

Lunch and Learn Series

Supporting Mentors









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Presented by Rebekah Children's Services









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



Agenda

- Learning Objectives
- About Us: Rebekah Children's Services
- Mindfulness Exercise
- Considerations for Identifying a Mentor
- Clarifying Roles
- Differentiating Between Supervisors and Mentors
 - Roles Defined
 - Differentiating Between Supervisors and Mentors
 - Supervisor/Mentor Agreement
- Supporting Mentors—Ongoing
 - Support Strategies

Learning Objectives

After attending this webinar, participants will be able to:

- Have two strategies to identify an MIP mentor.
- Differentiate between an MIP intern supervisor and their mentor.
- Identify three strategies for ongoing support of the MIP mentor.

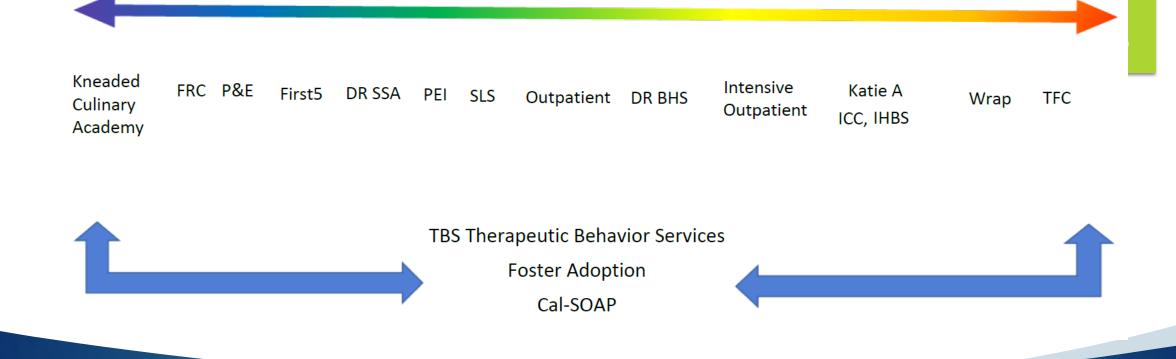


About Us: Rebekah Children's Services

Who We Are:

- Rebekah Children's Services (RCS) has been a mental health provider in Santa Clara County for decades and has a wonderful reputation built on trust and commitment to the community we are honored to serve.
- RCS offers a full continuum of family-centered services, including prevention, mental health, foster care and adoption, and educational services to promote the healthy development of children and families. Our services are designed to meet the individual needs of children and families based on their age, developmental functioning, history of trauma, cultural values, family environment, and physical health.





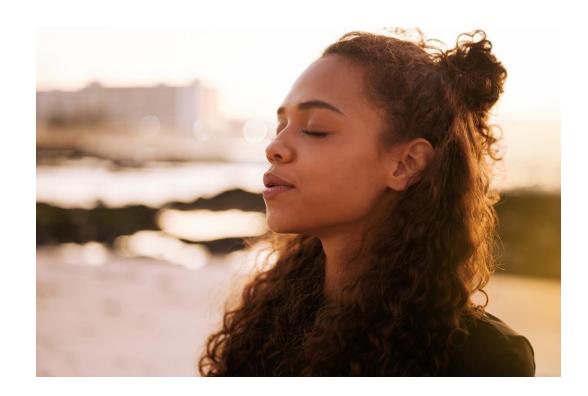
RCS Continuum of Care

Programs That Currently Accept Interns

- Family Recourse Center (bachelor's-level interns accepted)
- Outpatient and Intensive (master's-level interns accepted)
- Prevention & Education (high school- and bachelor's-level interns accepted)
- Prevention & Early Intervention (master's-level interns accepted)
- School Linked Services (master's-level interns accepted)
- Wraparound (master's-level interns accepted)
- Differential Response (both bachelor's- and master's-level interns accepted)
- First 5 Services (master's-level interns accepted)
- Katie A (master's-level interns accepted)

Mindfulness

- We like to start our trainings with a mindfulness exercise, as we know we are better able to learn when we are in relaxed or at least baseline.
- https://www.youtube.com/watch?
 v=u9Q8D6n-3qw



Considerations for Identifying a Mentor

- Consider the following:
 - Interest in mentoring.
 - Availability to mentor.
 - Lived experience.
 - Similar degree as mentee is pursuing.
 - Being in the same program/department.
- Identifying mentors at all different levels of the agency can be beneficial.
- MIP promotes compensation or reduced caseload for interns.

Differentiating Between Supervisors and Mentors

- Be clear about expectations:
 - Roles Defined
 - Mentored Internship Program Agreements
 - Intern Tracker

Clarifying Roles

- Providing a "Roles Defined" resource can be helpful for interns and mentors.
- This document can have the titles and roles of key people the intern will interact with in their internship.
- The roles we cover:
 - Program Manager/Supervisor
 - MIP Mentor
 - MIP Coordinator
 - Field Instructor
 - BBS Individual Supervisor
 - BBS Group Supervisor
 - Human Resources (HR)
 - Information Technology (IT)



Roles Defined

Program Manager/Supervisor

An RCS Program manager or supervisor ensures the internship is a meaningful learning experience for the Intern and supports the Intern in successfully fulfilling their program-specific duties. The Program Manager/Supervisor effectively trains the interns and provides all necessary resources for the Intern position. Monitors interns to ensure they are completing assigned duties.

Duties include:

- Program Specific Supervisor
- Manages caseload
- Day to day operations
- Assigns and reviews clinical <u>cases</u>
- Reviews Agency expectations and performance improvement plans if needed

Mentor (MIP)

Mentors work directly with Interns/Mentees to enhance the professional development of diverse students through thoughtful MI settings to help meet California's urgent need for a Behavioral Health workforce. They participate in coaching and training opportunities. Each mentor can serve as a mentor for up to 2 interns.

- Participates in Agency scheduled MIP Meetings
- Could participate in coaching and training <u>opportunities</u>
- Provides mentorship to Mentees regarding professional development within the mental health field
- Discusses workplace responsibilities, normalizes challenges, and brainstorms strategies
- · Discusses, shares, and helps to set professional development goals
- · Debriefs setbacks, challenges, and performance

^{*}Mentor can also be Field Instructors or BBS Supervisors but cannot be direct Program Managers/Supervisors.

RCS MIP Agreements



Mentored Internship Program Agreement

	Program Supervisor	☐ Field In	structor	BBS Sup	ervisor	
1.	I agree to the above role at Rebe	ekah Childrer	n's Services			
	from(Month/Day/Year)	_ through	(Month/Da	ay/Year)		

- I agree to assign and monitor a minimum of ____ hours of Internship per week at RCS, including ____face-to-face client hours per week, including BBS and school weekly required/recommended dosages. These hours should be during normal business hours and not on RCS Holidays. If the Intern needs additional face-to-face hours, they can connect with the MIP intern coordinator.
- I agree to provide and/or ensure the following mandatory meetings for my Intern/Trainee/Mentee are attended:
 - Group Supervision (2 hours, per week)
 - Individual supervision (1 hour or more per week, depending on BBS ratio)
 - Client sessions.
- I will respond to notices of vacation requests, change of schedule requests, and resignation from my Intern/Trainee Mentee within at least 1 week whenever possible.
- Should an Intern have a concern with a given directive, I agree to follow up with MIP Internship Coordinator, program director, University partners, and HR if needed for further exploration and discussion.
- I agree to check my voice mail/Email at least one time per day and respond to my
 Interns, agency staff, and collateral agencies within 1 business day of the message. I also
 agree to follow any procedures surrounding the use of phones, voicemails, e-mails,
 printed documents, and Mitel voice/text applications.
- I agree to provide emergency guidelines for clients in crisis that are outlined in my training manual.
- I agree to support the maintenance of client files and promote documentation to be submitted on time. This includes timesheets, weekly schedules, mileage reimbursements, client surveys, questionnaires, assessments, treatment plans, consent to treatment, HIPAA regulations, client progress notes and termination summaries, and any other forms set forth by the agency.



Mentored Internship Program Agreement

	Mentor Field Instructor BBS Supervise						
1.	. I agree to the above role at Rebekah Children's Services						
	from(Month/Day/Year)	through(Month/Day/Year)					

- I agree to provide mentorship to Mentee regarding professional development within the mental health field.
- I agree to attend monthly RCS MIP Mentor meetings and assigned Mentor Internship Program meetings such as Learning Collaborate.
- If applicable, I agree to provide and/or ensure the following meetings for my Intern/Trainee/Mentee:
 - Group Supervision (2 hours, per week)
 - Individual supervision (1 hour or more per week, depending on BBS ratio)
 - Client sessions.
- I agree to check my voice mail/Email at least one time per day and respond to my Interns/mentees, agency staff, and collateral agencies within 1 business day of the message. I also agree to follow any procedures surrounding the use of phones, voicemails, e-mails, printed documents, and Mitel voice/text applications.
- I agree to provide emergency guidelines for clients in crisis that are outlined in my training manual.
- 7. I agree to support the maintenance of client files and promote documentation to be submitted on time. This includes timesheets, weekly schedules, mileage reimbursements, client surveys, questionnaires, assessments, treatment plans, consent to treatment, HIPAA regulations, client progress notes and termination summaries, and any other forms set forth by the agency.
- 8. I agree to follow HIPAA guidelines and follow all guidelines set by RCS rules and

Intern Tracker

Intern Name	School	Degree	Program	Start Date	End Date	Mentor	Program Manager/Supervisor	Field Instructor	BBS Supervisor	BBS Group Supvision
FALL										
Master's students										
Student A	WU	MFT	Campbell OP	8/29/2022	5/7/2023	Michelle	Justin	NA	Jennifer	NA
Student B	ASU	MSW	Campbell OP	8/18/2022	12/2/2022	Cindy	Justin	Cindy	NA	NA
Student C	CSUMB	MSW	ED Services	8/22/2022	5/12/2023	Priscila	Jessica	Anette	NA	NA
Student D	CSUMB	MSW	ED Services	8/22/2022	5/24/2023	Priscila	Jessica	Lupe	NA	NA
Stuent E	SJSU	MSW	ED Services	9/7/2022	5/5/2023	Anette	Priscila	Lupe	NA	NA
Student F	SJSU	MSW	ED Services	9/7/2022	5/5/2023	Jessica	Priscila	Jessica	NA	NA
Student G	SJSU	MSW	ED Services	9/7/2022	5/5/2023	Jessica	Priscila	Jessica	NA	NA
Student H	SJSU	MSW	ED Services	9/7/2022	5/5/2023	Anette	Priscila	Anette	NA	NA
Student I	SCU	MFT	First 5	8/22/2022	6/1/2023	Rosalva	Yadira	NA	Yadira	Yadira
Student J	SJSU	MSW	First 5	9/7/2022	5/5/2023	Yadira	Teresa	Yadira	NA	NA
Student K	CSUMB	MSW	Gilroy OP	8/22/2022	5/12/2023	Angela	Cecilia	Angela	NA	NA
Student L	CSUMB	MSW	Gilroy OP	8/22/2022	5/12/2023	Angela	Breanna	Angela	NA	NA
Student M	CSUMB	MSW	Head Start	8/22/2022	1/20/2023	Yadira	Rosalva	Yadira	NA	NA
Student N	SJSU	MSW	Katie A	9/7/2022	5/5/2023	Cindy	Aimee	Cindy	NA	NA
Student O	PU	MFT	Katie A	7/11/2022	6/25/2023	Aimee	Cindy	NA	Jennifer	Ruth
Student P	USC	MSW	Gilroy OP	11/28/2022	8/1/2023	Julio	Breanna	Julio	NA	NA
Bachelor's Students										
Student Q	SJSU	BSW	FRC	9/6/2022	5/19/2023	Ale	Jessica	Jessica	NA	NA
Student R	SJSU	BSW	FRC	9/6/2022	5/4/2023	Ale	Jessica	Jessica	NA	NA
Student S	SJSU	BSW	P&E	9/6/2022	5/4/2023	Lorenzo	Jessica	Jessica	NA	NA
Student T	SJSU	BSW	P&E	9/6/2022	5/4/2023	Lorenzo	Jessica	Jessica	NA	NA

Be Supportive of Individual Styles and Change

We are all human, and approaching this role in a trauma-informed way can lead to a better experience for those participating.

- Mentors can offer different meeting styles.
- Mentors can have individual styles, such as open-door or more structured.
- Acknowledge fit with mentee.
- Mentors can decide to leave their role, and communication is key.

Trauma-Informed Approaches

Trauma-informed care recognizes and responds to the signs, symptoms, and risks of trauma to better support our clients and staff through:

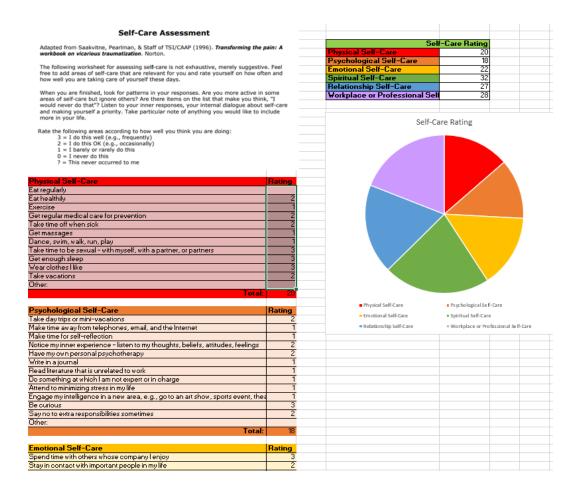
- Understanding the prevalence of trauma and adversity and their impacts on health and behavior.
- Recognizing the effects of trauma and adversity on health and behavior.
- **Training** mentors on **responding** to their interns with best practices in trauma-informed care.
- Integrating knowledge about trauma and adversity into policies, procedures, practices, and treatment planning in our agency.
- **Avoiding** re-traumatization by approaching mentors'/interns' adversities with non-judgmental support.

Ongoing Support Strategies for Mentors

Ongoing support can look like:

- Mirroring communication that was given to their mentees.
- Conducting self-care assessments.
- Offering anonymous check-ins.
- Communicating about MIP events.
- Offering agency MIP mentor monthly meetings.
- Offering trainings.
- Participating in team-building events.

Self-Care Assessment

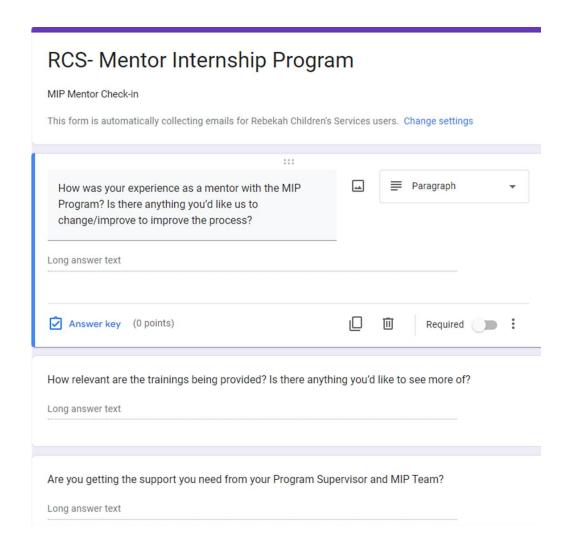


Areas to rate:

- Physical self-care
- Psychological self-care
- Emotional self-care
- Spiritual self-care
- Relationship self-care
- Workplace or professional selfcare

90-Day Check-ins

- Continuing to mirror communication, the "check-ins" for interns are also provided for mentors.
- Check-ins are quick surveys that are mindful of time but also value opinion.
- These can be anonymous and collected by email or by Forms.



MIP Communications

- MIP coordinator forwards MIP emails to mentors, highlighting important information relevant to them.
- Provide the most up-to-date MIP Event Calendar.
- Promote mentor office hours and webinars.

MIP Event Schedule

					Who Is		
Event Date	Event Type	Time	Event Title	Zoom Link	required to attend?	Who can attend optionally?	Time
08/07/22	Webiner	12-1 PT	Speaking with Pride: The Importance	N/A	POC	Ed Partners	1 hour / month
0001122	receine:	12-11-1	Person-first Language as Foundational	Train.		Interns	1 nour / monar
			to Diversity, Equity, and Inclusion			Mentors	
08/22/22	Learning	10-12 PT	Inclusion and Person First Language	N/A	Ed Partners		2 hours / quarter
	Collaborative				Interns		
					Mentors		
					POC		
08/22/22	Learning	2-4 PT	Inclusion and Person First Language	N/A	Ed Partners		2 hours / quarter
	Collaborative				Interns		
					Mentors		
					POC		
08/23/22	Learning	10-12 PT	Inclusion and Person First Language	N/A	Ed Partners		2 hours / quarter
	Collaborative				Interns		
					Mentors		
					POC		
06/23/22	Learning	2-4 PT	Inclusion and Person First Language	NA	Ed Partners		2 hours / quarter
	Collaborative				Interns		
					Mentors		
07/12/22	Webiner	12-1 PT	Workplace Ethics: Confidentiality.		POC	Ed Partners	4 5 4 4
07/12/22	Webmar	12-1 PT	Workplace Ethics: Confidentiality, Ethical Dilemma, Matching Interns with	Meeting Registration - Zoom	POC	Ed Partners Interns	1 hour / month
			Mentors Mentors	Zoom		Mentors	
07/14/22	Mentor-Open Office	12-1PM	Mentors Mentor- Open Office Hours	Register Here		Mentors	1 hour / month
07/14/22	Hours	12-11-00	Mentor-Open Office Hours	region here		Mensors	1 nour / month
07/14/22	Intern-Open Office	2-3PM	Intern-Open Office Hours	Register Here		Interns	1 hour / month
	Hours						
08/02/22	Webiner	12-1 PT	Working Smart: Preventing Burnout,	Meeting Registration -	POC	Ed Partners	1 hour / month
			Seeking Balance, and Managing	Zoom		Interns	
			Challenges			Mentors	
08/09/22	Coaching Call-	10-11 AM	AHP Grantee Administrative Coaching	Register Here	POC	Ed Pertners	1 hour / quarter
	SoCal 1 (LA)		Cell				
08/09/22	Coaching Call-	11:30-12:30 PM	AHP Grantee Administrative Coaching	Register Here	POC	Ed Partners	1 hour / quarter
	SoCal 2		Cell				
08/10/22	Coaching Call - Bay	10-11 AM	AHP Grantee Administrative Coaching	Register Here	POC	Ed Partners	1 hour / quarter
	Area/Mid-State		Call				
08/10/22	Coaching Call-	11:30-12:30 PM	AHP Grantee Administrative Coaching	Register Here	POC	Ed Partners	1 hour / quarter
001111100	NorCel & Capitol	10.1841	Call				
08/11/22	Mentor-Open Office Hours	12-1PM	Mentor- Open Office Hours	Register Here		Mentors	1 hour / month
08/11/22	Intern-Open Office	2-3PM	Intern-Open Office Hours	Register Here		Interns	1 hour / month
08/11/22	Hours	2-3PM	Intern-Open Once Hours	Kegaler Here		mems	1 nour / month
09/08/22	Mentor-Open Office	12-1PM	Mentor- Open Office Hours	Register Here		Mentors	1 hour / month
UW/06/22	Hours	12-11-M	mentor- open onice nous	King and Add to		Merapra	i mour / moner

Mentor Monthly Meeting

- Provide polls to find when most mentors can meet.
- Send out an invitation.
- Provide an agenda that includes:
 - Welcome and introductions
 - Topics
 - What's working?
 - Any concerns?
 - Next meeting
- Send out minutes to those who cannot attend.

Offer Trainings

- TF-CBT
- Internal trainings
- MIP

Team-Building Events



Thank You



Q&A

Save the Dates!

Lunch and Learn	Continuing the Conversation
03/21/23 : <i>Mentors</i> - How to support mentors and what does that support look like	03/22/23 : Mentors
04/03/23: Sustainability-How to create and implement a sustainability plan 04/04/23: Sustainability Webinar	04/05/23: Sustainability
04/18/23: Grant Writing- How to write a grant and identify funding	05/19/23 : Grant Writing