



LOS ANGELES COUNTY  
**DEPARTMENT OF  
MENTAL HEALTH**  
hope. recovery. wellbeing.

# COMMUNITY PLANNING PROCESS

Los Angeles County Department of Mental Health

## CPT WORKGROUPS

Confirming Initial Analysis

October 3, 2023 | 9:30 AM - 12:30 PM

# Christian Ponce

Facilitator

(He, Him, His)

# 10 ANNOUNCEMENTS

Recording + Sign In + Materials + ASL + CART +  
Interpretation + Chat Box + Participation + Self-Care  
+ Support

# #1 RECORDING

This is a public meeting.

We are recording today's session.

# #2 ONLINE SIGN-IN SHEET

Use the **QR CODE** or **LINK** in Chat Box  
to sign into today's session.

**English**

**Español**

# #3 MEETING MATERIALS

- Access today's materials via the link in the Chat Box.

## **Email Contact**

[communitystakeholder@dmh.lacounty.gov](mailto:communitystakeholder@dmh.lacounty.gov)

# #4 AMERICAN SIGN LANGUAGE

- ASL interpreters are provided online.
- ASL interpreters are visible on screen.
- Two-way communication camera.

# #5 CART SERVICE

**Communication Access Real-Time Translation (CART)** service is provided in person and/or online

- **IN-PERSON**, available via SCREEN. For **ONLINE**, CART service can be accessed by pressing a link in the Chat Box.
- If you cannot access the link via Chat Box, please email us at [communitystakeholder@dmh.lacounty.gov](mailto:communitystakeholder@dmh.lacounty.gov).



# #6 LANGUAGE INTERPRETATION

**Language Interpretation** is provided in Spanish and Korean.

For **ONLINE** participants, please access language interpretation via the telephone lines in the Chat Box

# #7 CHAT BOX

**CHAT BOX** is available during the session for ACCESS purposes:

- To access links to CART services, telephone lines for interpreters, materials, etc., or to communicate with us in case something is happening with these services.
- If you cannot access the links in the **CHAT BOX**, email us at [communitystakeholder@dmh.lacounty.gov](mailto:communitystakeholder@dmh.lacounty.gov)
- Please do not use the **CHAT BOX** for other purposes unless instructed as part of the process.

# #8 PARTICIPATION



**CPT  
MEMBERS**

The diagram consists of two blue-outlined ovals. The left oval contains the text 'CPT MEMBERS'. To its right is a plus sign '+'. To the right of the plus sign is another blue-outlined oval containing the text 'MEMBERS OF THE PUBLIC'.

**+**

**MEMBERS  
OF THE  
PUBLIC**

# **#9 SAFE & CREATIVE SPACE**

# EXPECTATIONS

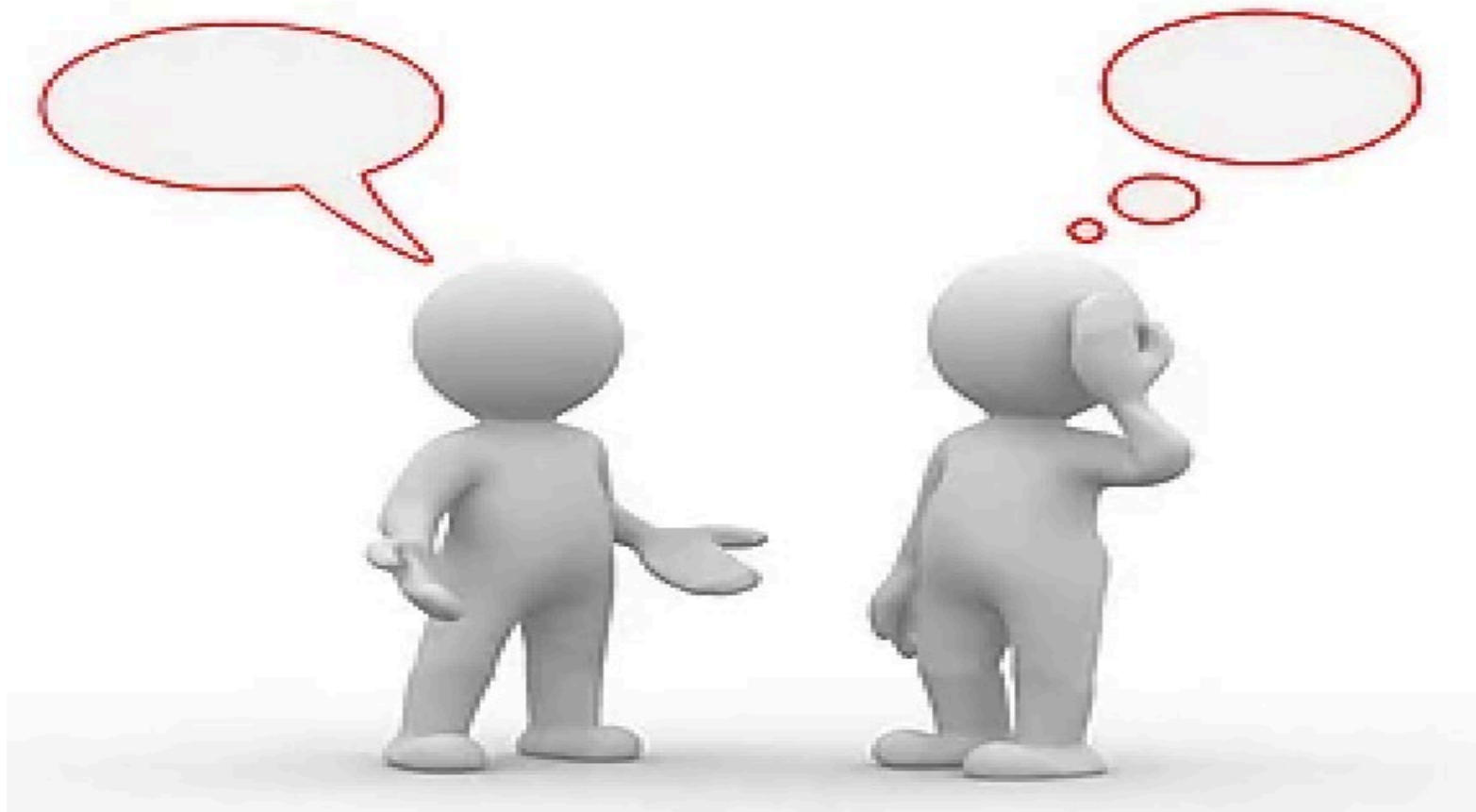
- 1. BE PRESENT**
- 2. SPEAK FROM YOUR OWN EXPERIENCE**
- 3. PRACTICE CONFIDENTIALITY**
- 4. STEP UP, STEP BACK**
- 5. SEEK TO UNDERSTAND AND THEN BE UNDERSTOOD**

# **#10 SELF CARE & SUPPORT**

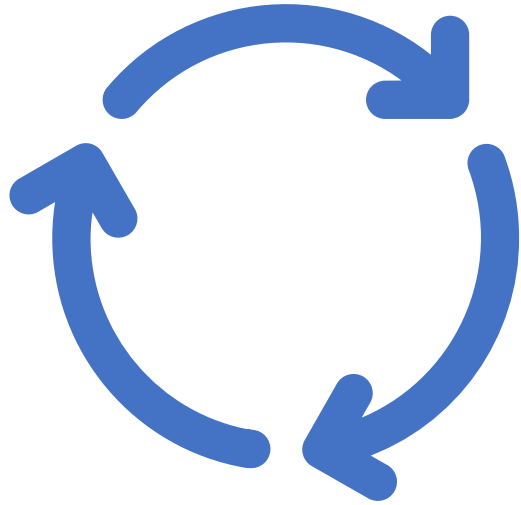
# TAKE CARE OF SELF & SEEK SUPPORT

- If during the session you find yourself feeling uneasy with the topic or dialogue, we encourage you to take care of yourself and seek support. Please reach out to if you need assistance with processing your thoughts and feelings. **Kelly Wilkerson, LCSW**, and **Dr. Luis Guzmán**.

# QUESTIONS







# SESSION #8

## *Confirming Categories for Consensus Building*

October 27, 2023

# PURPOSE

Build agreement on the key categories for consensus building in November and December.

# OBJECTIVES

1

Share **initial analysis** of the critical issues raised by community stakeholders

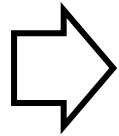
2

Provide **feedback** on the key categories for consensus building.

# AGENDA

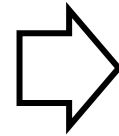
**OPENING**  
WELCOME &  
AGENDA

11:00-  
11:15



**PART 1:**  
REVIEW CATEGORIES

11:15-11:45



**PART 3**  
OBTAIN FEEDBACK

11:45-12:20



**CLOSING**  
NEXT STEPS

12:20-12:30

# DEPARTMENT OF MENTAL HEALTH

## MHSA Three-Year Plan: FY 2024-26

### **COMMUNITY PLANNING WORKGROUP MEETING**

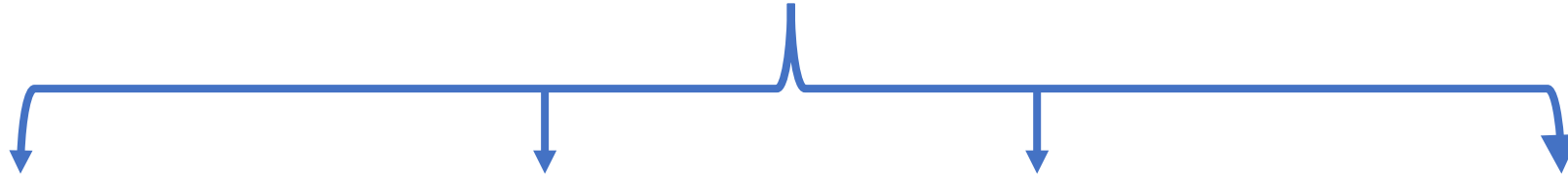
WORKFORCE EDUCATION AND TRAINING

Department's Initial Analysis & Response

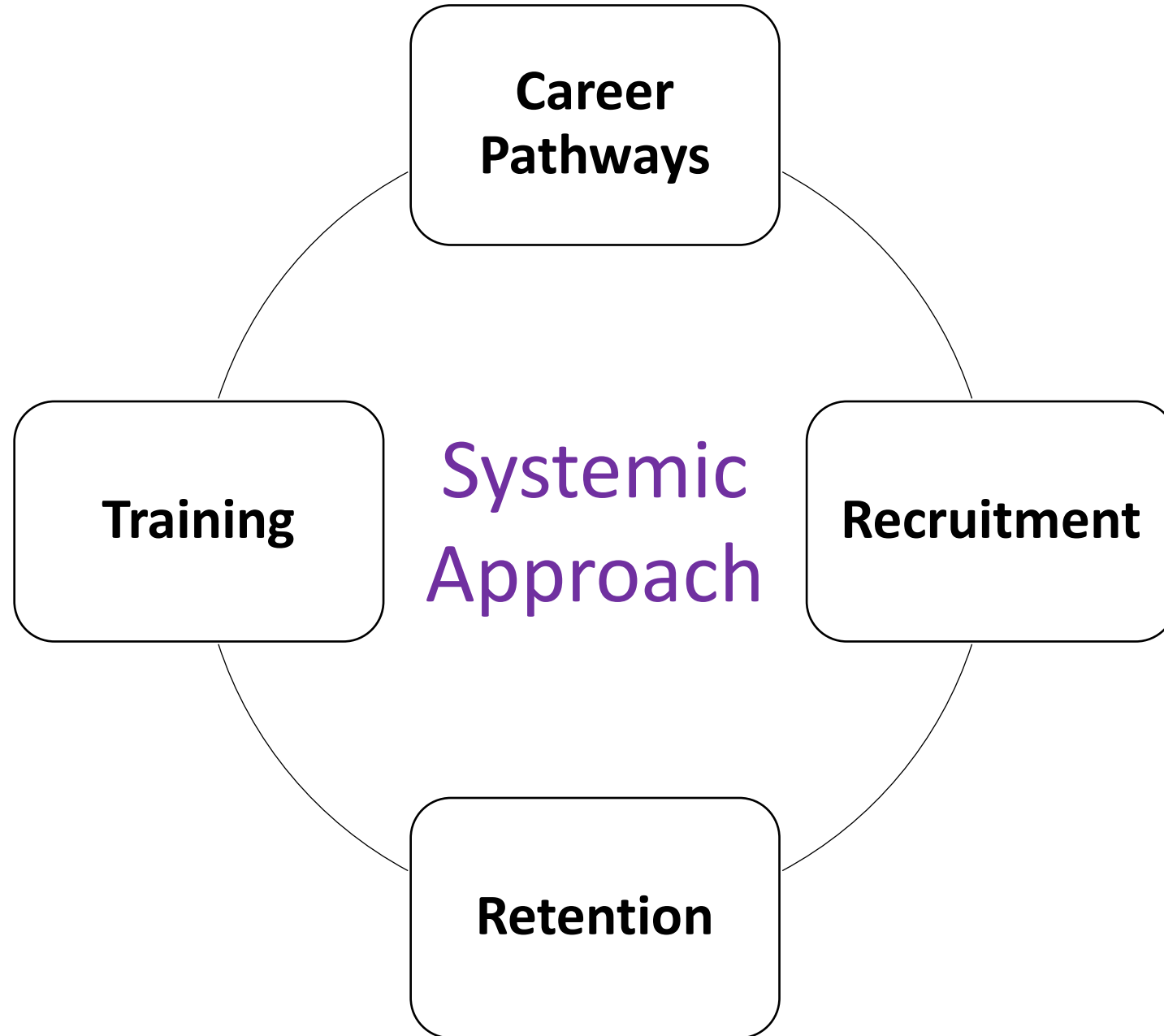
10/27/23

# Workforce Education and Training

## 69 Recommendations: 4 Categories

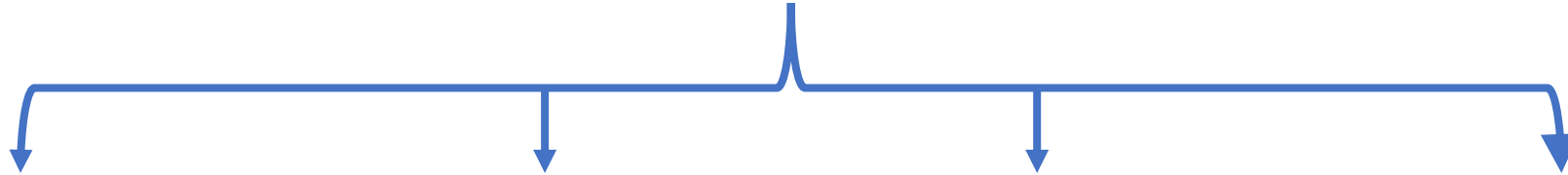


CATEGORY 1	CATEGORY 2	CATEGORY 3	CATEGORY 4
<b>Career Pathways</b> <ul style="list-style-type: none"><li>• Student Training</li><li>• School Partnerships</li></ul>	<b>Recruitment</b> <ul style="list-style-type: none"><li>• Financial Incentives</li><li>• Peer Staff</li><li>• Mental Health professionals</li></ul>	<b>Retention</b> <ul style="list-style-type: none"><li>• Financial Incentive</li><li>• Support</li></ul>	<b>Training and Capacity Building</b> <ul style="list-style-type: none"><li>• Staff training</li><li>• Cultural competency</li><li>• Language capacity</li><li>• Upskill staff</li></ul>



# Workforce Education and Training

## NEXT STEPS



CATEGORY 1	CATEGORY 2	CATEGORY 3	CATEGORY 4
Career Pathways	Recruitment	Retention	Training and Capacity Building

NOVEMBER 7	NOVEMBER 17	DECEMBER 5	DECEMBER 17
Discuss Solutions & Build <u>Workgroup Consensus</u> for <u>Specific Solutions</u> within Categories	Discuss Solutions & Build <u>Workgroup Consensus</u> for <u>Specific Solutions</u> within Categories	Discuss Solutions & Build Consensus for <u>Solutions within Categories</u> for Workgroups and CPT	Build Consensus among <u>CPT Members</u> for Solutions for the MHS A Three-Year Plan.



# Category 1: Career Pathways

## EXAMPLES OF RECOMMENDATIONS

1. Strengthen connections with local universities and/or colleges to create pathways and mentorships.
2. Strengthen relationship with private schools to provide employment pathways.
3. Increase career planning opportunities in mental health during junior high school.
4. Increase partnerships with universities to find staff who have similar culturally relevant backgrounds.

# Category 2: Recruitment

## EXAMPLES OF RECOMMENDATIONS

1. Increase employment opportunities for bilingual staff.
2. Increase the number of master's level staff who are clinically focused or interns in the system.
3. Create clear pathways for people outside of the system who want to enter the system
4. Increase outreach and awareness of internal job openings for current DMH and/or mental health employees.
5. Strengthen the relationship with nursing schools to promote mental health nurse opportunities.
6. Utilize peers' passion.
7. Provide training opportunities for peers to work in clinical settings (i.e., Certified Peer Specialist).
8. Provide practicum opportunities to build capacity among peers.
9. Increase value given to peers.
10. Integrate people with lived experiences (i.e., peers) as trainers.
11. Improve the ability of BIPOC people to attain certification to become professionals.
12. Increase intern opportunities for Staff of color for clients to relate/connect when receiving services.
13. Increase the amount of staff.
14. Increase incentives available for peripheral workforce (i.e., pre-law, DHS, etc.) to increase connections of patient/client to needed services.

# Category 2: Recruitment

## EXAMPLES OF RECOMMENDATIONS

13. Increase the embedded youth employment component in the mental health.
14. Increase opportunities at the high school level to go into the mental health field.
15. Increase the tuition assistance and/or reimbursement program to do financial planning.
16. Increase supports in math (specifically algebra) to increase qualifying staff.
17. Increase effective marketing campaign for mental health services and/or careers.
18. Develop leadership pathway programs so DMH leadership staff reflects the diversity of the communities they serve.
19. Increase the number of male providers.
20. Lack of nurses and other qualified workers available.
21. Provide resources and trainings at school that directs prospective applicants to what is looked for in resume and application submission.
22. Increase financial incentives for new staff (e.g., student loan repayment incentive).
23. Improve clarity of job descriptions (titles) regarding the type of work that will be performed.

# Category 3: Retention

## EXAMPLES OF RECOMMENDATIONS

1. Maintain the current DMH workforce that is doing more with less and dealing with higher levels of stress, burnout, and compassion fatigues.
2. Increase support for staff with special needs.
3. Offer more incentives and trainings for providers/staff with disabilities.
4. Strengthen the workforce retention system for DMH program and line staff.
5. Create/cultivate a supportive environment for BIPOC staff members to have a diverse workforce.
6. Increase training for staff to apply to all of the available incentives and programs.
7. Increase opportunities for staff to celebrate cultural expression.
8. Increase financial incentives to keep staff in the system.

# Category 4: Training

## EXAMPLES OF RECOMMENDATIONS

1. Increase trainings focused on digital literacy and functional technology skills.
2. Strengthen capacity of American Sign Language (ASL) interpreters with mental health background.
3. Increase accountability in the system via an accountability structure to provide staff members a method to safely report and address bias or hostility in the workplace.
4. Improve customer service experiences within Human Resources.
5. Provide trainings for people already inside DMH.

# CPT POLLING

Please respond to the following statement using the options below: The proposed categories include the critical issues that I want to address. *Por favor responda a la siguiente declaración usando las opciones a continuación: Las categorías propuestas incluyen los temas críticos que quiero abordar.*

- A. Strongly Agree/*Totalmente de acuerdo*
- B. Agree/*De acuerdo*
- C. No Opinion/*Sin opinión*
- D. Disagree/*No estoy de acuerdo*
- E. Totally Disagree/*Totalmente en desacuerdo*

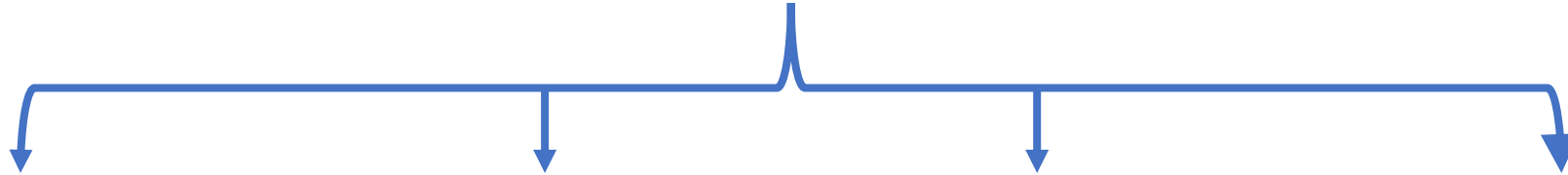
# CPT POLLING

If you disagree or totally disagree, please share your thoughts and propose categories that can better include the critical issues you want to address. *Si no está de acuerdo o está totalmente en desacuerdo, comparta sus opiniones y proponga categorías que puedan incluir mejor los problemas críticos que desea abordar.*

*Add your comments in the chat box.*

# Workforce Education and Training

## NEXT STEPS



CATEGORY 1	CATEGORY 2	CATEGORY 3	CATEGORY 4
Career Pathways	Recruitment	Retention	Training and Capacity Building

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# MEETING EVALUATION