

EMPOWERING THE WORKFORCE:

Building Capacity for Orange County Behavioral Health

October 26, 2026 |
10:00 AM – 12:00 PM

**See the Progress. Help Inform
What's Next.**



TODAY'S FLOW

01 **Progress to Date**

02 **What We Are Building**

03 **Focused Discussion and Next Steps**

Includes about 50 minutes of focused table discussion.

04 **Broader Workforce Updates**

05 **Post-Meeting Survey**



FROM STAKEHOLDER INPUT TO IMPLEMENTATION

TODAY'S SESSION:

Show the progress made on Workforce and Training, share what is being implemented now, and gather focused input on next steps.

- Earlier sessions reinforced a shared direction for the future
- This session demonstrates how that input has been translated into action
- Implementation updates make up most of today's agenda
- Focused partner input and collaboration on next steps

JULY 9 RECAP: WHERE WE LEFT OFF

On July 9, we discussed themes from 25 stakeholder interviews conducted previously.

25

PRIOR STAKEHOLDER
INTERVIEWS

06

CROSS-CUTTING THEMES

08

FRAMEWORK COMPONENTS

04

LIFECYCLE STAGES

WHO WAS IN THE ROOM

- Behavioral health leaders, supervisors, and program partners
- HCA facilitators and note takers, with EY and CV
- UCI evaluation team, gathering feedback through a post-meeting survey

THEMES FROM PRIOR INTERVIEWS

- Front-end processes vary
- Readiness expectations vary
- Supervision needs time and support
- Placement needs local fit
- Communication is not always clear
- Pipeline is not fully visible

WHAT WE DISCUSSED

- Which framework components to prioritize first
- How roles work across HCA, the CIP, interns, supervisors, schools, and partners
- What success looks like at 6 and 12 months



DEMOGRAPHIC SURVEY

Please take 5 minutes to complete our demographic survey.



01

SECTION 01

PROGRESS TO DATE

WHY THE CENTRALIZED INTERNSHIP PROGRAM MATTERS

1

FOR THE WORKFORCE

- Builds the future behavioral health workforce
- Strengthens career pathways
- Supports recruitment, retention, and workforce diversity

2

FOR PROGRAMS AND SUPERVISORS

- Creates a clearer, more consistent process
- Provides shared tools, guidance, and support
- Strengthens intern readiness and placement experiences

3

FOR ORANGE COUNTY BEHAVIORAL HEALTH

- Builds a sustainable talent pipeline
- Strengthens educational and community partnerships
- Supports long-term workforce capacity and continuity



YOU SHARED. WE LISTENED. WE ACTED.

1 BUILD THE STRUCTURE FIRST

- Establish the centralized foundation before scaling placements.

2 IMPROVE MATCHING AND ONBOARDING

- A more consistent front door and a smoother start for interns.

3 SUPPORT SUPERVISORS

- Practical tools, clear expectations, and shared resources.

4 CLARIFY ROLES AND COMMUNICATIONS

- Known contacts, clear handoffs, and consistent messaging.

5 BUILD A SUSTAINABLE PIPELINE

- Connect internship experience to long-term workforce capacity.

CIP PROGRESS AT A GLANCE

MILESTONE	WHAT IT DELIVERS	STATUS
Stakeholder Engagement & Feedback Synthesis	Gathered input from interns, supervisors, schools, and partners, then used it to set program direction.	Complete
Future-State Internship Lifecycle	A step-by-step map of the intern journey, from application to completion, to spot gaps.	Complete
Centralized Operating Framework	One common intake, matching, and support process for HCA, interns, supervisors, and schools.	Complete
Student Intern Orientation & Volunteer Services Alignment	A refreshed intern orientation, coordinated with Volunteer Services so onboarding is consistent.	In progress
Internship Forms, Processes & Supervisor Resources	Standard forms and clear guidance so supervisors can onboard and support interns consistently.	In progress
Marketing, Communications & Information Hub	One central place for interns, supervisors, and partners to find program information.	Upcoming

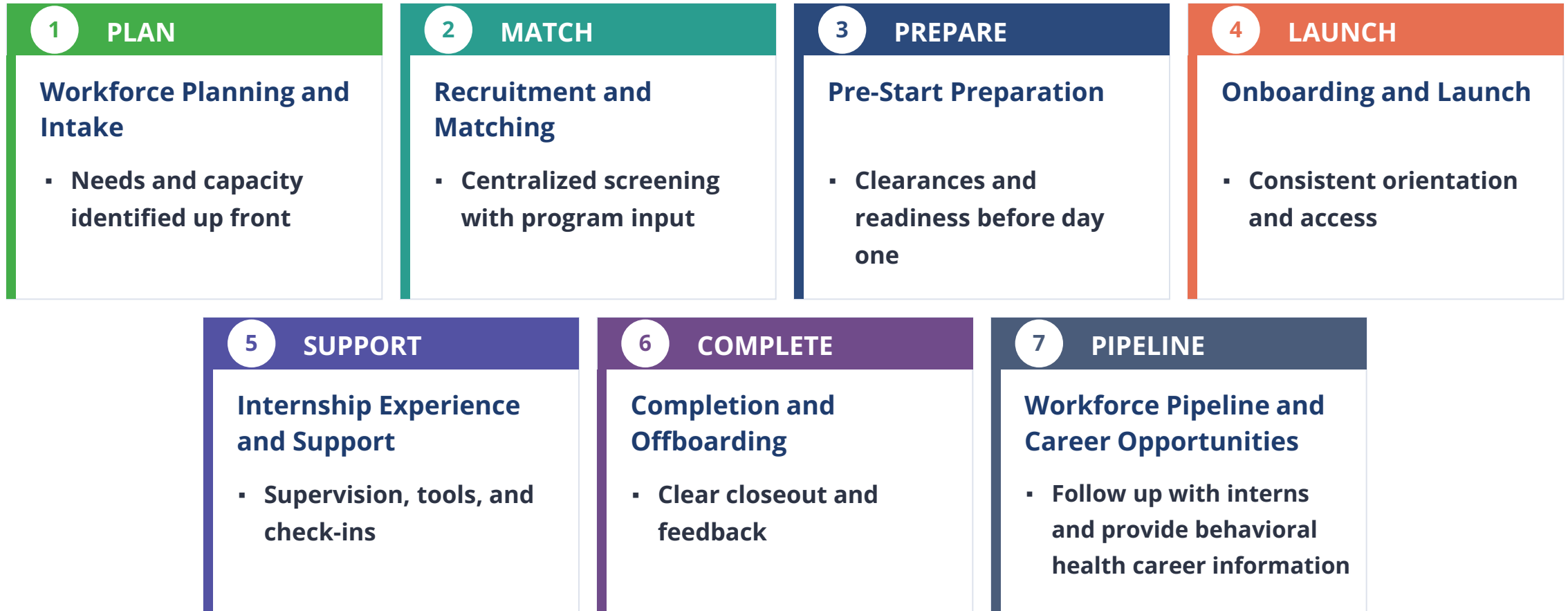
02

SECTION 02

WHAT WE ARE BUILDING

THE CENTRALIZED INTERNSHIP LIFECYCLE

Milestone: Future-State Internship Lifecycle (Complete). One coordinated journey, from workforce planning to career transition.





WHAT IS BEING BUILT NOW

IN DEVELOPMENT

- Supervisor guidance and checklists
- Internship guidebooks and resources
- Standardized communications for interns, supervisors, and schools
- Volunteer Services: intern clearances and orientation
- Placement planning and coordination

IN PLANNING

Centralized Internship Information Hub

One place to find forms, timelines, and contacts

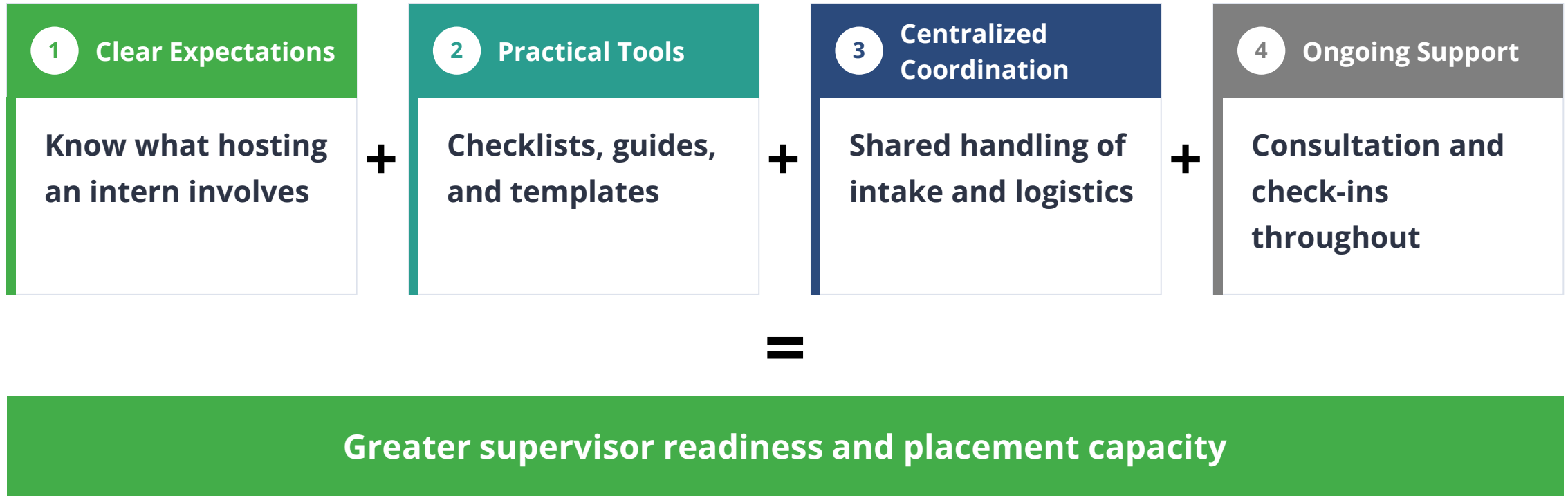
Stakeholder and intern program overviews

Consistent explanation of how the program works

Internal awareness and engagement materials

Building visibility across programs and partners

SUPPORTING SUPERVISORS AND EXPANDING CAPACITY



MARKETING, COMMUNICATIONS, AND AWARENESS

A Phased Approach

Phase 1 • Foundation

CIP messaging, and positioning; stakeholder and intern messaging

Phase 2 • Access

Centralized Information Hub and educational institution engagement

Future Priorities

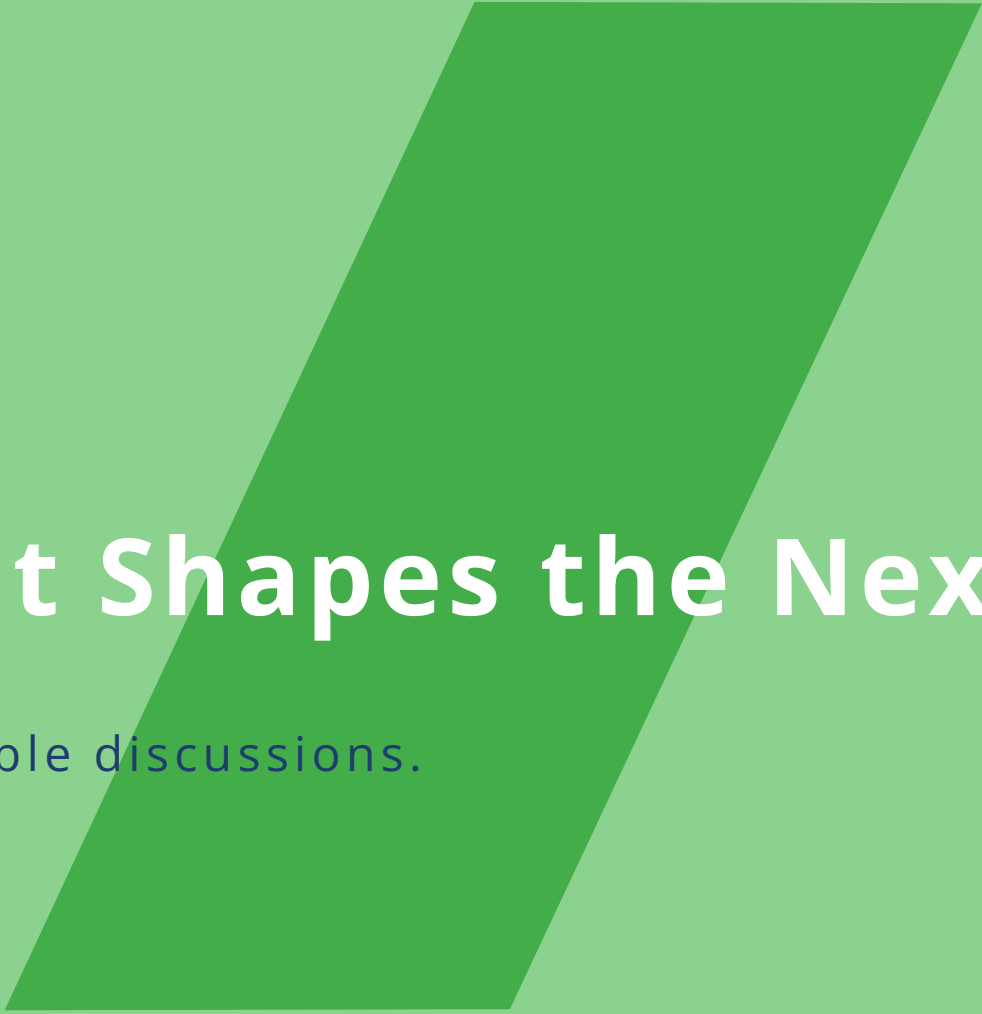
Internal awareness, supervisor engagement, workforce pipeline and talent community, and success stories



03

SECTION 03

FOCUSED DISCUSSION AND NEXT STEPS



Your Input Shapes the Next Step

Let's move to our table discussions.

HOW THIS DISCUSSION WILL RUN

- 01 Table discussions, each with a facilitator and a notetaker capturing input live
- 02 Start with 5 minutes of introductions: name, title and program, organization or school
- 03 Three topics, about 13 minutes each; 1-minute facilitator close; each table shares two takeaways (1 minute per table, 5 minutes total); 50 minutes in total
- 04 Off-topic items go to a parking lot and are followed up after

Today is about refining implementation, not reopening the overall direction.

HOW YOUR INPUT WILL BE USED



CAPTURED

- Notes taken live during today's discussion
- Themes grouped across all three topics
- Parking lot items recorded separately



SYNTHESIZED

- Input reviewed by the program team
- Themes mapped to work already underway
- New priorities flagged for sequencing



SHARED BACK

- Summary shared with participants after the session
- Reflected in supervisor and communications materials
- Revisited at the next stakeholder session

Join us at our next Empowering the Workforce meeting around February 2027 for updates.

FOCUSED DISCUSSION

50 min total | 5 min introductions | About 13 min per topic | 1 min close | 5 min table share-outs

1. What would make it easier for programs and supervisors to take on and successfully support interns?
2. If your program were preparing to take on a student intern, what information or resources would you need to feel prepared and supported?
3. If your program uses a virtual clinical supervision platform, what are you using, and what should we consider for a new platform?



TABLE REPORT-OUT

About 5 minutes | Each table facilitator shares two takeaways

Two takeaways per table | 1 minute each | 5 minutes total

WHAT HAPPENS NEXT



NOW

- Continue developing supervisor resources
- Advance marketing and communications materials
- Support upcoming internship placement planning



NEXT

- Define the Internship Information Hub
- Incorporate stakeholder feedback from today



LATER

- Prepare future workforce updates
- Expand engagement and awareness activities
- Plan the next stakeholder session



04

SECTION 04

BROADER WORKFORCE UPDATES

WHY THESE WORKFORCE AREAS MATTER

How each area strengthens the broader behavioral health workforce

Behavioral Health Workforce Training Plan

- Aligns training with BHSA evidence-based practice (EBP) requirements
- Clarifies which state-mandated trainings to prioritize

AVAILABLE TO: County, County Contract Providers

Community Health Worker and Peer Workforce

- Opens career pathways for people with lived experience
- Helps fill essential roles amid workforce shortages and expands culturally responsive care

AVAILABLE TO: Individuals with Lived Experience, HCA, County Contract Providers

Recruitment and Retention: Loan Repayment

- Eases the financial barriers to entering and staying in the field
- HCAI loan repayment programs support recruitment and retention

AVAILABLE TO: Varies

Together, these areas attract, develop, and retain the workforce alongside internships

BEHAVIORAL HEALTH WORKFORCE TRAINING PLAN

Evidence-based practice (EBP) training requirements and priorities

AVAILABLE TO: County, County Contract Providers

1 EBP REQUIREMENTS

EBP Training Requirements

- Training requirements per BHSA

2 STATE MANDATES

State-Mandated Trainings

- Identify state mandated trainings

3 PRIORITIES

Recommended Priorities

- Identify which trainings are recommended to prioritize

Live demonstration of the plan

WORKFORCE AND RETENTION

Purpose: strengthen and expand the behavioral health workforce in County of Orange

AVAILABLE TO: Individuals with Lived Experience, HCA, County Contract Providers

1 PIPELINE PURPOSE

Why It Matters

Other workforce pipeline programs through the Peer Workforce Development Services (PWDS) contract by Pacific Clinics.

- Prepares participants for behavioral health career entry
- Helps fill essential roles amid workforce shortages
- Supports career development, workforce stability, and access to care

2 PACIFIC CLINICS PWDS

Programs Offered (Not Limited To)

- Peer Support Specialist Training
- Enhanced Community Health Worker Certification Training
- Social Work & Human Services Work Certificate pathways
- Extended Education Courses

3 HCAI

Student Loan Repayment

- California Department of Health Care Access and Information (HCAI) Student Loan Repayment Programs



PEER SUPPORT SPECIALIST

Recovery-oriented, culturally responsive services from people with lived experience

AVAILABLE TO: Individuals with Lived Experience, HCA, County Contract Providers

1 WHO THEY ARE

Lived Experience

- Individuals (18+) with lived MH/SUD experience
- Provide recovery-oriented, culturally responsive services

2 HOW TO CERTIFY

Training and Certification

- 40-hour CalMHSA-approved PSS training program
- State-approved certification process administered by CalMHSA

3 WHAT THEY DO

Services Provided

- Mentoring and advocacy
- Recovery planning and life skills
- Connecting clients to resources



ENHANCED COMMUNITY HEALTH WORKERS (ECHW)

ECHW Services under BH-CONNECT (effective 2025)

AVAILABLE TO: Individuals with Lived Experience, HCA, County Contract Providers

1 ECHW DEFINITION

What an Enhanced CHW Does

- ECHW definition from DHCS: preventive health services promoting physical & mental well-being

2 MEDI-CAL COVERAGE

Enhanced CHW Services

- Medi-Cal expanded coverage to include Enhanced CHW Services under BH-CONNECT
- Support members with complex behavioral health needs

3 KEY ACTIVITIES

Four Service Areas

- Health education
- System navigation
- Screening & assessment
- Individual support & advocacy



ENHANCED CHW CERTIFICATION TRAINING

Pacific Clinics: 80 hours across online, live, and field components

AVAILABLE TO: Individuals with Lived Experience, HCA, County Contract Providers

ONLINE COURSEWORK

52 hours

self-paced online coursework

LIVE SESSIONS

8 hours total

across weekly live Zoom sessions

FIELD EXPERIENCE

20 hours

field experience

Total: 80 hours

Cohorts FY 2026–2027 | 3 cohorts per fiscal year

August 31, 2026

January 11, 2027

April 12, 2027



CERTIFICATE AND EDUCATION PATHWAYS

Pacific Clinics PWDS options that support career entry

AVAILABLE TO:

Individuals with Lived Experience, HCA, County Contract Providers

1 CERTIFICATE PATHWAYS

Social Work & Human Services Work Certificate

- Work Experience
- Mental Health Worker
- Alcohol & Drug Studies
- Social Work & Human Services Assistant

2 EXTENDED EDUCATION

Extended Education Courses

- Computer Application Basics
- GED/HiSET Preparation
- ESL (English as Second Language)

WORK CERTIFICATE PATHWAYS

Social Work & Human Services: hands-on experience plus three certificate pathways

AVAILABLE TO: Individuals with Lived Experience, HCA, County Contract Providers

1 SOCIAL WORK & HUMAN SERVICES WORK EXPERIENCE

- Provides hands-on, practical exposure to real behavioral health and social service settings to develop professional readiness for entry level roles

2 MENTAL HEALTH WORKER

- Prepares students for supportive roles such as facilitating groups, supporting client recovery goals, and assisting clinical teams

3 ALCOHOL & DRUG STUDIES

- Training in substance use assessment, counseling techniques, relapse prevention, and recovery models

4 SOCIAL WORK & HUMAN SERVICES ASSISTANT

- Develops skills in case management, service coordination, documentation, and advocacy to prepares students for front-line roles



RECRUITMENT AND RETENTION: STUDENT LOAN REPAYMENT

Exploring loan repayment options to support recruitment and retention

1 EXPLORING OPTIONS

What We Are Doing

- We are looking into available loan repayment options such as HCAI to increase recruitment and retention

2 RETENTION TOOL

Why It Matters

- Strong workforce tool to retain staff in high-need settings through multi-year service commitments

3 LOAN CRITERIA

Program Details

- Service commitments, eligible behavioral health professionals, time commitment, and eligible sites vary by HCAI eligibility standards

05

SECTION 05

POST-MEETING SURVEY

WORKGROUP POST-MEETING SURVEY



UC Irvine
PIVOT Evaluation

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 questions will ask 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**.



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Thank you for helping move the Centralized Internship Program from framework to implementation and strengthening Orange County's behavioral health workforce pipeline.

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