



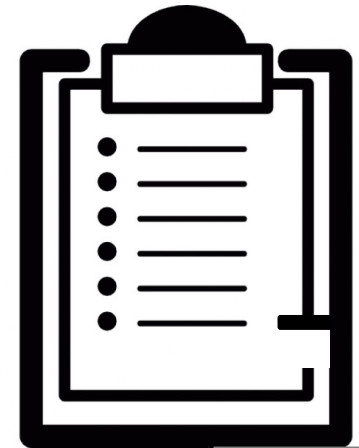
Beating the Shortage: Solutions to Oregon's Mental Health Workforce Woes

June 29, 2021

We will get started shortly. Your lines are muted upon entry. This event will be recorded.

Welcome!

- Today's event is being recorded
- All participants are muted on entry
- Ask questions using the Q&A Box
- Please fill out satisfaction survey



About Oregon Health Forum



- Advancing health policy solutions through meaningful community dialogue
- Affiliate of The Lund Report news source
- Nonprofit supported by donations, sponsorships
- OregonHealthForum.org/make-a-donation

Coming soon:

Physicians and Racism

July 29, time TBD

Thank you to our annual sponsors!



The Heatherington Foundation
for Innovation and Education in Health Care

Thank you to our event sponsor!



Bridgeway

Freedom Through Recovery



Providing addiction recovery, problem gambling treatment,
mental health therapy, and primary medical care

Thank you to our event sponsor!



- A 98-bed facility with step down programs and the only UHS-affiliated facility in Oregon
- Serving adults facing acute behavioral health crises related to mental health, substance abuse or co-occurring disorders since 2010



Willamette Valley Behavioral Health has applied to construct a freestanding 100-bed psychiatric hospital for adolescents, adults, and older adult voluntary and involuntary patients in Oregon.



WORKFORCE INCENTIVES INCLUDE:

We recruit Nurses, LCSWs, LPNs for a diverse and inclusive workforce and encourage people from a variety of academic, ethnic, cultural, gender, and neurological backgrounds to apply.

What We Offer:

- Competitive wage
- Up to \$52,500 in student loan repayment funds or tuition reimbursement
- Competitive pay & benefit package including:
 - Medical/dental/vision (multiple plan types available to suit coverage/cost preferences)
 - 401k with 3% employer match
 - Above-market Paid Time Off
 - Employee stock options
 - Career development, leadership training, and promotion opportunities
 - Relocation assistance
 - Free counseling services through our EAP for employees and family members

TO LEARN MORE:

Job Openings

www.cedarhillshospital.com

WVBH

willamettebehavioralhealthaction.com

Thank you to our event sponsor!



BUILDING BRIGHTER FUTURES WITH CHILDREN AND FAMILIES

Beating the Shortage: Solutions to Oregon's Mental Health Workforce Woes

June 29 | 2-3:30 pm

Moderator:

April Johnson, MPA

President/CEO, Youth Unlimited Inc.

Panelists:

Cort Dorn-Medeiros, PhD, LPC, CADC III

Assistant Professor & Department Chair

Department of Counseling, Therapy and School Psychology

Lewis & Clark College Graduate School of Education and Counseling

Laura Sebulsky, MBSR

Director of Clinical Outreach and Admissions, Rocky Mountain Area/PNW

Charlie Health

Lori Paris

President & CEO, Addictions Recovery Center, Inc.

April Johnson, MPA

President/CEO
Youth Unlimited Inc.





Workforce is Access

A diverse workforce is critical for health equity.

From November 2020 to June 2021, capacity of OCBH members has reduced significantly, anywhere from 20% to 75% across various agencies and programs, vastly reducing access.

This is stark compared to the averaged loss across the state in our November report of 12%.

Covid stress, the inability to fund competitive wages/benefits, and growing competitive wage market outside of the sector has accelerated the long-standing workforce crisis to catastrophic proportions.

Today lack of workforce is the primary factor in program reductions and closure.

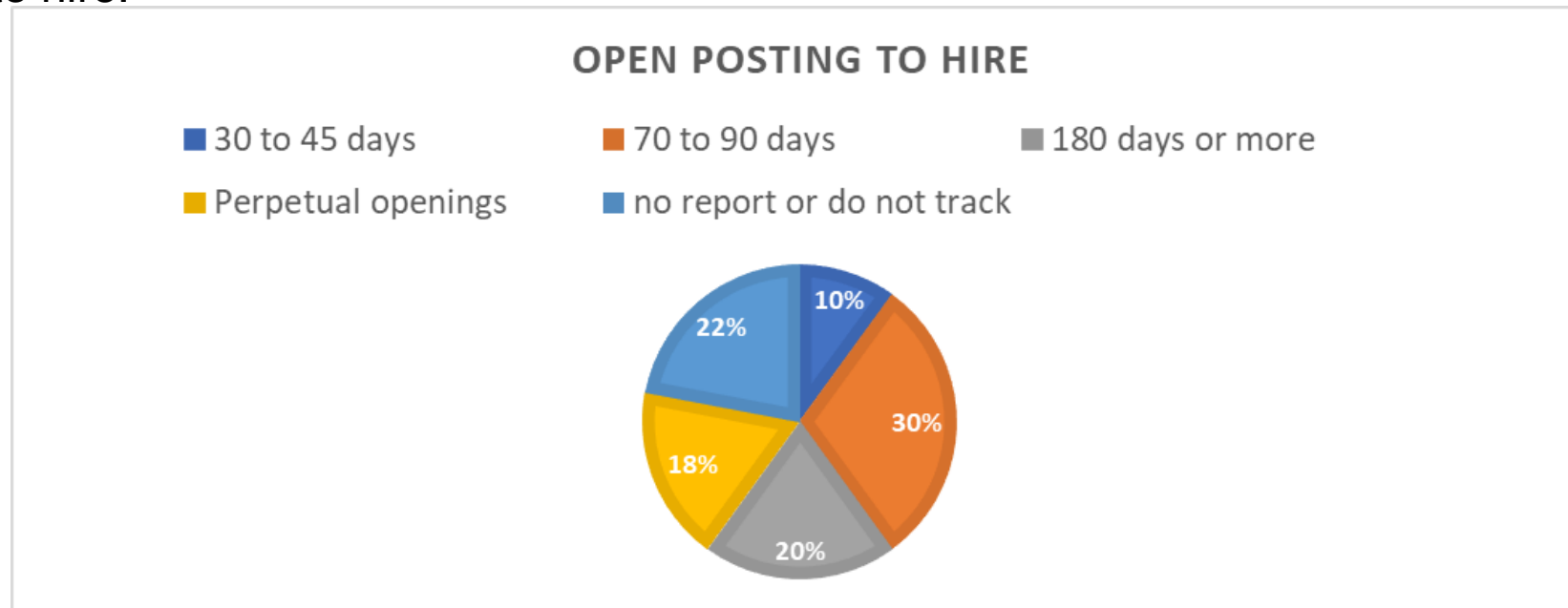
Both recruitment and retention are failing to meet Oregonians' need for Behavioral Healthcare.

Recruitment

Average time for open position to achieve a person is hired?

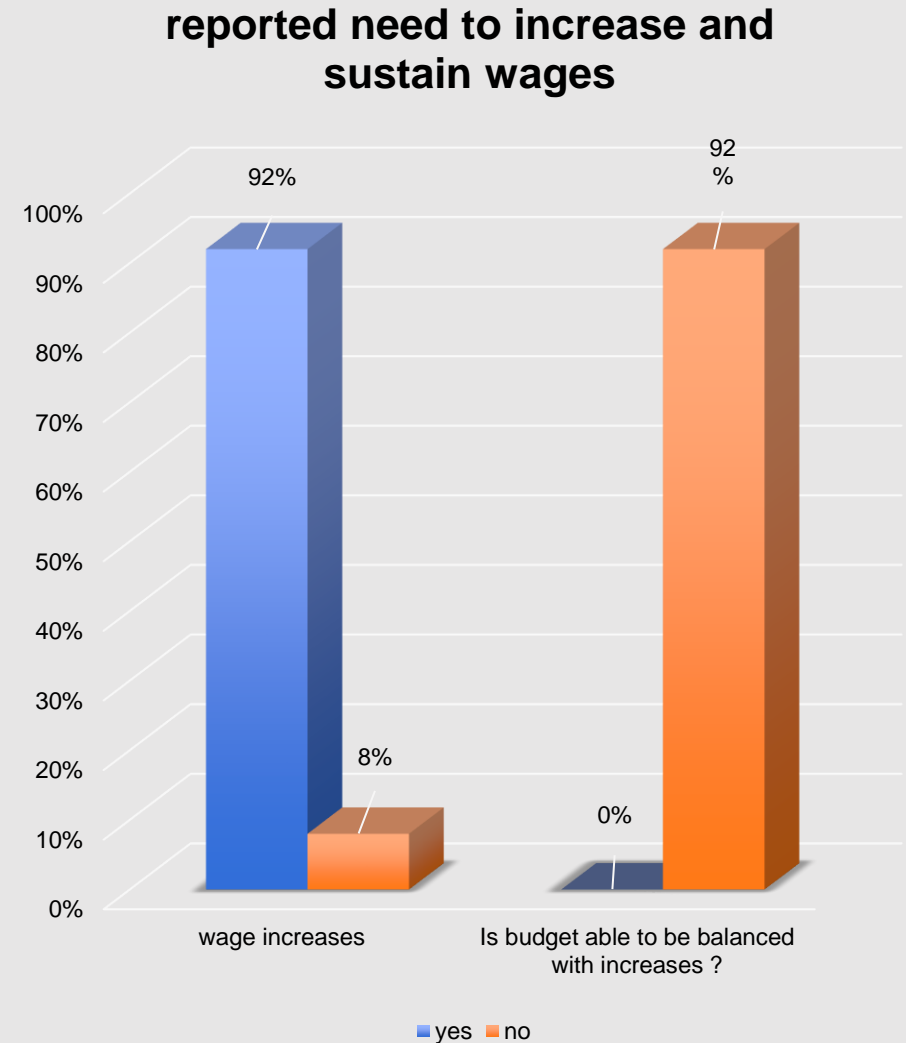
(Please identify any trends for different positions/profession types.)

- Typically, across members the most difficult positions to hire included Direct Care staff for congregate care settings, CADC, all BH Supervisors, RN's and specialty psychiatry/medical.
- All reported reporting most difficult to hire was generally irrelevant as all critical staff were becoming difficult to hire.



Have you had to increase wages to obtain applications and/or retain staff?

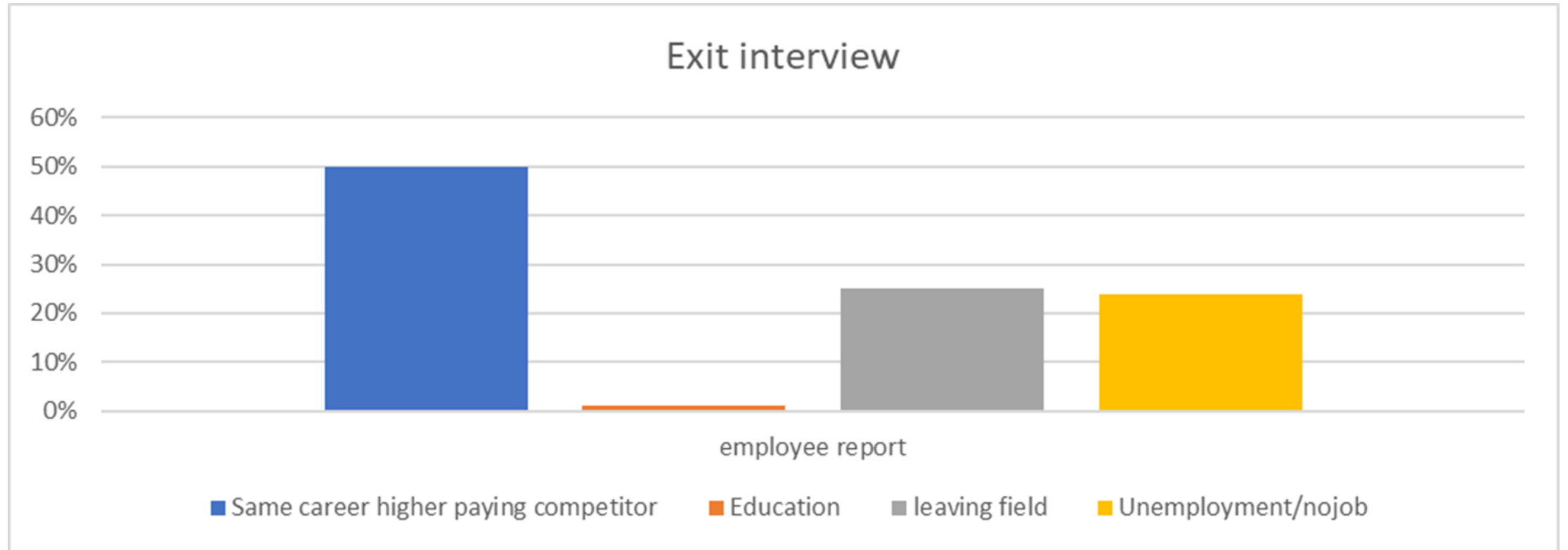
Can you project supporting the new wage structures with a balanced budget in next cycle?



What is your turnover rate?
How does this compare to pre-COVID?

- Turnover rates ranged from 1% - 32% across the membership pre-COVID.
- Turnover rates have elevated to 3% - 64% across member agencies in 2021.
- Over 52% of members report turnover rates between 35% - 64%.

**Report exit interview data on where employees are going.
(No job? New sector? Higher paying competitor?)**



Cort Dorn-Medeiros, PhD, LPC, CADC III

Assistant Professor & Department Chair
Dept. of Counseling, Therapy and School Psychology
Lewis & Clark College
Graduate School of Education and Counseling



Lewis & Clark Graduate School

Department of Counseling, Therapy, & School Psychology

- Art Therapy
- Marriage, Couple, and Family Therapy
- Professional Mental Health Counseling
- Professional Mental Health Counseling - Specialization in Addiction
- School Psychology

Lewis & Clark Community Counseling Center

- Training clinic for practicum students in Professional Mental Health Counseling, Professional Mental Health Counseling - Specialization in Addiction, and Marriage, Couple and Family Therapy programs
- Client fees are determined by sliding scale
- No one turned away due to inability to pay
- Virtual services will continue to meet client needs across the state
- Still seeking community space for Art Therapy

Clinical Internships

- Students seek internships all across the state
- Virtual supervision accommodation for students outside the greater Portland metro area and in rural communities
- 100+ community partners who provide internship placements across programs
- Majority of internships are 15-20 hours per week and **unpaid**

Recruitment and Retention of BIPOC Students, Faculty, and Staff

- Increased institutional scholarship funds for BIPOC students and students from historically underrepresented populations (e.g. LGBTQIA+, first gen)
- Additional compensation for BIPOC faculty and staff who provide student mentorship
- Focus in monthly faculty meetings on anti-racist and culturally inclusive pedagogy
- Ongoing examination of admissions and matriculation data

Laura Sebulsky, MBSR

Director of Clinical Outreach and Admissions
Rocky Mountain Area/PNW
Charlie Health



charlie health

Solving the Adolescent and Young Adult Mental Health Crisis with IOP

June 2021

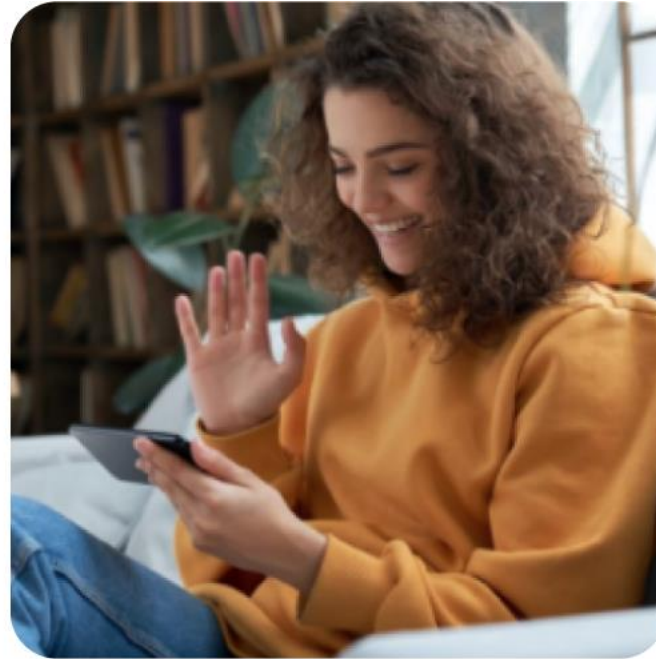




Clinical Assessment



Determine the most appropriate treatment plan for each client



Individual Support



Each client is assigned a primary therapist



Group Therapy



Curated groups that connect individuals with similar needs

Tenants of Clinical Programming

- **Tenant I: Power of Connection**

- Seeing and Being Seen: you are worthy of being nurtured
- Loving and Feeling Loved: We will love you until you love yourself
- We are Family: We struggle together and succeed together

- **Tenant I: Power of Congruence**

- Honesty: To thine own self be true
- Accountability: If it is to be, it is up to me
- Integrity: If you talk the talk, you must walk the walk

- **Tenant III: Power of Experience**

- Appreciating the sorrow experience: Forests wouldn't grow without nurse logs
- Affect Regulatory Experience: Encouraging proportional responses to a trigger
- Clinically Excellent Experience: The client is always right



Access Support from Anywhere

24/7 Intake

Our intake is available 24/7

1:6 Staff to Patient Ratio Individualized care with rapid engagement

Evaluation

Clinical evaluation + proprietary algorithm support personalized care and assignment to therapeutic group and therapist

Accessible Services

IOP teen and young adult services brought home, where people live

Community-building: our online services breakdown distance barriers to engaging with peers or families facing similar issues

Easier access = improved treatment adherence

Evidence-Based Solutions

Services & Modalities

IOP, Group, Family, Individual

Wide-range of therapeutic approaches by trained clinical staff

- CBT/DBT
- ABFT
- Motivational Interviewing

PHQ-9/YOQ/OQ

Collected for all patients

Engagement & Completion Rate

We track transition from IOP to OP and completion rate

Readmission Rate

30- and 90-day tracking to same or higher levels of care (health plan collaboration)

Client Satisfaction

90%+ satisfaction and participation rates

Coverage & Cost Savings



HIPAA-secure telehealth services

Serve clients & families from different communities but similar issues

Reduce unnecessary use of less effective higher levels of care with access to “in-home” IOP

Our Innovative Approach

We Fit Life

Overcome rural access gaps with HIPAA-secure video platform offering

Customized care including proprietary algorithms to match clients to best therapist & peer group combinations

Whole family engagement, care and support

Joint Commission accredited

Innovation

Timely access to psychiatric services

Payer partner willing to work under performance-based or value-based model

Collaborative care model supports access and coordination with PCPs & pediatricians

Evidence-based medication-assisted treatment

Majority of individuals in residential care could be safely and effectively treated in IOP

charlie health

92%

Participation rate in IOP sessions
(30- and 90-day rolling IOP attendance rates)

96%

of clients and families would
recommend Charlie Health to a
friend or family member

97%

of parents or caregivers report that
Charlie Health meets the needs of
their loved one

94%

of clients and families report the
quality of Charlie Health services as
high or very high

Previous Treatment

100%

Have history of previous treatment
episodes

53%

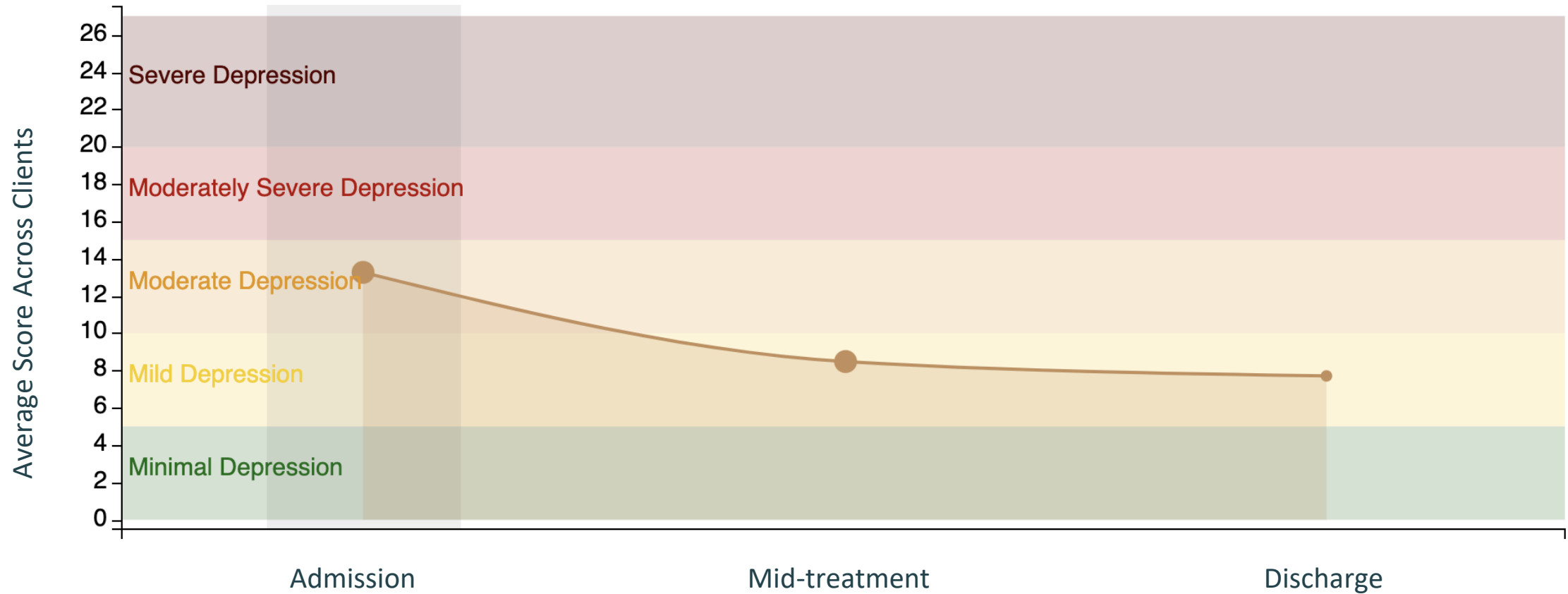
Admitted to 1+ inpatient (24/7 care)
facilities

16%

Admitted to 3+ inpatient (24/7 care)
facilities

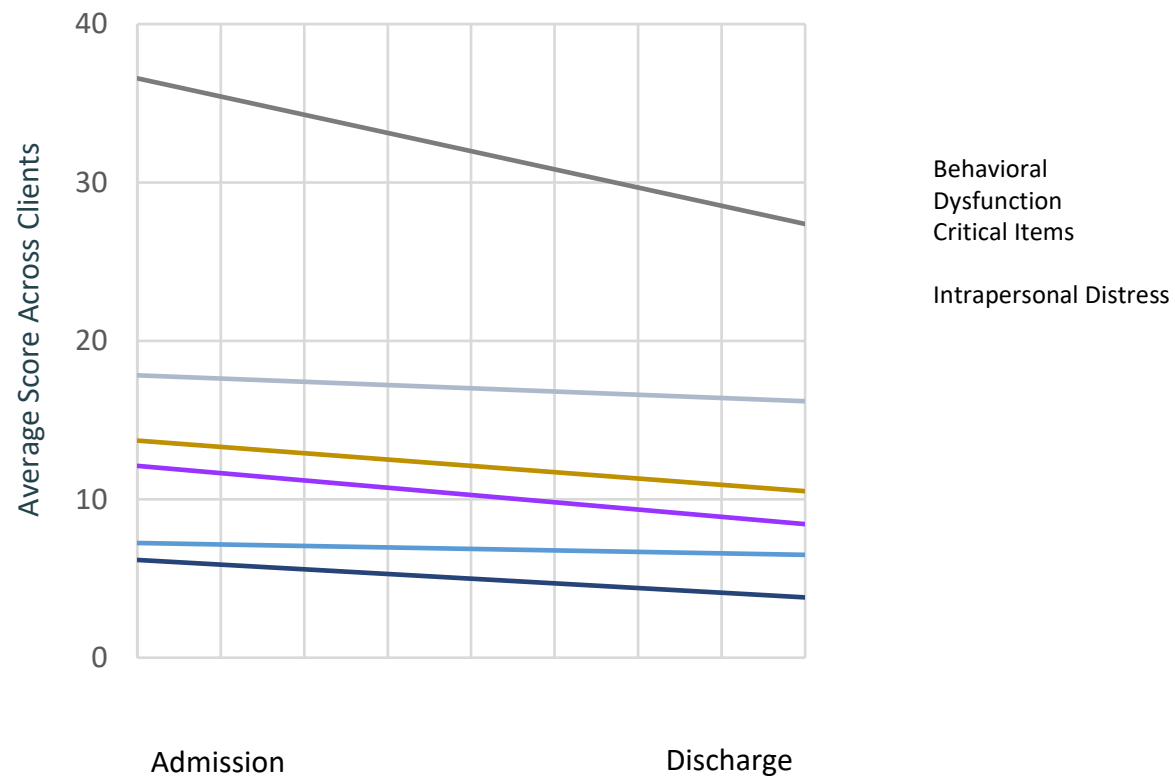
Patient Health Questionnaire (PHQ-9)

All Clients (Adolescents & Young Adults)



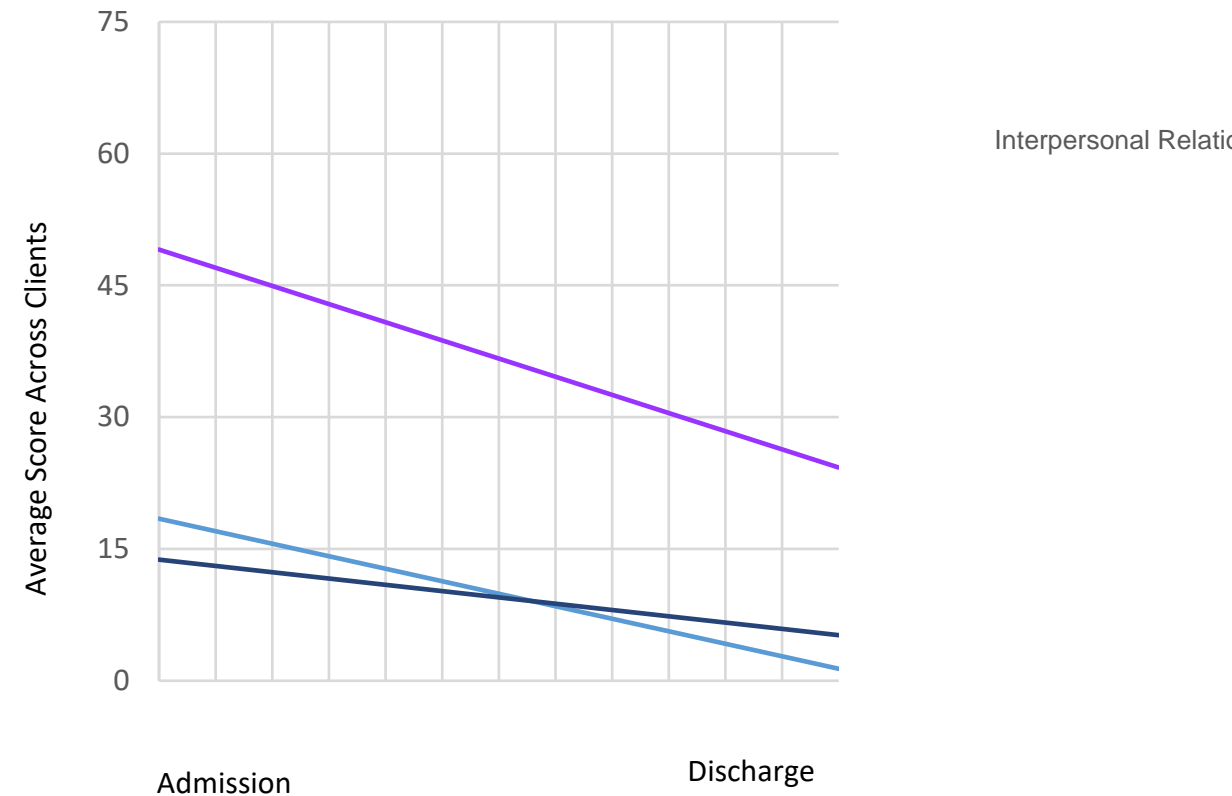
Youth Outcomes Questionnaire (YOQ 2.0)

YOQ 2.0 SR Sub-Score Admission to Discharge
Lower Score = Less Distress in Life



Outcomes Questionnaire (OQ 45.2)

OQ 45.2 Sub-Scores Admission to Discharge
Lower Score = Less Distress in Life



SUMMER V.I.B.E.

**Virtual Intensive Behavioral Experience (V.I.B.E.)
to Prepare Students for Fall 2021!
June - August**



Social Skills

Enhance and process social skills through connecting with peers navigating similar challenges



Emotional Regulation

Build a toolbox of strategies to respond to and regulate emotions with licensed therapists and peers

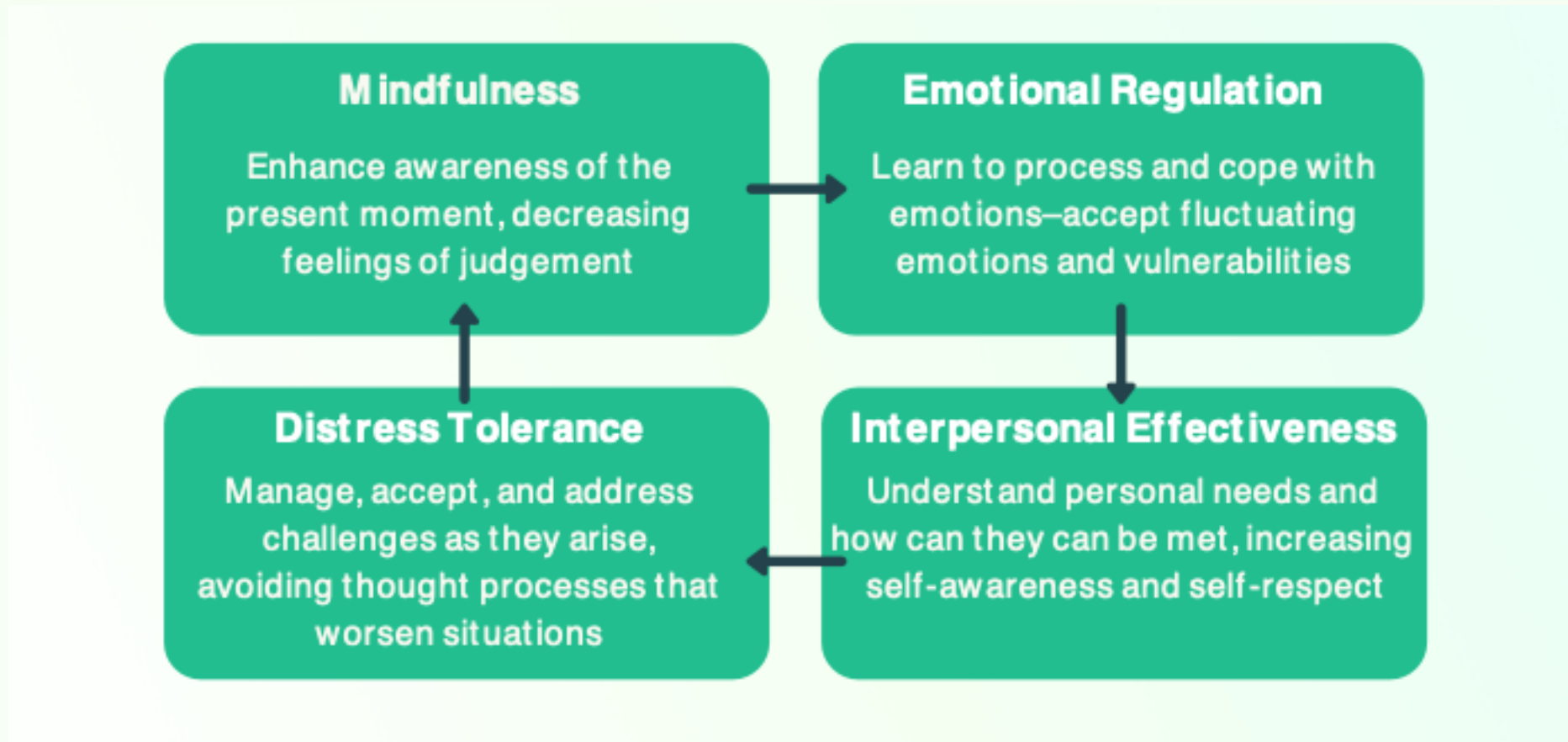


Executive Functioning

Tailored skills-based group therapy to simulate cognitive flexibility, self-control, and organization

Personalized Track for Dialectical Behavioral Therapy (DBT)

June – August: 5-8pm (MT) on Monday, Wednesday, Thursday



Free Online Caregiver Support Group

- For parents, grandparents, or guardians of teens and young adults who struggle with mental health and substance use disorders
- Facilitated by licensed clinicians, our Caregiver Support Group builds connection, community, and compassion



Thank you!

Laura Sebulsky

laura@charliehealth.com

(406) 624-7049

www.charliehealth.com

Lori Paris

President & Chief Executive Officer
Addictions Recovery Center Inc.



The Struggle for Our Workforce

Addictions Recovery Center, Inc.
Jackson County, Oregon

WORKFORCE SHORTAGE & HOUSING CRISIS

- The workforce shortage in Jackson County was already complicated by a severe housing shortage
- The housing shortage was made much worse by the Almeda Fire in September 2020
- The fire destroyed more than 2,000 units of the area's more affordable housing
- Our LatinX population was most heavily impacted

RECRUITING CHALLENGES

- The severe housing shortage has made it nearly impossible to recruit new employees from out of the area because they cannot find housing
- We need to expand our workforce with an emphasis on two populations in order to better serve the underserved members of our community

RECRUITING CHALLENGES

- We need more Spanish-speaking and culturally fluent staff, and we need better representation for the LGBTQ+ members of our community
- Most immediately, we want to hire more certified recovery mentors (CRMs) and certified alcohol and drug counselors (CADCs)

CREATIVE SOLUTIONS

- There is not a ready supply of credentialed people looking to apply for these positions, so we need to be creative
- We thought about how we might open the doors to these careers for people who have not had these doors open to them in the past
- We landed on two programs to address this disparity, funded by grants from two different sources

CERTIFIED RECOVERY MENTORS

- We will run advertising on television, radio and print for people with lived experience to apply for fully paid training and certification as certified recovery mentors
- We will do this in two phases, with 10 people attending training in each phase
- Upon completion of training and successful certification, trainees will be able to apply for open positions with us or with other local providers
- Addictions Recovery Center is looking to recruit a total of 10 new certified recovery mentors

CERTIFIED ALCOHOL AND DRUG COUNSELORS

- With our second program, we will award five scholarships for the human services program at our local community college
- This will include certified alcohol and drug counselor internships with us, and hopefully, hiring as new counselors

IN SUMMARY

- The funding for these programs is coming from two grants from different sources
- We realized we need to invest in the people in our community if we want to grow our workforce
- We are very excited about the potential of these efforts
- We hope to expand these workforce programs to other job categories soon

Thank you to our annual sponsors!



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Bridgeway
Freedom Through Recovery

The logo graphic for Cedar Hills features a stylized wave or swoosh design in blue and green colors.

CEDAR HILLS
Hospital & Outpatient Services



Audience Q&A

Thank you for attending!