

CalMHSA-Motivo Partnership Spotlight

Strengthening California's Behavioral
Health Workforce Through Strategic
Supervision Alignment





Executive Summary

California's behavioral health system faces a critical workforce shortage, with **54% of therapists never completing the licensure process, resulting in 25,000 lost potential therapists annually.**

To address this challenge, CalMHSA partnered with Motivo Health to develop a targeted supervision model specifically designed for county behavioral health programs. The partnership delivers evidence-based supervision from county-experienced supervisors, ensuring consistent coverage and accelerated licensure completion.



The results demonstrate exceptional impact:

- **168 active supervisees** across California counties
- **13,040 supervision hours delivered** (equivalent to 300K+ patient care hours)
- **9 County participations**
- **A Net Promoter Score of 72**, reflecting superior satisfaction and professional development outcomes



The Challenge: A Workforce in Crisis

California's county behavioral health systems face unprecedented staffing challenges that directly impact service delivery to vulnerable populations.

The core problems include:

Critical Statistics:

- **54%** of therapists never complete the licensure process
- **25,000** potential therapists lost annually
- **Consistent supervision** gaps during workforce turnover
- **Limited access to supervisors** with county behavioral health expertise

Impact on Counties:

Counties struggle to maintain adequate supervision coverage while serving high-acuity populations.

The challenge is particularly acute for:

- Large counties managing extensive caseloads with limited supervisor resources
- Rural counties facing geographic isolation and limited local expertise
- All counties requiring specialized knowledge of Medi-Cal populations and county-specific service delivery models

The consequences extend beyond staffing metrics—vulnerable populations remain underserved while counties face mounting pressure to deliver quality behavioral health services with insufficient licensed professionals.

For example, in Lake County, only two fully licensed professionals were available for all direct services and supervision—leading to burnout, limited licensure opportunities, and slowed service capacity.





The Solution:

Evidence-Based Supervision at Scale

Motivo's network of supervisors have experience in a variety of clinical settings, including but not limited to:

- County Behavioral Health
- Community Mental Health Center
- Correctional facility, and more

Their experiences along with their specialties allow Motivo to provide supervisors familiar with evidence-based practices such as:

- Assertive Community Treatment (ACT)
- Forensic Assertive Community Treatment (FACT)
- Fully Fidelity Wrap





Lake County: Rural Excellence

Challenge:

Supporting early career clinicians in a challenging rural environment with limited local resources and geographic isolation.

Solution:

Patient, encouraging supervision approach specifically tailored for new clinicians working in rural settings with specialized support protocols.

Results:

Internship placements increased 200% (from 5 to 15), enabling more direct services during supervision (FY 2024–2025 to date, LCBHS).

Testimonial:

Maya has been instrumental to my learning process as an associate clinical social worker. Her expertise, encouraging nature, and compassion have shown throughout her interactions.

— Lake County Associate

Lake County Behavioral Health shared their experience with us

Encouragement to other counties:

“You won’t regret it. Do it. For small and rural counties especially, this partnership fills critical gaps, eases burnout, and makes supervision financially sustainable.”

Measured outcomes:

*With Motivo’s virtual supervision in place, LCBHS tripled our internship placements—a **200% increase from 5 to 15**—so trainees and pre-licensed professionals can deliver direct services while receiving high-quality clinical supervision. Since FY 2023–2024, we have **increased total billable services provided by 66%**. We also executed agreements with four additional colleges and universities to grow our pipeline; we’ve paused further agreements only because we’ve run out of physical space for interns to see clients and to be housed in offices.*

— April Giambra

Deputy Director, Lake County Behavioral Health





San Joaquin County: Hybrid Model Excellence

Challenge:

Balancing internal supervision capacity with growing demand while addressing role conflicts between supervision and management responsibilities.

Solution:

Strategic hybrid approach combining internal supervisors with Motivo's external supervision to optimize both consistency and clinical development focus.

Results:

Enhanced supervisee confidence through role clarity and consistent supervision availability, strengthening the county's reputation as a reliable training destination.

San Joaquin County shared their experience with us

Encouragement to other counties:

"It's been a really good partnership for us... The online system for tracking is really good... everything in practice, and the flow is really good... everything is just pretty smooth."

Good match with county specific expertise:

Working in county behavioral health is a whole lot different than working in a lot of other settings... it's good to know that your supervisor's been through similar stuff and seen similar stuff.

— Tyler Moran

Chief Mental Health Clinician, San Joaquin





Results: Measurable Outcomes

168

Supervisees served

300,000+

patient care hours supported
through supervision delivery

72

NPS score

9

County participations

13,040

Supervision hours delivered

Key Differentiators:

The CalMHSA-Motivo partnership delivers unique value through four critical differentiators:

- Instant **access to 550+ vetted supervisors** in the state of California
- Matches in under 5 days, with a **95% success rate**
- Built-in compliance, documentation, and scheduling **support that frees your licensed staff for patient care**
- **Net Promoter Score of 72** demonstrates exceptional supervisee satisfaction, professional development outcomes, and program effectiveness.

Call to Action:

Strengthen Your County's Behavioral Health Workforce

The CalMHSA-Motivo partnership provides a proven solution for addressing supervision gaps and accelerating clinician licensure completion.

With demonstrated success across diverse county contexts—from large urban systems to rural communities—this **evidence-based model** offers immediate implementation potential.

Ready to enhance your county's behavioral health supervision capacity?

Contact CalMHSA today to learn how this established partnership model can address your specific supervision challenges and support workforce development objectives

Join the nine active counties
already benefiting from
this scalable, **high-quality**
supervision solution.



Ready to strengthen your county's behavioral health workforce?

For next steps, reach out to:

[Lucero Robles](#)

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Motivo Health is helping solve the nation's behavioral health crisis by supporting therapists through the licensure process. Similar to doctors going through residency, therapists must complete two years of supervised experience following graduate school.

Historically, these hours had to be completed in person, but the rise of digital health now allows supervision to occur virtually in most states.

Motivo partners with community mental health organizations, treatment centers, digital health companies, and health plans to provide virtual access to quality, vetted clinical supervisors across all 50 states.

Learn more at motivohealth.com



Rachel Ledbetter is the CEO and Co-Founder of Motivo Health. A Licensed Marriage and Family Therapist herself, Rachel withstood a weekly two-hour commute to complete her required clinical supervision hours over the course of two years. That experience gave her a front-seat view into the geographic boundaries that preclude behavioral health professionals from serving rural areas.

When states began changing laws to allow supervision to occur virtually, Rachel was galvanized to take action.

Contact by email at rachel@motivohealth.com

Please **reach out and connect** if you would like to hear more about Motivo Health, the work we are doing, and how we may be able to assist your organization with clinical supervision right now.

We look forward to speaking with you!

