



DMH Workforce

Lisa H. Wong, Psy.D.
Senior Deputy Director
Outpatient & Community Services

Current Workforce

Department-Wide

- 4,844 encumbered budgeted positions
- 49 encumbered unfunded positions
- 31% overall vacancy rate

Telework

- 75% of workforce currently teleworking at least 1 day/week
- 34% teleworking 4-5 days/week

Current Workforce (cont'd)

Outpatient Programs

- Adult Outpatient
- Child/Family Outpatient
- FSP

Total Positions in Outpatient
Programs: 2,298

- Encumbered: 1,915
- Vacant: 383

Hiring Efforts

- ▶ FSP Critical Hires
 - ▶ 44 vacant items, 13 hired
 - ▶ PRCs
 - ▶ OVUCC transition
- ▶ Phase 1: Outpatient Critical Hires
 - ▶ 185 items cleared to hire
 - ▶ 174 OPC, 3 Genesis, 8 Admin/Hospital Liaisons
- ▶ Phase 2: Urgent Hires
- ▶ Phase 3: Balancing/Developing Programs

Gap Analysis

- ▶ Change in Census (Adult Outpatient)
 - ▶ Pre-COVID - 48,883
 - ▶ Current - 56,779 → 16% increase
- ▶ Range in staffing
 - ▶ Pre-COVID
 - ▶ 44% to 147% clinical staffing
 - ▶ 56% met minimum staffing
 - ▶ Current
 - ▶ 16% to 130%
 - ▶ 30% meet minimum staffing, 38% of programs at <50%
 - ▶ Does not account for COVID-related absences

Challenges & Solutions

▶ Challenges

- ▶ Nation-wide shortage of Mental Health Professionals
- ▶ Shortage of staff willing to work in person
- ▶ Recruitment in from other sources

▶ Solutions

- ▶ Loan Forgiveness
- ▶ Financial Incentives
- ▶ Flexibility
- ▶ Academic Outreach