



Empowering the Workforce: Building Capacity for Orange County Public Behavioral Health System

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Today's Agenda

1. Welcome & Objectives
2. Key Learnings from December
3. Intern Skills & Competencies
4. Work Session
5. Next Steps
6. Workgroup Survey



Workgroup Survey



UCI is conducting an evaluation of the Workforce Education Training strategy, as they relate to an approved Innovative project, the Program Improvements for Valued Outpatient Treatment (PIVOT), being implemented by the OC Health Care Agency (HCA) MHSA Innovations Team.

Goal: Collect feedback from stakeholders involved in the Workforce Education Training strategy to inform process evaluation and improvement efforts.

The survey is asking about your experience specifically during this meeting. All questions are optional.

Survey results will be shared in aggregate form with the HCA PIVOT team. All information remains confidential.

Empowering the Workforce Objectives

- Strengthen efforts to train, support, and retain the behavioral health workforce
- Share community-informed insights on workforce and training needs
- Explore opportunities to build and deepen partnerships
- Strategize next steps for a sustainable workforce pipeline through system mapping and collaboration

Today's Goal:

To inform foundational elements of a Centralized Internship Program related to intern readiness, and their skills and competencies development.

December 2025 Empowering the Workforce Session

- 49 participants (including program staff, providers, HCA)
- 3 breakout groups:
 - Centralized Internship
 - Building the BH Pipeline
 - Collaboration between Partners

Discussion Topics

1

How to generate excitement for a future in behavioral health

3

Types of classifications needed for the behavioral health pipeline

2

How to make behavioral health career pathways more visible

4

Designing an internship program

Learnings: Key Themes



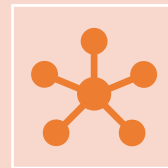
Create an intern engagement strategy



Strengthen the intern experience

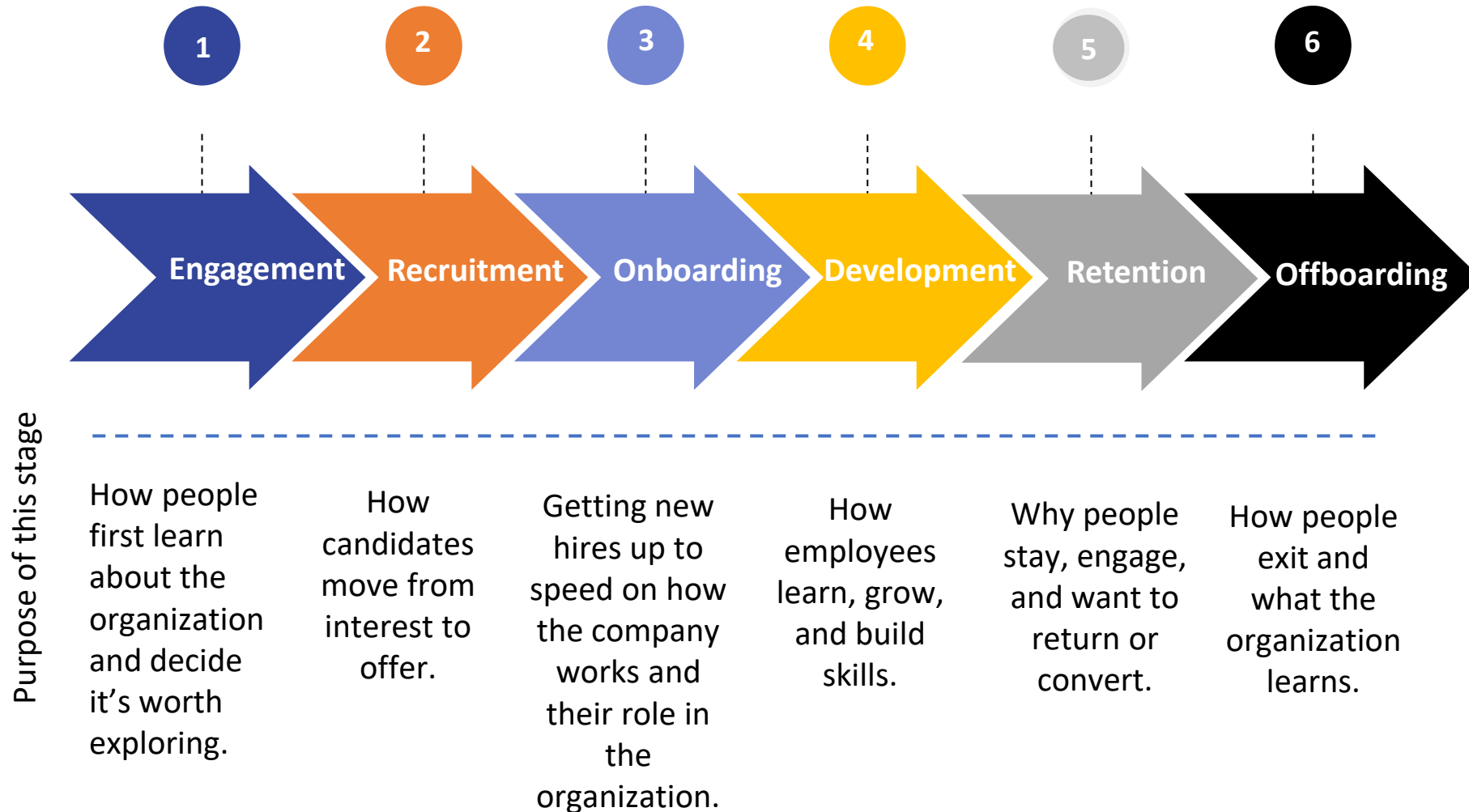


Prepare an intern development and retention strategy to grow and develop our interns



Create a centralized communication & coordination hub

Learnings: Internship Lifecycle



Intern Skills

Soft Skills

- Intangible personal attributes and "people skills" that determine how you interact with others and approach work.
- *Examples: Leadership, adaptability, time management, teamwork, creativity.*

Hard Skills

- Concrete, quantifiable, and job-specific knowledge.
- *Examples: Data analysis, programming (Python), accounting, machine operation, search engine marketing.*

This information is also available in the handout.

Competencies

- Broader sets of behaviors, skills, and knowledge that are holistic and role-oriented.
- They are harder to measure and often depend on the context (such as type of program). Competencies combine multiple skills and take longer to master.

Examples:

- *Data-driven decision-making*
- *Safety management*
- *Effective communication*
- *Project management*
- *Trauma-informed care*
- *Motivational Interviewing*
- *Harm reduction*

This information is also available in the handout.

Community Agreements



Respect: listen and share your thoughts in a manner that is respectful of others



Open-mindedness: listen to all points of view



Acceptance: suspend judgment as best you can



Share the Air: go for honesty and depth while also making room for others to share



Discovery: question old assumptions, look for new insights, seek to understand rather than persuade



Safe Space: share your honest feedback, positive or negative



Other Group Agreements?

Work Session: Identifying Skills and Competencies



Work Session: Identifying Skills and Competencies

Table Takeaways

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Report Out

Final Question...

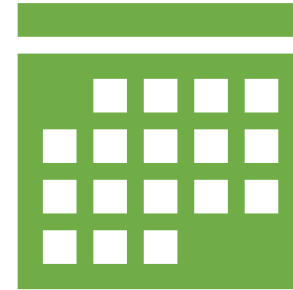
As you were in your discussion groups, did you notice any stakeholders or organizations that were missing that should be involved in future meetings?



Next Steps



HCA & Partners will
review today's information



Reconvene
June 2026

Please Complete Workgroup Survey



UC Irvine
PIVOT Evaluation

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