

**CMHDA POLICY FORUM
FEBRUARY 9, 2006
NEWPORT BEACH, CALIFORNIA**

**“DIVERSITY IN THE WORKFORCE:
EXPANDING EVIDENCE-BASED PROJECTS AND PROMISING PRACTICES”
(1 HOUR, 45 MINUTES)**

Moderator: Matthew R. Mock, PhD and Jo Ann Johnson, LCSW

Presenters: Jesus Oliva, MD, Gladys Lee, LCSW, Daniel Michael (invited) and 2
consumer employees (being invited).

Comments: Sergio Alguilar-Gaxiola, MD, PhD

Goals and Objectives:

- 1) To identify and expand consumer, family member and diverse community employment programs in the mental health workforce and the larger workforce marketplace.
- 2) To identify and address issues of unmet needs and disparities of ethnic, racial and diverse communities under MHSA workforce development.
- 3) To identify specific obstacles, challenges and solutions (such as partially transforming systems) through an understanding of actual successful community programs and services.

Workshop Abstract:

Under the Mental Health Services Act (MHSA) county mental health systems are to address issues of unmet needs by furthering workforce development of consumers, family members, and members from diverse cultural, linguistic and ethnic backgrounds. Successfully increasing diversity in the workforce, both in mental health and the general workforce is a multi-pronged task. There must be creativity in outreach and educational training programs to bring in new employees and to retrain prior workers. In order to transform current public mental health programs to be more credible and effective in providing for the needs of a wide range of communities there may need to be a re-examination and rearticulation of what defines mental illness, mental health, resiliency, recovery and wellness. Potential barriers (such as stigma, job evaluations, job stress, human resource processes, boundary issues, etc. are best proactively identified in an ongoing manner. Partial solutions and strategies to be adopted can be identified and proposed in advance. Through a presentation of some successful, currently operating training and employment programs throughout the State, we will identify such best and promising workforce development practices that can be adopted in large and small counties, rural and/or urban. There will be presentations, resource materials, and sharing of lessons learned.

Workshop Outline:

Introduction: Workshop overview, introduction of speakers, format and objectives of the workshop (Matthew R. Mock, PhD and/or JoAnn Johnson, LCSW)
(5 minutes)

(continued)

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**Part A: Commentary: “Workforce Diversity to Address Mental Health Disparities”
Sergio Alguilar-Gaxiola, MD, PhD**

(10 minutes)

**Part B: “Multicultural, Multilingual Pathways to Behavioral Services Employment”
Jesus Oliva, PhD**

Description: Dr. Oliva has directed an impressive program that has increased cultural and linguistic diversity. He has developed a Nurse Licensure Pathway with the support of multiple grants. He is also overseeing a bilingual (English-Spanish) psychiatric technician course. Recently, his program has also been approved to assist in the board preparation of MDs, that will lead to clinical rotation, clinical skills examination and eventually leading to entry into residency programs. In addition to a description of this program, he will provide lessons learned and recommendations of further working with his program and its students but also ways in which this might expand into other skill areas and programs throughout the State. There will be brief time for question and response.

(25 minutes).

**Part C: “Successful Mental Health Workforce Training Programs: Finding What Works
in the Community” Gladys Lee, LCSW and 2 peer trainees (invited).**

Description: Several programs have shown promising abilities to engage multiethnic mental health service consumers in training and peer internship. One such program is the P.C.C. program run by Pacific Clinics in Southern California. By record, the program has shown success especially with the African American, Latino and European American communities. Some of the research and process findings to date from this ‘best practice’ program will be reviewed along with discussion of challenges, opportunities and strategic recommendations to other programs planning to set up consumer training and work programs in mental health.

(25 minutes)

**Part D: “Consumers and Recovery, Resiliency and Wellness: Hireability in the General
Workforce Market Place” Daniel Michaels (Invited) and Hireability employees
(invited) from San Francisco**

Description: Hireability has shown success in engaging Chinese, Filipino and Vietnamese consumers in returning to the general workforce. As one of the programs begun under the leadership of Evelyn Lee, EdD, the program has worked with the community to be culturally sensitive in outreach and engagement. The program has productively addressed both immigrant and language needs and now has a history of successful training, job placement, community credibility and funding. The presenters will present the program, its development and recommendations in setting up comparable programs in other geographic areas.

(25 minutes)

Part E: “Final Questions, Recommendations, Summary and Workshop Wrap-Up”

(15 minutes)