



*Transitions – Mental Health Association*

*Trauma-Informed Care*

*Implementation Plan Summary – February 2023*

**The mission of the TMHA Steering Committee is to advise on the formulation and implementation of practices, 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 (she, they), Consultant

Barry Johnson (he, his, him), Education and Advocacy Director

Monica Diaz (she,her,hers), Registered Nurse/ Case Manager, Housing Now

Marci Johnson (she, her, hers), Payroll Manager

Shawn Ison (she, her, hers), Family Services Manager

Jordan Bouskos (they, them), Safe Haven - Wellness Center Support Aide

Melanie Barket (she, her), Central Coast Hotline Manager

Jill Bolster-White (she, her), Executive Director

Phil Hill, Residential Adult Counselor, Adult Treatment Program

Tom Quintana (he,him,his), Manager, Adult Treatment Program

Cody LaMacchia-Meeks (he, him, his), Manager, Community Residential Programs

Meghan Madsen (she, her, hers), Human Resources Coordinator

Vivien Devaney-Frice (she, they), Operations Director

### Prioritized TIC Steering Committee Activities --- 2/2023 through 2/2024

- Finalize DEI and TIC employee interview questions.
- Finalize and provide training on “Shared Agreements.”
- Review the Crisis Response Protocol with an eye towards increased and more effective agency implementation, including more specific guidelines/training on facilitating staff exposure and responses to death and dying.
- Review Employee Handbook – in process (last section reviewed: Employment of Relatives); admin to review Employee Handbook update process and collaborating with DEI committee with content updates in real time and/or annually.
- Explore the creation and delivery of an agency wide, standardized TIC/DEI training that promotes TIC practices, is interactive, and provided at all team meetings and/or through Relias; potentially trained by two instructors to include role modeling and alternate perspective; have TIC SC members bridge practices/training with teams.
- Review and analyze agency data, i.e. employee exit data.
- Look at how to better communicate TIC SC activities and discoveries to the agency.
- Explore agency-wide TIC assessment of all teams.
- Explore agency-wide client trauma assessment.
- Develop client participation in TIC SC – potentially multiple clients on-boarded together; look at meeting format for client inclusion.
- Increase TMHA Board involvement with TIC SC and TIC related activities; this by doing a TIC SC presentation annually to the Board and provide TIC training for Board.
- Examine work sites to encourage welcoming and psychological safety, in addition to physical safety, working with teams for equal levels of safety throughout the agency (DEI will be focusing on too – collaborate; including safe spaces to discuss topics bubbling within the agency).
- Explore development of a TMHA manager/supervisor manual with Human Resources.

### On-going Steering Committee Activities – as of 2/2023

- On-going development of TIC webpage and TMHA website content.
- Empathy Training for agency: focus on in-house training with a possible Empathy/NVC/Self-compassion approach; collaborate with Training Committee on next steps.
- Continue Steering Committee work on “rumbling” with Brene Brown’s “Dare to Lead” workbook, dedicating one meeting every 2 months to this topic. As the Steering Committee gains understanding and confidence with “rumbling,” look towards developing opportunities for agency including extending “Rumble” training to agency and/or doing exercises from the Brene Brown workbook at a

Managers' meeting. This could be in collaboration with DEI and a type of "train the trainer" so that managers can take the information back to their teams.

- Increase safety in teams through enhanced team communication; develop and provide related training to all managers and teams, in collaboration with DEI committee. This may include promoting the idea of teams presenting at other team meetings, doing more practice and discussion of safe team communication in small groups at managers' meetings (groups based on program affinity).
- When the time is right, share the agency progress regarding safety and collaboration with community partners, funders and contractors; as well, looking at how our agency and steering committee can support Trauma-Informed SLO and other community efforts.
- Continue ongoing conversation with tribal representatives towards increased education, understanding and connection; explore "land acknowledgement" development and implementation, if deemed appropriate.

### **Trauma-Informed Care Implementation Plan Activities 2017-2023**

(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, 2019 and 2021.
  - 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 initial development and planning of DEI (Cultural Competency) Committee; implemented on-going integration and collaboration between two committees (shared members, DEI report-out on agenda).
  - Promoted and supported “Rumble” training, based on Brene Brown’s work, developed by Michele Simone and delivered to all management and directors.
  - Assisted Human Resources with update of Employee Handbook, specifically: Handbook Introduction, Changes to Policies, Problem Resolution, Employment of Relatives and Personal Relationships.
  - Addressed need for internal support for staff through development of Employee Resource Groups (ERGs).
  - Provided feedback on employee 360 review document and process; submitted suggestions to TMHA admin and HR
  - Led a “Building Safety” conversation and presentation at TMHA Managers’ Meeting, August 2022
  - Drafted “Shared Agreements” to align and support “Guidelines to Collaborative Conversations,” in group or team settings; shared draft with admin and will include DEI Committee as we move forward.
  - Explored “Land Acknowledgements” in regards to native people, prioritizing ongoing conversation with tribal representatives towards increased education, understanding and connection.
- **Specific evidence-based or best practice adoptions to support TIC:**
    - Acknowledged agency efforts in supporting WRAP, Empathy Effect, Peer Specialist Training, Triple P, Reaching Teens, and Mental Health First Aid.
    - Steering Committee members attended Trauma-Informed Organizations training and follow up learning sessions in May 2022

- **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
  - Provided assistance and support for enhancement of TMHA crisis response plan, including annual training for all staff through TMHA's monthly safety trainings.
  - Developed a TMHA inclusion statement, in both Spanish and English, that has been printed on a variety of medium for posting at TMHA sites and office spaces.
  - Non-binary, all gender, handicap placards have been placed on all TMHA restrooms based on our Steering Committee recommendations.
  
- **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
  - Presented TIC Steering Committee activities to TMHA Board, November 2022, including overview of Trauma-Informed Care; invited board members to participate in the TIC-SC in the future.