

FY 2023-2024 Performance Outcomes Report

Kern County MHSA Workforce, Education, & Training



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METHODOLOGY

Evaluation Design

Workforce Education and Training (WET) programs report outcomes proposed by EVALCORP and agreed upon by Kern Behavioral Health Recover Services (BHRS) leadership. The choice of outcomes measured and reported was informed by two primary sources: (1) the relevant California Code of Regulations referring to WET programs, and (2) any additional outcomes of interest as agreed upon by EVALCORP and KernBHRS. The outcomes to evaluate differ according to each program. A tailored plan was developed for each of the WET programs specifying in advance which outcomes would be reported.

The WET portion of the Annual Update combines program outcomes and staff demographics into a single section.

Presentation of Results

Findings are presented in aggregate by each of the four FY23-24 WET programs. Each program contributed data on four indicators. These indicators were selected in collaboration with EVALCORP as key metrics to track program progress and differ by program.

COMBINED WET PROGRAM FINDINGS

Data Collected by Type

The metrics chosen to assess each of the four metrics of the WET programs are summarized below:

	Outcome 1	Outcome 2	Outcome 3	Outcome 4
Clinical Internship	Count of staff receiving support during fiscal year	Count of candidates achieving licensure during fiscal year	Count of staff supervisors during fiscal year	Count of divisions offering internships during fiscal year
Psychology Internship	Count of interns who have completed the program since 2000	Count of post-docs achieving licensure since 2000	Patients seen by interns during the prior cohort/previous year	Count of interns employed by Kern County after internship, within the past 5 years
Relias Learning Management System	Count of courses completed by staff during fiscal year	Count of courses completed for continuing education credit during fiscal year	Mean number of courses completed by staff during fiscal year	Completion rate for modules during fiscal year
Training Enhancement	Count of staff who completed peer service training during fiscal year	Count of staff who complete most popular training during fiscal year	Count of staff who completed second most popular training during fiscal year	Count of conferences and training opportunities attended by staff during fiscal year

CLINICAL INTERNSHIP

Program Description

KernBHRS supports staff pursuing mental health licensure by providing required clinical supervision hours. Interns and associates receive biannual evaluations based on core competencies and weekly clinical hours. They meet with supervisors individually or in groups, aiming to complete required hours within five years. The Clinical Internship Support Program measures program efficiency, offering resources like study materials to help associates obtain licensure through the California Board of Behavioral Sciences.

Updates

- KernBHRS will continue implementing Multicultural Clinical Supervision training and will continue to expand and improve the program to ensure that it is meeting the needs of staff and students who are being clinically supervised.

Program Successes or Highlights

- In 2023-2024, the program name changed from MCCS Phase III to MCCS All Inclusive, but the main goal remains the same: to support licensed behavioral health professionals providing clinical supervision and help unlicensed clinicians prepare for their licensing exam within six months. The program also offers formal clinical supervision training required by universities for students in clinical psychology programs, emphasizing clinical supervision as a distinct competency requiring specific training.

Performance Outcomes Measures

- 174** Staff received support in 2023-2024
- 12** Candidates achieved licensure in FY 23-24
- 38** Staff supervised interns
- 7** Divisions of KernBHRS offered internships

PSYCHOLOGY INTERNSHIP

Program Description

KernBHRS, a member of Association of Psychology Postdoctoral and Internship Centers, runs a Clinical Psychology Internship Program that prepares interns for professional practice through training in assessment, diagnosis, intervention, ethics, and more. The one-year internship starts in August, offering diverse clinical experiences. Interns build on prior skills while gaining new ones, with increasing autonomy. Progress is measured through evaluations, observation, and feedback. Successful interns develop core competencies, aiming to pursue post-doctoral licensure after the program.

Updates

- Cross-training amongst licensed psychologists have allowed for increased availability of expert witnesses to be available for court room testimony (LPS Conservator cases). In addition, our psychologists have increased consultation availability for teams with difficult cases, including KernBHRS contract partners in outlying geographical areas.

Program Successes

- American Psychological Association Accreditation status has been maintained since first granted in April 2020.
- Integration of the interns into the evolving Diversion programs in California allowed for a robust training opportunity. For instance, the Forensic rotation intern had the opportunity to support an 18-year old male navigate the justice system, while supporting his recovery from marijuana use and educating him on his mental health symptoms of Schizophrenia. This relationship fostered a strong therapeutic relationship that allowed for the client's recovery and ultimate return into a community placement setting.

Performance Outcome Measures

56 Post-docs have achieved licensure since 2000

105 Interns have completed the program since 2000

222 Patients were seen by interns in 2023-2024

11 Former interns employed by Kern County in the past 5 years

RELIAS LEARNING

Program Description

The Relias Learning Management System (LMS) supports KernBHRS in developing and delivering departmental specific trainings that are available in the Relias Library. The Relias LMS also supports KernBHRS by offering continued education courses recognized by leading accreditation agencies. The Relias LMS facilitates KernBHRS's ability to comply with mandated state and federal training requirements by facilitating assignation of mandatory training plans to staff by role, and through the ability to track and report completions of trainings. KernBHRS has nearly 100 active customized training plans in the Relias LMS.

Updates

- KernBHRS has achieved a 94% completion rate for required trainings assigned to staff in the Relias LMS.

Program Successes

- During the past fiscal year, KernBHRS awarded an estimated 500 continued education units to system of care staff.

Performance Outcome Measures

280 Unique courses were completed by staff

29 Courses were completed for continuing education credit

18 Courses on average were completed by staff members

97.5% Completion rate for modules

TRAINING ENHANCEMENT

Program Description

Training Enhancement programs provide various workforce development training and conferences for KernBHRS staff, providers, and the public. Some of the programs offer role playing and simulations to demonstrate how to engage in initial help during a mental health crisis and how to connect people to the appropriate professional, peer and self-help care. A variety of course formats are available to cater to the needs of specific populations or groups within the KernBHRS system of care. Current evidence-based information is incorporated into learning approaches and practices. Training Enhancement supports the use of culturally and linguistically appropriate and effective services to the community.

Updates

- No updates

Program Successes

- Developed a robust process for contract providers without access to the Relias Learning System, to complete required trainings
- Provided ongoing Relias support to the team implementing the new Electronic Health Record
- Developed culturally adapted English & Spanish training covering stress management, managing boundaries, and navigating grief

Performance Outcome Measures

1725 Staff completed information security training

1723 People completed information privacy training

1644 Staff completed grievance and appeal system training

1738 Staff either completed any training or attended conferences