

Transitions – Mental Health Association

Trauma-Informed Care

Implementation Plan Summary – January 2021

The mission of the TMHA Steering Committee is to advise on the formulation and implementation of policies and procedures to ensure that TMHA utilizes a trauma aware lens when addressing the needs of all within the organization.

TIC Steering Committee Members:

Michele Simone, Consultant

Barry Johnson, Education and Advocacy Director

Monica Diaz, 65 Now, Nurse

Melissa Faith, Social Media Specialist

Michelle Madgett, SLO Hope House Supervisor

Emily Werrett, ATP Residential Counselor

Laura Skaarup, FSP Manager

Marci Johnson, Finance Manager

On-going Steering Committee Activities – as of 1/2021

- Review Employee Handbook – in process
- On-going development of TIC webpage
- Increase training opportunities based on needs identified through 2021 TIC employee survey (Collaborative Conversations, All-staff and Managers' meetings topics).
- Increase safety in teams through enhanced team communication; develop and provide related training to all managers and teams, in collaboration with DEI committee.

Prioritized TIC Steering Committee Activities --- 1/2021 through 6/2021

- Implement 2021 TIC employee survey, in collaboration with DEI committee
- Explore and recommend agency-wide training to replace Empathy Effect
- Address need for internal support for staff (EAP, support group, team meetings)
- Explore development of a TMHA manager/supervisor manual
- Develop client participation in TIC SC and agency-wide strategic planning
- Increase TMHA Board involvement with TIC SC and TIC related activities

- Examine work sites to encourage welcoming and psychological safety, in addition to physical safety, potentially linking to CARF site review process (DEI will be focusing on too – collaborate; including safe spaces to discuss topics bubbling within the agency)

Trauma-Informed Care Implementation Plan Activities 2017-2020

(Core strategies based on SAMHSA's TIP 57)

- Workforce development strategies for recruiting, hiring, retaining, training, supervising, and promoting wellness of staff members to support TIC:
 - Included TIC training on list of TMHA mandatory training, including all day “Champions of Change” TIC overview and 2 hours of TIC continuing education annually
 - Implemented “Empathy Effect” training, targeting all TMHA staff to be trained within last year. To date, 159 TMHA employees have gone through the training. “Empathy Effect” training discontinued in 2020 due to lack of funding and key staff leaving the agency.
 - Added TIC overview and training to agency New Employee Orientation
 - Providing on-going support to “Champions of Change” with agency representation and financial support for trainings.
 - Provided all-staff trainings on TIC, microaggressions, and implicit bias in the workplace.
 - Initiated a monthly TIC “Collaborative,” providing an open forum for TMHA employees to learn about TIC related topics and discuss program/agency issues and concerns.
 - Developed and facilitated a TIC survey for TMHA staff, assessing psychological safety, cultural competency, transparency, etc. Completed in 2017 and 2019 with nearly half of TMHA staff responding.
 - Reviewed and promoted TMHA wellness program (MVME)
 - Reviewed and provided input and recommendations on employee evaluation process; assisted HR in updating evaluation format and language. Added evaluation section on self-care.
 - Reviewed hiring practices and provided recommendations regarding interview questions, hiring preparation, self-care for applicants.
 - Reviewed job descriptions and provided recommendations on language including TIC boiler-plate language to be included on all descriptions.
 - Promoted and helped update “Collaborative Conversation Guidelines” document. Recommended CCG be addressed in evaluation, included in job description, and provided upon hire and in New Employee Orientation.
 - Seeking Safety training and groups promoted and implemented in both counties.
 - Updated TMHA employee applicant email responses from Human Resources, including initial email acknowledging application, email sent to

candidates who are not being considered for interview, and email sent when candidate is no longer in consideration for the position.

- Collaborative Conversation Guidelines follow-up training for managers provided at 2020 Managers' meeting by Michele Simone.
 - TIC page added to TMHA Website in 2020.
 - Assisted with development and launch of DEI (Cultural Competency) Committee; implemented on-going integration and collaboration between two committees.
 - Provided assistance and support for enhancement of TMHA crisis response plan.
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- Specific evidence-based or best practice adoptions to support TIC:
 - Acknowledged agency efforts in supporting WRAP, Empathy Effect, and Peer Specialist Training.
 - Strategies to amend facility design or environment operations to reinforce safety:
 - Safety review of office configuration and physical environment – including preparation for active shooter
 - Safety committee monthly training
 - CARF certification – review of sites; tracking of access barriers, remedies
 - Strategic Planning, including fiscal, organizational, programmatic planning to ensure sustainability of the steps initiated in the organization:
 - TIC inclusion in agency Strategic Planning, 2018
 - TIC leadership formalized in Director job description
 - TIC Steering Committee implemented and linked with Executive Team, Clinical Committee, and Strategic Planning