



# Special Considerations for the Retention & Recruitment of Mental Health Providers Webinar Series

Session 2 | June 15, 2021 | 2-3 PM EST

**Association of Clinicians for the Underserved (ACU) | STAR² Center**

**Community Health Center Inc. (CHC, Inc.) | Weitzman Institute**

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# YOUR HOSTS



DR. DEBORAH VILLANUEVA, DSW, MSW, LCSW

*(she/her/ella)*

Chief Executive Officer  
**Rising Spirits Program™**



MICHELLE FERNÁNDEZ GABIOLONDO, DSW, MSW

*(she/her/ella)*

Associate Director of Workforce Development  
**Association of Clinicians for the  
Underserved (ACU)**



# LAND ACKNOWLEDGEMENT



**ACU**  
ASSOCIATION OF CLINICIANS  
FOR THE UNDERSERVED



This presentation was created on, and is being given from unceded territories of the Nacotchtank (Anacostan) people in Washington, DC.

We humbly offer gratitude and respect to the elders, past and present citizens of these tribes, and to all indigenous peoples that are historically and contemporarily tied to the lands that make up Washington, DC.

*(Check out this resource to see whose land you're occupying: <https://native-land.ca/>.)*

Access to Care & Clinician Support

Recruitment & Retention

National  
Health Service  
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Resources

Training

Networking

- National Cooperative Agreement awarded in 2014
- Funded by the Bureau of Primary Healthcare
- One of 21 National Training and Technical Assistance Partners (NTTAPs)
- Produces **FREE** Resources, Training, and Technical Assistance

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Contact us: [info@chcworkforce.org](mailto:info@chcworkforce.org)

# TODAY'S AGENDA



- Overview of Retention
- Retaining Mental Health Providers
- Building an Inclusive Workspace
- Utilizing DEI Principles in Retention



# HOUSEKEEPING



- This session is being recorded and the **recording** will be sent via email to everyone who registered
- Please use the **Q&A** box to ask questions (use the drop down box and select all participants and panelist so everyone can see your question)
- Use the **Chat** box to share comments and thoughts
- Send a message to **Mariah Blake**, if you are experiencing technical difficulties
- Please complete the **evaluation** at the end of the session

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**What are some of the most effective retention strategies your health center uses to keep and engage its mental health workforce?**





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**What are some of the  
biggest challenges your  
health center faces when  
retaining mental health  
providers?**



# RETENTION PLANNING

## Key Areas



Leadership needs to **reflect** the organization's values in its day-to-day actions

Alignment of a health center's mission with the beliefs and values of its workforce is **critical**





## COMPENSATION

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## EQUITY & FAIRNESS

- Conduct regular pay audits
  - Maintain transparency
- Move away (stop) using salary history
- Create equitable, inclusive, and fair salary ranges
- Equitable compensation and fair salaries are a **SOCIAL JUSTICE** issue
  - Understand the history/impact on BIPOC, women, LGBTQ+, and other underrepresented communities

# FOCUS ON BENEFITS

## Think Outside the Box



- Go beyond a regular benefits package
- Think about **equity**, be **inclusive**, be **flexible**
  - Does your healthcare plan include transgender care?
  - Does your leave include maternal and paternal leave? Is it paid?
  - Is holiday leave flexible and does it include people of different backgrounds and belief systems?
  - Does your leave policy define family broadly? (ex: bereavement leave)
  - Do your benefits take into account parents (especially single parents)?
- Speak with the workforce about what they need/want



# HYBRID WORKPLACES & FLEXIBLE SCHEDULES

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- No longer an option, but an expectation for the workforce of the future
- Need to ensure it addresses work-life balance
- Think about policies, legal requirements, stipends, etc.

# OPPORTUNITIES FOR ADVANCEMENT

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- **Provide** professional development, continuing education, mentorship, and career ladders
  - **Ensure** it meets the needs of BIPOC individuals and other underrepresented/diverse groups
- Experience is as **important** as education



# Fundamentals

## Bringing in Missions-Driven Providers



- Reflect Local Diversity in Your Workforce
- Diversifying Leadership
- Increased access to mental health services / care
- Higher levels of satisfaction
- Reduced cultural and language barriers
- Better understanding of cultural factors







- Retain and Promote Diverse Employees
- Create a Welcoming Environment
- Promote Diversity Through Policies





# Creating a Workplace of Understanding and Respect



# Creating a Workplace of Understanding and Respect

- Equitable Compensation
- Benefits Focused on Mental Health Providers
- Opportunities for Growth and Leadership



# How Can All This Information Be Applied?



# QUESTIONS



UPCOMING WEBINAR

# Session 3: Special Considerations for the Recruitment of Mental Health Providers

Wednesday, June 30, 2-3 PM EST





## STAY IN TOUCH!

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 info@clinicians.org

 844-ACU-HIRE

