



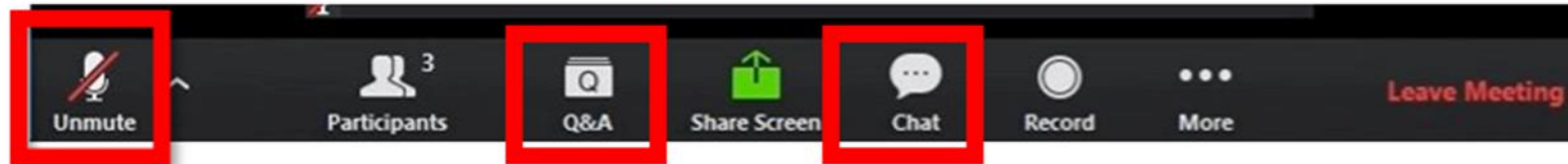
NATIONAL
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SJLA Learning Series November 2023 Event: Center for Workforce Solutions: Reimagining Our Approach to the Workforce Crisis

Wednesday, Nov. 15, 2023
12-1 p.m. ET

Thank you for joining! The webinar will begin at the top of the hour.

How To Ask A Question



All functions are located at the bottom of your screen

- Ask questions by using the Q&A function (you will not be able to unmute)
- Use the chat for discussion & interactive activities



SJLA Community Norms

- Practice empathy: discussions around social justice and equity touch on sensitive topics that require us all to be understanding of each other's backgrounds and experiences.
- As you participate in today's webinar, please remember to stay committed to openness and learning.

Chat Norms:

- We may have differing opinions on ideas, but **those differences should always be discussed respectfully to facilitate education and growth.**
- Insulting, bullying, inflammatory, and offensive language will result in removal from the webinar.
- If you have any questions or concerns or are experiencing issues in the group, feel free to reach out to one of the moderators privately in the chat or by emailing SJLA@thenationalcouncil.org. We are here to help!



Frequently Asked Questions

- **All Learning Series events are recorded and will be made available to view on demand, along with a copy of these slides, on our SJLA webpage** within 48 hours following the event's conclusion.
- **The SJLA Workbook is not required to participate in the Learning Series**, however if you are interested in purchasing a copy it is available on our SJLA website.
- The SJLA Learning Series **is not CEU accredited**.
- **There will not be a certificate of completion for attending the SJLA Learning Series**. However, if you would like proof of attendance for your employer, please email SJLA@thenationalcouncil.org and we would be happy to provide you with an email verification.



Today's Presenters



Anthony Carter, LCSW-C
(He/Him)
*Director, Practice
Improvement*
National Council for Mental
Wellbeing



Shelly Chapman, SHRM-CP,
PASC, WMHA
(She/Her/Hers)
*Director of Human
Resources*
Vera French Community
Mental Health Center



Description

- In this SJLA Learning Series event, we will focus on the challenges of navigating the ongoing workforce crisis, as well as discuss initiatives and solutions to address this crisis as a collective.
- Our speakers will share examples of how they have helped transform workplace culture within their organizations. They will also help participants identify strategies and processes to elevate equity in the workforce.

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Learning Objectives

Participants will:

1. Understand the current landscape of the workforce crisis and identify priorities via the collective impact framework.
2. Learn how to apply the collective impact pillars to developing collaborative workforce solutions.
3. Explore ways to improve work culture by assessing needs and building programs related to workforce equity.



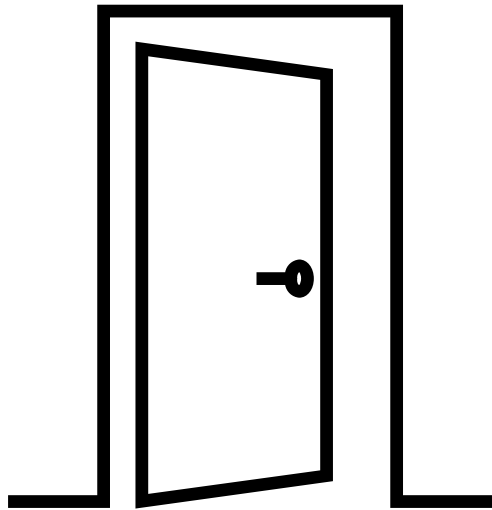
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Addressing the Workforce Crisis

Anthony Carter, LCSW-C
Director, Practice Improvement
National Council for Mental Wellbeing

Why I Moved on...



Administrative burden

Limited advancement opportunities

Challenging rules and regulations

Role confusion

Complexity of cases



Workforce Survey Findings, 2023



The research was conducted online within the U.S. by The Harris Poll on behalf of the National Council for Mental Wellbeing among 750 behavioral health employees (defined as adults age 18+ who work in the mental health and substance use treatment industry). The survey was conducted between Feb. 3-19, 2023. Data are weighted where necessary to align with their actual proportions in the population. For method details please contact: WilliamG@TheNationalCouncil.org



Help Wanted in Behavioral Health

National survey of behavioral health workers warns shortage will have negative impact on society.

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83%

of the nation's behavioral health workforce believe that **without public policy changes**, provider organizations won't be able to meet the demand for mental health or substance use treatment and care.

ACCESS TO CARE

90%



are concerned about the ability of those not currently receiving care to gain access to care.

87%

are concerned about the ability to provide care in the event of another health crisis in the future.

CASELOADS & SEVERITY



NEARLY

2 in 3

Reported increased client caseload.

MORE THAN

7 in 10



Reported increased client severity since the COVID-19 pandemic.

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Diversity among Workforce

- A HRSA Bureau of Health Workforce analysis from 2017 indicated that among dedicated behavioral health workforces, 83.5% of psychologists are white, as are 60.6% of social workers and 64.6% of counselors.
- The majority of BIPOC providers in the health care workforce, including behavioral health, are employed in non-licensed, lower-paying, lower-level positions that lack standardized career ladders for professional advancement.
- Underserved groups like people of color, non-English speakers, and LGBTQ communities often struggle to find appropriate services. As is the case with many other health care specialties, the demographics of the behavioral health workforce often do not reflect those of the people they serve.

• *Source: National Academy for State Health Policy; The Commonwealth Fund



Diversity among Workforce



- DEI informed strategies to recruit, train and support behavioral health care providers can lead to improvements in patient-provider engagement, clinical outcomes and health equity.
- These strategies lead to more effective communication with patients and the ability to provide culturally responsive care.

- *Source: Commonwealth Fund; Health Management Associates



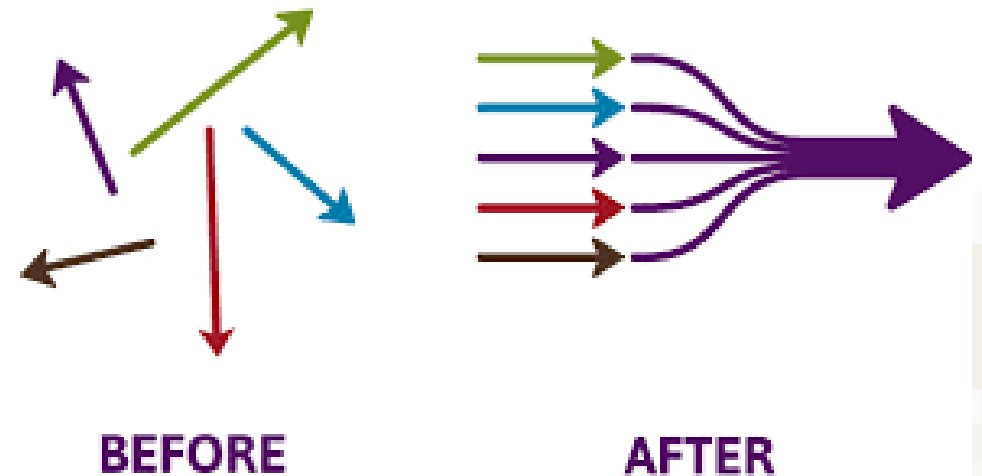
- **Our workforce remains passionate yet fatigued.**
- Despite challenges created by the workforce shortage, a majority of those in the behavioral health field remain passionate about and fulfilled by their work. Nearly all employees are satisfied with their ability to make a difference for their clients (96%) and to help others at their current job (95%).
- **We need solutions now.**
- The shortage shows no sign of easing. By 2025, the U.S. will be short about 31,000 full-time equivalent MH practitioners (Source: SAMHSA).



Approach to drive action

Moving to ACTION

- » Determine shared priorities
- » Engage organizations in working together
- » Leverage various strengths across partners
- » Reach more areas of work through collective effort



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Center for Workforce Solutions - Overview

- Multi-year initiative to establish coordinated action to reimagine the workforce
- Collective impact lenses
- Engage national leaders, payers, policy makers, funders, providers



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Using Collective Impact



Common Agenda

- Shared vision for change
- common understanding of the problems

Shared Measurement

- Collecting data and measuring results
- shared accountability

Mutually Reinforcing Activities

- Differentiated approaches
- Coordination through joint plan of action

Continuous Communication

- Consistent and open communication
- Focus on building trust

Backbone support

- Lead organization with role of support
- Resources and skills to convene and coordinate participating organizations

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Backbone Support Partnership



Ways to engage



**Addressing the Workforce
Crisis ECHO Series (*Nov. 2023 –
July 2024*)**



**Center for Workforce Solutions
Website / Resource Hub**



**Workforce
Jam/Trainings/Convenings**



Advocacy/Public Policy



**Steering Committee/
Workgroups**



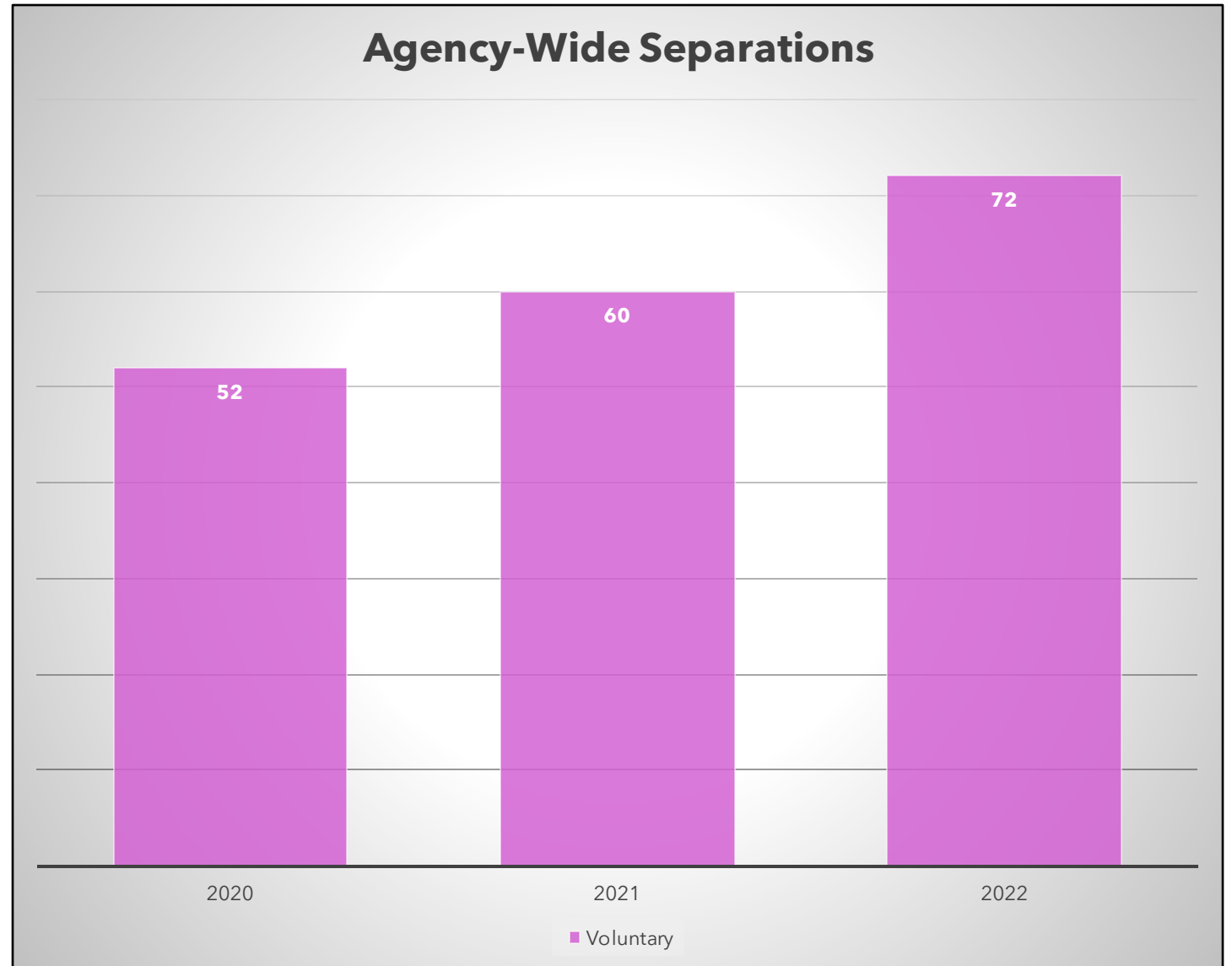


Enhanced Onboarding Program

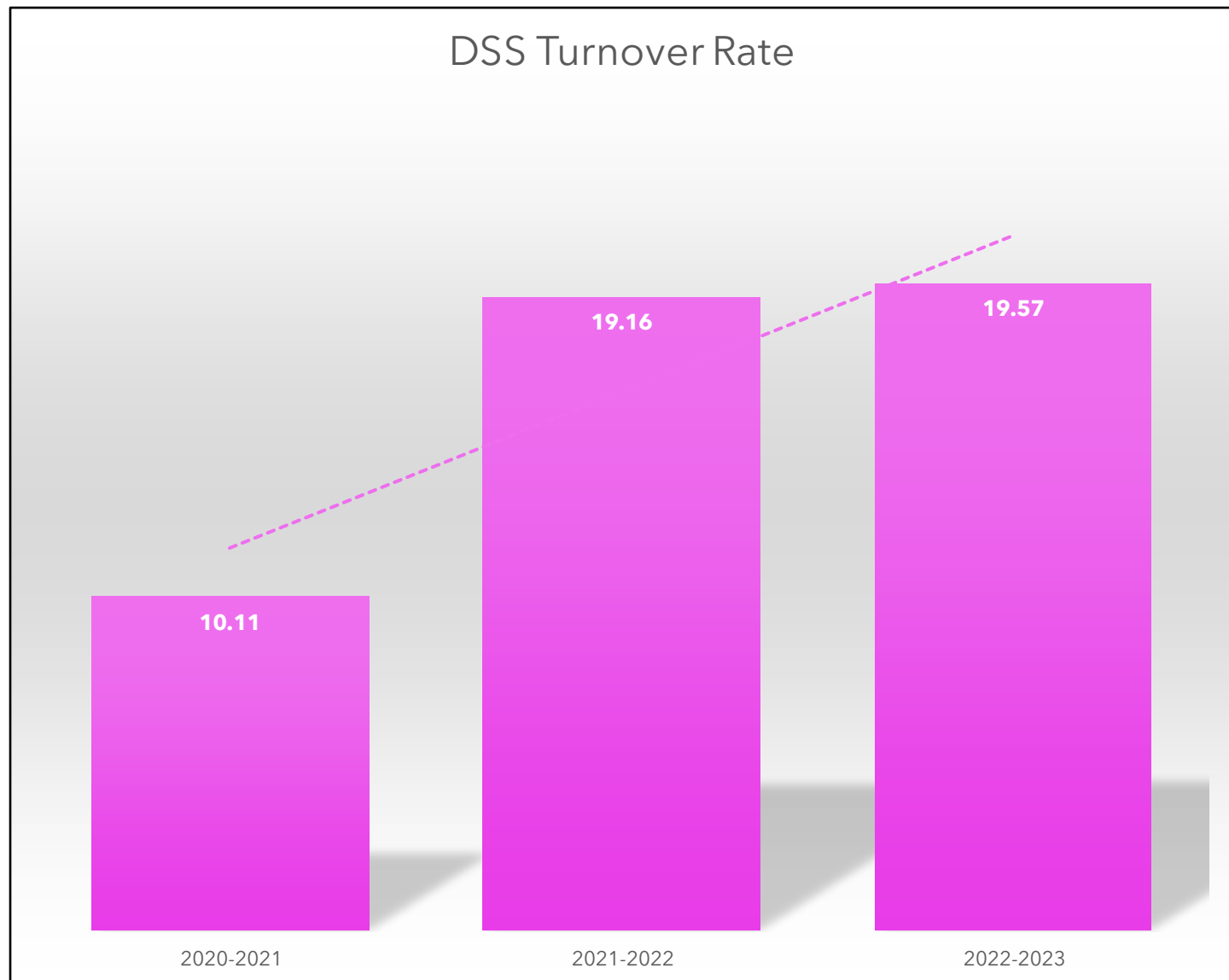
Vera French Community Mental Health Center
Shelly Chapman, SHRM-CP
Director of Human Resources



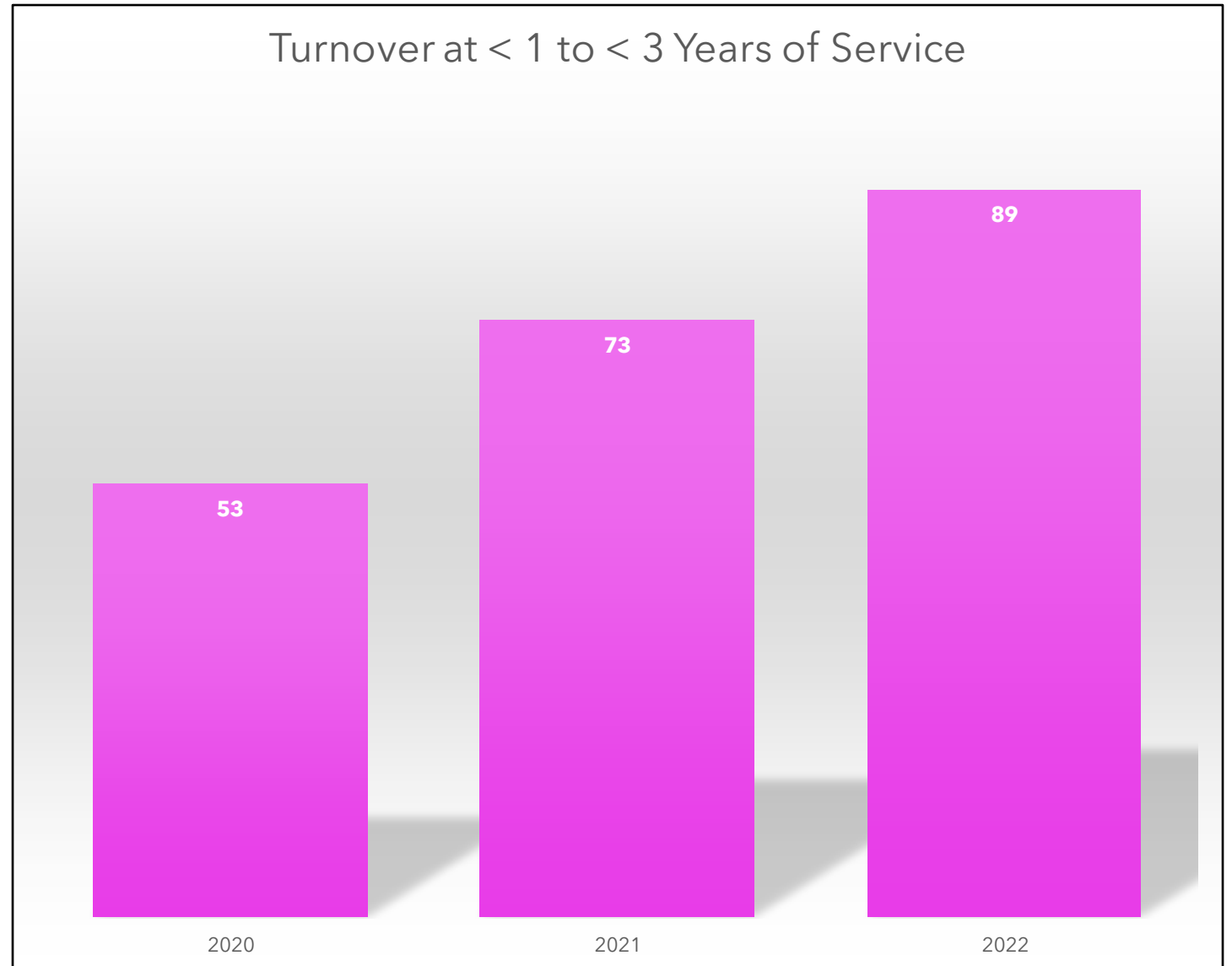
Issue: High
Turnover
Agency-Wide



Specifically, in
our entry-level
direct support
roles



Longevity at Separation





Problem Identified

- High turnover of entry-level staff
- Turnover occurring early in their career
- Exit interview data and supervisor discussions reviewed

How To Address



Collaborate With Partners



Human Resources
related issues



Concerns from
the IT Department



Training
requirements



Supervisor
concerns

Better Prepared Staff



Know where each location is



Connect to other staff



Basic training on what mental illness looks like



Identify who to call for assistance

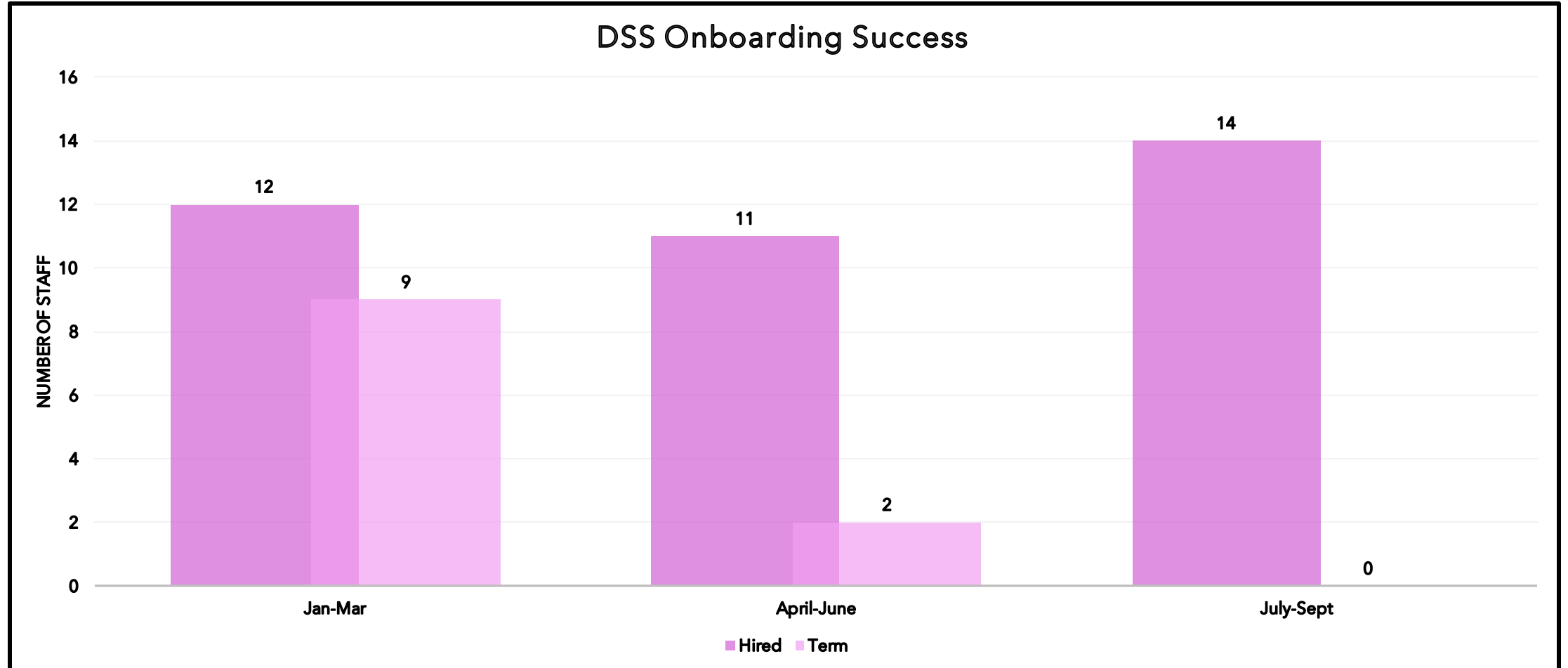


Having a schedule created

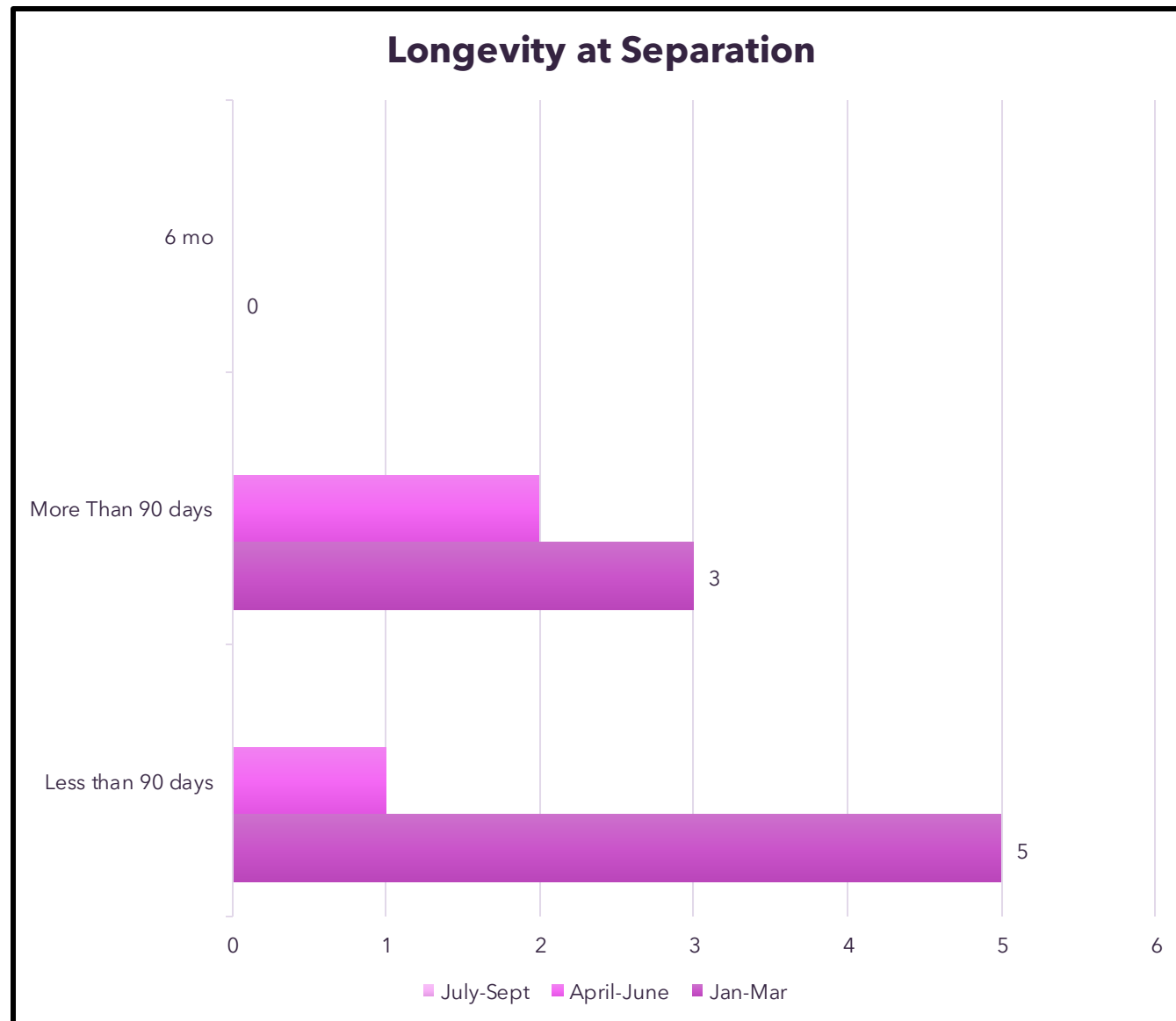


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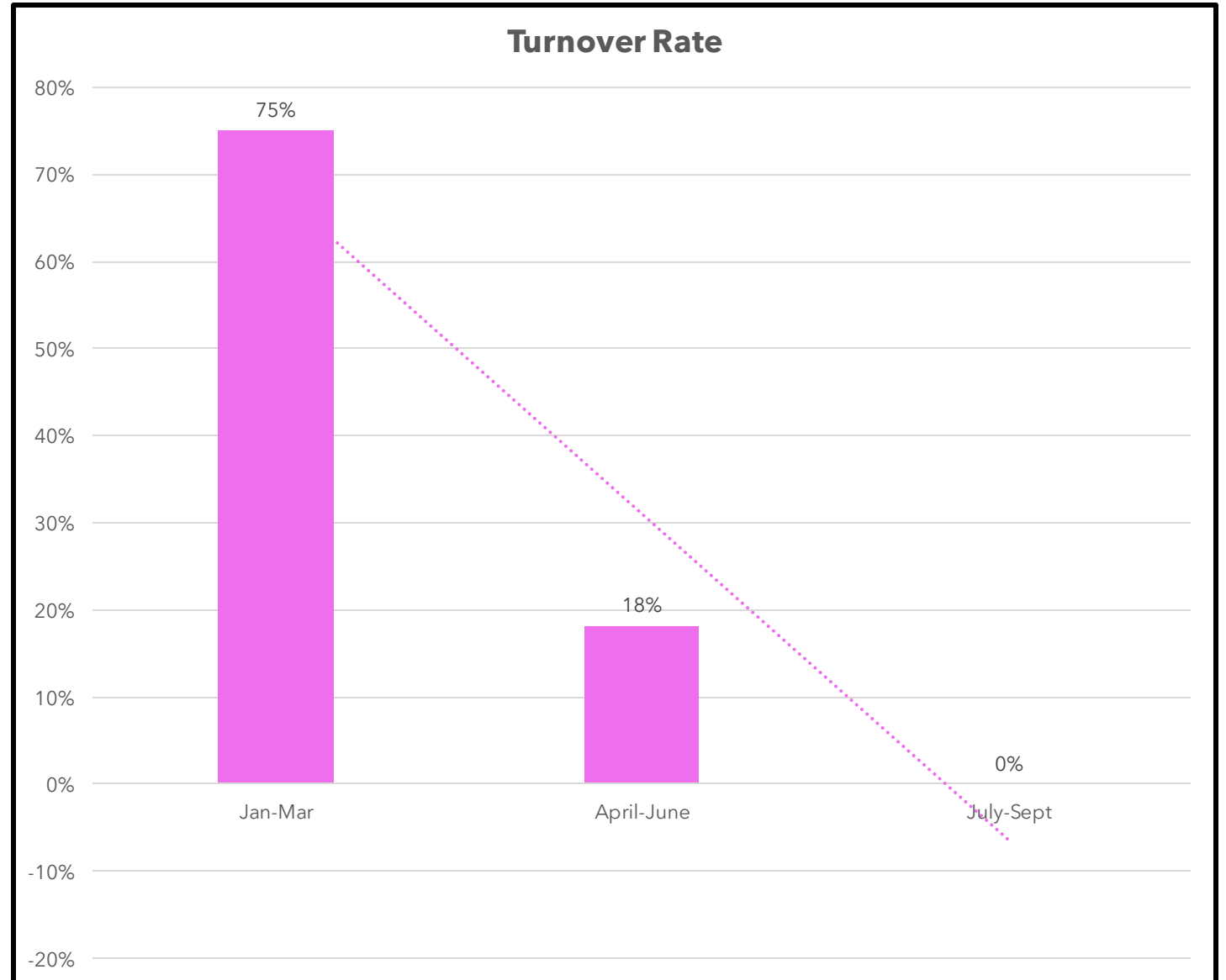
Results at 6 Months



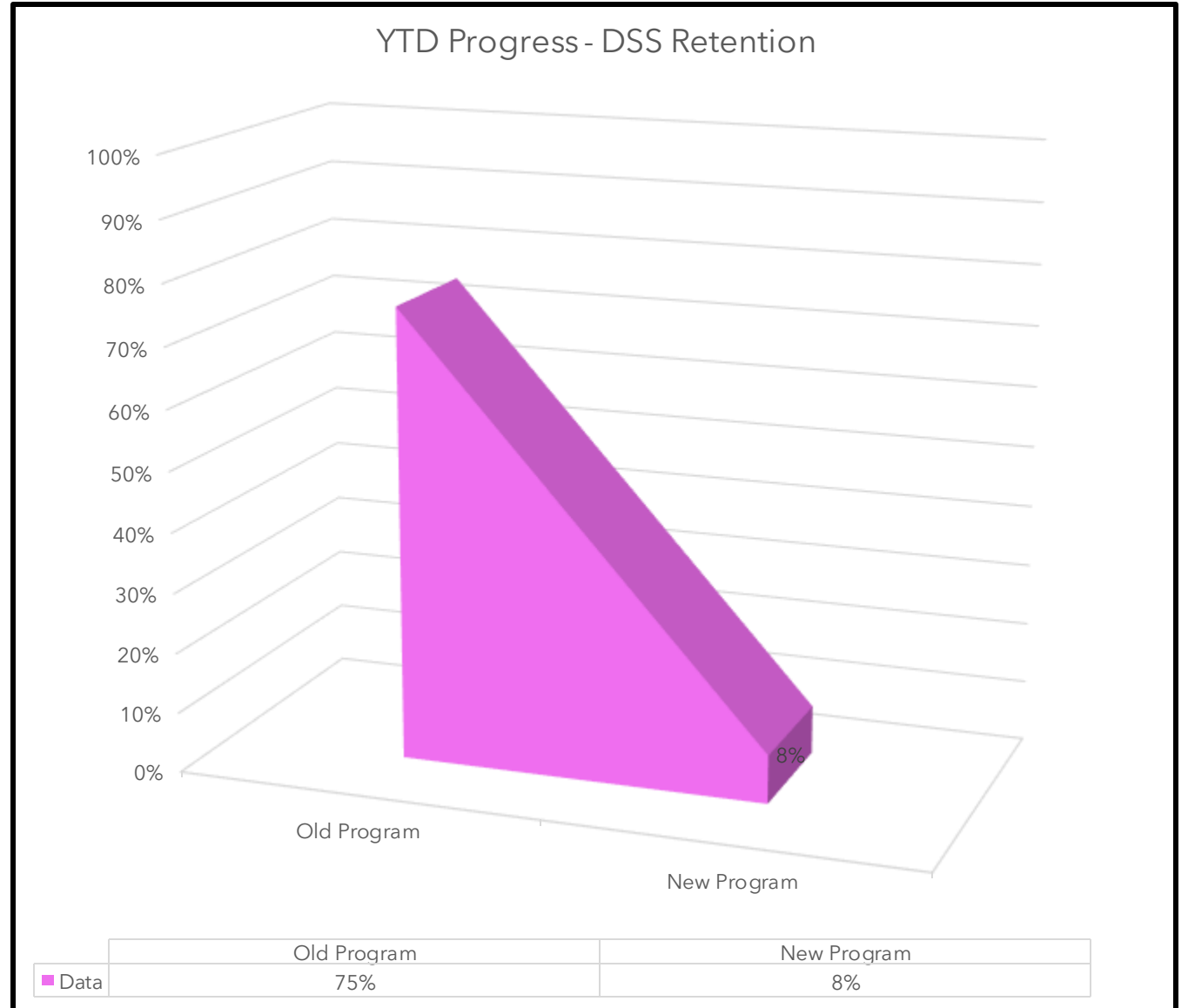
Longevity



Turnover Rate



Improved Retention!





Thank you!

Shelly Chapman, SHRM-CP

Director of Human Resources

Vera French Community Mental Health Center

Davenport, Iowa

chapmans@verafrenchmhc.org

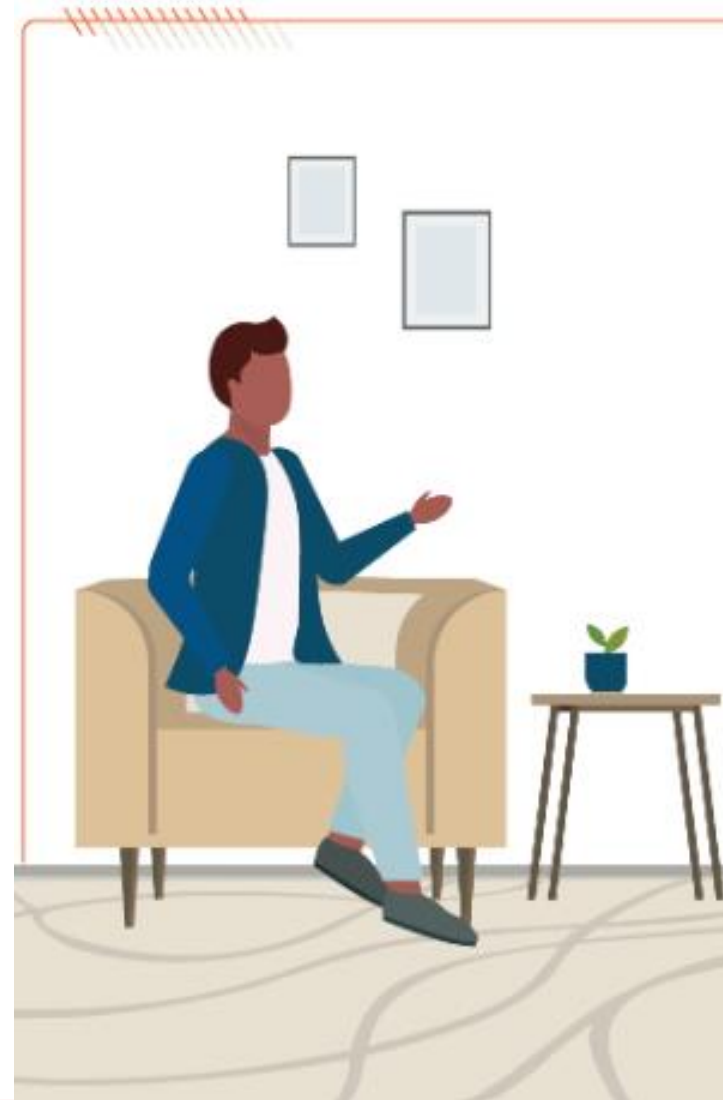
563.888.6231

Resource Links

[Center for Workforce Solutions Website](#)

[2023 Access to Care Survey Results](#)

[HMA Workforce Policy Briefs](#)



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Q&A and Open Discussion



SJLA LinkedIn Networking Group

- The Social Justice Leadership Academy's (SJLA) LinkedIn networking group is a space created for Learning Series participants to connect with one another outside of our monthly events.
- This group is intended to serve as a networking hub for individuals seeking to advance social justice within their organizations. By joining this group, you are indicating that you are open to networking with other SJLA participants.



<https://www.linkedin.com/groups/12879319/>

Scan the QR code or click the link above to join!



Social Justice Leadership Academy Learning Series: Upcoming Events

SAVE THE DATE

Community Connections: Working with Justice Involved Individuals: Wednesday, Dec. 20, 2023, 12-1 p.m. ET

**Registration information for these sessions will be sent out to all attendees via email and will additionally be posted on our SJLA Events webpage:

<https://www.thenationalcouncil.org/program/the-social-justice-leadership-academy/>



Evaluation

- Please provide your feedback on this SJLA Learning Series webinar event at the link below. Scan the QR code or type the URL into your browser.



<https://www.surveymonkey.com/r/SJLA2023Session5>



Thank You!

