

**FOLLOW-UP SURVEY OF HUMAN RESOURCE NEEDS
AS PERCEIVED BY MENTAL HEALTH AND SUBSTANCE ABUSE AGENCIES
IN SOUTHEAST ALASKA**

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Introduction

Beginning May 1, 2012, the Sitka Campus of University of Alaska Southeast (UAS) conducted a follow-up to its survey of mental health and substance abuse agencies on human resource needs initially conducted two years ago.¹ Major changes may have taken place in mental health and substance abuse agencies within the state, and this might make the results of the initial survey irrelevant. The question motivating the follow-up survey is the same as that in the initial survey, which is: whether development of human resources in mental health is -- and continues to be -- a need in Southeast Alaska.

Limitations

It should be reemphasized that there are numerous limitations to the both surveys. Among them are that groupings of workers were used instead of an individualizing of every type of mental health worker, that part-time workers were not separately calculated from full-time workers, and that replacements to the workforce through attritions were not considered. There may also be some overlap in reporting. It should also be stressed, however, that the survey was not intended as an in-depth analysis of human resources needs in mental health and substance abuse, but rather a method for the agencies to help in our understanding of the general nature of such needs.

Return Rate

Whatever limitations of the survey, a poor return rate is again not among them. We identified 24 mental health and substance abuse agencies or units in southeast Alaska based on a list printed in the April 2008 "Alaska Behavioral Health Resource Guide".

¹See Lord, D.B. (2010). *Final report of a survey of human resource needs as perceived by administrators of mental health and substance abuse agencies in Southeast Alaska*. Unpublished manuscript, dated July 7, 2010. (Available from author)

We mailed to the administrator of each a cover letter enclosing brief survey forms on human resources in mental health and human resource needs in substance abuse, together with a postage-paid reply envelope. We found that two agencies on our list were no longer in operation, and that two were consolidated into other agencies. Of the remaining 20 agencies, 16 replied with one or the other survey form completed. The return rate, therefore, was 80 percent, with all but one large agency or unit not responding.

Summary of Results

Results of the survey are provided in the following tables: “Responses to Brief Survey Form I”, “Responses to Brief Survey Form II”, “Approximate Increases in Projected Need for Mental Health Workers”, and “Approximate Increases in Projected Need for Substance Abuse Workers”.

The tables “Responses to Brief Survey Form I” and “Responses to Brief Survey Form II” indicate the number and types of mental health workers and of substance abuse workers respectively employed at present, and the number of additional mental health and substance abuse workers respectively needed in the next five years. As for numbers of mental health workers needed, the “Responses to Brief Survey Form I” table shows that mental health workers with a bachelor’s degree (47-48) are more in demand than any other group, namely, more than licensed professionals with an advanced degree (28), case managers with an associate’s degree (22), and non-degreed mental health workers (34). As numbers of substance abuse workers, the table “Responses to Brief Survey Form II” indicates that counselors (I and II combined, 26) and counselor technicians (30) are more in demand than licensed professionals with an advanced degree (13) and CD clinical supervisors (10).

Because mere numbers might mask more general trends, there was a further analysis of survey responses. This analysis is demonstrated in the tables “Approximate Percentage Increases in Projected Need for Mental Health Workers” and “Approximate Percentage Increases in Projected Need for Substance Abuse Workers”. As can be readily seen, the trend is greatest for an increase in substance abuse workers (58%) over mental health workers (29-30%). In terms of the latter, the greatest trend is for an increase in case managers (73-74% at bachelor’s level, 73% at associate’s level). In terms of the former, the trend is for a significant increase in counselor technicians (167%), followed by CD clinical supervisors (120%).

Conclusions

A review of the survey results reveals that the Southeast Alaska mental health agencies continue to be in need of all types of mental health workers, with strongest demand being for non-degreed substance abuse workers. The trend is also for an increase in mental health case managers.² These are persons with an associate’s or bachelor’s degree in a mental health-related area, -- such as psychology, counseling, social work, or human services.

Essentially, the results of the follow-up survey mirror those of the initial survey, and provide further evidence of the following: that in terms of a distance-delivered program in mental health, one that offers an associate’s or a bachelor’s degree and one helping raise CD counselors to supervisory status would best address the perceived human resource needs in Southeast Alaska; and one for a paraprofessional occupational endorsement in substance abuse would also be appropriate.

²It is interesting to note, too, that there is an increase in the number of agencies or units reporting the provision of both mental health and substance abuse services.

**RESPONSES TO BRIEF SURVEY FORM-1
(Mental Health)**

Agency or Unit	Number and Types of Mental Health Workers Presently Employed				Number of Additional Mental Health Workers Needed			
	Licensed Professionals with Advanced Degree	Case Managers (B.A., B.S., or B.S.W. Level)	Case Managers (A.A., A.A.S., or A.S. Level)	Non-Degreed Mental Health Workers	Licensed Professionals with Advanced Degree	Case Managers (B.A., B.S., or B.S.W. Level)	Case Managers (A.A., A.A.S., or A.S. Level)	Non-Degreed Mental Health Workers
BH-MHU ¹	3	1	0	7	2	0	0	3
BRH-BS ²	6	1	1	6	2	1	0	6
BRH-RRC	8 ³	1	0	21	0	0	0	0
CC-CMH	8	7	0	20	1	2	0	0
GCHS ⁴	6	2	0	12	2	2	0	5
JAMHI	10	4	0	13	0	1	0	1
JYS ⁵	20.5 ⁶	18	5	67	5	25	10	0
KICBH ⁷	4	1	0	3	2-3	2	1	3

¹Also employs 5 full-time RNs and 2 full-time LPNs

²Provides both mental health and substance abuse services

³Includes 2 part-time

⁴Provides both mental health and substance abuse services

⁵Provides both mental health and substance abuse services

⁶Includes 1 part-time

⁷Provides both mental health and substance abuse services

LCCS ⁸	3,5 ⁹	2 ¹⁰	0	2	1	0	0	0
MHS	2	0	0	0	3	1	2	0
PH	1	3	0	5	2	1	0	1
BH-RRC	7	2	1	21	0	0	0	0
RYC	5 ¹¹	2	1	24	1-2	1-2	1	10
SEARHC-BBHC	7	5	4	5	7	5	3	3
SEARHC-11 C ¹²	13,5 ¹³	0	8	13,5 ¹⁴	2	1	0	2
SCPS	5	2	7	10	0	0	0	0
YAS	5,5 ¹⁵	13 ¹⁶	3	8	1	5	5	1
TOTAL	115	64	30	237,5	28	47-48	22	34

⁸Provides both mental health and substance abuse services

⁹Includes 1 part-time

¹⁰Includes 4 part-time

¹¹Includes 1 part-time and 1 "on contract"

¹²Provides both mental health and substance abuse services

¹³Includes 1 part-time

¹⁴Includes 1 part-time

¹⁵Includes 1 part-time

¹⁶Includes 2 part-time

**RESPONSES TO BRIEF SURVEY FORM-11
(Substance Abuse)**

Agency or Unit	Number and Types of Substance Abuse Workers Presently Employed				Number of Additional Substance Abuse Workers Needed			
	Licensed Professionals with Advanced Degree	CD Clinical Supervisors	CD Counselors I/ CD Counselors II	Counselor Technicians	Licensed Professionals with Advanced Degree	CD Clinical Supervisors	CD Counselors I/ CD Counselors II	Counselor Technicians
GCHS	0	0	1	0	0	1	2	1
GHS	2	0	4	2	1	0	0	0
RW	1	1	4	8	1	0	3	5
SCPS	5	1	2	0	5	2	3	2
SEARHC ¹	26	9	34	3 ²	5	5	2	20
SEARHC-BBHC DH	2	1	9	5	1	2	3	2
TOTAL	36	12	54	18	13	10	13	30

¹Provides both substance abuse and mental health services

²Includes 1.5 part-time

**APPROXIMATE PERCENTAGE INCREASES IN PROJECTED NEED
FOR MENTAL HEALTH WORKERS**

Type of Mental Health Worker	Present	Projected Need	“Increase” Demand
Licensed Professionals with Advanced Degree ¹	115	28	24%
Case Managers (B.A., B.S., or B.S.W. Level)	64	47-48	73-74%
Case Managers (A.A., A.A.S., or A.S. Level)	30	22	73%
Non-Degreed Mental Health Workers ²	237.5	34	21%
TOTAL	446.5	131-132	29-30%

¹Physicians, Nurses (ANP, M.S.N.), Psychologists, Social Workers (LCSW/M.S.W.), or Licensed Professional Counselors (LPCs, including Marriage and Family Therapists)

²Includes Behavioral Technicians and other Paraprofessionals

**APPROXIMATE PERCENTAGE INCREASES IN PROJECTED NEED
FOR SUBSTANCE ABUSE WORKERS**

Type of Substance Abuse Worker	Present	Projected Need	“Increased” Demand
Licensed Professionals with Advanced Degree ¹	36	13	36%
CD Clinical Supervisors	12	10	120%
CD Counselors I/CD Counselors II	47	13	28%
Counselor Technicians ²	18	30	167%
TOTAL	113	66	58%

¹Physicians, Nurses, Psychologists, Social Workers. or Licensed Professional Counselors

²Includes Paraprofessionals



1 May 2012

(resending 10 September 2012 by email/fax)

Administrator

Dear Administrator,

The Sitka Campus of University of Alaska Southeast is committed to helping meet the human resource needs for the health and benefit of Alaskans, particularly those in the Southeast.

We are wondering, however, whether the development of human resources in mental health is a need in Southeast Alaska. To answer this question, we would like to turn to you and request your help. We are wondering if you or other knowledgeable persons in agency or unit might fill out the attached brief survey forms and then return them *by faxing them to our number below*.

There are two survey forms. One is "Brief Survey Form-I", which is meant for behavioral health agencies that focus on providing mental health or combined mental health and substance abuse rehabilitation services. The other is "Brief Survey Form-II", which is meant for agencies that focus solely on providing rehabilitation services in substance abuse.

Please accept my many thanks in advance for your response to this request.

Very gratefully yours,

Daniel B. Lord

Daniel B. Lord, Ph.D.
Assistant Professor of Psychology

Encs.



BRIEF SURVEY FORM-I

Behavioral Health (Mental Health or Substance Abuse), Southeast Alaska

Name of Agency/Administrative Unit: _____

Location in Southeast Alaska: _____

1. Please check the type of services that your agency or administrative unit presently offers.

Mental Health

Substance Abuse (*Do not proceed further if "Substance Abuse" only checked*)

2. What are the types and number of mental health workers you presently employ in your agency or unit?

Licensed professionals with a professional or advanced degree: Physicians, Nurses (ANP/M.S.N.), Psychologists, Social Workers (LCSW/M.S.W.), or Licensed Professional Counselors (LPCs, including Marriage and Family Therapists)

_____ Full-time _____ Part-time _____ Contract

Case Managers/Workers (B.A., B.S. or B.S.W. level)

_____ Full-time _____ Part-time _____ Contract

Case Managers/Workers (A.A., A.A.S., or A.S. level)

_____ Full-time _____ Part-time _____ Contract

Non-degreed Mental Health Support Workers, Behavioral Technicians, or other Paraprofessionals

_____ Full-time _____ Part-time _____ Contract

3. Roughly speaking, what do you project in the next five years to be the number of additional mental health workers needed for your agency or unit?

Number needed of additional licensed mental health professionals with a professional or advanced degree: _____

Number needed of additional Case Managers/Workers (B.A., B.S. or B.S.W. level): _____

Number needed of additional Case Managers/Workers (A.A., A.A.S., or A.S. level): _____

Number needed of additional non-degreed Mental Health Support Workers, Behavioral Technicians, or other Paraprofessionals: _____

BRIEF SURVEY FORM-II

Behavioral Health (Mental Health or Substance Abuse), Southeast Alaska

Name of Agency/Administrative Unit: _____

Location in Southeast Alaska: _____

1. Please check the type of services that your agency or administrative unit presently offers.

Mental Health (*Please do not proceed further if "Mental Health" only checked*)

Substance Abuse

2. What are the types and number of substance abuse workers you presently employ in your agency or unit?

Licensed professionals with a professional or advanced degree: Physicians, Nurses,
Psychologists, Social Workers, or Licensed Professional Counselors
_____ Full-time _____ Part-time _____ Contract

Chemical Dependency Clinical Supervisors
_____ Full-time _____ Part-time _____ Contract

Chemical Dependency Counselors I and Chemical Dependency Counselors II
_____ Full-time _____ Part-time _____ Contract

Counselor Technicians, or paraprofessionals: _____ (*Please indicate type*)
_____ Full-time _____ Part-time _____ Contract

3. Roughly speaking, what do you project in the next five years to be the number of additional substance abuse workers needed for your agency or unit?

Licensed professionals with a professional or advanced degree: Physicians, Nurses,
Psychologists, Social Workers, or Licensed Professional Counselors
_____ Full-time _____ Part-time _____ Contract

Chemical Dependency Clinical Supervisors
_____ Full-time _____ Part-time _____ Contract

Chemical Dependency Counselors I and Chemical Dependency Counselors II
_____ Full-time _____ Part-time _____ Contract

Counselor Technicians, or paraprofessionals: _____ (*Please indicate type*)
_____ Full-time _____ Part-time _____ Contract

WORKSHEET
Mental Health and Substance Abuse Agencies in Southeast Alaska

	Phone Number	Survey Mailed?	Follow-Up Call?	MHSA Survey Received?	NOTES
Communities Organized for Health Options, Inc.	826-3662	√	√		Bad number, fax 826-2917
Community Connections (Craig)	826-3891	√		√	Emailed
Lynn Canal Counseling Services	766-2177	√		√	
Hoonah Indian Association		√	√		Included with SEARHC 11
Bartlett-Mental Health Unit	796-8430	√	√		Inpatient only
Bartlett Outpatient Psychiatric Services	796-8430	√	√		Emailed. faxed, emailed
Gastineau Human Services	780-4338	√		√	
Juneau Alliance for Mental Health, Inc.	463-3303	√		√	
Juneau Youth Services	789-7610	√	√	√	Fax 789-2106
Polaris House NAMI	780-6775	√		√	
SEARHC Behavioral Health – 11 Communities	966-8611	√	√	√	Fax 966-8627, emailed
Community Connections (Ketchikan)	225-7825	√	√	√	
Gateway Center for Human Services	225-4135	√		√	
Ketchikan Indian Corporation Behavioral Health	228-5227	√		√	
Residential Youth Care, Inc.	225-4664	√	√	√	Fax 247-4664
Annette Island Service Unit	886-7946	√		√	
Metlakatla Social Services	886-6911	√	√	√	
Petersburg Mental Health Services	772-3332	√	√		Emailed
Sitka Counseling & Prevention Services	747-3636	√		√	
SEARHC-Raven's Way	966-8716	√	√		Fax 966-8705, faxed again
SEARHC-Bill Brady Healing Center/Safe Harbor House	966-8641	√		√	
SEARHC Community Family Services		√			Included with SEARHC BH
Youth Advocates of Sitka, Inc.	747-3687	√	√	√	
Alaska Island Community Services	874-2373	√			Bad number, no-fax