describe the core treatments MCBH provides and why these treatments were chosen
- Explain how MCBH is working to “grow our own” through internships and our leadership academy
CLINICAL WORKFORCE

<table>
<thead>
<tr>
<th>Position</th>
<th>Positions</th>
<th>Vacancy Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Behavioral Health Aide (BHA):</td>
<td>20</td>
<td>10%</td>
</tr>
<tr>
<td>Social Worker (SW) III</td>
<td>37</td>
<td>11%</td>
</tr>
<tr>
<td>Psychiatric Social Worker* (PSW):</td>
<td>209</td>
<td>16%</td>
</tr>
<tr>
<td>Psychologist*:</td>
<td>15</td>
<td>13%</td>
</tr>
<tr>
<td>Medical Assistant* (MA):</td>
<td>9</td>
<td>0%</td>
</tr>
<tr>
<td>Physicians Assistant (PA):</td>
<td>1</td>
<td>0%</td>
</tr>
<tr>
<td>Nurse Practitioner* (NP):</td>
<td>3</td>
<td>33%</td>
</tr>
<tr>
<td>Psychiatrist (Contracted):</td>
<td>20</td>
<td>45%</td>
</tr>
</tbody>
</table>

* Internship Positions Available

MCBH IS A TRAINING ORGANIZATION:
PSW NEW HIRES

<table>
<thead>
<tr>
<th>Year</th>
<th>17-18</th>
<th>18-19</th>
<th>19-20</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total</td>
<td>21</td>
<td>32</td>
<td>29*</td>
</tr>
<tr>
<td>Licensed</td>
<td>4</td>
<td>2</td>
<td>5</td>
</tr>
<tr>
<td>Newly Graduated</td>
<td>7</td>
<td>16</td>
<td>12</td>
</tr>
</tbody>
</table>

So Far:
- Licensed: 19%
- Newly Graduated: 33%
TRAINING PLAN COMPONENTS

- Shared Vision
- Core Competencies
- Evidence Supported Practice
- Leadership Academy

SHARED VISION OF CARE: VALUES IN ACTION

Guiding Principles:
- Strength Based
- Trauma Informed
- Fair & Equitable
- Person Driven
- Culturally Responsive
- Community Integrated
- Evidence Supported
- Solution Focused

Seamless
Person Looking at MCBH

Person-Centered
MCBH Looking at Person & Natural Supports

Strategic
Person & MCBH Focus on What Works; Feedback Loop
**BHU: MCBH UNIVERSITY**

- **Student Training**
  - Internship
  - Develop CSUMB Curriculum

- **New Employee Development (MCBH)**
  - New Employee Training (NET) Curriculum

- **Staff Academy: MCBH & Provider Clinical**
  - Core Competencies
  - Evidence Supportive Practices

**MCBH NEW EMPLOYEE TRAINING (NET)**

- **Curriculum**
  - Introduction to Public Behavioral Health (4 hours)
  - Quality & Risk Management (4 hours)
  - Training Plan (3 hours)
  - Additional Training: Documentation, Cultural Competency, Safety,

- **NET Binder**

- **Statistics:**
  - 17 Sessions Have Been Held Since December 2016
  - 177 New Hires Completed New Employee Training
CORE COMPETENCIES

• Professionalism
• Diversity & Inclusion
• Risk Assessment & Management
• Case Management
• Clinical Conceptualization
• Clinical Intervention
• Documentation

CORE COMPETENCY: DIVERSITY & INCLUSION

• Initiative: Cultural Competence
• Course: Foundations in Cultural Competence: Diversity, Equity, Inclusion & Humility (6 hours)
• Instructor: Matthew R. Mock, PhD
• Audience: All MCBH Staff Members (Admin & Clinical)
• Goal: Improve staff knowledge, awareness, skills and commitment to address inevitable challenges that arise when working with individuals from different cultural backgrounds.
• Meets 6 hours Cultural Competence Requirement
• Attendance Since June 7, 2018 Start Date: 309
CORE COMPETENCY: RISK ASSESSMENT & MANAGEMENT

- **Initiative:** Suicide Prevention
- **Audience:** Clinical Staff: Primarily Licensed & Licensed
- **Components:**
  - Risk Assessment & Planning
    - Columbia Suicide Severity Rating Scale (C-SSRS)
    - Applied Suicide Interventions Skills Training (ASIST)
  - Treatment
    - Cognitive Behavioral Therapy (CBT)
- **Partnership:** Prevention, Training, Quality Improvement
- **Launch:** January 2020

EVIDENCE SUPPORTED PRACTICES (ESP):
PSYCHIATRIC SOCIAL WORKERS (PSW)

- **Agency Wide (MH and SUD)**
  - Motivational Interviewing (MI)
  - Cognitive Behavioral Therapy (CBT)
  - Dialectical Behavioral Therapy (DBT)
  - Seeking Safety
- **Children's System of Care**
  - Modular Approach to Therapy with Children
- **Adult System of Care**
  - Wellness Recovery Action Plan (WRAP)
- **ACCESS to Services**
  - Solution Focused Therapy
IMPLEMENTATION MODEL FOR ESP

• **Phase One:** Supervisor Support (Experts)

• **Phase Two:** Training (Experts)
  - Classroom Training
  - Coaching Sessions
    - Supervisors
    - Line Staff

• **Phase Three:** Monthly “Labs” (MCBH Staff)

• **Phase Four:** Fidelity/Competency Assessment (Experts)

LEADERSHIP ACADEMY

• **Participants:**
  Clinical Supervisors (26), Program Managers (15), Deputy Directors (3) and Director

• **Goal:**
  - Help Participants Further Develop their Supervision/Staff Development Skills
  - Provide Opportunity for Participants to help Shape Clinical Focus and Programing

• **Structure:**
  Monthly Half or Full Day Meetings or Trainings
“ELEVATOR SPEECH”

MCBH is training a new generation of clinical providers. Implementation resources are needed not only to train but also ensure that staff integrate new learning effectively into their work with clients.

MCBH strives to be seamless, person driven and strategic in the care we provide. All training seeks to help providers respect and empower the people we serve by helping the people we serve make lasting change in the areas of life that are important to them.

We want to move forward together... avanzando juntos!