

## **21 Principles for Building & Retaining a Strong Workforce**

1. Place a high priority on workforce development.
2. Create and implement a workforce plan.
3. Practice “continuous workforce improvement.”
4. Provide wages and benefits commensurate with educational requirements and level of responsibility.
5. Build a workforce that is broad in terms of the types of caregivers.
6. Include patients and their family members as providers and educators.
7. Train all medical and social service staff to identify and treat behavioral health problems.
8. Promote diversity within the workforce.
9. Systematically recruit individuals to join the workforce and “start young”.
10. Systematically work to retain members of the workforce.
11. Identify essential workforce competencies.
12. Use teaching methods that are evidence-based.
13. Adopt computer-assisted instruction and distance learning as teaching aids.
14. Update training programs and curricula frequently.
15. Teach all members of the workforce about mental health AND addictions.
16. Prepare the workforce to function in teams.
17. Supervise and support the workforce.
18. Develop career ladders for workforce advancement.
19. Develop supervisors, managers, and leaders.
20. Maintain a human resource and training infrastructure to support workforce development.
21. Document, evaluate, and share workforce improvement strategies.

