

Meeting date, time and location: 06/10/2021, 3pm, Microsoft teams conference

Meeting Facilitators/Presenters: Rick Brooks

Attendees: Sarah Kelly Palmer, Maayan Rosenfield, Jason Lanzillo, Rick Brooks (facilitator), Joe Robitaille, Dana Mullen, Marti Rosenberg, Ben Weiner, Jenna Chaplin, Natalie Fleming, Naiommy Baret, Marianne Raimondo, Laura Scussel, Marge Paccioe, Linda Marzilli (PSNRI), Tanja Kubas-Meyer, Veronica Bourget, Carol LaFrance, Rena Sheehan, Ashlee, Colleen Judge, Jesse Hunter, Joanne Savoie, Cheryl Dill, Susan Dickstein, Monique DeRoche, Melissa Melvin, Branda Verdis

Introductions	Rick Brooks	<ul style="list-style-type: none"> • Reviewed columns of table – see below • Looking at broad categories, what’s missing? • Tanja Kubas-Meyer: need to consider wage compression (if starting salary is high but the other salaries don’t change there’s not much room to grow) • Natalie Fleming: re- specialization - make young people aware of careers where there’s a need and not make eg teachers assistants go back to school but train them to work at a higher level like psychologist capacity • Rena Sheehan: could we increase consolidation, less administrative jobs, more \$ for providers • Tanja Kubas-Meyer: Consolidation doesn’t actually save a ton of money • Ben Weiner: often those admin jobs that we could eliminate would become work of providers. It’s a fair question and we should look for places to increase efficiencies
Recruitment column	Rick Brooks	<ul style="list-style-type: none"> • Laura Scussel: some are very low paid and stressful, we need better ways to recruit (beyond indeed) • Natalie Fleming: importance about raising awareness, relevance of making sure we all understand what each different program does • Jenna Chaplin: internship program is imp for staff hiring (lots of work on front end but those staff tend to be the best) • Jason Lanzillo: struggling with direct care staff. Having hard time with indeed recruitment getting dedicated staff, we get the best staff • Sarah Kelly Palmer: Takes a lot to take on an intern and do good job. Need to incentivize people to stay in RI (bonuses? Loan forgiveness?) • Natalie: need to now that people can survive and sacrifice less

		<ul style="list-style-type: none"> • Sarah: we don't reimburse people their worth so they make salary and MH sacrifices to do this job • Rick Brooks: how do you work through recruitment challenges of staff • Jesse Hunter: worked with work-study programs and had extra money, just needed more work-study opportunities, they only had front desk opportunities not actually working with kids like they need, struggle getting diverse workers --> contacted foreign language departments, use second language of college students for translation in internships • Joe Robitaille: Embed into higher ed program requirements, how to benefit both programs in work-study program – requirements of home visits at some point would incentivize people to get involved.
Retention	Rick	<ul style="list-style-type: none"> • Joe Robitaille: Really need to raise rates so that wages can increase over time to incentivize consistency • Natalie Fleming: recognition, professional development and training is available and relevant • Laura Scussel: For us high retention rates is about the culture – investment, support – those things are hard but these other incentives will keep people beyond money • Veronica Bourget: medical and life insurance really help, even if paying out of your income • Joe Robitaille: time off incentives • Carol LaFrance: we've discussed time off and it's a little dangerous – for every day a staff person is off, it costs 1.5x as many people to make up for it – for a teacher who's out need to replace • Joe Robitaille: less costly to give more vacation as opposed to lose the person and have to rehire • Jesse Hunter: part-time workers (DSPs) - can't get a lot of incentives and benefits for full-time employees. Really imp to think about that especially for disability services for children – need to think about part-time employees • Naoimmy Baret: especially part time employees who've been there for years but haven't been recognized, need to raise their salary incrementally – just recognizing people who've been there for so long • Joe Robitaille: trying to ground these conversations in what is the ultimate goal of these workgroups? Who are going to make decisions based on these ideas? Will this all come together?

		<ul style="list-style-type: none"> • Rick: goal is report to policy and budget makers, advocacy and policy tool, workforce underlies everything • Joe: what's the timeline? • Rick: next 3 months is initial compilation, rescue plan money, SAMHSA money • Rick: wage pass-through requirements (must pass on rate increases to wage increases): • Veronica Bourget: need wage increases and benefit increases – cost of living has gone up • Sarah: contracts keep getting extended (eg DCYF) = no change in reimbursement or negotiation just gets renewed • Veronica: maybe sustainability with grants • Brenda Verdi: in order to increase wages need to be mindful of rate increases, must be aware of rates; need respect and professionalizing of DSP position – begins entry level but then move up, important that get more credentials as time goes by – stay in the field and then get licensed; be mindful of what reimbursing programs to stay afloat. Have been creative and strategic about everything but out of toolkit because rates have gone down and cost of living and has gone up. Can get paid better at target stocking shelves – needs to be valued and honored – respectful job title and rate of pay. Without solid hands on the ground workforce great program means nothing. Turnover harms families too. Ultimately it is a rate issue. • Rick: how can we set goals to increase race equity and diversity of staff. How can we structure payment models. • Natalie Fleming: highlight importance of this field to our society, need to put it on higher pedestal to get more money allocated there • Marianne Raimondo: began to partner between agencies and academic programs and would like to continue – make changes to get students to meet needs. Willing to spearhead that.
Chat		<p>Chat: Naiommy Baret to Everyone (15:50 PM) but does that have to do more with not having enough staff. because there should be a backup for those situations Jesse Hunter to Everyone (3:54 PM) Great point Naiommy Baret to Everyone (15:01 PM)</p>

		<p>there is a lot of work that has to be done that does not need money, when it comes to being equitable and inclusive and explicit</p> <p>Jesse Hunter to Everyone (16:02 PM)</p> <p>I couldn't agree more Naiommy</p> <p>Sarah Kelly Palmer (she, her) to Everyone (16:02 PM)</p> <p>Well said Brenda</p> <p>Jesse Hunter to Everyone (16:03 PM)</p> <p>Brenda you nailed it!!</p> <p>Brenda Verdi to Everyone (16:05 PM)</p> <p>I also agree with your point Naiommy - being inclusive and equitable is crucial</p> <p>Linda Marzilli PSNRI to Everyone (16:06 PM)</p> <p>Thank you Brenda & Naiommy. You have both shared valuable perspectives!</p>
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Table used for discussion:

Workforce barriers to SOC	Potential State initiatives	Potential public/private initiatives	Background questions	Policy & planning questions	Resources needed
Recruitment	Expand loan repayment programs Fund hiring incentives	Career awareness and outreach initiatives (partnerships with RIDE, DLT, higher ed)	How does your agency currently find staff? What roles are hardest to fill? Does your agency partner with any pre-employment programs or services?	How could the state and provider agencies partner to raise awareness and interest in jobs and careers?	
Retention	Payment models that reward longevity	Supports for new hires; on-boarding programs; employee engagement/job satisfaction programs; retention bonuses	What have been the most effective retention strategies for your agency?	Besides raising rates, how can the State help?	
Wages & benefits	Rate increases to achieve competitive wage rates; index rates to CPI		How has labor market competition affected your agency?	Should rate increases include wage pass-through requirements?	
Race equity,	Review / revise training, education,	Establish targets and funding to	Which roles in your agency are	How can career ladders for current	

<p>diversity, cultural competence</p>	<p>certification, and licensure requirements with explicit focus on race equity, diversity, and cultural competence.</p> <p>Reimburse services provided by BS-prepared staff</p> <p>Targeted tuition waivers, loan repayment programs, tax credits, etc.</p>	<p>achieve measurable improvements in equity, diversity, and cultural competence across all BH occupations</p>	<p>the most / least diverse?</p>	<p>staff increase workforce equity and diversity?</p> <p>How can investments in education and training of future staff increase workforce equity and diversity?</p>	
<p>Lack of advancement opportunities</p>	<p>Define / establish core competencies and/or credentials for non-clinicians</p> <p>Develop advanced certifications with corresponding payment models.</p>	<p>Develop career pathways (training, education, and supports) based on certification, credits, and experience that lead to increased skills, responsibilities, and earnings.</p>	<p>What advancement opportunities currently exist in your agency?</p> <p>How frequent / realistic is career advancement?</p>	<p>How can career advancement opportunities could be expanded?</p>	
<p>Training and education</p>	<p>Review / revise training and education requirements and corresponding payment models</p> <p>Require continuing education for all client-facing staff</p>	<p>Develop sector-specific core competencies, trainings, and credentials</p> <p>Develop sector-specific advanced certification programs</p> <p>Provide/require continuing education for all client-facing staff</p>	<p>What minimum competencies are important to your agency and clients?</p> <p>What specialty training would be beneficial to your agency and clients?</p> <p>Do adequate continuing education opportunities exist for licensed staff?</p>	<p>Could/should we develop a consensus around core competencies? What would be included?</p> <p>What advanced certifications would be of value?</p> <p>Should CEs be required/funded for non-licensed staff?</p>	
<p>Are there other Workforce Barriers you would add?</p>					

