



Mini-Consultancy Learning Collaborative

Behavioral Health Recruitment and Retention

May 07, 2024 | 10:00 a.m. – 12:30 p.m. PT
Los Angeles & Southern California

May 08, 2024 | 10:00 a.m. – 12:30 p.m. PT
Bay Area Mid-State & NorCal & Capital



Indigenous Land Acknowledgement

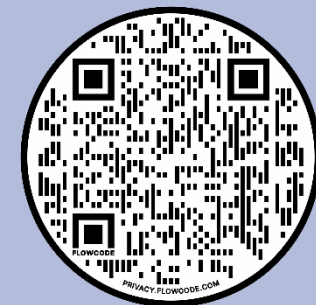
- We respectfully acknowledge that we live and work in territories where indigenous nations and tribal groups are traditional stewards of the land. Our California office resides in Tongva territory.
- Please join us in supporting efforts to affirm tribal sovereignty across what is now known as California 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 [Native Land CA](#)

Option 3: Access Native Land website via QR Code





Advocates for Human Potential, Inc. (AHP) Behavioral Health Recruitment and Retention (BHRR) Team



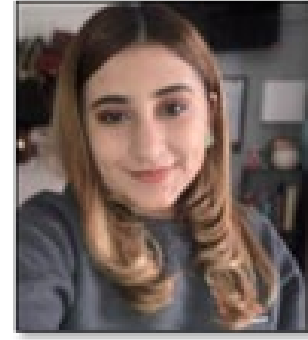
Susan Lange
Program Director
Workforce Innovations Lab



Cklara Moradian
BHRR Deputy Project Director
& Grantee Coach



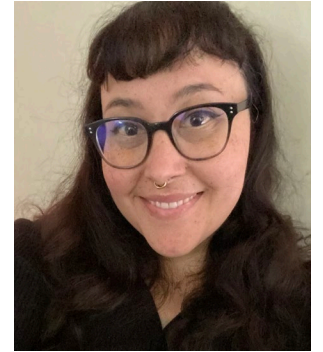
Roxanne Brooks
Grantee Coach



Rosy Larios
Grantee Coach



Sandra Gomez
Grantee Coach



Angelica Rodriguez
Grantee Coach



Enrika Asuncion
2nd-Year M.S.W. Intern
Grantee Coach in Training



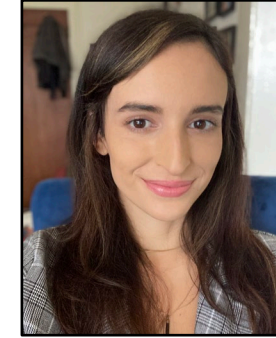
Neyat Tefery
Operations Specialist



Caitlin Storm
Quality
Assurance Coordinator



Kate Cox
Behavioral Health
Workforce Development
(BHWD)
Operations Manager



Kayla Halsey
BHWD Data &
Analyses
Manager

This project would not be possible without the many amazing people who work in the background but are not on this slide.

AHP Workforce Development (WFD) Subject Matter Expert (SME) Team



Susan Lange
*WFD SME &
Program Director*



Allen Fowler
*WFD SME &
Senior Writer*



Martina Durant
*WFD SME &
Senior Program Manager*

Agenda

1. Community Agreements
2. Introducing the Mini-Consultancy Framework
3. Modeling the Mini-Consultancy Framework
4. Identified Themes
5. Large Group Discussion(s)
6. Discussion Recap
7. Q&A



Community Agreements



Be present and be an active listener.

Share what you are comfortable sharing.

One mic, one voice.

Practice inclusivity.

Show respect toward one another.

Allow conflicting perspectives to exist.

Assume best intentions.

Take space, make space.

Protect individual privacy.

Encourage growth of self and for others.

Support resource sharing.

Mini-Consultancy Framework

- A presenter will share a dilemma or focus question.
- The group will then ask the presenter two types of questions:
 - Clarifying: brief, fact-based answers
 - Probing: help expand their thinking
- The consultancy group will discuss what they heard from the presenter, and a Q&A will begin:
 - “What did we hear?”
 - What didn’t we hear that [we] think might be relevant?
 - What assumptions seem to be operating?
 - What questions does the dilemma raise for us?
 - What do we think about the dilemma?
 - What might we do or try if faced with a similar dilemma?
 - What have we done in similar situations?” (National School Reform Faculty, Harmony Education Center, n.d.)



Mini-Consultancy Framework

- **The presenter will reflect on what they have heard and what they are now thinking.**
 - Share examples of aspects of the conversation that resonate with them, uplifts, and points of tension, and indicate potential next steps.
- **The facilitator will summarize the conversation, share strengths from the process, and make suggestions for improvement in the consultancy.** (National School Reform Faculty, Harmony Education Center, n.d.)



Modeling the Mini-Consultancy



- Using the framework we discussed, the Workforce team will model the mini-consultancy.
 - They will be discussing job descriptions.
- Grantees are welcome to jump in, ask questions, and provide ideas or recommendations.
- This is a practice session for all of us.

Identified Themes

1.

Recruitment and Retention for
Clinical/Non-Clinical Positions

2.

Retaining Interns as
Employees/Intern Engagement

3.

Peer and Staff Supervision



Group Discussion #1

Subject Matter Expert:
Martina Durant and Cklara
Moradian

Recruitment and Retention for Clinical and Non-Clinical Positions



- “We receive applications, but not everyone is qualified (bilingual, education, experience).”
- “Recruitment: the organization has several job positions that have no applicants after being posted for 3 months. Retention issues specific to pay/benefits pressure and competition from private practice creates major pressure on staffing.”
- “We need to work on getting more staff in a faster manner, Educational Patterns: Some candidates do not have a Masters, or the level of education required for the position.”
- “Recruitment: there continues to be a shortage of available providers in the area; particularly bilingual providers.”

Identified Grantee Challenges and Concerns

Group Discussion #2

Subject Matter Expert:
Christian Citlali

Retaining Interns as Employees/Intern Engagement



Grantee Reported Concerns:

- “Mentor engagement emerged as a challenge, influencing staff development and cohesion.”
- “Difficulty keeping MSW students on while they are waiting for their ASW to come in.”
- “Implementation of a formal mentoring process.”
- “Difficulty getting supervisors agree to take on interns.”
- “Our challenge in intern engagement was that one intern decided to end their internship early.”

Identified Grantee Challenges and Concerns

Group Discussion #3

Subject Matter Expert:
Martina Durant

Peer and Staff Supervision



Grantee Reported Concerns:

- “Principles for supervising peers to create a recovery-friendly workplace environment.”
- “Supervising peers that come in with a lot of challenges.”
- “Teaching new leaders’ in the organization how to provide constructive supervision.”
- “Supervising peers that are neurodivergent and creating an inclusive workspace.”
- “Establishing effective supervision protocols.”
- “Role of a supervisor for peer support providers.”
- “Identifying qualities and types of effective supervision methods.”

Identified Grantee Challenges and Concerns

Discussion Recap

1. What ideas or strategies did you learn about today that you'd like to take back to your organization?
2. What are some methods learned that you would like to implement in your program to support employee engagement and increase retention rates?
3. What strategies would you like to implement in your organization to enhance recruitment and retention of clinical/non-clinical staff?



Questions?

Please enter questions in the
Q&A box and/or send them to
CA_BHRR@ahpnet.com





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Thank you!

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References

National School Reform Faculty, Harmony Education Center. (n.d.). [Consultancy Protocol overview](#).