



# HCA Response to BH Workforce Shortage

SCRILS Meeting  
June 25, 2021

Washington State  
Health Care Authority

# Overview

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- ▶ What we're hearing about workforce challenges across the state
- ▶ Overview of budget investments
- ▶ Overview of recent legislation
- ▶ DBHR specific initiatives and collaboration efforts
- ▶ What the BH industry CAN do
- ▶ Resources
- ▶ Conclude with time for dialogue/questions

# BH Workforce Shortages

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- ▶ BHAs reporting vacancy rates of 20% - 55%
- ▶ Average time to fill positions 3-5 months or more
- ▶ Licensure application timeline anecdotal up to 4 months
  - ▶ DOH hired 10 staff to address the backlog.
  - ▶ Average time for approvals, completed application, is 2-4 weeks.
  - ▶ DOH reports 50% of applications incomplete
- ▶ Staffing 24/7 crisis system in frontier rural communities.
- ▶ Staff turnover increased throughout the PHE:
  - ▶ COVID-19 infections & personal safety
  - ▶ Family and childcare
  - ▶ Staff overwhelm

# Workforce Barriers

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- ▶ Low Medicaid rates
- ▶ Lack of clinical training sites
- ▶ Extensive practice hour requirements for licensure
- ▶ Not enough trained workers
- ▶ College enrollments are down
- ▶ Education costs/dept
- ▶ Education is a privilege – lack of provider diversity

# Workforce Barriers continued

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- ▶ Lack of Certified Peer Counselor training. Providers training peers locally
  - ▶ Peers require more supervision
- ▶ Extra time needed to train interns & SUDPTs
- ▶ Work/life balance
- ▶ Application to be a Medicaid provider disincentive to private practice accepting Medicaid funded clients
- ▶ Paperwork, paperwork, paperwork

# 2021-23 Operating Budget

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- ▶ See behavioral health investments final \$605M +
- ▶ 2% rate increase:
  - ▶ All behavioral health services paid through Managed Care \$55M
  - ▶ Managed Care Wrap Around contracts \$840K
  - ▶ Services paid through ASO contracts \$6.7M
  - ▶ Children's Long-Term Inpatient beds \$456K
  - ▶ Parent Child Assistance Program \$402K
- ▶ BH Personal Care \$12.2M
- ▶ Tribal Residential SUD rate increase \$12.7M
- ▶ Trueblood Phase 2 \$20.9M

# 2021-23 Operating Budget Cont

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- ▶ Behavioral Health Provider Relief Fund - \$31M
  - ▶ Funding for behavioral health provider that serve Medicaid and state-funded clients and have experienced revenue loss or increased expense as a result of the COVID-19 pandemic.
- ▶ Additional funding for Community Civil Involuntary Treatment beds - \$51.9M
  - ▶ Budget funds an additional 106 beds by the end of FY 2023.
- ▶ Investments to address State V Blake - \$68.4M. Including (but not limited to):
  - ▶ Implementing statewide recovery navigator program
  - ▶ Implementing Homeless outreach Stabilization teams
  - ▶ Expanding Clubhouse Services
  - ▶ Increasing access to opioid use disorder services
  - ▶ Providing short-term housing vouchers

# 2021-23 Operating Budget Cont

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## ▶ Additional resources:

- ▶ Agency Detail - <http://leap.leg.wa.gov/leap/Budget/Detail/2021/hcoStatewideSummaryAndAgencyDetail.pdf>
- ▶ Budget Summary – <http://leap.leg.wa.gov/leap/Budget/Detail/2021/hcoSummary3.pdf>
- ▶ Budget Bill – <http://lawfilesexternal.leg.wa.gov/biennium/2021-22/Pdf/Bills/Senate%20Passed%20Legislature/5092-S.PL.pdf>



# Add'l DBHR Workforce Investments

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- ▶ Hired BH workforce 2019 w/ dedicated \$\$ to support work
  - ▶ Hiring 2<sup>nd</sup> position July 2021
- ▶ BH Marketing Campaign June – Sept 2021
- ▶ Joined Washington Student Achievement Council 2021
- ▶ SBCTC to expand BH programing, increase capacity, build stackable credentials, etc. 2021
- ▶ Expanded online Peer and other certification/training
- ▶ Curricula for MHPs – older adult, ID/DD and minority specs.
- ▶ Expanding programs to support youth, justice-involved, housing, outreach & more...

# BH Bills

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- ▶ HB 1504: Workforce education investment act
  - ▶ Prioritizes a portion of nonfederal funds in Health Professional Loan Repayment program for demographically underrepresented students
  - ▶ Increases cap on state match for Opportunity Scholarship Advanced Degree Pathway Account
  - ▶ Broadens definition of AAC to include students
  - ▶ Establishes a BH workforce pilot program and training support grants

# BH Bills

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- ▶ HB 1007: Social worker distance supervision
  - ▶ Removes distance supervision limitations.
- ▶ HB 1063: BH trainee supervision hours/COVID impacts
  - ▶ Allows DOH to renew some BH licenses/certifications due to barriers to testing. Includes SUD.
- ▶ HB 1311: SUD apprenticeships
  - ▶ Adds approved apprenticeship programs to allowable education/training for SUDPT.

# BH Bills continued

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- ▶ 1166 College students pilot

- ▶ Expands pilot program supporting students experiencing homelessness / foster care.

- ▶ 1425 CTC student scholarships

- ▶ Modifies eligibility under Opportunity Scholarship program.

- ▶ 5194 Concerning equity and access in higher education

- ▶ Community & Tech College planning on DEI, clarifies pathways for graduation & adds faculty

# 2021-23 Operating Budget

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- ▶ Teaching clinic enhancement rates
- ▶ Examine impacts of criminal background check
- ▶ \$1.8M Behavioral Health Institute to continue training and TA

“Culture eats strategy for breakfast”  
Peter Ducker

# Retention - Industry / Business Solutions

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- ▶ How much control do you have on wage competition?
- ▶ How much control do you have on your culture? Your recruitment & retention policies?
- ▶ Invest in what you control!

# Retention - Industry / Business Solutions

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- ▶ Invest in retention
  - ▶ Job Carving -
  - ▶ Team-building – Proximity matters
  - ▶ Build entry- & mid-level workforce
- ▶ Recruitment & retention inseparably linked
  - ▶ Be creative
    - ▶ Market your community
    - ▶ Involve community leaders
    - ▶ Get better at social marketing & website development



# Current HCA Workforce Initiatives

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- ▶ BH survey questionnaire – Survey Master’s level counselors to learn about factors contributing career decisions including education, supervised training, education debt, and future career plans

# Be Part of the Solution

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***Workforce is a complex issue. There is no single problem and no single solution. It will require significant investments, policy changes, and collaboration from federal, state, county, education, associations, and providers.***

# Resources

# Statewide Stakeholders – Follow, Join, Participate

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- ▶ Workforce Training & Education Coordinating Board - 2020 report of Washington's BH Workforce: Barriers & Solutions:
  - ▶ <https://www.wtb.wa.gov/planning-programs/health-workforce-council/behavioral-health-group/>
- ▶ Workforce Training & Education Coordinating Board - 2017 Behavioral Health Workforce Assessment:
  - ▶ <https://www.wtb.wa.gov/wp-content/uploads/2019/05/WA-Behavioral-Health-Workforce-Assessment-2016-17.pdf>

# Recruitment Onboarding Retention Resources

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- ▶ 3RNet-Factors to Market your Rural Community  
[https://academy.3rnet.org/uploads/2/6/8/3/26836754/3rnet\\_cah\\_factors.pdf](https://academy.3rnet.org/uploads/2/6/8/3/26836754/3rnet_cah_factors.pdf)
- ▶ National Rural Health Resource Center –Recruitment and Retention Plan  
<https://www.ruralcenter.org/resource-library/recruitment-and-retention-planning-for-rural-health-networks-and-members>
- ▶ SHRM – Maximizing Success  
<https://www.shrm.org/foundation/ourwork/initiatives/resources-from-past-initiatives/Documents/Onboarding%20New%20Employees.pdf>