



The Behavioral Health Workforce Crisis

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June 29, 2023

The BH Workforce Crisis: Is it really a crisis?



Vacancy and turnover rates are high and increasing.

- ▶ 2021: Vacancy rate = 20%; turnover rate = 30%
- ▶ 2023, vacancy rate = 35%; turnover rates = 51%.

Why are they leaving? “The Great Resignation”

1. 20-year projected labor shortage (Census Bureau) due to aging population, exacerbated by the declining and early retirements
 - ▶ Combined with different work-life balance expectations by younger workers (Avg. Length of Service, LOS, 2 yrs 9 mo)
2. Low salaries, with no expectation of planned salary increases
3. Increased BH job stress:
 - ▶ Excessive documentation and paperwork requirements
 - ▶ Increased intensity and complications of patients, increased stress



SOLUTIONS: Focus on Retention

- ▶ Annual salary increases, benefits and inflation adjustment
- ▶ Develop a statewide system to track and measure access to care, vacancy and turnover.
- ▶ Investment in training supervisors for a healthy workplace
- ▶ Outcome-based reimbursement for service
- ▶ Grants: student, rural needs, clinical supervision, telehealth infrastructure, efficiency in billing and reimbursements



SOLUTIONS: Focus on Infrastructure

1. Define and validate the partner role of providers in system management
2. Reduce administrative burden
 - ▶ Fund Electronic health records)
 - ▶ Fund Internal quality management systems
 - ▶ Fund Risk stratification software to identify patients at higher risk, requiring more intervention
 - ▶ Fund Staff development and training
 - ▶ Monitor and enforce claims payment time requirements and compliance monitoring



How to expand access to Behavioral Health

- ▶ \$5m for a state grant program to build BH organization infrastructure
- ▶ 100% loan forgiveness for providers to stay in NM for 5 years and practice in rural areas
- ▶ \$3m reimbursement to BH organizations for clinical supervision



REFERENCES

- Is It Pay? Fact-Based Reasons Employees Quit Plus Real Retention Solutions, A Presentation To SHRM, June 2023, Dick Finnegan, CEO, C-Suite Analytics, Business Driven Employee Solutions
- US Bureau of Labor Statistics
- US Census Bureau