



HUMAN  
SERVICES  
D E P A R T M E N T



# Addressing Workforce Challenges

11/16/2022  
DR. NEAL A. BOWEN

*INVESTING FOR TOMORROW, DELIVERING TODAY.*

# BEFORE WE START...

On behalf of all colleagues at the Human Services Department, we humbly acknowledge we are on the unceded ancestral lands of the original peoples of the Apache, Diné and Pueblo past, present, and future.

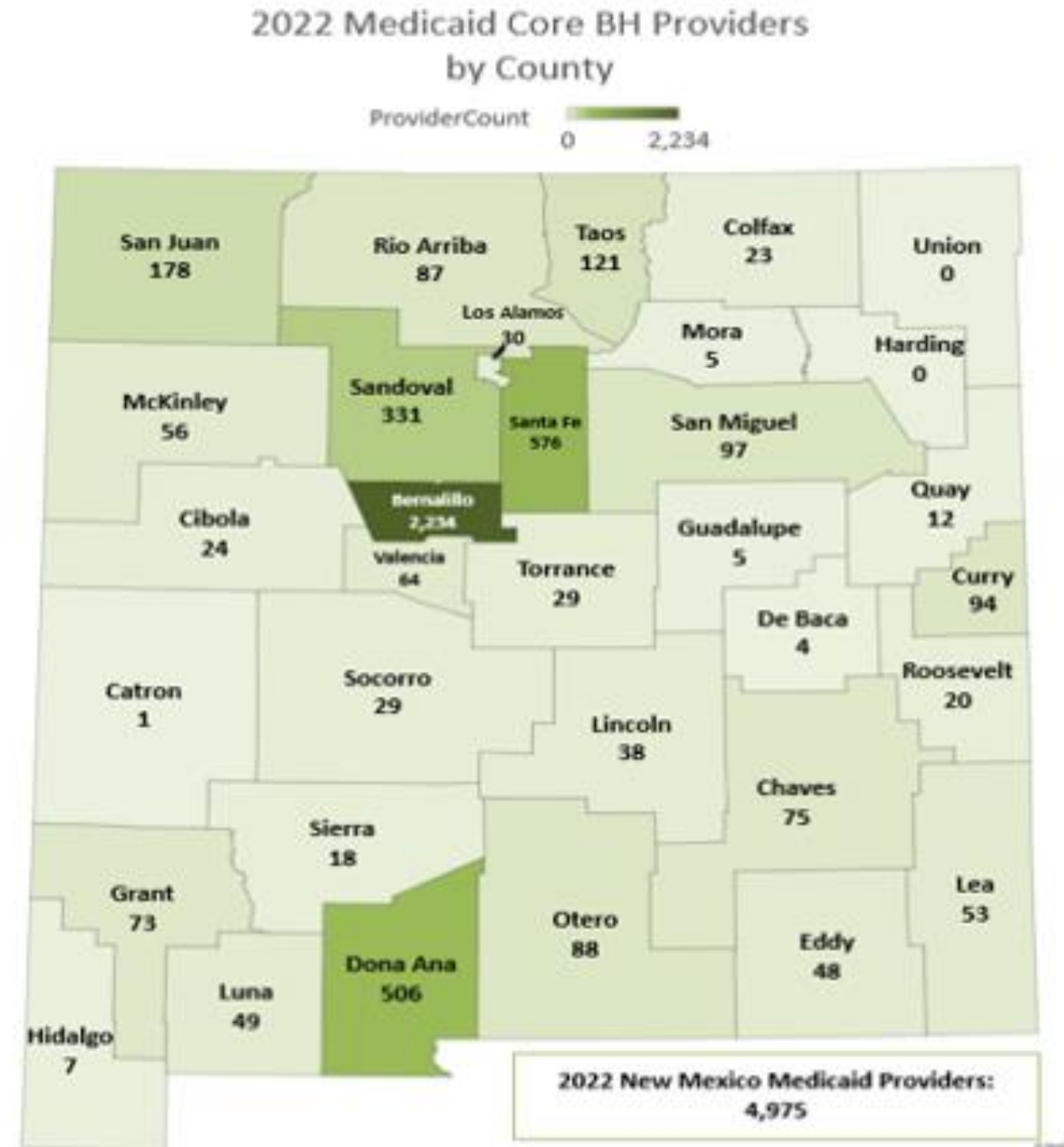
With gratitude we pay our respects to the land, the people and the communities that contribute to what today is known as the State of New Mexico.



Evening drive through Corrales, NM in October 2021.  
By HSD Employee, Marisa Vigil

# Distribution of Medicaid BH Providers Across NM

- Growth of 103% since 2017
  - 66.2% Urban
  - 31.8% Rural
  - 1.9% Frontier



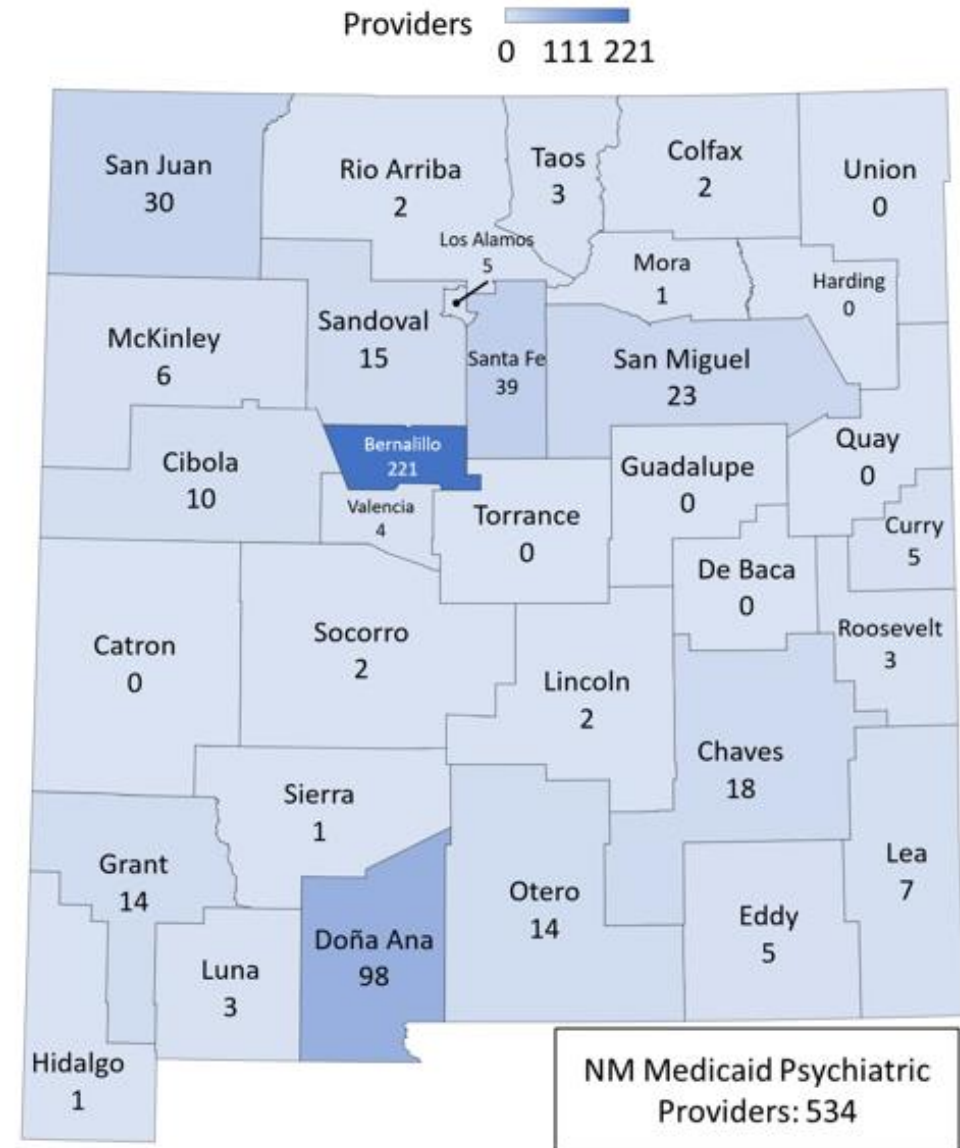
# Distribution of Medicaid Prescribers

66% Increase from 2017

75.5% in Urban areas

24.5% in Rural areas

1.1% in Frontier areas





# MORE!

- Expand definition of BH workforce
  - e.g. For Mobile Crisis Teams: A licensed Mental Health Therapist; Certified Peer Support Specialist; Certified Family Support Workers; Community Support Worker; Community Health Worker; Community Health Representative; Certified Prevention Specialist; Registered Nurse; Emergency Medical Service provider; LADAC or CADAC; non-independently licensed behavioral health professionals; Emergency Medical Technicians; Licensed Practical Nurses; Home visitor; Licensed Substance Abuse Associate; Other certified and/or credentialed individuals
- NLBHA Scholarships; WICHE Psychology Internships; Peer Scholarships
- Free Undergraduate Education
- GME Expansion – Psychiatry
- Primary Care Council
- Legislative funding for Social Work Chairs
- ECECD Mental Health Consultants
- Retention Bonuses
- DOH Health Professions Recruitment
- *Bilingual Certification; BH Interpreters*

# STRONGER!!

- Rate improvements – Medicaid and Non-Medicaid
- New Mexico TRIBAL Behavioral Health Provider Association
- Leadership Development – Envive
- Financial Acumen – Onyx Analytics
- Middle Management Academy – National Council for Mental Wellbeing
- Data Management – NMBHPA
- Turquoise Care – Enhanced Integration and Value Based Incentives
- Toolkits for providers

BETTER!!!





EVEN  
BETTER!!!!

## 988/Crisis Now Development

- 20% Set Aside for Indigenous Neighbors
- Hub and Dandelion System

## Certified Community Behavioral Health Clinics

- Structured to enhance 988/Crisis Now
- Increase Collaboration
- Increase pay
- Develop in regions

Questions?

Neal A. Bowen, PhD

Director, Behavioral Health  
Services Division

Neal.Bowen@state.nm.us