



ACLRP Webinar Script

1 *Slide 1. Introduction*

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

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

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

19 *Slide 2. Role of CalMHSA*

20 Before we get into the application, we should explain who we at CalMHSA are. CalMHSA is a joint
21 powers authority focused on the delivery of California mental health projects in collaboration
22 with over 50 California counties and cities.

23 In collaboration with Alameda County Behavioral Health, CalMHSA will be the administrative
24 manager for the Alameda County Loan Repayment Program. In this role, we will oversee the
25 application, select an independent application review panel, develop participation agreements
26 with selected awardees, and monitor those agreements during the length of the program's
27 service obligation period. CalMHSA will not be selecting final award recipients, but act as
28 administrator for the final decisions of Alameda County Behavioral Health.

29 *Slide 3. Alameda County Program Overview*

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

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

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

45 *Slide 4. ACLRP Timeline*

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

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

55 *Slide 5. Eligibility Requirements - Direct Clinical Service*

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

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

62 Applicants must show that they provide a minimum of twenty hours of direct clinical service.

63 Direct clinical services are defined as services that generate units of service, including opening or
64 closing cases; crisis intervention; assessments, individual, family, and-or group therapy;
65 rehabilitation services; medication evaluation and-or consultation; or integrated behavioral and
66 EBP interventions. Part-time psychiatrists are exempt from this twenty hour minimum direct
67 services requirement.

68 *Slide 6. Eligible Roles*

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

74 *Slide 7. Eligibility Requirements - Hard-to-Fill/Retain &*
75 *Cultural Competency*

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

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

89 In place of or in addition to diversity criteria, you may also show that you possess experience or
90 expertise in hard to fill or hard to retain skill sets. You can show this if you are: a psychiatric

91 mental health nurse practitioner, a clinical psychiatric pharmacist, psychiatrist (especially child
92 psychiatrists), a provider with integrated primary care or behavioral health care experience or
93 expertise, or a provider who works in programs delivering services to any of the following client
94 populations: older adults, transitional age youth, LGBTQI2-S, youth in the juvenile justice system,
95 clients with forensic mental health services, and-or clients with substance use or co-occurring
96 conditions.

97 *Slide 8. Eligibility - Qualifying Loans*

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

106 Qualifying commercial lending institutions are those subject to examination and supervision by
107 an agency of the United States, or by the state in which the institutions have their place of
108 business. The following types of debt are not eligible for loan repayment under the program:
109 loans in default, loans repaid in full, credit card debt, primary care loans, personal lines of credit,
110 residency loans, or other loans accrued without specific designation to be paid toward
111 educational expenses at the time of acceptance.

112 *Slide 9. Introduce the Application*

113 Now that we have gone over eligibility requirements for the application, let's introduce the portal
114 that applicants will use to apply.

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

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

126 *Slide 10. Creating a Profile in Career.Place*

127 The first step that applicants will encounter when they choose to apply is to create a profile in
128 the Career.Place web portal. This process is straightforward and simple, with the Career.Place
129 processes referenced throughout. Applicants will be asked to begin by submitting their name,
130 contact email address, and a phone number. Applicants will also be asked for demographic
131 information which they can answer if they choose, but it not required in order to continue
132 applying. Once an applicant has created their Career.Place profile, they will be taken to the actual
133 ACLRP application page.

134 There are four distinct sections of the ACLRP application after this point: eligibility; applicant
135 service experience and personal statements; applicant information, and employment
136 verification.

137 *Slide 11. General Eligibility Criteria*

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

146 *Slide 12. App: Applicant Personal Statements*

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

151 Applicants will be asked three questions intended as in-depth applicant personal statements. This
152 is an applicant’s opportunity to shine and give reviewers deeper context to the motivations and
153 commitment of the applicant to their service work. Applicants should place more emphasis on
154 how their work has made significant impacts with their client populations, their work in the space
155 to make public mental health more accessible or inclusive, or both. Emphasis will not be place on

156 adherence to grammar, spelling, or style, nor the writing ability of the applicant. Show the
157 reviewers how inspiring your work is, and how inspired you are to do it!

158 ~~Slide 13. Slide Removed~~

159 ~~[slide removed]~~

160 *Slide 14. App: Applicant Information*

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

166 This section of the application will take you out of the Career.Place application and into a
167 protected Google Form. This applicant information will ask you to resubmit your name and email,
168 as well as contact information. It will also ask you to re-confirm service population information
169 and if applicants currently owe a service obligation to any other entity. Applicants will then be
170 asked for demographic data a second time during this section, which is also optional to submit.

171 The final part of the applicant information will ask for some of the information requested in the
172 applicant employment verification document, including supervisor contact information.
173 Applicants should be assured that this information is only collected to facilitate communication
174 with an applicant that submits incomplete application information. Applicant supervisors will not
175 be contacted without prior notice to the applicant and attempts made to contact applicants
176 directly.

177 Once you have completed this Applicant Information section, applicants will be given a unique
178 application identifier code to be used upon their return to the Career.Place application. Once an

179 applicant has returned to Career.Place, they will be asked to submit their “Homework”. Once you
180 submit your Homework, you will be asked to confirm the information you submitted when you
181 created your Career.Place profile.

182 *Slide 15. Final Resume Window*

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

189 *Slide 16. App: County Employment Verification*

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

195 The Employment Verification form will be sent to an applicant’s email once they have finished
196 submitting their application to Career.Place and will use the email address supplied in the
197 Applicant Information section in the Google Form, and should be sent within five business days
198 after you have submitted your information to the Google Form. If you have finished submitting
199 your application to Career.Place and have not received an email with the verification form for
200 review within a week of submission, please email CalMHSA for assistance.

201 The employment verification process is being facilitated digitally through a software called
202 DocuSign. The DocuSign application will allow applicants to enter information into a pre-filled
203 form requesting information about their current employment as a mental health care provider
204 and a brief description on time spent performing duties at their job site. Applicants will then be
205 asked to read and digitally sign a Letter of Understanding. Once an applicant has digitally signed
206 this document and submitted it, it will be sent to their immediate supervisor for review and
207 signature.

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

212 *Slide 17. Post Application: Next Steps*

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

216 After the close of the application period, CalMHSA and Alameda County Behavioral Health will
217 review all applications for completeness and verification. Applications that have been
218 determined both complete and meet all necessary qualifications will then be assigned a random
219 identifier to replace identifying personal information. Once specific identifying information is
220 removed, applications will be given to an application review committee composed of varied
221 members with experience in California mental and behavioral health. These review committee
222 members will then review the Career.Place “Homework” and grade all applicant personal
223 statements using a standard grading rubric developed by CalMHSA for consistency with the goals

224 of the program. The review members will then submit their graded applications back to CalMHSA
225 for review. Information about these reviewers will not be shared with applicants to maintain both
226 reviewer and applicant confidentiality.

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

236 *Slide 18. Service Obligation Information (1/3)*

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

241 The service obligation is an agreement whereby applicants maintain their position and
242 responsibilities servicing the communities they have identified in their application. Aside from
243 performing quarterly service check-ins with CalMHSA, an applicant will only need to maintain
244 their employment at their specified job site throughout the length of the service obligation
245 period.

246 During the course of the 12 month service obligation period, CalMHSA will be performing four
247 quarterly service verifications, or QSVs, with each awardee. These QSVs will primarily be used to
248 identify any issues that may arise during the service obligation period while giving applicants an
249 opportunity to ask CalMHSA program team questions directly and request general maintenance
250 information related to lender statements.

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

258 *Slide 19. Conclusion*

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

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