Workforce Innovations in Integrated Care Learning Collaborative: Summary of Accomplishments

GOAL

To develop and scale innovative solutions for addressing the workforce barriers integrated care organizations face from the ongoing pandemic and as demands increase for integrated mental health, substance use treatment and general health services.

WORKFORCE CHALLENGES

- **Recruitment of providers**
- **Retention of providers**
- **Increased demand** for mental health & substance use treatment
- **Telehealth** & technology access
- **Training** & onboarding challenges
- **Funding** challenges & insufficient Medicaid reimbursement

SUCCESS AT A GLANCE

In the 3-month collaborative, 30 integrated care organizations serving more than ***704,000 clients*** in total, gathered for virtual sessions to:

- Gain support, consultation and tools from workforce experts.
- Learn from participating peer organizations.
- Implement their own unique innovative solution to address their workforce challenges.
- Share their successes and findings with others for feedback and guidance.

WORKFORCE INNOVATION HIGHLIGHTS

COPE COMMUNITY SERVICES (AZ)

implemented a **30-day wellbeing challenge** for staff; participants demonstrated decreased stress and burnout and a **71% increase in overall staff wellbeing.**

HAMILTON CENTER INC. (IN)

Through new innovative recruitment strategies and an "a la carte" benefits program, they were able to hire **20 new therapists, 12 nurses and 4 nurse practitioners.**

CENTRO DE SALUD CONDUCTUAL MENONITA CIMA (PUERTO RICO)

increased retention of critical direct support staff by offering **new benefits, internship opportunities and a new Employee Assistance Program.**

ASPIRE (GA)

hired a registered nurse, implemented **MaxMD external message center,** provided new **integrated care trainings** for staff and developed new **marketing materials** for "Thrive", their new behavioral health program.

HORIZON HEALTH & WELLNESS (AZ)

through evaluating their recruitment systems and processes and adding a **dedicated recruiter and ATS support** to their staff, their **applicant flow rose by 76%, new hires by 54% and decreased turnover by 25%.**

CAMINAR (CA)

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.

STRATEGIES FOR SUCCESSFUL INNOVATIONS

- Subscription to Indeed & continuing social media presence
- Staff referral and sign-on incentive program
- Leveraging partnerships with universities for intern recruitment & tuition assistance
- Development of new committees for staff engagement & wellbeing
- Re-designed onboarding processes & new leadership trainings
- Improved recruitment processes & goals to decrease vacancies & increase access to services

LEARN MORE ABOUT PARTICIPATING ORGANIZATIONS AND THEIR LOCATIONS ACROSS THE U.S.

NATIONAL COUNCIL for Mental Wellbeing

CENTER OF EXCELLENCE for Integrated Health Solutions

Funded by Substance Abuse and Mental Health Services Administration and operated by the National Council for Mental Wellbeing