### **WELCOME!**

# THE 2024 COOK COUNTY BEHAVIORAL HEALTH WORKFORCE SYMPOSIUM

@cookcountyhealth
@cookcountypublichealth
#behavioralhealth





# Welcome From President Toni Preckwinkle, Cook County Board President



**Toni Preckwinkle** 

County Board President

Cook County Board of Commissioners





## Your MC for the day



**Jennifer Brothers** 

Executive Director, Impact Fund & Community Services

Cook County Health, Office of Behavioral Health



# The "Why" For Cook County Health



Dr. Erik Mikaitis
Interim Chief Executive
Cook County Health



## The "Why" For Cook County Health



Dr. Tom NutterChief Behavioral Health OfficerCook County Heath, Office of Behavioral Health



## The "Why" For Cook County Health



Dr. LaMar Hasbrouck

**Chief Operating Officer** 

**Cook County Department of Public Health** 



# Five Things You Should Know About the Workforce Shortage



**Andy Hall** 

**President** 

**Trailhead Strategies** 



1

What is the extent of shortage?

2

What do frontline professionals think about it?

3

What can be done about it?





**EXECUTIVE SUMMARY** 

#### ADDRESSING THE BEHAVIORAL **HEALTH WORKFORCE SHORTAGE IN COOK COUNTY**

A needs assessment and framework for action to attract and retain essential behavioral health professionals







OCTOBER 2024

#### WHAT DO PROFESSIONALS SAY ABOUT JOB **QUALITY, BURNOUT & RETENTION?**

#### INFORMED BY INPUT FROM 1.000 BEHAVIORAL HEALTH WORKERS



40% are experiencing burnout. 37% intend to look for a job in the next 12 months.



70% have student debt. 40% have more debt than their annual income.

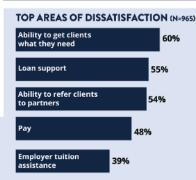


The highest levels of satisfaction were related to **purpose**, the **patient** population, and colleagues.



The **lowest** levels of satisfaction were related to getting clients the services they need, student loans, pay, and support for education costs.







#### **ACKNOWLEDGEMENTS**

To the 1,000 behavioral health professionals who shared their experiences despite being busier than ever - no workforce ate<mark>gy is com</mark>plete manoat hearing directly from workers on the fromine. Thank y

#### COOK COUNTY BEHAVIORAL HEALTH WORKFORCE STEERING COMMITTEE

Tom Allen, MD, Chief Psychiatrist and Executive Medical Director, Behavioral Health, Blue Cross / Blue Shield of Illinois Lindsey Artola, MHSc, President, Sage Health Strategy

Jennifer Brothers, MPH, Executive Director, Impact Fund & Community Services, Cook County Health, Office of Behavioral Health

Blanca Campos, Chief Executive Officer, Community Behavioral Health Association

Yvonne Collins, MD, Chief Medical Officer, CountyCare

Rosario Cosme Cruz, MD, West Campus Outpatient Medical Director, Child and Adolescent Psychiatry Fellowship Program Director, Rush University Medical Center

Gerald (Jud) E. DeLoss, J.D., Chief Executive Officer, Illinois Association for Behavioral Health Andy Hall, MBA, President, Trailhead Strategies

Shandria Holmes, M.A, Dean of Instruction, Kennedy-King College

Marco E. Jacome, MA, LPC, CAADC, Board Member and Former CEO, Healthcare Alternative St

Neil Jordan, Ph.D., Director, Institute for Public Health and Medicine's Center for Education in Health Sciences, Feinberg School of Medicine, Northwestern University David Jones, Chief Behavioral Health Officer, Office of Illinois Governor JB Pritzker

Kiran Joshi, MD, MPH, Senior Medical Officer, Cook County Department of Public Health

Hong Liu, Ph.D., Executive Director, Midwest Asian Health Association

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Catherine Melka-Kaffer, LCSW, Initiative Coordinator, Illinois Behavioral Health Workforce Cents Uliver by Illian In ago Srikrishna Mylavarapu, MD, VP of Behavioral Health Service Line, Advocate Health

Thomas Nutter, MD, Chief Behavioral Health Officer, Cook County Health, Office of Behavioral Health

Audrey Pennington, Chief Operating Officer, Aunt Martha's Health and Wellness

Lauren Pett, Director of Policy, Office of the President, Cook County Government

Matt Richards, Deputy Commissioner of Behavioral Health, Chicago Department of Public H Lorrie Rickman Jones, PhD, Consultant and Director, Behavioral Health Crisis Hub, Jane

Nan Silva, MPH, Program Director, Community Memorial Foundation

James A. Swartz, Ph.D., Professor and Interim Associate Dean for Research, Jane Addams College of Social Work, Univer

Nareman Taha, Co-founder and Director of Development, Arab American Family Services Ron Vlasaty, Chief Operating Officer, Family Guidance Centers, Inc.

Sharronne Ward Ed.D., LCPC, President & CEO, Grand Prairie Services















I actually have two jobs. My daytime 9-5 and overnight shifts for the Mobile Crisis Response team. I'm exhausted because few people want to be public servants due to unacceptable pay. I applied for loan forgiveness at my old job, but it was denied. It was a for-profit facility, but I was still serving the public, so its frustrating.

The job is great.
The benefits are great.
The coworkers are great.
Admin is great. The pay and student loans make my job almost impossible to stay at.

I started a Master's Program to become a
Marriage and Family Therapist. But I got divorced
and had to support myself financially. I couldn't do the
full time practicum, which was the last 6 months of
the program. I had to earn money, I couldn't work and
not get paid. That was the last thing you had to do to
graduate, but I had to drop out. That happened to
several other people in my class. I still have
\$50,000 of debt from that program, but I didn't
finish.



**COOK COUNTY** 



■ Case Manager

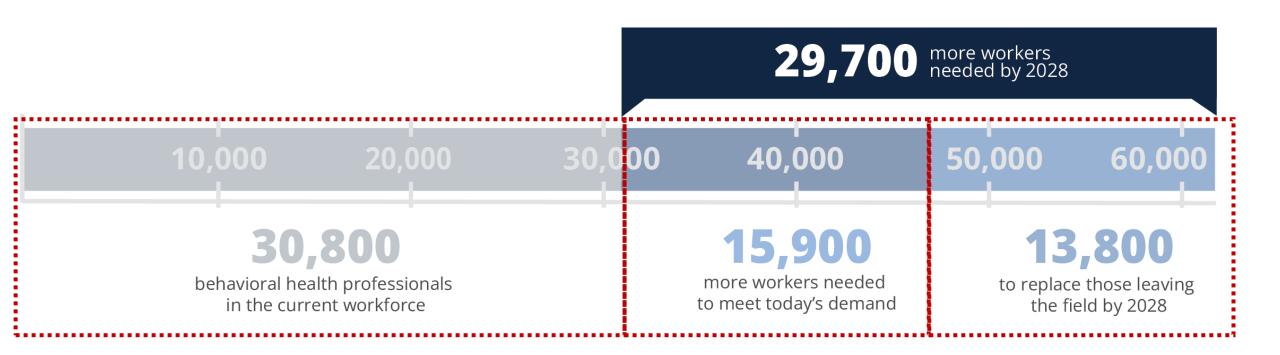


Unlicensed

Case Manager



Behavioral health professionals prevent, diagnose, and treat mental health and substance use disorders, as well as life stressors and crises.







# 1

# The shortage is big... and not evenly distributed.



Most professionals work in downtown Chicago. The **further south and west** from the Loop, the **fewer** workers are employed per resident.



**Most** Behavioral Health workers are **female**, except psychiatrists.



Black workers are **underrepresented** among **higher** paying professions including psychiatrists, nurse practitioners, and psychologists, but are **overrepresented** among **lower** paying professions. Hispanic workers are **underrepresented** across **all** professions.



# Those with publicly funded insurance or no insurance are often most impacted.





# 2 Low pay is a problem

75% of the 8,000+ peer support specialists, outreach workers, unlicensed case managers, and other unlicensed roles make less than \$49,275, a living wage for a single adult in Cook County

I actually have two jobs. My daytime 9-5 and overnight shifts for the Mobile Crisis Response team. I'm exhausted because few people want to be public servants due to unacceptable pay. I applied for loan forgiveness at my old job, but it was denied. It was a for-profit facility, but I was still serving the public, so its frustrating.



If there was a way to figure out student loans more people would stay in this field. The majority of my peers in community health leave because of the pay vs. the student debt we're trying to pay off.

Licensed Social Worker





Cook County is behind other midwestern metros in cost-of-living adjusted pay for behavioral health talent.

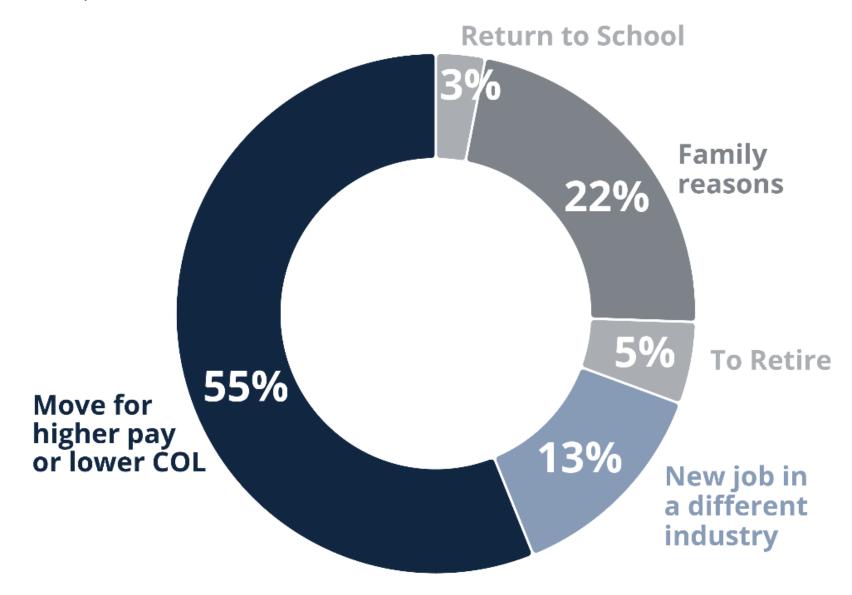
### Social Workers in BH settings

**2023 cost-adjusted wages** 

- 1. Indianapolis
- 2. Detroit
- 3. Louisville
- 4. Columbus
- 5. St. Louis
- 6. Cleveland
- 7. Milwaukee
- 8. Chicago
- 9. Cincinnati

#### WHY ARE YOU LIKELY TO BEGIN WORK OUTSIDE COOK COUNTY?

(N=164, OR 16% OF SURVEY RESPONDENTS)





In 2022, Cook County colleges and universities awarded fewer degrees and certificates in key programs, including social work and addiction studies compared to 2019.

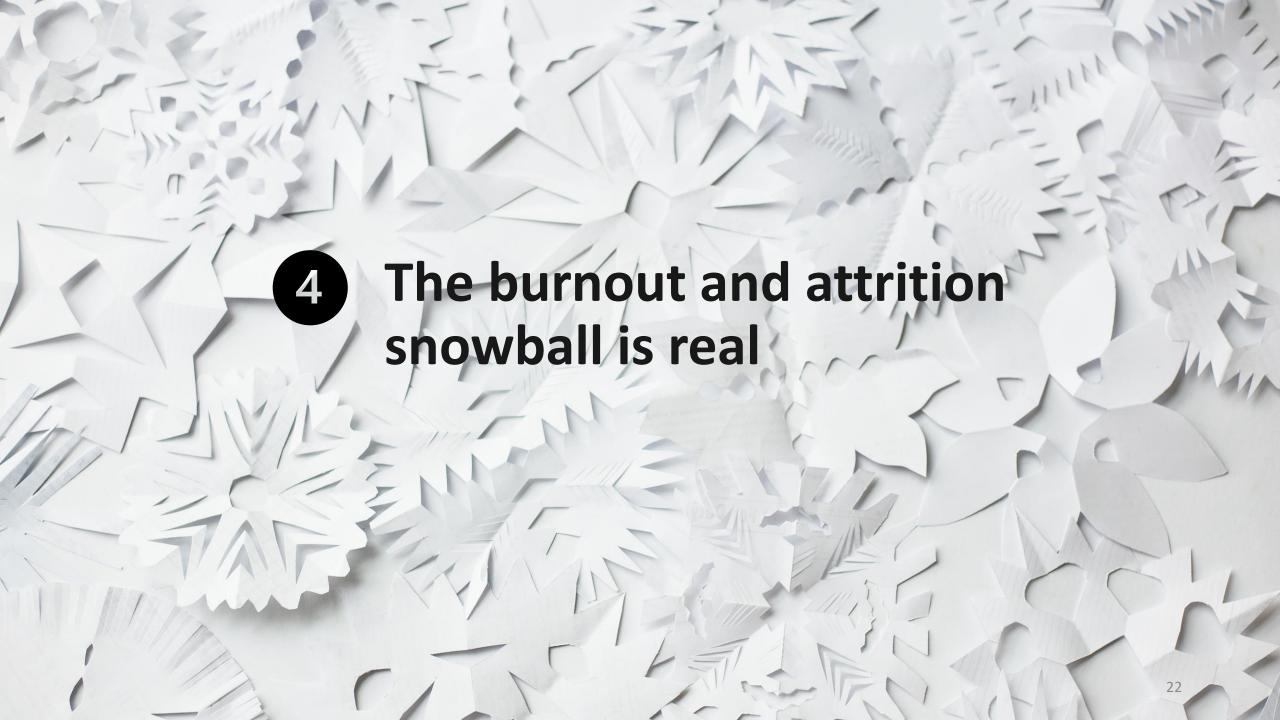
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### 40% experiencing burnout

Working longer hours, RNs and LCSWs, younger workers, women, and those with multiple job responsibilities had higher burnout.

### 37% likely to leave their job in the next 12 months

Burnout, more clinical hours and lower the pay helps predict intent to leave.

### **TOP AREAS OF DISSATISFACTION (N=965)** Ability to get clients 60% what they need Loan support 55% Ability to refer clients 54% to partners Pay 48% **Employer tuition** 39% assistance





# A map with elephants



- **PROVIDE COMPETITIVE COMPENSATION 48%** of Cook County BH washers were dissatisfied with pay, and 75% of unlicensed programmer of the below a living wage. The region's BH workers all the part ons are paid less than other workers in other mids at the page.
- 2 INCREASE AWARENESS OF BEHAVIORAL HEALTH CAREERS

Greater exposure to career opportunities at the K-12, college, and graduate level is critical. **Residents of Cook County cannot aspire to careers they do not know exist.** 

OFFER BEST-IN-CLASS "EARN & LEARN" OPPORTUNITIES

A \$50M public / private fund to expand scholarship, apprenticeship, and fellowship programs can help new entrants join the field and existing professionals advance.

- **▲** IMPROVE JOB QUALITY IN TARGETS SETTINGS
  - 40% of Cook County professions report burnout, and 36% intend to leave their state of the state
- MAXIMIZE IMPACT OF CURRENT WORKFORCE Reducing documentation burden, expanding integration with primary care providers, and exploring new technologies can help current healthcare professionals serve more patients.

#### A \$50M REGIONAL BH WORKFORCE FUND

- \$5M to train and provide stipends to 400 certified peer recovery specialists
- \$6M to establish a regional alcohol and drug counselor registered apprenticeship, employ, train, and certify 250 new counselors
- \$20M to provide 400 current professionals and students with scholarships, paid internships, and post-graduate supervision opportunities on their path to becoming licensed clinical social workers and professional counselors
- \$16M to expand nurse practitioner and psychiatry fellowship programs in community settings
- \$3M for 100 nursing students in LPN and RN programs to get didactic and clinical training in behavioral health settings





## **Perspectives From The Field**



**Lindsey Artola (Facilitator)** 

President

Sage Health Strategy



**Juan Carlos Linares** 

President & CEO

Association House of Chicago



**Nareman Taha** 

Co-Founder and Co-Director **Arab American Family Services** 



**Dr. Sharonne Ward** 

President and CEO **Grand Prairie Services** 





### **Social Work Mantra**



#### **Kendrick Dial (AKA Mr. Lyrical Groove)**

Poet

**Movement Be** 





## Rethinking How Behavioral Health Is Paid For



Lorrie Rickman Jones, PhD

Consultant and Director

Behavioral Health Crisis Hub, Jane Addams Center for Social Policy and Research, University of Illinois Chicago



Neil Jordan, PhD

Director

Institute for Public Health and Medicine's Center for Education in Health Sciences, Feinberg School of Medicine, Northwestern University





## **BREAK**



# Tell us what's on your mind and stay engaged!









# Flipping the Script



#### **Lavoris Lennon**

Recovery Navigator

AmeriCorps/Family Guidance Centers, Inc.



# What Would a \$50M Regional Workforce Fund Actually Look Like?



**Jake Edwards** 

Vice President of Impact Investments **Social Finance** 



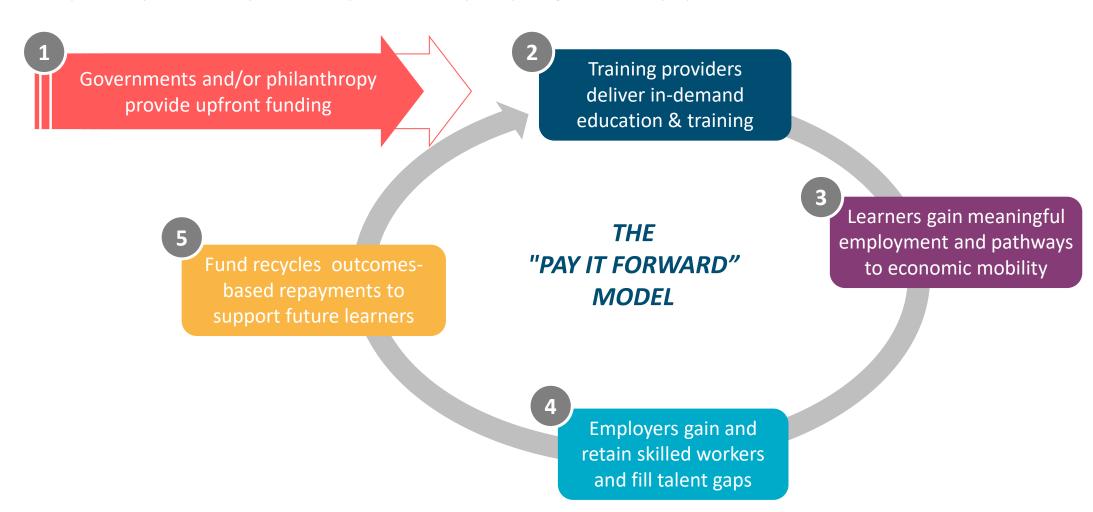
# What Would a Regional Workforce Fund Actually Look Like?

October 1, 2025



#### THE CONCEPT: A "PAY IT FORWARD" FUND

Pay It Forward Funds are workforce development funds that more sustainably invest in worker upskilling and amplify the impact of public and philanthropic dollars by recycling funds to 'pay it forward' for future worker learners





#### A 'WIN-WIN' FOR ALL STAKEHOLDERS

Pay It Forward Funds bring employers, training providers, government, and philanthropy together to more sustainably finance upskilling, re-allocate risk for worker learners, and address key labor market needs











#### **Employers**

- Access a diverse, reliable pipeline of local talent
- Increase retention and lower turnover costs

#### **Training Providers**

- Expand access and success for lowincome learners
- Scale and diversify student population

#### **Local Economy**

- Meet regional needs for skilled, diverse workforce
- Increase economic competitiveness

#### **Worker Learners**

- Access high-quality training, supportive services, and good jobs
- Receive preferential financing with meaningful downside protection

#### **Funders**

- Increase the impact of each dollar by recycling funds
- Bolster accountability to outcomes



#### **ANCHORING OUR WORK IN REAL PROBLEMS & BARRIERS**

Burn-out for frontline workers is REAL

Stable, in-demand jobs exist in the field...but stigma and lack of awareness constrain new entrants

Training programs are not flexible or designed for working adults

Staffing shortages are an existential crisis for the field

Even if I had the time, training programs are too expensive

Additional training would be great, but I can't afford to stop working

The healthcare & nursing ladder is filled with broken rungs

There are plenty of programs available – but which ones are good?



#### **BRINGING OUR WORK TO LIFE**

Through a Partnership with Commonwealth of Massachusetts, we identified the following problem statements within the senior living and homecare industry:

- ☐ Certified Nursing Assistants (CNAs) are the lowest paying role on the healthcare ladder and higher-paying healthcare occupations require additional education that is difficult to obtain while employed full-time
- ☐ The Commonwealth of Massachusetts offers free postsecondary education through the Mass Reconnect Program but that program does not address the "opportunity cost" of foregone income for low-wage wage workers like CNAs
- Healthcare employers face critical nursing shortages and are willing to make payments for successful hiring and retention



#### MASSACHUSETTS CAREER LADDER PROGRAM OVERVIEW

This initial \$6M fund will support upskilling of 325 entry-level health workers over 5 years (first cohort in Fall 2024)

The MA Career Ladder Program is built upon state funding with employer participation and repayments to optimize for student friendliness and fund recyclability.

#### **Certified Nursing Assistant (CNA)**

Median: \$23/hr



## Nurse (LPN)

Median: \$39/hr<sup>1</sup>

#### **Key Program Features**

**Leverages MA** Reconnect "Free" community college for tuition

**Fund provides CNAs with PTO** (\$440 per week) while enrolled in LPN Program

Once I PNs graduate, employers repay the fund \$20K over four years

All repayments are **recycled to** support future **CNAs** in the program







THANK YOU



## "Earning And Learning" In Community Behavioral Health



**Blanca Campos (Facilitator)** 

Chief Executive Officer

Community Behavioral Health Association



**Dr. Rosario Cosme** 

Associate Professor and Child and Adolescent and Fellowship Program Director

**Rush University Medical Center** 



Amy Watson, PhD

Professor

Wayne State University School of Social Work



Jessica A. Love Jordan, PhD

**Assistant Professor** 

**Governor's State University** 





## Local Action, Statewide Partners



#### Sonya Leathers, PhD

**Professor** 

**Jane Addams College of Social Work** 

Director

Illinois Behavioral Health Workforce Center at University of Illinois Chicago







## Local Action, State Partners: The Illinois Behavioral Health Workforce Center

Sonya Leathers, PhD



JANE ADDAMS COLLEGE OF SOCIAL WORK

### Agenda

- Establishment of the BHWC
- Areas of work and accomplishments
- Examples of initiative areas and use of data
- Ways to engage with the BHWC

### Behavioral Health Workforce in Illinois

- Spring 2018 state legislative session: *Illinois is* suffering from a behavioral healthcare workforce emergency.
- Illinois' workforce deficit is not new
  - From 2017 to 2019, the shortage of behavioral health providers in Illinois increased 215% (Health Professional Shortage Areas data)
- The pandemic pushed the need for more providers to a breaking point

Pre-pandemic data estimated that only 23.3% of Illinois' mental health needs were met by its workforce (Kaiser Family Foundation).

The pandemic increased needs and accelerated loss of behavioral health providers.

Faced with unmanageable demand for services, many agencies reported they had closed their waitlists.

### Creation of the Illinois BHWC







#### Legislative Response:

Resolution sponsored to address workforce emergency (2018)

#### Task Force Created:

Gov. Pritzker created the Behavioral Health Workforce Education Center Task Force (2018-19)

#### Center Created:

Legislation effective April 2021; Center funded in November 2022



## Center's Primary Goal

The BHWC will increase access to effective behavioral health services through coordinated initiatives to recruit, educate, and retain professionals in behavioral health.

## Areas of Work

B.B.		<u>lılı.</u>		
INFRASTRUCTURE	PATHWAYS	DATA	RETENTION & PROFESSIONAL DEVELOPMENT	POLICY
Develop BHWC infrastructure to track outcomes, implement programs, and support workforce	Establish more pathways to support learners' journey to a degree or certificate program	Assess, track, and monitor statewide behavioral health workforce	Enhance professional development and workplace supports to increase workforce retention and quality of care	Inform development of policies to expand behavioral health workforce initiatives

## BHWC Southern Illinois University Hub Primary Administering Hub

Primary Goals and Accomplishments 2023-24

Support for building the pipeline to increase entry into Behavioral Health

- Now live access on website:
  - Behavioral & Mental Health Jobs in IL
  - Interactive Workforce Dashboard
  - Integrated care ECHO training to support psychotropic prescribing in primary care
  - Telehealth training series

### **Project Teams Created**



Access and Affordability



Behavioral Health Education and Career Pathways



Building a Cultural Foundation for a Diverse Workforce for the Future



Career Awareness & Development Work Group



Pathways Work Group



Policy Changes that Impact the Profession

## BHWC University of Illinois Chicago Hub

Primary Goals in 2023-24

Data collection & training initiatives to support professional development, strong training programs & retention.

What are the **most pressing needs** of the workforce and **how can we help**?

- Ongoing advisory groups for each initiative
- Provider needs assessment surveys include over
   1,350 behavioral health providers

**Initiatives** 

Child, Adolescent, and Parent Services

**Community Mental Health** 

Serious Mental Illness

Integrated Care

**Recovery Support Specialists** 

Substance Use and Recovery

**Supervision Training** 

## Child, Adolescent, And Parent Services Initiative (CAP)

#### Goal:

Strengthen behavioral health services for children, youth, and parents across Illinois.

#### Objectives:

- 1. Identify training needs in evidence-based interventions
- 2. Provide evidence-based training and support for sustained service implementation

#### **Current Activities:**

- Advisory group facilitation
- Dissemination of survey results
- Development of Child & Family Behavioral Health Professional curriculum (certificate/ associate's degree)
- Chicago Parent Program Training pilot program (additional slots in FY25)
- MATCH EBP intervention training pilot (ongoing enrollment)



## Recovery Support Specialist (CRSS/CPRS) Initiative

#### Goals:

Enhance support and training outcomes for recovery support staff and supervisors to increase workforce and support retention.

#### Objectives:

- 1. Facilitate career progression
- 2. Provide evidence-based skills training
- 3. Decrease staff turnover, enhance skills and access to knowledge

#### **Current Activities:**

- Advisory group facilitation
- Needs assessment data analysis
- Collaboration with DMH CRSS Success
   Program to support CRSS Success Program enhancements
- Training to support skill development and meet continuing education requirements for CRSS-certified providers



## Integrated Care Initiative (IC)

#### Focus:

IC programs integrating behavioral and medical care. Primary care provider as the central point for patient care.

#### Goal:

 Increase use of effective interventions in integrated care settings

#### **Current Activities:**

- Advisory group facilitation
- Needs assessment data analysis
- Implementation of Solution-Focused Brief Therapy (SFBT): Study of Two Implementation Conditions
  - Use of SFBT related to decreased referral to external provider and fewer sessions need to support change
  - Increased support of champion of intervention had no effect

## **Community Mental Health Initiative**

Integrated Care Initiative

Serious Mental Illness Initiative NEEDS ASSSESSMENT SURVEYS

Recovery Support Specialist Initiative

Substance Use and Recovery Initiative



### Use of Data to Inform Initiative Activities

Analysis of advisory group input

 Findings from survey data



Supervision
effectiveness is
limited by both
lack of training of
new supervisors
and policies that
don't incentivize
supervision.



Create supervision training and support new supervisors in learning collaboratives.

"The lack of supervision or leadership on how to deal with scenarios that come up – that's where it all falls apart and leads to turnover."

CMH Advisory Group Member

## Supervision Initiative

#### Goal:

Increase quality of supervision in behavioral health settings to enhance worker wellbeing and improve retention rates.

#### Objective:

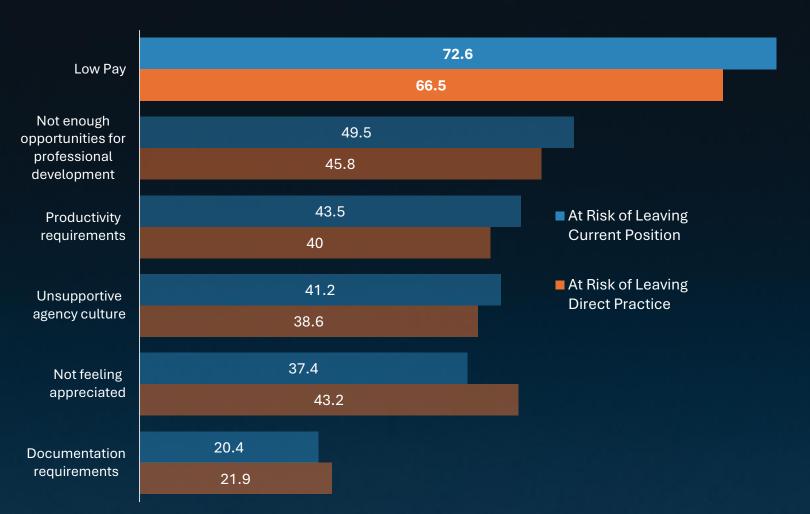
 Create and launch supervision training series and learning collaboratives for new supervisors

#### **Activities:**

- Three-hour supervision training created in FY24
- Training and learning collaborative to launch in October (see website)
- Next phase of training in intermediate skills in development



## Use of Data: CMH Data on Reasons At-risk Providers Would Leave



 While pay is primary, agency factors are also involved



 Support agency adoption of strategies found effective to decrease burnout and retain the workforce

## Support of Retention: In Person Event Sponsored with Cook County Behavioral Health

#### Goal:

Decrease burnout and increase staff retention through support of agencies in their adoption of programs and policies to found to be effective in increasing staff retention

#### Objective:

- Provide in-person half-day events for agency staff in four regions of the state
- 2. Provide opportunities for continued learning and support (learning collaboratives, mentoring, etc.)

"No need to buy new buildings and create new positions... instead focus on the needs of current positions and create support for positions that are already in existence."

Provider response,
CMH survey

## Ways to Engage with the BHWC

#### Join an SIU Project Group:



The new SIU Project Groups will begin meeting this fall.

#### Research Findings:



Access reports on demographics and retention needs in CMH. Final reports will be posted on the BHWC website shortly.

#### Collaboration:



BHWC collaborates with various agencies, programs, and providers across Illinois. Each Initiative has an Advisory Group that provides technical expertise and recommendations. Contact Carrie Welter at <a href="mailto:cwelter@uic.edu">cwelter@uic.edu</a> to get involved.

Join us with Cook County Behavioral Health to learn and share insights on burnout out prevention and retention strategies that work - currently in development!



Jane Addams College of Social Work



Sign up for the BHWC Newsletter



Sign up for BHWC Job Board Info





## **Expanding Impact: Mental Health Access in Primary Care**



John T. Parkhurst, PhD

Child and Adolescent Psychologist

The Pritzker Department of Psychiatry and Behavioral Health

Psychology Director of Collaborative Care, Associate Professor of Psychiatry and Behavioral Sciences

Northwestern University's Feinberg School of Medicine







Expanding the Impact: A model to develop mental health access in primary care

#### John T. Parkhurst, PhD

Pritzker Department of Psychiatry and Behavioral Health Associate Professor of Psychiatry and Behavioral Sciences Northwestern University's Feinberg School of Medicine







**Building Capacity in Primary Care** 

#### The Opportunity

- Accessible and equitable
  - Most youth see primary care annually
- 43,000 pediatricians, primary care is the *de facto* mental health work force.

#### The Challenge

- 15 minutes face-to-face with the doctor
- 25 visits per day
  - 5 mental health appointments daily
  - **129,000**

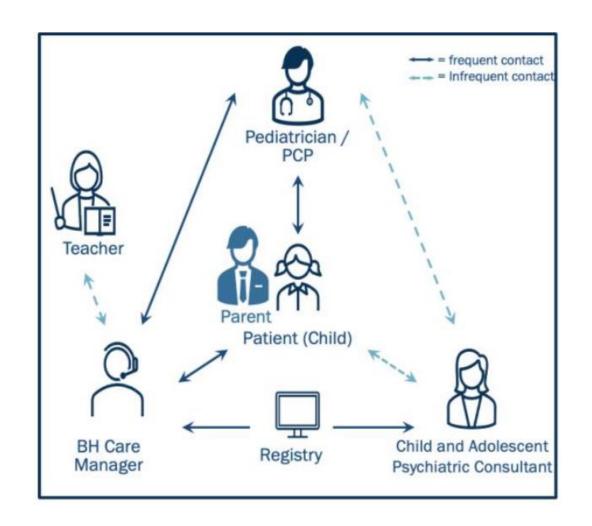




## Collaborative Care to increase **ACCESS**, drive **QUALITY**, and enhance Clinician and Patient **SATISFACTION**

#### **Collaborative Care Model**

- Patient-Centered Team
- Population focused (Mental Health)
- Measurement driven/Targeted Treatment
- Evidence Based Care
- Accountable



### How Collaborative Care expands access



#### **Task shifting & Role Redistribution**

- Pediatric primary care to manage treatment
- Care Coordinators (Behavioral Health Care Manager) to monitor patient progress.

#### **Increased efficiency and quality**

Measurement based, team-based decision making

#### **Remote consultation**

Off-site specialists are effective and expand reach

#### **Prevention**

 Focus on early identification, improves clinician willingness to treat

#### **Knowledge and Skill Building**

- Education & learning collaborative
- Multidisciplinary consultation

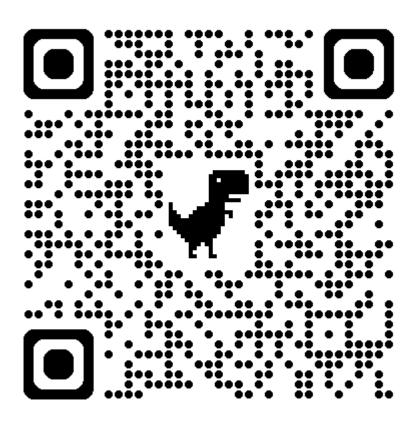




## Resources for Advancing Mental Health in Pediatrics



Open-source mental health education for Primary Care Clinicians





### Collaborative Care: Public health approach

#### Collaborative Care is

- Knowledge and skill building for the existing De Facto mental health work force
- Achievable through partnership
- Sustainable with available billing structures

CoCM Code	Medicaid	Commercial
99492	69.45	290.58
99493	76.30	319.4
99494	31.10	132.68
G0512	98.07	123.17

#### **Opportunities**

- Statewide evaluation/consultation hubs?
- Care management & Community Health Workers?
- Engagement/capacity building for community therapists?
- Training in primary care settings

## **Closing Remarks and Next Steps**



Dr. Tom NutterChief Behavioral Health OfficerCook County Health, Office of Behavioral Health



# Tell us what's on your mind and stay engaged!





