

# Michigan Strengthening the Behavioral Health Workforce



## Case Study

### The Client

Michigan Department of Health and Human Services (MDHHS)

### The Project

Capacity Building Center  
Motivational Interviewing Training

## The Need

**Workforce Shortages and Training Gaps:** The state needed to expand and upskill its behavioral health workforce to meet the growing needs of children, youth, and families, particularly in light of the Family First Prevention Services Act (FFPSA).

**Lack of Standardized, Evidence-Based Training:** There was a need for consistent, high-quality training in evidence-based practices across public and private agencies.

**Complex Federal Claiming Requirements:** Michigan aimed to maximize federal Title IV-E reimbursement for training activities, which required robust documentation and cost allocation processes.

**Need for Infrastructure:** MDHHS sought to build a centralized Capacity Building Center (CBC) to coordinate training delivery, track participation, and support continuous quality improvement.

## The Solution

MDHHS partnered with Public Consulting Group (PCG) to address these challenges through a multi-pronged approach:



### Motivational Interviewing Training

- PCG coordinated and delivered MI training to over 4,200 caseworkers and supervisors across MDHHS and private agencies.
- Training was tailored to Michigan's MiTEAM Practice Model and FFPSA requirements.
- PCG provided technical assistance, managed registration and attendance, and ensured training fidelity using tools like the Behavior Change Counseling Index (BECCI).



### Federal Claiming Strategy

- PCG developed business processes and data collection protocols to support Title IV-E claiming for MI training.
- This included cost allocation for MDHHS and private agency staff, as well as for contracted services like substance use disorder and post-adoption support.
- PCG advised on updates to Michigan's Public Assistance Cost Allocation Plan (PACAP).



### Capacity Building Center (CBC) Development

- PCG supported the design and implementation of the CBC, a centralized hub for behavioral health training.
- The CBC coordinated training across multiple domains, including:
  - Wraparound services
  - Autism Spectrum Disorder (ASD) evaluation and treatment
  - MichiCANS assessment tool
  - Intensive Crisis Stabilization Services (ICSS)
  - Children's Waiver programs
- PCG managed logistics, trainer contracts, CEU certification, and integration with Michigan's Learning Management System (LMS).

## The Result



### Expanded Workforce Capacity

Thousands of staff were trained in MI and other behavioral health competencies, improving service quality and consistency statewide.



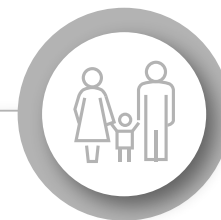
### Increased Federal Reimbursement

Michigan successfully implemented Title IV-E claiming for MI training, unlocking new funding streams.



### Sustainable Training Infrastructure

The CBC now serves as a scalable, centralized platform for ongoing workforce development, aligned with MDHHS's strategic goals.



### Improved Outcomes for Families

By equipping staff with trauma-informed, evidence-based tools, Michigan is better positioned to support children and families.

**Contact us to learn more!**



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