



Center for Workforce Solutions ECHO: Building a Stronger Behavioral Health Workforce

Frequently Asked Questions

What will I gain by participating?

Designed around case-based learning and mentorship, these [ECHO sessions](#) will engage participants from across the country in peer-to-peer discussions that explore innovative solutions to build a robust, diverse and sustainable behavioral health workforce.

This cohort (October 2024-April 2025) will bring mental health and substance use provider organizations together for a series of discussions to explore innovative and scalable workforce solutions for creating a stronger behavioral health workforce. Each session will consist of an educational presentation around a workforce solution, a case presentation from an ECHO participant, and a peer-to-peer discussion around the case presentation.

ECHO topics

The ECHO series will cover workforce solutions related to topics such as:

- Organizational culture: Recruitment and retention strategies that relate to creating a culture of wellness.
- Clinical models: How to leverage the workforce more efficiently and effectively, building more cohesive and collaborative teams.
- Workforce expansion: Advancing pathways to expand the clinical and non-traditional workforce to address shortages and innovations in care.
- Quality and accountability: Opportunities to increase data-driven decision making that lead to reduced administrative burden.

- Regulatory and payment: Ways to stay informed and make an impact on regulations that can strengthen the behavioral health workforce.

Learning objectives

By participating in this ECHO, organizations will:

- Explore innovative solutions to address current and emerging challenges in the behavioral health workforce landscape.
- Develop practical strategies they can use to address at least one persistent workforce related challenge.
- Foster a supportive peer network among behavioral health leaders to share best practices, collaborate on solutions and provide support in workforce development efforts.

Who is eligible to participate?

The Workforce Solutions ECHO is primarily targeted to mental health and substance use provider organizations, but we also welcome mental health and substance use state and regional associations. Up to 35 organizations will be selected for this ECHO.

We encourage organizations to apply for this opportunity and attend each session as a team (two to five people). Team members can come from various levels in your organization, although content will be geared toward decision makers (executive, clinical, program and operations leadership) and up-and-coming leaders (promising staff, new supervisors, etc.).

- If you are applying as a state or regional association, we encourage you to also apply with a team of staff, possibly including an association member.
- We encourage participation from a diverse set of organizations — a variety of service types, locations and sizes — to maximize perspectives offered throughout the ECHO series.

What are the requirements for participating?

- Costs: There are no costs associated with participating in these ECHO series.
- Attendance: This ECHO will be offered in seven 90-minute sessions from October 2024-April 2025. We encourage participating organizations to attend all sessions to fully benefit from this ECHO. The session schedule is at the end of this document.
- Session participation: Participants should actively engage and approach each session discussion with an open mind and willingness to uphold the safe space practices established by faculty and facilitators during sessions.
- Case Presentation: Participating organizations will be asked to submit a case presentation form describing their organization's experiences, challenges and innovative

solutions to addressing workforce challenges. We will choose participant cases to be presented during each ECHO sessions.

- Surveys: ECHO participants will also be asked to complete a pre-series ECHO organization assessment, brief post-session participant surveys and a post-series ECHO organizational assessment

If I'm accepted, why should I submit a case presentation?

Case presentations are a crucial part of the ["All Teach, All Learn" ECHO learning model](#) and are vital to knowledge building and sharing. Participants will use this time to think through the key details of their organization's challenges, gather ideas and guidance from other organizations, and share their successes.

Quotes from previous CWS ECHO case presenters:

"The presentations were all very informative and fun to experience."

"I love the specific questions to address. It gives the small groups direction."

When will I receive the materials to prepare for each session?

A few days before each session, participants will receive the agenda and any additional materials needed. After each session, participants will receive the session recording and a survey, as well as any other resources reviewed and discussed.

Will I have a chance to provide feedback and share thoughts after each session?

Yes! Your experience directly guides our direction and content shared on each session. All participants will be directed to complete a post-session survey after each ECHO session to share feedback with us.

Is there a cap on the number of participants?

- The cohort is limited to 35 participating organizations.
- Registration closes Thursday, Sept. 19, at 11:59 p.m. ET.
- After registration closes, we will review applications and notify all applicants **whether they have been accepted** no later than early October 2024.

When will sessions occur?

Sessions will occur from 2:30-4 p.m. ET on the second Tuesday of the months between October 2024 and April 2025. If you apply, please hold the session times open on your schedule.

	Session Date	Session Time
Session 1	Tuesday, Oct. 8, 2024	2:30-4 p.m. ET
Session 2	Tuesday, Nov. 12, 2024	2:30-4 p.m. ET
Session 3	Tuesday, Dec. 10, 2024	2:30-4 p.m. ET
Session 4	Tuesday, Jan. 14, 2025	2:30-4 p.m. ET
Session 5	Tuesday, Feb. 11, 2025	2:30-4 p.m. ET
Session 6	Tuesday, March 11, 2025	2:30-4 p.m. ET
Session 7	Tuesday, April 8, 2025	2:30-4 p.m. ET