



Workforce Development

CHALLENGES AND OPPORTUNITIES

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VP PUBLIC SECTOR NETWORK DEVELOPMENT

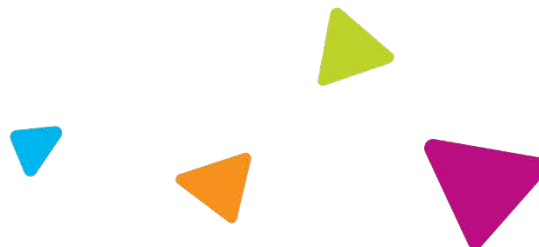
Agenda

➤ Current Status

➤ Challenges- rural, frontier, expanded coverage- leads to increased demand

➤ Opportunities

➤ Questions



Current Status



Employment projections for 2020 forecast a rise in employment for substance abuse and mental health counselors with a 36.3% increase from 2010 to 2020—greater than the 11% projected average for all occupations*



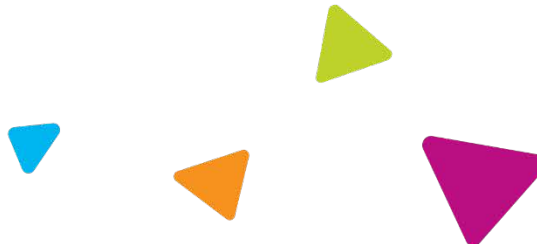
The pool of psychiatrists working with public sector and insured populations declined by 10 percent from 2003-2013. (National Council “The Psychiatric Shortage Causes and Solutions”)



Demand for behavioral health services will continue to outpace labor growth



Health Resources and Services Administration (HRSA) projects the supply of workers in selected behavioral health professions to be approximately 250,000 workers short of the demand projections by 2025



Challenges



In some rural and frontier areas there is not sufficient regular demand to support development of stand alone behavioral health services

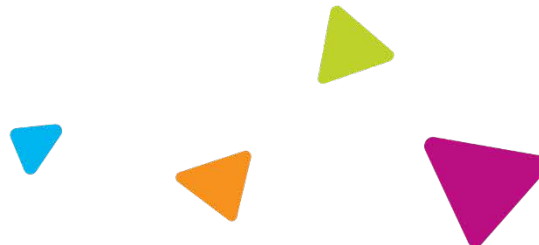


Medicaid expansion and the opioid crisis have accelerated the demand for behavioral health services



Funding in Medicaid programs does not easily align with support of stand alone workforce development activities

Medicaid reimbursement rates often do not support expansion of workforce capacity- there are easier things to do for more money



Challenges



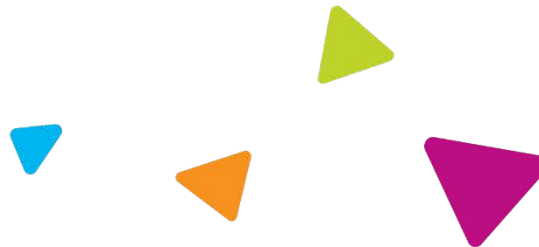
High turnover rates- especially entry level workforce



Challenges around the regulatory requirements- increase admin cost and reduces ability to pay the professional



High No- show rate- decreases productivity- squeezes margin increase admin burden





Opportunities through innovation

Digital self help tools

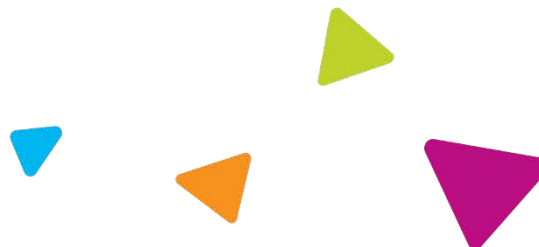
Incentives to deliver rotational services in rural and frontier areas

Collaborate with other social service agencies/ community partners to provide free rotational office space

Work with state programs to reduce overlapping or overly cumbersome regulatory requirements

Virtual care solutions

Video conference to support care coordination as well as training activities- WY





Opportunities through innovation

Satellite behavioral health clinics in school- reduce no shows, increasing staff productivity and addresses some overhead cost

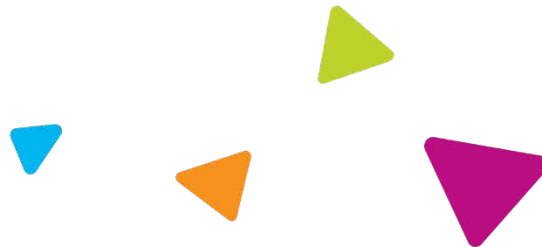
Value based purchasing

Certified Community Behavioral health Clinics

Telehealth

Video conference to support care coordination as well as training activities- WY

Collaboration is key- between managed care, State Medicaid programs, regulators and other stakeholders



Virtual Care Solutions Platform: SmartScreener, Digital CBT Modules, and Resource Library



Core Features



SmartScreener



Cobalt CCBT



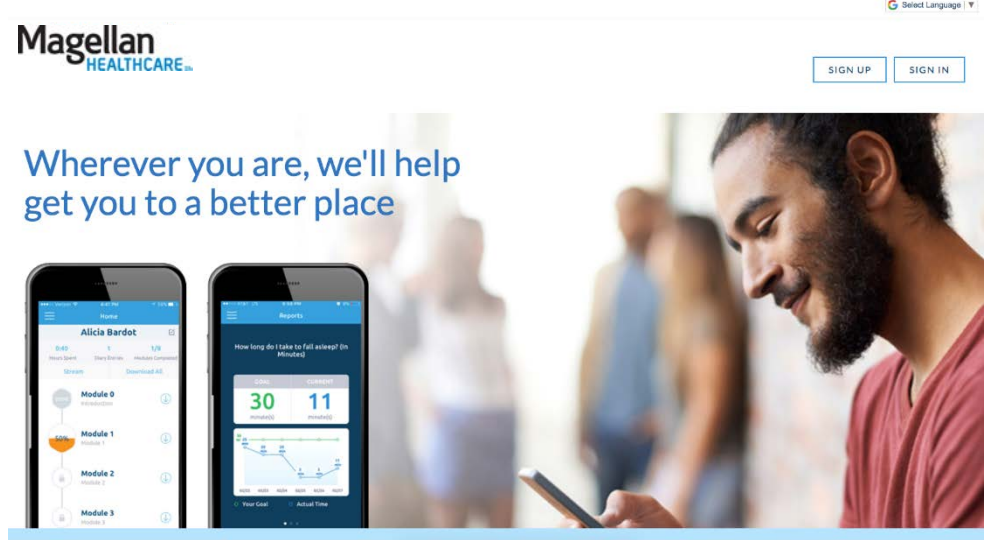
Resource Library

Optional Add-ons

**Clinical Call Center /
Online Chat**

Telehealth

Provider Search



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Peer Support



Evidence-based non-clinical service that impacts clinical outcomes

Wide spread adoption in state Medicaid plans – certification and training standards, must meet CMS requirements

Aligns with Quadruple Aim – reduces cost, improves population health, high levels of satisfaction, job satisfaction; attaining joy at work

Diverse workforce addresses changing demographics of populations

Positive influence on social determinants' impact factors

Expanding across health care systems, CJ, adjunct social support agencies

Questions?

