

*Transitions – Mental Health Association*

*Trauma-Informed Care*

*Implementation Plan Summary – February 2022*

**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 (she, they), Consultant

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

Monica Diaz, Housing Now, Nurse

Melissa Faith (she/her and they/them), Social Media Specialist

Michelle Madgett (she, her, hers), SLO Hope House Supervisor

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

Cathie Ortiz (she, her, hers), Rehabilitation Specialist / Case Manager, Santa Maria

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

On-going Steering Committee Activities – as of 2/2022

- 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).

- Expanding the above conversation about safety and collaboration intra-agency to outside of the agency with community partners; looking at how our agency and steering committee can support Champions of Change as a network or hub for TIC agencies.
- 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.

#### Prioritized TIC Steering Committee Activities --- 2/2022 through 6/2022

- On-going development of TIC webpage and TMHA website content.
- Develop client participation in TIC SC and agency-wide strategic planning.
- Increase TMHA Board involvement with TIC SC and TIC related activities; this may be initiated first by doing a TIC SC presentation to the Board.
- 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).
- Explore development of a TMHA manager/supervisor manual with Human Resources.
- Review TIC Steering Committee application form and process

#### Trauma-Informed Care Implementation Plan Activities 2017-2021

(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
- 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.
  - 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 draft of a TMHA inclusion statement to be printed on a variety of medium for posting at TMHA sites and office spaces; submitted draft to DEI committee for input and editing.
  - Recommended non-binary, all gender, handicap placards be used on all TMHA restrooms with signage; recommendation was approved by administration and facilities staff are moving forward with installation.
- 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