Slide 1. Introduction

Hello there! Thank you for your interest in the Alameda County Loan Repayment Program. My name is __________ and I work for the California Mental Health Services Authority, also known as CalMHSA when abbreviated. CalMHSA is the administrator for this loan repayment opportunity.

The goal of this webinar is to provide an overview of the program, context and rational behind the awardee selection and application grading process, an explanation of the timeline of the program and what is expected of applicants at each stage, as well as a walkthrough of how interested applicants can apply. Our hope is that this webinar will allow you to seamlessly participate in this opportunity and will address most of the questions you may have before and as you apply. This webinar will be made publicly available after release so that applicants can watch or re-watch it at times most convenient for them. CalMHSA has also included a transcript of this webinar for those that wish to read its contents, which can be found by visiting CALMHSA.org.

If you have any questions after this webinar, feel free to email a CalMHSA staff member at ACLRP@CalMHSA.org. Also, an FAQ section with the most common questions can be found on the CalMHSA.org website by clicking “Programs,” then “Grants,” and under “Alameda County Loan Repayment Program.”

Slide 2. Role of CalMHSA

Before we get into the application, we should explain who we at CalMHSA are. CalMHSA is a joint powers authority focused on the delivery of California mental health projects in collaboration with over 50 California counties and cities.
In collaboration with Alameda County Behavioral Health, CalMHSA will be the administrative manager for the Alameda County Loan Repayment Program. In this role, we will oversee the application, select an independent application review panel, develop participation agreements with selected awardees, and monitor those agreements during the length of the program’s service obligation period. CalMHSA will not be selecting final award recipients, but act as administrator for the final decisions of Alameda County Behavioral Health.

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Slide 3. Alameda County Program Overview

The ACLRP was developed by Alameda County Behavioral Health, or ACBH, through its Mental Health Services Act Workforce Education and Training component funding and in collaboration with CalMHSA.

The purpose of ACLRP is to provide financial incentive to retain qualified, eligible employees in “hard to fill or hard to retain” positions in the Alameda County Behavioral Health Care system. A limited number of awards, up to $10,000 for each awarded applicant, will be available in exchange for a 12 month service obligation. Eligible applicants must work in an Alameda Behavioral Health county-operated setting or in a contracted, community-based mental health or substance use disorder agency in a “hard to fill or hard to retain” position. Please refer to the ACLRP Program Guide, located on the CalMHSA website, for the “hard to fill and hard to retain” criteria established by ACBH to meet critical workforce needs.

ACLRP is a financial incentive strategy that is included in the ACBH WET Plan. It is designed to retain mental health professionals in ACBH who reflect Alameda County’s diverse population and share the same ethnic, cultural and language backgrounds of the underserved and unserved communities that ACBH serve.
Slide 4. ACLRP Timeline

On this slide, you will find a high-level visual timeline for this program beginning with the start of the application period. The red section of the timeline shows when the application period begins and ends. The orange section is the post-application period where applications will be verified and reviewed. The yellow section is the period where CalMHSA will reach out to prospective awardees and establish contracts. The Blue section is the estimated date range of the 12-month service obligation. The green section is when awardees who have completed their service obligation can expect to see payments made to their lenders.

To see a more detailed timeline of the different events over the length of the program, please consult the ACLRP Program Guide, which can be found on the CalMHSA.org website.

Slide 5. Eligibility Requirements – Direct Clinical Service

Now we will be getting into the details of application eligibility criteria, beginning with the direct clinical service requirements.

In order to be eligible to apply, a provider must work a minimum of thirty-two hours per week in an eligible Alameda County-based public mental health setting or a community-based mental health or substance use disorder agency. If you are a psychiatrist, you must work a minimum of twenty hours per week in a public mental health program.

Applicants must show that they provide a minimum of twenty hours of direct clinical service. Direct clinical services are defined as services that generate units of service, including opening or closing cases; crisis intervention; assessments, individual, family, and-or group therapy; rehabilitation services; medication evaluation and-or consultation; or integrated behavioral and EBP interventions. Part-time psychiatrists are exempt from this twenty hour minimum direct services requirement.
Slide 6. Eligible Roles

You must also be employed in an eligible provider role. Eligible provider roles are: Licensed Clinical Social Worker, Associate Clinical Social Worker, Licensed Marriage and Family Therapist, Associate Marriage and Family Therapist, Licensed Professional Clinical Counselor, Associate Professional Clinical Counselor, Licensed Psychiatrist, Psychiatric Mental Health Nurse Practitioner, or a Licensed Clinical Psychiatric Pharmacist.

Slide 7. Eligibility Requirements – Hard-to-Fill/Retain & Cultural Competency

Alameda County Behavioral Health is committed to supporting a diverse and representative workforce in its hard to fill and-or hard to retain positions. To do this, applicants are asked to show they can represent the ethnically and culturally diverse communities that ACBH serves, or that they possess experience or expertise in hard to fill or hard to retain skill sets, in addition to their general service requirements.

There are two different ways applicants can show evidence of ethnic or cultural representation. Applicants can either be bilingual in one or more of Alameda county’s threshold languages which are: Spanish, Cantonese, Mandarin, Tagalog, Farsi, or Vietnamese. If an applicant does not speak a second language to English, they can show that they have lived experience as a mental health consumer or family member, or they represent a member of the African-American, Asian Pacific Islander, Hispanic or Latino, Native American, South or Southeast Asian, or LGBTIQ2-S communities, or another culturally or ethnically diverse community that Alameda County Behavioral Health serves.

In place of or in addition to diversity criteria, you may also show that you possess experience or expertise in hard to fill or hard to retain skill sets. You can show this if you are: a psychiatric
mental health nurse practitioner, a clinical psychiatric pharmacist, psychiatrist (especially child psychiatrists), a provider with integrated primary care or behavioral health care experience or expertise, or a provider who works in programs delivering services to any of the following client populations: older adults, transitional age youth, LGBTQI2-S, youth in the juvenile justice system, clients with forensic mental health services, and-or clients with substance use or co-occurring conditions.

Slide 8. Eligibility – Qualifying Loans

Because the ACLRP is an educational loan repayment program, part of the requirements for acceptance is that an applicant possesses loan debt accrued for the purposes of continuing education from a commercial or U.S. Governmental lending institution. For the purposes of the initial application, CalMHSA will only ask applicants to confirm that they do possess such debt. If an applicant is selected for program participation, we will be requesting additional information to directly facilitate CalMHSA’s ability to make payments to the applicant’s lenders including social security numbers, evidence of good lender standing through a history of proper payment, and account information for all institutions holding qualifying applicant debt.

Qualifying commercial lending institutions are those subject to examination and supervision by an agency of the United States, or by the state in which the institutions have their place of business. The following types of debt are not eligible for loan repayment under the program: loans in default, loans repaid in full, credit card debt, primary care loans, personal lines of credit, residency loans, or other loans accrued without specific designation to be paid toward educational expenses at the time of acceptance.
Now that we have gone over eligibility requirements for the application, let’s introduce the portal that applicants will use to apply.

CalMHSA has chosen to utilize the software of Career.Place, a human resources tool that facilitates the application process in a way to ensure fair and equal treatment of all applicants, removing as much reviewer bias as possible. CalMHSA is also utilizing software from Google, incorporated seamlessly within the Career.Place application, to collect applicant information without compromising a breach in application information. There is no time limit imposed after an application has been started, allowing applicants to take as long as needed to review and collect submission responses and materials. The link to the application can be found on the CalMHSA website, through the Alameda County providers internet site, or through links sent through provider intranet email.

When an applicant clicks the link to the application page, they will be able to read a brief summary of the ACLRP and can review the requirements before applying.

The first step that applicants will encounter when they choose to apply is to create a profile in the Career.Place web portal. This process is straightforward and simple, with the Career.Place processes referenced throughout. Applicants will be asked to begin by submitting their name, contact email address, and a phone number. Applicants will also be asked for demographic information which they can answer if they choose, but it not required in order to continue applying. Once an applicant has created their Career.Place profile, they will be taken to the actual ACLRP application page.
There are four distinct sections of the ACLRP application after this point: eligibility; applicant service experience and personal statements; applicant information, and employment verification.

**Slide 11. General Eligibility Criteria**

The first section, which asks applicants to submit basic eligibility criteria, sets the minimum requirements that all applicants must meet in order to be considered eligible for the ACLRP. Applicants must answer each question either “Yes” or “No.” These questions have been determined by the Alameda County Workforce Education and Training office. If an applicant’s response to any of these questions disqualifies them from applying, they will be informed and restricted at this point from continuing their application. If an applicant meets all eligibility requirements, they will be asked to verify that their information submitted is accurate, and they will continue to the next section.

**Slide 12. App: Applicant Personal Statements**

The second section asks applicants to identify the populations they have experience serving and to explain how they serve those populations – this is called “Homework” in the CareerPlace application, and an applicant has as much time as they feel they need to complete this section before final submission.

Applicants will be asked three questions intended as in-depth applicant personal statements. This is an applicant’s opportunity to shine and give reviewers deeper context to the motivations and commitment of the applicant to their service work. Applicants should place more emphasis on how their work has made significant impacts with their client populations, their work in the space to make public mental health more accessible or inclusive, or both. Emphasis will not be place on
adherence to grammar, spelling, or style, nor the writing ability of the applicant. Show the
reviewers how inspiring your work is, and how inspired you are to do it!

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Slide 14. App: Applicant Information

The third section will ask applicants to submit information for program data collection. Some of
the information submitted in this section will be repeated from earlier aspects of the application
process. This is done to maintain necessary connection between applicant information submitted
in Career.Place for an unbiased independent review, but still allow CalMHSA and ACBH to collect
the necessary program information they need to make final decisions.

This section of the application will take you out of the Career.Place application and into a
protected Google Form. This applicant information will ask you to resubmit your name and email,
as well as contact information. It will also ask you to re-confirm service population information
and if applicants currently owe a service obligation to any other entity. Applicants will then be
asked for demographic data a second time during this section, which is also optional to submit.
The final part of the applicant information will ask for some of the information requested in the
applicant employment verification document, including supervisor contact information.
Applicants should be assured that this information is only collected to facilitate communication
with an applicant that submits incomplete application information. Applicant supervisors will not
be contacted without prior notice to the applicant and attempts made to contact applicants
directly.

Once you have completed this Applicant Information section, applicants will be given a unique
application identifier code to be used upon their return to the Career.Place application. Once an
applicant has returned to Career.Place, they will be asked to submit their “Homework”. Once you submit your Homework, you will be asked to confirm the information you submitted when you created your Career.Place profile.

**Slide 15. Final Resume Window**

CalMHSA wants to insert an important note at this point in the application process. At the end of your application on Career.Place and once you have submitted your “Homework,” you may encounter a window that requests that you upload a resume. We want to stress, you do not need to submit any kind of resume in order to submit your application. This window is a feature we are unable to disable as part of the application software. You can and should choose to ignore this option and continue with your final submission.

**Slide 16. App: County Employment Verification**

Once you have submitted your application on Career.Place, you will need to complete an Employment Verification form before your application is considered complete. The process of reviewing and signing this form has been designed to fully conform with current and future social distancing guidelines. Verification will require completion and signature by the applicant, then review and signature by the applicant’s immediate and direct supervisor.

The Employment Verification form will be sent to an applicant’s email once they have finished submitting their application to Career.Place and will use the email address supplied in the Applicant Information section in the Google Form, and should be sent within five business days after you have submitted your information to the Google Form. If you have finished submitting your application to Career.Place and have not received an email with the verification form for review within a week of submission, please email CalMHSA for assistance.
The employment verification process is being facilitated digitally through a software called DocuSign. The DocuSign application will allow applicants to enter information into a pre-filled form requesting information about their current employment as a mental health care provider and a brief description on time spent performing duties at their job site. Applicants will then be asked to read and digitally sign a Letter of Understanding. Once an applicant has digitally signed this document and submitted it, it will be sent to their immediate supervisor for review and signature.

Although DocuSign will keep an applicant informed on the status of their employment verification form, it is ultimately the responsibility of the applicant to ensure that the form is submitted to CalMHSA before the close of the application period, and will not be accepted more than two weeks from the close of the application period in order to be accepted as complete.

*Slide 17. Post Application: Next Steps*

After you have completed these steps – congratulations! – you have submitted your application for the Alameda County Loan Repayment Program. The following slides will explain the next steps after submitting your application and the close of the application period.

After the close of the application period, CalMHSA and Alameda County Behavioral Health will review all applications for completeness and verification. Applications that have been determined both complete and meet all necessary qualifications will then be assigned a random identifier to replace identifying personal information. Once specific identifying information is removed, applications will be given to an application review committee composed of varied members with experience in California mental and behavioral health. These review committee members will then review the CareerPlace “Homework” and grade all applicant personal statements using a standard grading rubric developed by CalMHSA for consistency with the goals...
of the program. The review members will then submit their graded applications back to CalMHSA for review. Information about these reviewers will not be shared with applicants to maintain both reviewer and applicant confidentiality.

Once all applications have been graded, and those graded applications are reviewed for completeness, decisions will be made to determine which applicants will be extended the opportunity to participate in the ACLRP based on strength of their application and recommendation from the independent review committee. Offers will be sent to the prospective awardees in the form of lender information requests and contract information. CalMHSA will communicate primarily by the email provided to Career.Place, but applicants may also be notified by phone. These documents will identify any variations in start and conclusion dates of the service obligation period, but most applicants will be asked to begin their 12 month service obligation on March 1st, 2021 and extend until February 28th, 2022.

Slide 18. Service Obligation Information (1/3)

Before beginning your service obligation, you will need to sign a contract with CalMHSA detailing the specifics of your service obligation. This will be a legal document and should be reviewed before signing. It will specify the beginning and end dates of your service obligation, as well as necessary information pertaining to your responsibilities.

The service obligation is an agreement whereby applicants maintain their position and responsibilities servicing the communities they have identified in their application. Aside from performing quarterly service check-ins with CalMHSA, an applicant will only need to maintain their employment at their specified job site throughout the length of the service obligation period.
During the course of the 12 month service obligation period, CalMHSA will be performing four quarterly service verifications, or QSVs, with each awardee. These QSVs will primarily be used to identify any issues that may arise during the service obligation period while giving applicants an opportunity to ask CalMHSA program team questions directly and request general maintenance information related to lender statements.

Once an applicant has served their 12 month service obligation, has remained in their hard-to-fill or hard-to-retain position, and has remained in good standing throughout the duration of their service obligation, CalMHSA will request final approval from the applicant to make the appropriate payments to applicant lending institutions on their behalf. Depending on the amount awarded to the applicant, the number of institutions that need to be communicated with, and those institutions response time to CalMHSA requests, final payments are expected to be dispersed within 30 days after the service obligation period ends.

Slide 19. Conclusion

In conclusion, we would like to thank you for taking the time to watch this webinar and for your interest in participating in the Alameda County Loan Repayment Program. We would like to wish you all the best of luck.

If you have any questions, please refer to the Alameda County Loan Repayment Program: Program Guide which can be found by going to the CalMHSA-got-org website under “Programs” and “Grants.” If you still have questions after consulting both this webinar and the Program Guide, do not hesitate to contact us at ACLRP@CalMHSA.org. We would love to hear from you.