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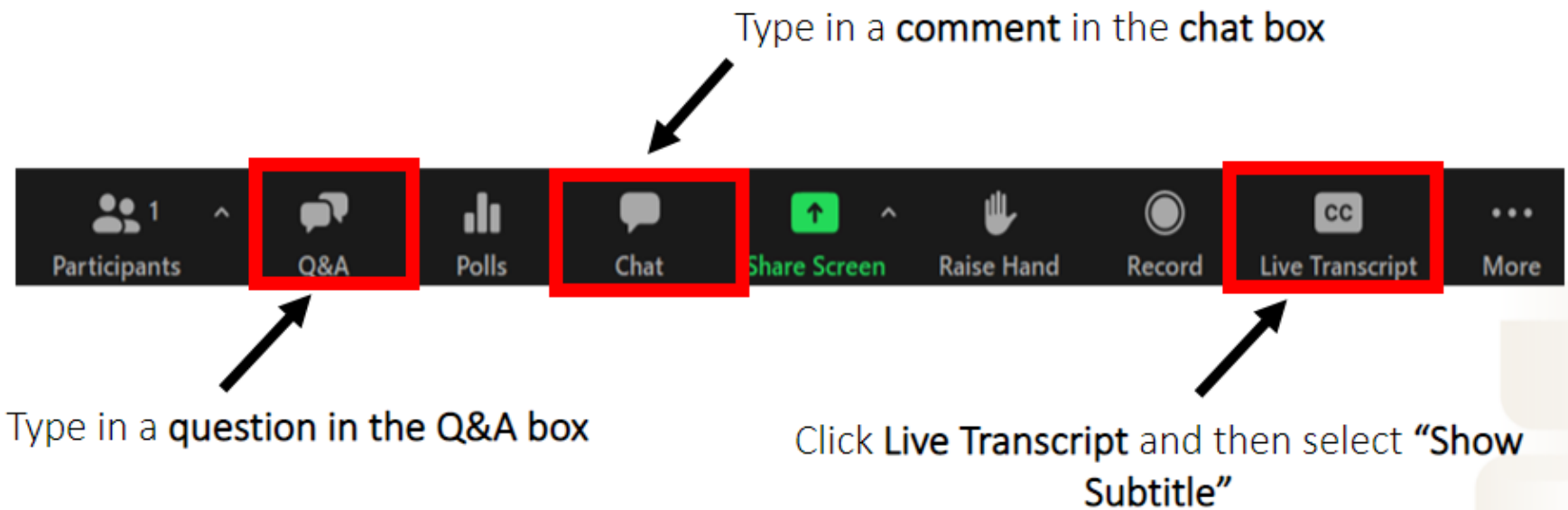
**CoE-IHS Office Hour:
Growing the Workforce Pipeline through Strategic
Community Partnerships**

Thursday, December 8, 2022
2-3pm ET

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

Questions, Comments & Closed Captioning



Disclaimer

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Series Details



- Session 1: [Solutions to Improve Workforce Retention](#)
- Session 2: [Solutions to Strengthen Workforce Recruitment](#)
- Session 3: [Improving the Workforce through DEB Innovations](#)
- Session 4: [Growing the Workforce Pipeline through Strategic Community Partnerships](#)

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New Workforce Resources!

Workforce Innovations in Integrated Care

Center of Excellence

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Throughout 3 months in spring of 2022, the CoE-iHS team partnered with 30 integrated care organizations to support their development and implementation of innovative solutions to address workforce barriers resulting from the ongoing pandemic and increased demand for integrated mental health, substance use treatment and general health services.

This Learning Collaborative aimed to strengthen the implementation, quality and access to integrated care across a diverse group of health care provider organizations through workforce innovations; it also sought to gather critical information regarding workforce challenges and opportunities to share at a national level. The CoE-iHS continues to work closely with each organization to support sustainability and expansion of these projects in addition to disseminating tools and resources to peer provider organizations.

For more information on this learning collaborative, including highlighted accomplishments, see our [Workforce Innovations in Integrated Care Learning Collaborative Summary](#).

Explore the map below to learn more about the participating sites and their workforce innovations.

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 Medicaid actuarial 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 64% 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.

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Participating Organization Details

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ORGANIZATION LOGO	ORGANIZATION NAME	STATE	SUMMARY OF ACCOMPLISHMENTS
	Arisa Health, Inc. shadun.duncan@arisahealth.org	AR	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.
	Aspire Behavioral Health and Developmental Disability Services dglass@albanyncs.org	GA	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.
	Caminar asahetic@cfservices.org	CA	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.
	Catawba Valley Healthcare trandazza@cvhnc.org	NC	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.



Resource Links:

- [Workforce Innovations in Integrated Care Webpage & Interactive Map](#)
- [Workforce Innovations Summary of Accomplishments - Infographic](#)
- [Summary of Initiatives – Participating Organization Details](#)

Introductions

Moderator

- **Lisa Lawson**, *Director of Clinical & Integrated Health*, Catholic Charities, Diocese of Trenton

Panelists

- **Susan Loughery**, Associate Executive Director, Catholic Charities, Diocese of Trenton
- **Ana Scuteri**, *Assistant County Health Department Director*, Florida DoH in Seminole County
- **Mark Kennedy**, *Vice President of Human Resources*, SERV Behavioral Health System
- **Diane Ortega**, *Administrative Director & Co-Founder*, Willow Birth & Wellness Center
- **Ellie Boyarski**, *Integrated Care Consultant*, National Council for Mental Wellbeing

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Workforce Tools & Resources (1 of 3)

Recruitment & Retention

- [Building Capacity in the Integrated Health Workforce: A Focus on Substance Use Education](#)
- [Innovative Approaches for Recruiting & Retaining Your Workforce During COVID-19](#)
- [Strategies for Recruiting & Retaining a Strong Rural Health Workforce](#)

Effective Multidisciplinary Teams

- [Strengths-Based Skills for Supervisors in Integrated Care Teams](#)
- [High-Functioning Behavioral Health Team-based Care](#)
- [Team Tune-Up: Helping Teams Work Better Together](#)
- [Care Team Huddles & Meetings: Agenda/Check-list](#)
- [Making Apps & Web-based Tools Part of Your Integrated Behavioral Health Team](#)



Policy Actions

- [Behavioral Health Workforce is a National Crisis: Immediate Policy Actions for States](#)
- [Immediate Policy Actions to Address the National Workforce Shortage & Improve Care](#)
- [Short-term Policy Relief to Enhance the Workforce](#)
- [Exploring Short-term Strategies to Address Workforce Shortages](#)

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Workforce Tools & Resources (2 of 3)

Diversity, Equity, Inclusion & Belonging

- [Access for Everyone: Addressing Health Equity & Racial Justice within Integrated Care Settings](#)
- [Workforce Shortages & Impact on Providers and Staff Who Are Black, Indigenous, and Persons of Color, or Caregivers](#)
- [Supporting Leadership Development Among Black, Indigenous, and Persons of Color Staff](#)



Staff Wellbeing

- [Strategies for Building Compassion Resilience in Integrated Care Settings](#)
- [Innovative Approaches to Improving Workforce Capacity & Wellbeing for Rural Health Providers](#)
- [Strategies to Support Wellbeing and Retention of Black, Indigenous, and Persons of Color Staff](#)

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Workforce Tools & Resources

(3 of 3)

National Council for Mental Wellbeing

- **Workforce Brief:** [Behavioral Health Workforce is a National Crisis: Immediate Policy Actions for States](#)
- [Leadership & Workforce Development Training](#)
- [Workforce Development: We Must Fill the Talent Pool](#)
- [Trauma-Informed, Resilience-Oriented Equity Climate Assessment](#)
- [Organizational Self-Care Training Activity Worksheet](#)

Previous Webinar/Office Hour Sessions *(additional resources linked within slides)*

- Addressing Workforce Challenges through Integrated Care – [slides & recording](#)
- Short-term Policy Relief to Enhance the Workforce - [slides & recording](#)
- Exploring Short-term Strategies to Address Workforce Shortages – [slides & recording](#)
- Innovative Approaches for Recruiting & Retaining Your Workforce During COVID-19 – [slides & recording](#)
- Workforce Shortages & Impact on Providers & Staff Who are BIPOC or Caregivers – [slides & recording](#)
- Strategies for Recruiting & Retaining a Strong Rural Health Workforce – [slides & recording](#)
- Relias: Regulatory, Financial and Workforce Impact of COVID-19 for Behavioral Health – [slides & recording](#)

Other

- [Legislature: Bill Supporting Rural Health Care Workers Passes Committee Unanimously – Los Alamos Reporter](#)
- [Paying it Forward: Adapting the Career Impact Bond into a Public Policy Tool](#)
- [How States are Spending American Rescue Plan Funds – The National Academy for State Health Policy](#)
- [EMPOWER – Harvard Medical School's Global Mental Health Initiative](#)
- [Addressing Burnout in the Behavioral Health Workforce through Organizational Strategies](#)

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Upcoming CoE Events

CoE-HIS Office Hour: Improving Equity in Integrated Care Services Among Latinx Migrant Communities

[Register for the office hour](#) on Thursday, December 15, 12-1pm ET

Population Health Part 2: Measurement-Informed Care

[Register for the webinar](#) on Thursday, January 12, 2-3pm ET

Interested in an individual consultation with the CoE experts on integrated care?
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Questions?

Email integration@thenationalcouncil.org

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