

Workforce Development Strategies: When the Setting is the State Mental Health Authority (SMHA)

National Academies BH Workforce Challenges Workshop
July 10, 2024

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7/11/2024



Agenda

- What is NASMPHD?
- SMHA as the setting for workforce development
- State strategies - trends and best practices
- Key points

NASMHPD

❖ The National Association of State Mental Health Program Directors

- Represents the State Executives responsible for the Public Mental Health System across the nation
- Informs its members on current and emerging public policy issues, educates on research findings and best practices, provides consultation and technical assistance, collaborates with key stakeholders, and facilitates state-to-state sharing.

❖ NASMHPD Divisions

- Children, Youth & Families; Finance Policy; Forensic; Legal; Medical Directors; Older Persons; and Recovery Support Services.

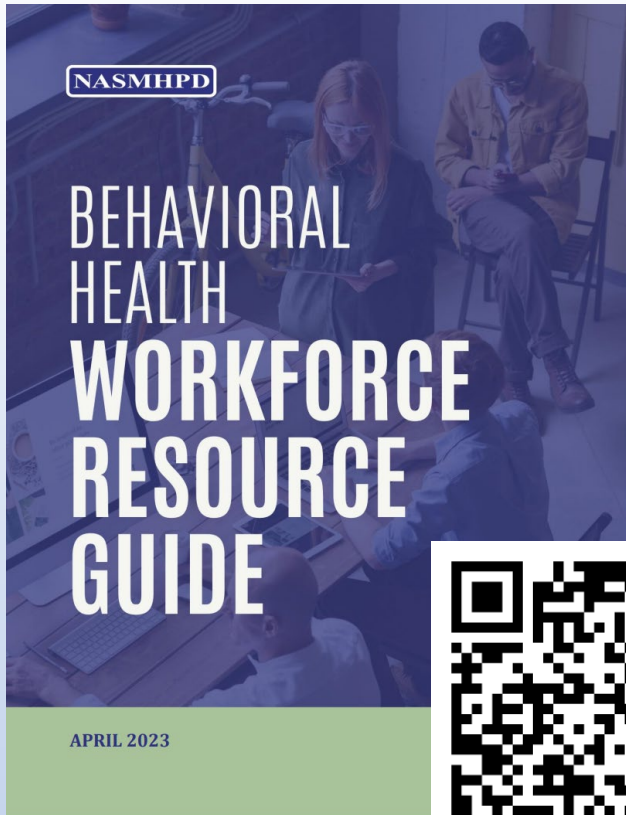
❖ Key Partners

- Federal agencies, national associations, and other stakeholders

❖ Creating Opportunities for Learning and Sharing

- Communication with our members
- Technical Assistance
- Transformation Transfer Initiatives (TTI)

Creating Opportunities for Sharing & Replication



Cross-sector Strategies

- Decrease demand for acute services
- Assure adequate reimbursement
- Update statutes/regulations/policies

National Conference of State Legislators (NCSL) framework*

- Understand needs
- Increase supply
- Expand reach
- Address distribution
- Retain professionals

* [State Strategies to Recruit and Retain the Behavioral Health Workforce](#)

State Mental Health Authority as the Setting

- Common challenges
 - Personnel cabinet statutes and regulations
 - Procurement and contracting processes
- Variances between states
 - Population density and topography
 - Existing system of care
 - Breadth of workforce shortage
 - Political structure and climate
 - Available funding for services and innovation

Trends in State Level Strategies

- Developing new entry programs and incentives
- Eliminating barriers to entering the field
- Expanding peer support and adjunct roles
- Increasing the use of technology
- Improving wages and benefits
- Creating supportive work environments
- Focusing on equity and diversity

Shifting the Care Paradigm Upstream

- Collaborating for collective impact
- Decreasing the demand for acute services
- Adopting a public health perspective
- Vehicles to shift the paradigm
 - Parity in reimbursement for prevention services
 - 988 and crisis response teams
 - Crisis stabilization programs
 - Integrated care

Reimagining the Treatment Team

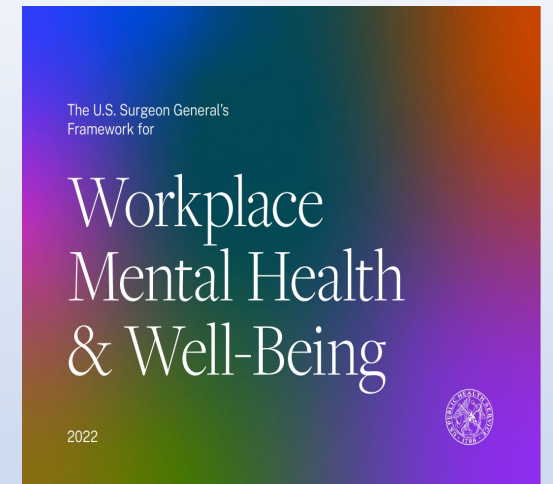
- Revising job descriptions
- Realizing the potential of the peer workforce
- Developing adjunct roles and engaging families
- Collaborating with community partners
- Taking advantage of technology and artificial intelligence
 - Telehealth
 - Onboarding and training
 - Record review and trend analysis
 - Interpreter services and communication devices

Cross-sector Partnerships for Collective Impact

- Who are your traditional partners and who else needs to be at the table?
- Workforce development experts
 - Different skill set than human resources
 - Develop a strategic plan with short- and long-term goals
 - Create a trauma-informed workplace culture
- Higher education
 - Career paths using stacked credentials and college credit
 - Program evaluation and satisfaction surveys
- Primary care and other community providers
 - When is referral needed?
 - Business agreements for shared records with referral
- Workforce Solutions Jam – third Tuesday each month at 1:00 EST
 - Register at <https://www.thenationalcouncil.org/program/center-for-workforce-solutions/>

Creating Supportive Work Environments

- Trauma-informed principles to drive workforce culture
- Decreasing administrative burden
- Career ladders
- Loan repayment and scholarship programs
- Resource from Office of the Surgeon General
 - [Framework for Workplace Mental Health & Well-Being \(hhs.gov\)](https://www.hhs.gov/workplace-mental-health)



Reaching Underserved Communities

- Embracing cultural humility, sensitivity and history
 - Building a workforce that mirrors the community
 - Example: Behavioral Health Aide (BHA) program in Alaska
- Utilizing technology
 - Example: Oklahoma's iPad program
- Increasing capacity to care for special populations
 - The Link Center: Bridging I/DD and Mental Health Systems
 - Project of national significance funded by Administration for Community Living (ACL). Partnership between NASDDDS, NASMHPD, NADD, and NASHIA.
 - National resource center for people with intellectual/developmental disabilities (I/DD) and co-occurring mental health and related challenges.
 - Key goals are system change, direct support worker (DSW) and clinical capacity, and service access.
 - Individuals with I/DD suffer from mental illness, substance use disorders, and trauma and can benefit from treatment.



<https://acl.gov/TheLinkCenter>

©Nation

https://acl.gov/TheLinkCenter

An official website of the United States government [Here's how you know](#)

In crisis? 988 Lifeline

THE LINKCENTER
Bridging I/DD and Mental Health Systems

About ▾ Announcements Engage ▾ Resources ▾

The Link Center works to improve supports available to children and adults with intellectual and developmental disabilities (I/DD), brain injuries, and other cognitive disabilities with co-occurring mental health conditions. The Link Center provides training and technical assistance and advances systems change that will increase access to effective services and supports for people with co-occurring conditions.

Resources
Find relevant fact sheets, explainers, studies, and other materials organized by topic.

Technical Assistance
Discover how we can help through self-guided resources, short-term engagements, and intensive projects.

Announcements
Check out the latest news, events, and other announcements from the center.

Steering Committee
Learn how the steering committee uses their expertise to shape the center's efforts.

What's New

Six states selected for The Link Center's Policy Academy on Inclusive 988 Suicide & Crisis Response Lifeline.

[READ ANNOUNCEMENT](#)

Upcoming Event

Join us for the April 23 and 24 Shared Learning Groups on supporting someone through a transition.

[REGISTER FOR GROUPS](#)

Resource Spotlight

Equity, Diversity, & Inclusion Digital Storytelling Series: Melissa's Story — school, work, and advocacy experiences.

[VIEW ON YOUTUBE](#)

Last modified on 03/18/2024

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Key Points

- Prioritize and coordinate workforce development efforts. Develop a formal strategic plan.
- Engage workforce development specialists and institutions of higher learning.
- Collect data to measure outcomes.
- Workforce development strategies must be multifaceted.
- Reimagine what behavioral health teams look like, and how they provide services.
- Interagency efforts and cross-system collaborations are critical.
- Seize the opportunity to move the care paradigm upstream.

THANK YOU!