

# Social Services Workforce Shortage

## Division of Mental Health and Addiction

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# Agenda

1. Mental Health Crisis
2. CMHC Burn Out/Turnover Initiatives
3. DMHA Initiatives
  - State Workforce Recommendations
4. Surveys
5. Next Steps



# Behavioral Health Workforce Crisis

- Over the next few years, the MSW job growth is 20% with an equal increase in depression, anxiety and addiction
- Increase in suicide attempts
- Job growth is not met with the number needed to fill current and future needs
- Over the next 5-10 years, 40% of the baby boomers in this field will retire



# CMHC Burnout/Turnover Prevention Initiatives

Barb-Predictive Index- attempt to understand an individual intrinsic vs. extrinsic values

need reminder for self-care- intentional and relational

Katy- DISC profiles; REST Team for staff; addressing issues via trauma

Bill- More engagement- break to educate- 15-20 min about programs, excel, COVID protocols; surveys about resilience; what truly motivates staff;

Chuck Clark- daily dose- spirituality component via chaplain and then with leader 1:1, Park Center

Edgewater- DISC, keep business as “usual”; leadership support; self-care; CEO would send email - conversational support; work with PCP staff internal care

Lisa- Aspire- pulling performance process out;



# DMHA Initiatives



# DMHA Initiatives

1. Behavioral Health Academy
  1. Expand into OBHP
2. Develop middle management training program
3. Work with colleges for reduced costs for CEU/credit classes
4. Increase interest in social service field
5. Gather data from CMHCs on diversity, trainings, open positions, employee experience, turnover



# State Workforce Recommendations

1. BHA- OBHP field
2. HB- 1467
3. LCSW/Medicaid - losing claims because they don't have staff
4. Those with MSW to be licensed/provide care immediately
  1. -be supervised by any licensed individual
  2. Look at licensure/experience requirement



# Survey, Get Your Surveys





# Surveys

## 1. Executive

- a. Open Positions
- b. Diversity
- c. Number of Licenses
- d. Culture
- e. Trainings
- f. Burnout/Turnover
- g. Employee Experience

## 2. Employees

- a. Role
- b. Culture
- c. Diversity
- d. Burnout/Turnover
- e. Employee Experience

Leadership vs. staff perception  
Do they align?



# Next Steps

