

1. What type of service or support does POS Leadership provide Dane County?

- Mental health/substance abuse – community-based, home based, school based, clinic based
- Trauma, sensitive crimes
- domestic abuse shelter
- Housing
- Residential services
- Early childhood
- Peer Support
- Seniors/aging
- Personal care
- Food security
- Wrap around
- Respite
- Employment/education

2. How has the COVID pandemic impacted retention and recruitment of staff that would typically provide direct services and supports, i.e position vacancy rates, lack of applicants, trauma and recovery needs, waiting lists for service?

- Fewer applicants/job posting
- Openings are lasting longer
- Competition for credentialed practitioners
- Losing candidates to other jobs that pay more
- Once licensed, lose soon to health systems, HMOs, private practice
- Programs understaffed leading to higher ratios and supervisors/directors assuming direct care responsibilities on top of the program operations
- Staff have moved to be closer to family
- Focus has been more in the weeds and away from strategy
- Wait lists have grown
- Mental health needs are more acute

3. What would be helpful for employers to support their current employees in crisis?

- Actual annual COLAs
- Insurance pool, insurance increases are too high, pick-up larger share of insurance costs,
- Peer Support,
- Wellness support for staff who need to address their MH, i.e. workplace wellness, Care Network of providers to support one another,
- student loan forgiveness can there be support on a local level – disparities with debt from BIPOC practitioners-need to incentivize to get BIPOC providers to meet the global majority,

- Advocacy around licensing – Dept. of Safety and Professional Services (DPS) backlogs on applications lead to lost revenue, license delays, Can the county help advocate?

4. What recommendations would have to be done to support recruitment of future employees?

- Mission brings and keeps people to a point
- Highlight work life balance
- telehealth options,
- higher salary,
- cost to continue
- childcare,
- sign on bonuses
- referral bonuses
- gave a retention bonus
- salary review process
- kept staff on throughout the pandemic
- 2% COLA in 2022
- Compassion resilience support space

5. System recommendations

- Community providers are a safety net for those with low to no resource. Bridge to the community, provide stabilization, housing and food support, crisis services, system coordination, etc. We work with health systems and government entities to keep participants out of higher levels of care, hospitalizations, nursing homes, etc.
- continued case management reimbursement to ensure linkage to community services, coordination navigation etc.
- antiquated legal system that doesn't support people without resources,
- adding yearly escalators into our contracts that last multiple years,
- MH service array-continue to build, be flexible and responsive,
- Health systems can support community providers, investment in mid-level care to prevent hospitalization/or bridge from hospitals, residential care.