

Participating Organization Details

NATIONAL COUNCIL
for Mental Wellbeing

ORGANIZATION LOGO	ORGANIZATION NAME	STATE	SUMMARY OF ACCOMPLISHMENTS
	<p>Arisa Health, Inc.</p> <p>shadun.duncan@arisahealth.org</p>	AR	<p>Because they are located in a health provider shortage area, recruitment and retention have been a significant challenge for Arisa Health, Inc. This CCBHC* focused their initiative on improving work culture and staff benefits. They implemented a diversity, equity and inclusion (DEI) taskforce, offered flexible and remote work options, added sign-on and referral bonuses and introduced bi-annual rewards for staff.</p>
	<p>Aspire Behavioral Health and Developmental Disability Services</p> <p>dglass@albanycsb.org</p>	GA	<p>To reduce workload among nurses and direct support staff, Aspire improved task management workflows and use of their electronic health records (EHR). In addition, they began to offer new wellness options and evidence-based educational opportunities to improve retention of current staff while also prioritizing new recruitment strategies like new hire and referral bonuses. Additionally, a virtual employee assistance program (EAP) was made available free of charge upon hire.</p>
	<p>Caminar</p> <p>asabetic@fcservices.org</p>	CA	<p>Committed to supporting staff as best as possible, Caminar activated an internal wellness committee and a diversity, equity, inclusion and belonging (DEIB) committee to share resources on day-to-day compassion fatigue prevention. They are also offering live and pre-filmed training, staff retreats and coaching for staff. With DEIB as a core focus, community representation is critical for recruitment of new hires.</p>
	<p>Catawba Valley Healthcare</p> <p>tirandazza@cvhnc.org</p>	NC	<p>To improve recruitment of diverse staff, Catawba Valley Healthcare enhanced their presence on social media and at local job fairs and community events. To improve their retention efforts, they now offer an “a la carte” employee support program, which includes continuing education credit opportunities, educational support and wellness support.</p>

ORGANIZATION LOGO	ORGANIZATION NAME	STATE	SUMMARY OF ACCOMPLISHMENTS
	<p>Catholic Charities Diocese of Trenton</p> <p>llawson@cctrenton.org</p>	<p>NJ</p>	<p>To improve recruitment and retention strategies, Catholic Charities Diocese of Trenton leveraged strong university partnerships and robust field education internship opportunities for students. They renewed academic partnerships, developed new partnerships, revitalized internship learning opportunities and revived in-house field education standards.</p>
	<p>Centro De Salud Conductual Menonita Cima</p> <p>lmelende11@mgphpr.org</p>	<p>Puerto Rico</p>	<p>To improve staff wellbeing, Hospital Menonita developed an internal resilience and mental wellbeing program for their internal health care workforce. Leveraging the brief intervention model, the program included psychoeducation, brief psychological interventions in person and virtually among staff, burnout inventories, identifying social determinants of health among the workforce, food insecurity and health insurance referrals.</p>
	<p>Colorado State Employee Assistance Program (CSEAP)</p> <p>janeen.hallerabernethy@state.co.us</p>	<p>CO</p>	<p>The Colorado State Employee Assistance Program's greatest challenge is recruiting staff, specifically challenging in rural communities. Through this initiative, CSEAP developed a peer support network and regional pop-up clinics for employees in rural areas of the state, in collaboration with health insurance vendors and state agencies. Additionally, they scheduled single-session therapy training for EAP staff.</p>
	<p>Community Healthcore</p> <p>christy.cravey@communityhealthcore.com</p>	<p>TX</p>	<p>To address retention and recruitment challenges, Community Healthcore used a PDSA (plan, do, study, act) methodology among their workforce strategy team, which informed the newly implemented salary increases and the hiring of a community development specialist and recruiter. Additionally, they implemented targeted social media ads to improve recruitment and increased their presence at community recruiting events.</p>
	<p>COPE Community Services</p> <p>soboyle@copecommunityservices.org</p>	<p>AZ</p>	<p>With recruitment, retention and compassion fatigue challenges, COPE Community Services focused their initiative on innovative ways to improve staff wellbeing. They partnered with Healthy Minds @ Work to implement a 30-day mental wellbeing challenge that offers staff 12 months of free access to the Healthy Minds application. Following the challenge, analyses demonstrated a 10% decrease in average stress, 21% decrease in average burnout and 71% increase in overall staff wellbeing.</p>

ORGANIZATION LOGO	ORGANIZATION NAME	STATE	SUMMARY OF ACCOMPLISHMENTS
 <p>COMPREHENSIVE LIFE RESOURCES A Certified Community Behavioral Health Clinic</p>	<p>Comprehensive Life Resources</p> <p>Rdavis@cmhshare.org</p>	<p>WA</p>	<p>Comprehensive Life Resources began to improve their targeted and personal outreach with their new in-house recruiter, which resulted in improved interview show rates, increased response and interest to proactive outreach to candidates and a decrease in open positions. To address retention challenges, they developed Employee Affinity Groups and DEI trainings, created professional development paths and implemented a Degrees of Change internship, which successfully onboarded two paid interns.</p>
 <p>DESC</p>	<p>Downtown Emergency Service Center</p> <p>rbanchero@desc.org</p>	<p>WA</p>	<p>To support and prioritize the emotional wellbeing of their staff, Downtown Emergency Service Center (DESC) in Seattle, Washington created wellness rooms at all 28 sites for staff to decompress and take care of themselves following traumatic events related to work. The intention of these wellness rooms is to offer and support a more trauma-informed and resilience-oriented work environment by meeting the needs of staff and clients.</p>
 <p>ENDEAVOR HEALTH SERVICES</p>	<p>Endeavor Health Services</p> <p>CHurley@ehsny.org</p>	<p>NY</p>	<p>To improve recruitment and retention of providers and better address the needs of clients and staff, Endeavor Health Services implemented a Nurse Care Management pilot program with the inclusion of PDSA (plan, do, study, act) cycles. They successfully made workflow changes, increased RN salaries, offered sign-on bonuses and retention bonuses, and continue to collect and evaluate pilot program data to measure efficacy and impact.</p>
 <p>Florida HEALTH Seminole County</p>	<p>Florida Department of Health in Seminole County</p> <p>ana.scuteri@flhealth.gov</p>	<p>FL</p>	<p>To better mitigate barriers with recruitment and retention, Florida Department of Health in Seminole County implemented a workforce development taskforce, reviewed an employee satisfaction survey to guide future plans, increased nurses' salaries and will soon be providing lean six sigma yellow and green belt training among staff. They continue their collaboration with universities and colleges for internship opportunities to enhance their workforce.</p>
 <p>HAMILTON CENTER, INC.</p>	<p>Hamilton Center, Inc.</p> <p>afuller@hamiltoncenter.org</p>	<p>IN</p>	<p>In order to fill various positions in three key shortage areas, Hamilton Center, Inc. created a strategy to develop, test and monitor new recruitment and retention strategies that included leadership development training and a new "a la carte" benefits program. Through this new strategy, Hamilton Center, Inc. hired 20 new therapists, 12 nurses and 4 nurse practitioners over the last few months.</p>

ORGANIZATION LOGO	ORGANIZATION NAME	STATE	SUMMARY OF ACCOMPLISHMENTS
	<p>Heritage Behavioral Health Center</p> <p>abooker@heritagenet.org</p>	<p>IL</p>	<p>By developing an internal retention survey to gather feedback from staff, Heritage Behavioral Health Center was able to identify barriers in filling key roles. In response to the survey feedback, they implemented several staff lead focus groups to continue gathering and implementing staff feedback and created an undergraduate internship program to improve recruitment efforts. Additionally, they developed a strategy for prioritizing staff professional growth and promotion opportunities.</p>
	<p>Horizon Health and Wellness</p> <p>Cheri.DeBree@hwwaz.org</p>	<p>AZ</p>	<p>Due to the complexity of the landscape and the rural and underserved communities they serve, Horizon Health and Wellness experiences unique recruiting and retention challenges. To address these challenges, this FQHC* evaluated their recruitment systems and processes, improved their targeted recruitment outreach, hired a dedicated recruiter and addiction treatment services (ATS) support staff member and enhanced their referral and sign-on bonuses.</p>
	<p>Johnson County Mental Health</p> <p>jenni.leaton@jocogov.org</p>	<p>KS</p>	<p>Because of high turnover and a decrease in staff engagement, Johnson County Mental Health Center (JCMHC) began offering supervision incentives for students and clinical licensed providers; developed recruitment videos to better depict specific roles at JCMHC; and hosted a career expo that offered presentations, breakout tables and opportunities to connect with staff and apply on-site.</p>
	<p>Liberty Resources</p> <p>asargent@liberty-esources.org</p>	<p>NY</p>	<p>To increase compensation and alleviate competition, project leads from Liberty Resources worked with several indirect and direct care teams to inform and strengthen workforce strategy. They then began to offer sign-on bonuses and new professional development opportunities and partner with other local organizations to improve recruiting efforts. In addition, Liberty Resources continues to emphasize the inclusion of equity and growth throughout their hiring practices by working with their Diversity & Equity council to increase cultural competence of the workforce.</p>
	<p>Mon Health Medical Center</p> <p>butlera@monhealthsys.org</p>	<p>WV</p>	<p>With limited transportation and access to care in their rural community, recruiting and retaining providers is challenging for Mon Health Medical Center. Through this initiative, they re-evaluated their employee benefits packages to include more flexible work options, developed new job descriptions to address specific client populations (perinatal clients) and enhanced their partnership with a social work school to improve recruitment.</p>

ORGANIZATION LOGO	ORGANIZATION NAME	STATE	SUMMARY OF ACCOMPLISHMENTS
	<p>Pathways to Housing PA</p> <p>KScalia@pathwaystohousingpa.org</p>	PA	<p>Due to ongoing challenges with the national nursing shortage, Pathways to Housing PA increased sign-on bonuses, partnered with a local pharmacy to help bridge the medication gap without RNs and is working to implement an automatic medication dispenser to increase medication adherence. Additionally, they implemented a pilot project for GrandPad devices to increase telehealth access for vulnerable patients.</p>
	<p>San Fernando Valley Community Mental Health Center, Inc. (SFVCMHC)</p> <p>lsalapong@sfvcmhc.org</p>	CA	<p>SFVCMHC implemented a robust set of staff benefits to address high staff turnover. This included increased salaries and incentive programs, an employee recognition program, management trainings, new recruitment materials (videos, social media strategies, etc.), staff "stay interviews" and productivity bonuses.</p>
	<p>Sanford Health of Northern Minnesota</p> <p>danielle.kondziolka@sanfordhealth.org</p>	MN	<p>To spread awareness of the importance of culturally specific providers in the behavioral health setting and to improve their own strategy for prioritizing cultural diversity within their service settings, Sanford Health of Northern Minnesota implemented culturally specific training. In addition, they are planning a state-wide Native American/American Indian education conference to further educate the community.</p>
	<p>SERV Centers of New Jersey, Inc.</p> <p>mkennedy@servbhs.org</p>	NJ	<p>With difficulty in recruiting and retaining staff within their CCBHC* and residential group homes, SERV Centers of New Jersey launched SERV University to expand education and professional development for staff. They established four course tracks with incentives for participation: Advanced Counselor Certificate Program, Back to School Support, Mentorship Program and Leadership Program.</p>
	<p>Southwest Counseling Solutions</p> <p>jebaugh@swsol.org</p>	MI	<p>To improve recruitment and retention, Southwest Counseling Solutions implemented a staff referral and sign-on bonus program, developed a "Great Place to Work" committee for planning social and educational opportunities for staff and began offering a hybrid work schedule while simultaneously piloting a 4-day workweek. Additionally, they began using an online platform called Reward Gateway to improve employee engagement.</p>

ORGANIZATION LOGO	ORGANIZATION NAME	STATE	SUMMARY OF ACCOMPLISHMENTS
	ThedaCare Inc. Heather.Pagel@thedacare.org	WI	To support the increased need for mental health and substance use services in their rural communities with limited staffing capacity, ThedaCare began training behavioral health collaboration managers on the collaborative care model through AIMS Center. They also increased psychiatric consultant time to participate in workgroup sessions and implementation, and developed a data dashboard and quality improvement plan to ensure fidelity and quality of care.
	Tri-Area Community Health jwerth@triarea.org	VA	In order to assist with staff morale during a significant organizational transformation, Tri-Area Community Health hired a consulting group to implement an evidence-based positive psychology training workshop for all staff that focused on everyone taking responsibility for themselves, for assisting their co-workers and for taking the lessons to their families and communities. Three Tri-Area Leadership Team members were trained to be trainers so that all new employees will receive training in the future.
	Valle del Sol, Inc. teresap@valledelsol.com	AZ	To address their recruiting and retention challenges, Valle del Sol Inc. developed a more robust employee referral and retention bonus program. Additionally, this FQHC* increased their staff recognition program and implemented 30-60-90 check-ins, stay interviews and an employee leadership program – Camino del Exito.
	Virginia Telehealth Network robin@ehealthvirginia.org	VA	Through the Virginia Telemental Health Initiative, the Virginia Telehealth Network pivoted quickly to address the increased need of telehealth services in the rural communities they serve. With over 100 interested pre-LMHP (licensed mental health professional) and newly hired clinical supervisor and program staff, Virginia Telehealth Network developed a plan to implement 5-6 free and charitable clinics. As of July, their planning is underway and includes a robust sustainability plan to expand services statewide by 2023-2024.

ORGANIZATION LOGO	ORGANIZATION NAME	STATE	SUMMARY OF ACCOMPLISHMENTS
	<p>White House Clinics</p> <p>stephanie.moore@whitehouseclinics.com</p>	<p>KY</p>	<p>To better address burnout, compassion fatigue and moral distress, White House Clinic leadership completed Emotionally Intelligent Leadership (EIL) training, then offered the training to their entire workforce. Additionally, they launched “Metabolizing Mondays” where staff share coping strategies and solicit feedback on training effectiveness.</p>
	<p>Willow Midwife Center for Birth and Wellness AZ</p> <p>diane@willowbirthcenteraz.com</p>	<p>AZ</p>	<p>Recruitment of midwives has been a challenge for Willow Midwife Center for Birth and Wellness, in addition to the increased need for perinatal staff training. To improve recruitment efforts, Willow increased and trained the number of diversified provider staff by developing an academic partnership for a certificate program. This program not only offers education and training for current staff, but also initiated the planning and development for an inpatient psychiatric acute care mother and baby unit.</p>

*CCBHC – Certified Community Behavioral Health Center

*FQHC – Federally Qualified Health Center