



Working with the Whole Person: Shifting to a Competency-Based Framework

Behavioral Health Recruitment and Retention (BHRR)

June 18, 2024 | 11 a.m. - 12:30 p.m. PT



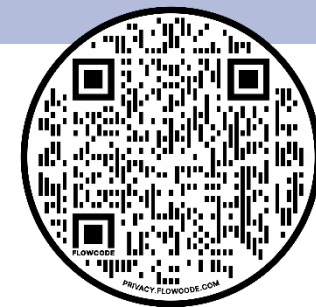
Indigenous Land Acknowledgement

- 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: Enter your location at [Native Land CA](#)

Option 2: Access Native Land website via QR Code





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



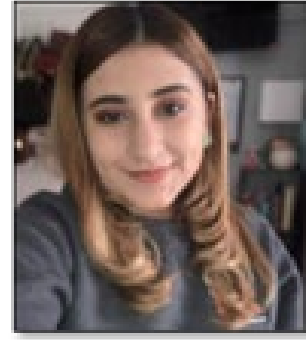
Susan Lange
*Program Director
Workforce Innovation Lab*



Cklara Moradian
*BHR Deputy Project Director
& Grantee Coach*



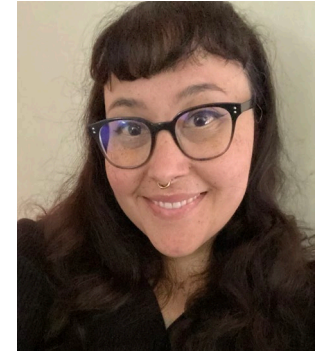
Roxanne Brooks
Grantee Coach



Rosy Larios
Grantee Coach



Sandra Gomez
Grantee Coach



Angelica Rodriguez
Grantee Coach



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 and Program Director



Allen Fowler
*WFD SME and
Senior Writer*



Martina Durant
*WFD SME and
Senior Program Manager*

Agenda



Grantee Spotlight: Sacramento Youth Center



Review



Breakout Room Discussion



Large Group Debrief



Q&A



Knowledge, Skills, and Attributes (KSAs)

A competency framework is built around related KSAs that enable a job holder to accomplish the activities in their scope of responsibilities.

- **Knowledge** is the theoretical understanding of concepts. An individual may understand a topic or tool or have textbook knowledge of it but have no experience applying it.
- **Skills** are the application of knowledge. Skills require hands-on training and experience.
- **Attributes** are the strengths, abilities, and powers required to perform a skill.

Competency Framework



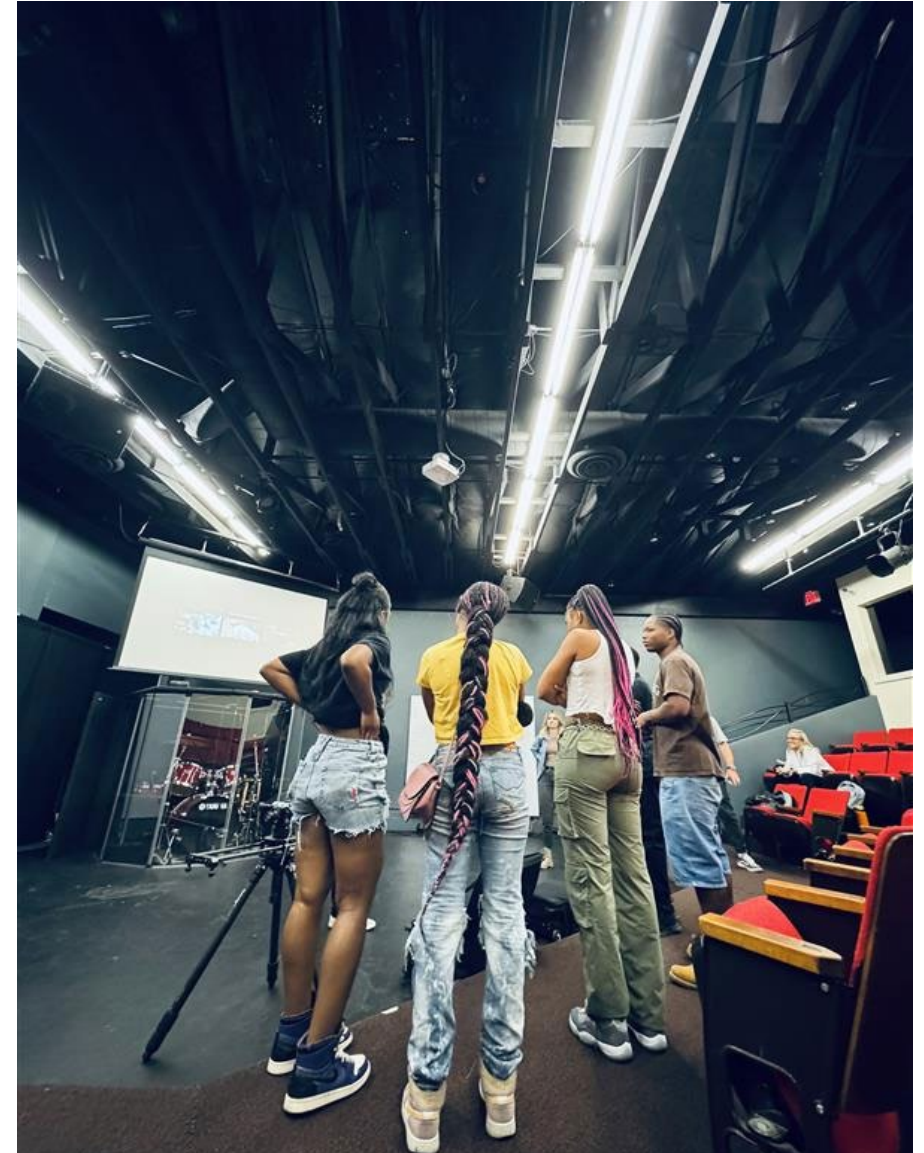
Sacramento Youth Center

BHRR Grantee Spotlight Presentation

[Sacramento Youth Center website](#)

About Us

- Started in 2019. 15 current staff members serving at-risk and refugee youth in Del Paso Heights, CA.
- We are a mental/behavioral health program provider with a drop-in youth center available to the community.



Staff Backgrounds

01. Homelessness
02. Substance Misuse
03. Refugees
04. Justice Involved
05. Foster Care

Our Holistic Approach

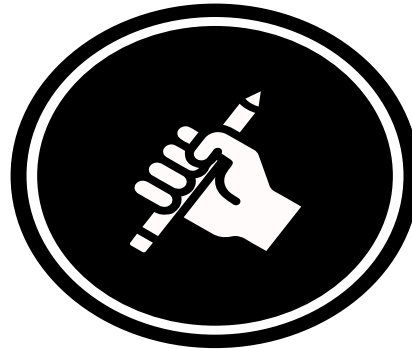
Trauma-Informed Care

Working with individuals with lived experience and providing adequate support.



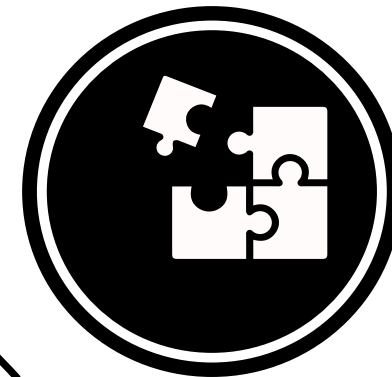
Soft Skills

A priority above hard skills, given the nature of the work we do. When soft skills are elevated, retention and recruitment are increased.



Career Development

We are passionately committed to the development of one's career even beyond SYC.



Competency Framework

Staff development days that are centered around leadership and soft-skill development. Weekly meetings that include developmental lessons.

TRAINING AND EDUCATION

Provide clearer description of roles and operate within a higher caliber of delegation.

ROLES AND RESPONSIBILITIES

Organizational chart revision with intentionally paired staff and team leads.

SUPERVISION

Updating job descriptions as needed. Creating new positions for new departmental needs. Adding a managerial layer to the organization. Developing continuity in job titles.

JOB DESCRIPTIONS

Stay interviews to understand where employees are at and how we can best serve them. Adopting performance rubrics that aid in pay scale policies.

PERFORMANCE EVALS

Identified gaps in policies and procedures and created needed workflows for efficient and clear onboarding.

WORKFLOWS

Identifying KSAs

Lived experience, cultural sensitivity, understanding youth development, team dynamics, and psychology/sociology

KNOWLEDGE



Direct experience with youth, trauma-informed care, mental health first aid, presentation skills, and case management

SKILLS



Emotional intelligence, conflict management, leadership potential, self-awareness, compassion, and empathy

ATTRIBUTES



Developing KSAs

Committed to providing professional development from leaders in the field; sharing trainings and education resources to grow knowledge

KNOWLEDGE



Working alongside individuals to build hands-on skills such as time management, project management, job applications, and de-escalation tactics

SKILLS

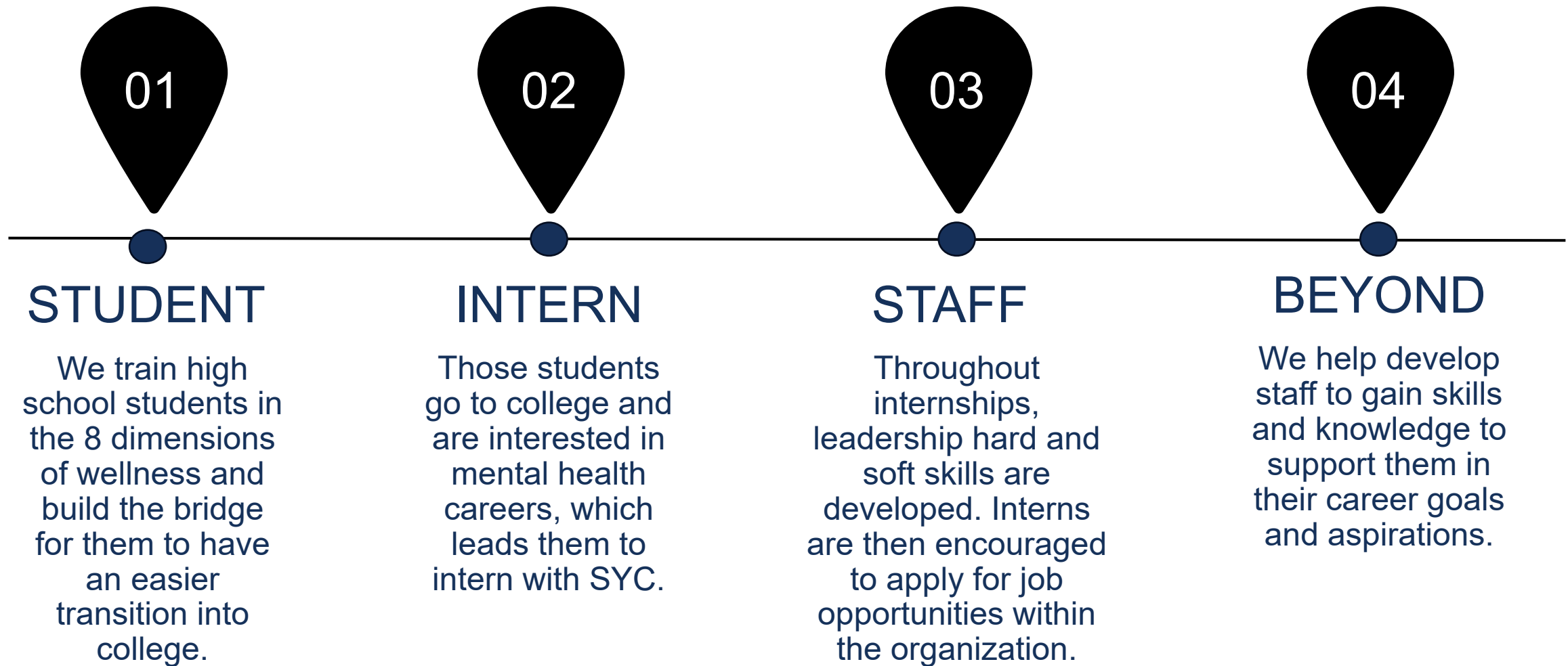


Exposure to stories and differing perspectives with staff members and students to develop cultural awareness and sensitivity

ATTRIBUTES



Intern Pipeline





Questions?

CONTACT SYNC



James Alexander

Operations Director

James@sacyouthcenter.org

Breakout Room Reflection Questions



1. In what area(s) has your organization already integrated a competency-based framework?
2. Into what part of your work would it be most impactful to build the competency-based framework?
3. What resources would you need to successfully implement a competency-based framework in that area?

Connecting to Resources and Partnerships

Large Group Debrief Activity



Questions?

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



Please fill out the attendance form and feedback survey in the chat to meet your requirements for today's event.

Phase B Training and Technical Assistance – Quarter 5 of BHRR							
Q	Month	Week 1	Week 2	Week 3	Week 4	Week 5	Total Hours of Live Grantee Attendance per Month
5	July	Asynchronous Learning: TBD	OH: 7/11/24 12:00 p.m.-12:45 p.m.	Q4 Data Report and Q4 Invoice due 7/15/24 Workshop: TBD (1.5 hours) 07/17/24 11 a.m.-12:30 p.m. OH: 7/19/24 9 a.m.- 9:45 a.m.	Update implementation plan(s) Asynchronous Learning Knowledge Check due OH: 7/30/24 3 p.m.-3:45 p.m.		1.5 hours + 1:1 with GCs SMEs as needed
5	August	Asynchronous Learning: TBD	OH: 8/07/24 12:00p.m.-12:45p.m.	OH: 8/16/24 9 a.m.-9:45 a.m.	Update implementation plan(s) Asynchronous Learning Knowledge Check due Workshop: TBD (1.5 hours) 8/22/24 11 a.m.-12:30 p.m. OH: 8/26/24 1 p.m.-1:45 p.m.		1.5 hours + 1:1 with GCs SMEs as needed
5	September	Learning Collaborative: TBD* (2.5 hours) 9/03/24 or 9/04/24 10 a.m.-12:30 p.m.	OH: TBD	Workshop: TBD (1.5 Hours) 9/18/24 11:00am-12:30pm	End of Q5 – Update implementation plan(s) Reminder: Q5 Data Report and Q5 invoice(s) due: 10/15/24		4 hours + 1:1 with GCs SMEs as needed

Upcoming Events and Important Reminders

Note: This document is a tentative plan and is subject to change. You will receive notification about changes to this plan in advance via email and through communication from your GC. Please refer to this plan for a general guideline of what to expect in Quarter 5 (Q5) of BHRR. The BHRR Team may offer optional Open Office Hours if needed. Those dates will be communicated in advance.

Acronyms:

BHRR: Behavioral Health Recruitment and Retention

SME: subject matter expert

GC: Grantee Coach

TA: technical assistance



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Thank you!

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