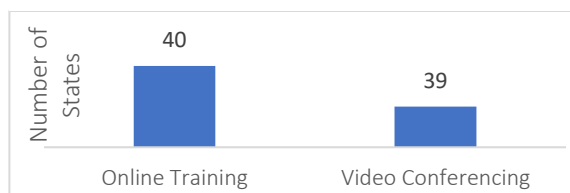


Technology for Training

Amidst staffing shortages, the current workforce needs to be supplied with the most appropriate knowledge and training to best complete their jobs. Online trainings and video conferencing are two methods of delivering trainings in virtual settings. Additionally, online trainings and e-learning can also save valuable resources (e.g., traveling time and expenses) due to a virtual delivery format. Most (91%) SMHAs are using online training to improve workforce knowledge while limiting travel (see Figure 2). Thirty-nine (89%) SMHAs use video conferencing in some capacity for workforce training.

Figure 2. Number of States Using Technology and E-Learning to Facilitate Training

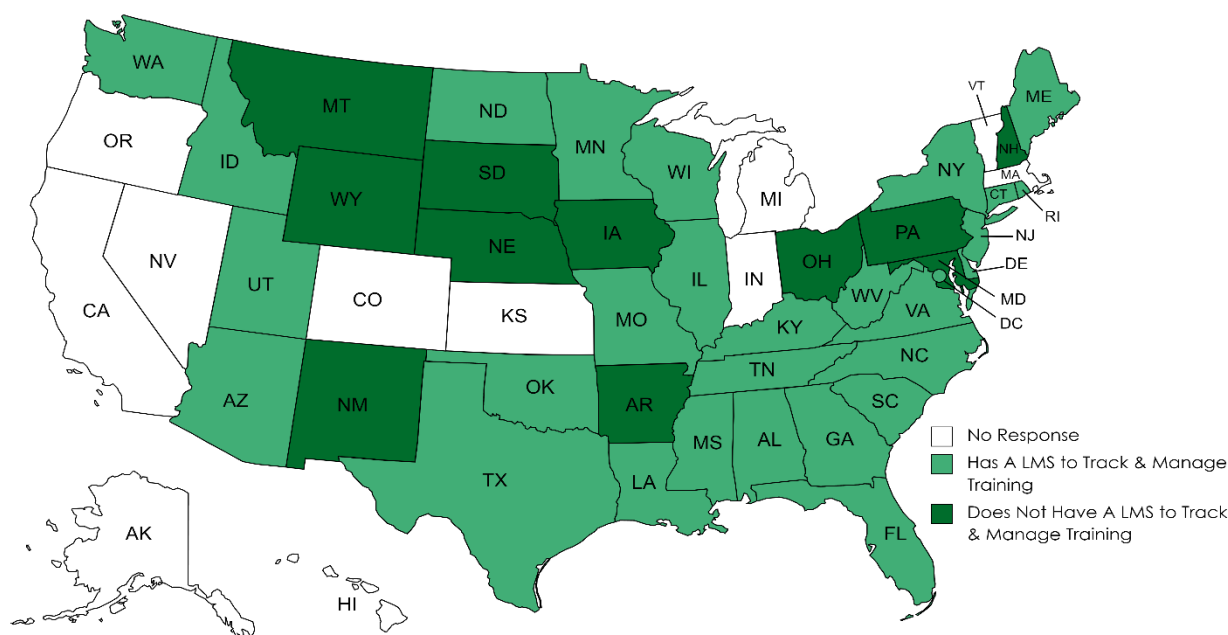


In Arizona, the SMHA plans to use the Relias Learning Management System to create an in-person-online-hybrid approach to training the behavioral health provider community. In Oklahoma, the SMHA uses a combination of technological modalities to ensure their New Employee Orientation seamlessly transfers from two full in-person days to one day of Zoom training. Any knowledge gaps left by the condensed time spent together online are addressed using Mentimeter and a separate track of e-Learning modules for new employees to complete. Also, the state provides full access to LinkedIn Learning so they can not only learn about job-specific skills, but also about an array of topics that might interest them outside of their job's parameters.

Learning Management Systems (LMS)

LMS are one method of developing, disseminating, and tracking training within SMHAs. In 29 states (66%), LMS are being used to track training initiatives within the SMHA (see Figure 3). Four states (Alabama, Arizona, Georgia, and Mississippi) reported specifically utilizing the Relias LMS. Fourteen (32%) SMHAs reported that they are not using an LMS to track training.

Figure 3. Map of States With and Without a LMS to Track and Manage Training(s)



- In Washington, DC, the Department of Behavioral Health has a dedicated Training Institute and electronic record to register for trainings. The system also tracks continuing education units.
- In Illinois, the Illinois Department of Human Services manages a OneNet website with required and optional training available to employees.
- In Missouri, state workers can access training opportunities through a vendor-supported portal which connects to the LinkedIn learning platform. All learning is added to the Missouri Employee Self-Service portal.
- In Oklahoma, the SMHA utilizes Topyx, their LMS provider, to house any e-Learning courses or videos created.
- In West Virginia, the SMHA utilizes multiple LMS options, including for onboarding and through its sub-grantee, the pilot West Virginia Behavioral Health Workforce and Health Equity Training Center at Marshall University.
- In Washington, the SMHA contracts with the University of Washington, Behavioral Health Institute to deliver virtual credited course offerings developed by the Institute for providers throughout the state. Telebehavioral health training is offered online through a partnership with Northwest Regional Telehealth Resource Center. Training is free to behavioral health providers.

Please contact NRI at profiles@nri-inc.org with any questions or comments about this and other State Profiles reports.