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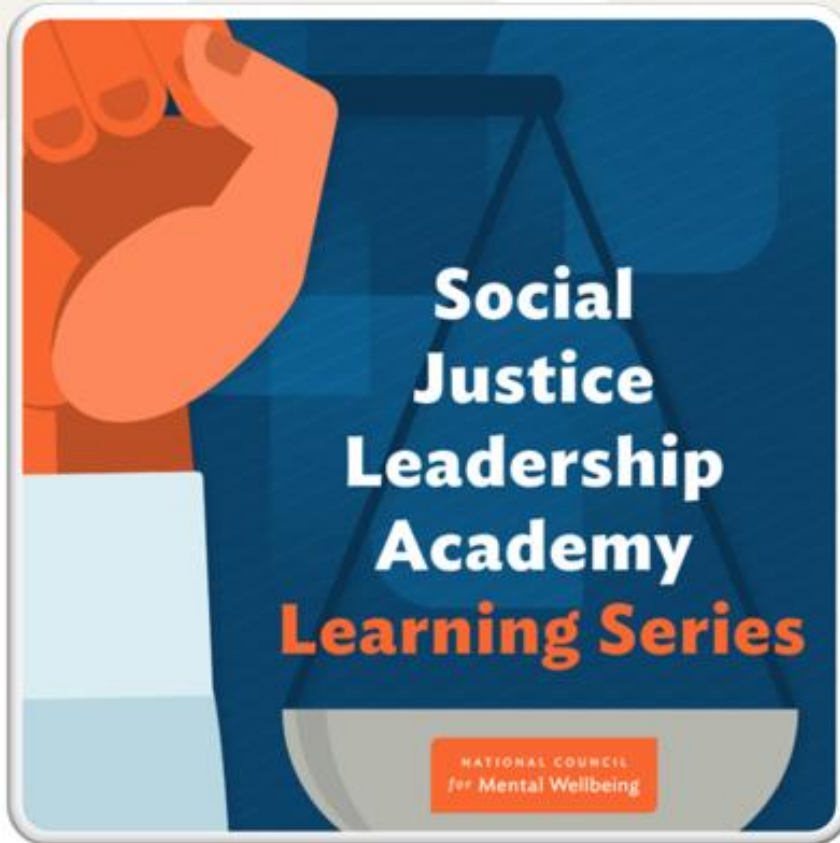Social Justice Leadership Academy Learning Series

NATIONAL COUNCIL *for* Mental Wellbeing

Health Equity Workshop Series Part 1:
Understanding the Landscape of Mental Health and Substance Use Challenges

October 2022

How to Ask a Question

All functions are located at the bottom of your screen

- Ask questions by using the Q&A function
- Use the chat for discussion & interactive activities

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SJLA Community Norms

- Practice empathy: discussions around social justice and equity touch on sensitive topics that require us all to be understanding of each other's backgrounds and experiences.
- As you participate in today's webinar, please remember to stay committed to openness and learning.

Chat Norms:

- We may have differing opinions on ideas, but **those differences should always be discussed respectfully to facilitate education and growth.**
- Insulting, bullying, inflammatory, and offensive language will result in removal from the webinar.
- If you have any questions or concerns or are experiencing issues in the group, feel free to reach out to one of the moderators privately in the chat or by emailing SJLA@thenationalcouncil.org. We are here to help!

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Frequently Asked Questions

- **All Learning Series events are recorded and will be made available to view on demand, along with a copy of these slides, on our SJLA webpage** within 48 hours following the event's conclusion.

- **The SJLA Workbook is not required to participate in the Learning Series**, however if you are interested in purchasing a copy it is available on our SJLA website.

- The SJLA Learning Series **is not CEU accredited**.

- **There will not be a certificate of completion for attending the SJLA Learning Series**. However, if you would like proof of attendance for your employer, please email SJLA@thenationalcouncil.org and we would be happy to provide you with an email verification.

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Today's Speakers:

Dr. Ami Roeschlein
DSW, MA, LMFT

Aaron Williams
MA

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Time for a poll!

Have you ever felt emotionally, psychologically, or culturally unsafe at work?

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Learning Objectives

Participants will...

Understand	Describe	Identify
Explain terms and definitions related to how systemic, cultural and intergenerational trauma manifest itself in staff and those we serve	Describe the different types of safety and understand the need for safe spaces to have open honest dialogue	Identify 2 strategies for engaging communities of color and marginalized identities into program and organizational planning

Let's take a minute....

2020 and Beyond

- Covid-19

- Equity and Social Justice

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Intergenerational/Historical Trauma Events

Genocides

Slavery

Pandemics

Massacres

Prohibition/destruction of cultural practices

Discrimination/Systemic prejudice

Forced relocation

Intergenerational (Historical) Trauma

"Cumulative emotional and psychological wounding, over the lifespan and across generations, emanating from massive group trauma experiences."

Jessica Gourneau, Ph.D.
Interim Clinical Director, American Indian Family Center

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Healthcare worker experiences

Stressed out and stretched too thin

Worried about exposing loved ones

Emotionally and physically exhausted

Not getting enough emotional support

Struggling with parenting

https://mhanational.org/mental-health-healthcare-workers-covid-19

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Safety

Create Safe and Secure Environments for ALL

- Throughout the organization, staff and the people they serve, whether children or adults, feel culturally, physically and psychologically safe; the physical setting is safe and interpersonal interactions promote a sense of safety.
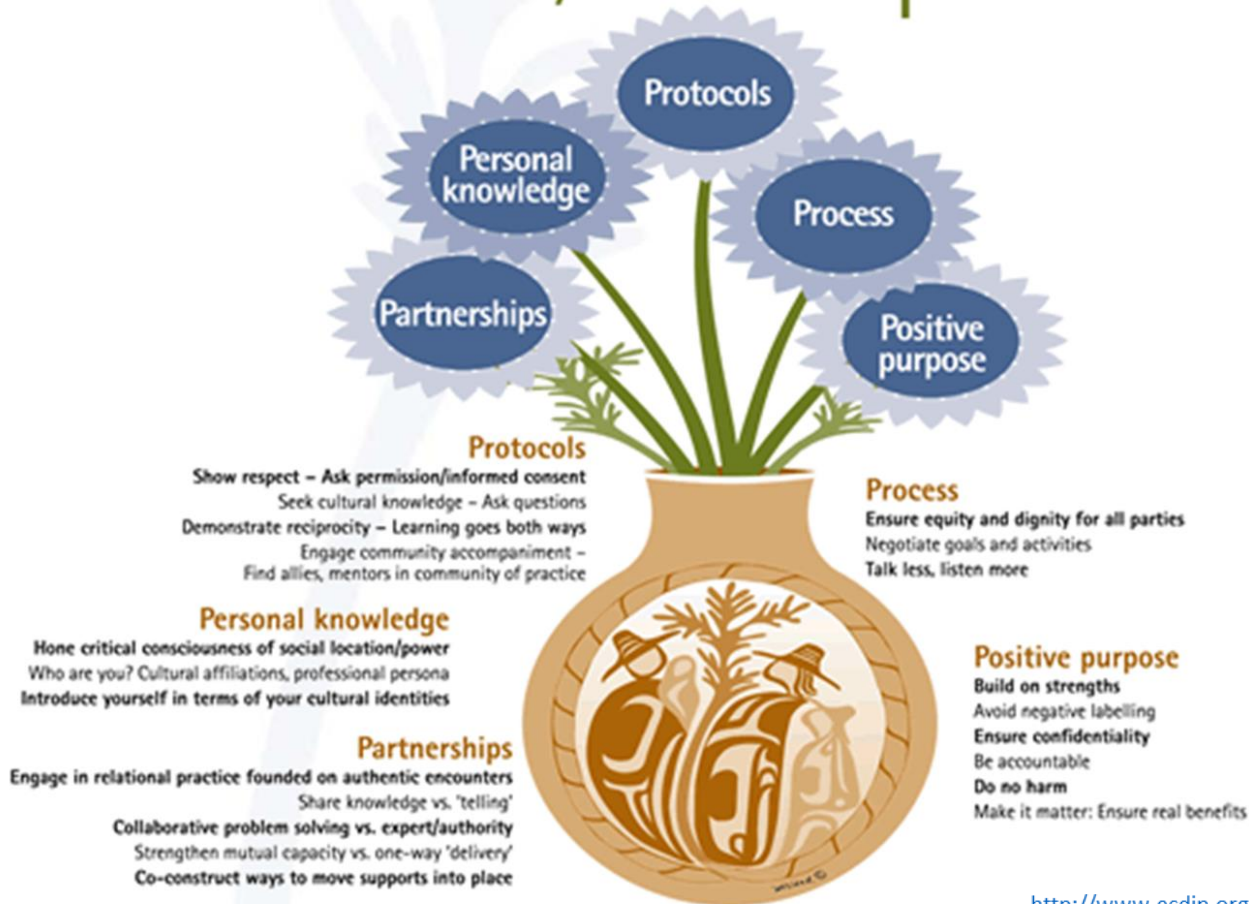

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Safety

Physical   Psychological   Social

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Cultural Safety

Cultural Safety 5 **Principles**

Protocols

Personal knowledge

Process

Partnerships

Positive purpose

Protocols
Show respect – Ask permission/informed consent
Seek cultural knowledge – Ask questions
Demonstrate reciprocity – Learning goes both ways
Engage community accompaniment –
Find allies, mentors in community of practice

Personal knowledge
Hone critical consciousness of social location/power
Who are you? Cultural affiliations, professional persona
Introduce yourself in terms of your cultural identities

Partnerships
Engage in relational practice founded on authentic encounters
Share knowledge vs. 'telling'
Collaborative problem solving vs. expert/authority
Strengthen mutual capacity vs. one-way 'delivery'
Co-construct ways to move supports into place

Process
Ensure equity and dignity for all parties
Negotiate goals and activities
Talk less, listen more

Positive purpose
Build on strengths
Avoid negative labelling
Ensure confidentiality
Be accountable
Do no harm
Make it matter: Ensure real benefits

http://www.ecdip.org/culturalsafety/

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HOW DO I DO CULTURAL SAFETY?

DR. RUTH DE SOUZA, THE DATA, SYSTEMS AND SOCIETY RESEARCH NETWORK

IT'S A LEARNING CONTINUUM

THE SYSTEM forgets TO HUMANISE...

COLOUR BLIND
WE TREAT EVERYONE THE SAME

DIVERSITY ONLY
BUT IS IT EQUITABLE?

RACE TENTATIVE
UNSURE OF HOW TO ADDRESS DISPARITY

EQUITY FOCUSED
GETTING IT RIGHT FOR THE MOST MARGINALISED = RIGHT FOR ALL!
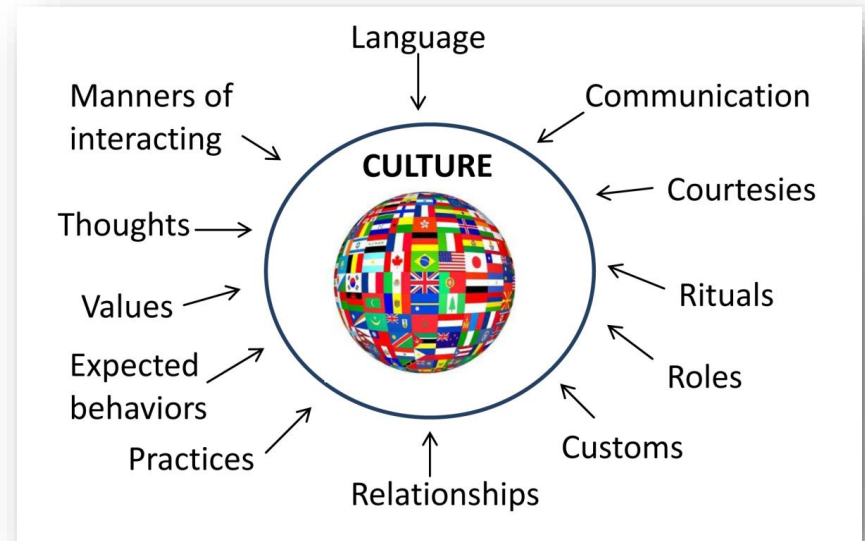
SCV Safer Care Victoria   #partnerinhealth #withconsumers

scribed by zahrazainal.com

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Cultural Humility at Work to Increase Safety

- It normalizes not knowing

- It helps you identify with your co-workers

- It helps you identify the needs of your "client"

- It creates a culture of understanding that can spread beyond work

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Moral Safety

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Paradigm Shift

We begin to ask,
  *"What happened to you and
    your people?"*

rather than

  "What is wrong with you?"

What Happened To You & Your People?

- Expected to juggle children, families and work

- Increased expectations in all aspects of life

- Loss of downtime

- No separation between personal and work time

- Experiences of being dismissed as unimportant, less than

- Constant exposure to violence in the media

- Community in complex trauma increases your production of stress hormones (adrenalin and cortisol)

Signs, Symptoms and Consequences

Symptoms of physical and emotional fatigue from prolonged work stress among both medical and behavioral healthcare professionals center around three common indicators:

1. Noticeable emotional and physical exhaustion.
2. Compassion fatigue, depersonalization, emotional detachment, or a cynical attitude toward patient care.
3. Feeling useless or that your work is meaningless; a decreased sense of self and/or a reduced sense of accomplishment.

- Cynical attitude
- Critical of others
- Impatient with patients/clients
- Lacking energy to be productive
- Apathy
- Hard to concentrate
- Low job satisfaction
- Change in sleep habits
- Disillusionment
- Unexplained headaches

- Sudden stomach or bowel problems
- Feelings of intense sadness
- Increased use of alcohol or drugs
- High blood pressure
- Lower immunity, feeling sick a lot
- *Change in appetite*
- *Isolating from others*
- *Skipping work or tardiness*
- *Lethargy*
- *Short fuse*

Moral Safety

- The never-ending quest for understanding how organizations function in the healing process

- An attempt to reduce the **hypocrisy** that is present, both **explicitly and implicitly**

- A morally safe environment struggles with the issues of **honesty and integrity**

-Bloom, 2013

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Preventing & Responding to Stress

Organizational Level

- Reasonable workloads

- Efficiency for provider expertise

- Safe physical environments

- Empower and Encourage over Command and Control

- Fair benefits packages

- Training on symptom recognition

- Ensure provider anonymity

- Utilize measures

Individual Level

- Work, play, health, relationships

- Ask for help. No, really.

- Recognize your own symptoms of stress, burnout, etc.

- Practice self-compassion. Give grace and space to yourself

- Remember your preventive healthcare

- Changing relationship with time

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Creating a Holding Environment

A holding environment is a place where:

- Difficult adaptive challenges can be discussed
- Diversity of opinion is welcome
- Experiences, values and assumptions are shared and challenged
- Stress is expected and tolerated

Georgetown University Center for Child and Human Development. (2012). *Georgetown University Leadership Academy Leading in Challenging Times Curriculum.*

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Maintain Focused Attention

Georgetown University Center for Child and Human Development. (2012). *Georgetown University Leadership Academy Leading in Challenging Times Curriculum.*

- Do not avoid disturbing issues through work avoidance maneuvers, i.e., scapegoating, denial, focusing on technical issues, focusing on individuals

- Expose conflict and use it as a source of creativity

- Identify distractions immediately and move to regain focus

Tips for Supervisors

- Walk around the office to check in on staff

- Suggest that staff take mini-breaks throughout the day

- Engage staff in team huddles, meetings to debrief and allow for support of each other

- Empower staff to start their own staff support group

- Regularly slow things down and question if self or team may
  be subject to bias

- Ensure that staff has opportunities for learning

- Mine for feedback "What did I miss?", normalize being explicit

- Give staff the tools and resources they need

- Celebrate individual and collective successes

Helpful Tips

Supervisors have an ethical obligation to address burnout in supervision

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"This means that if we do not have a sense of caring toward someone we lead and/or we don't feel connected to that person, we have two options: Develop the caring and connection or find a leader who's a better fit."

Brown, B. (2018). Dare to Lead: Brave Work. Tough Conversations. Whole Hearts. *Random House.*

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We need to have...

Drop your answer in the chat box!

How does your organization currently create an emotionally, psychologically, and culturally safe environment?

Engagement

MORE THAN

991,000

107,000

98,000

Ahmad, F. B., Rossen, L. M., & Sutton, P. (2022). Provisional drug overdose death counts. National Center for Health Statistics. https://www.cdc.gov/nchs/nvss/vsrr/drug-overdose-data.htm
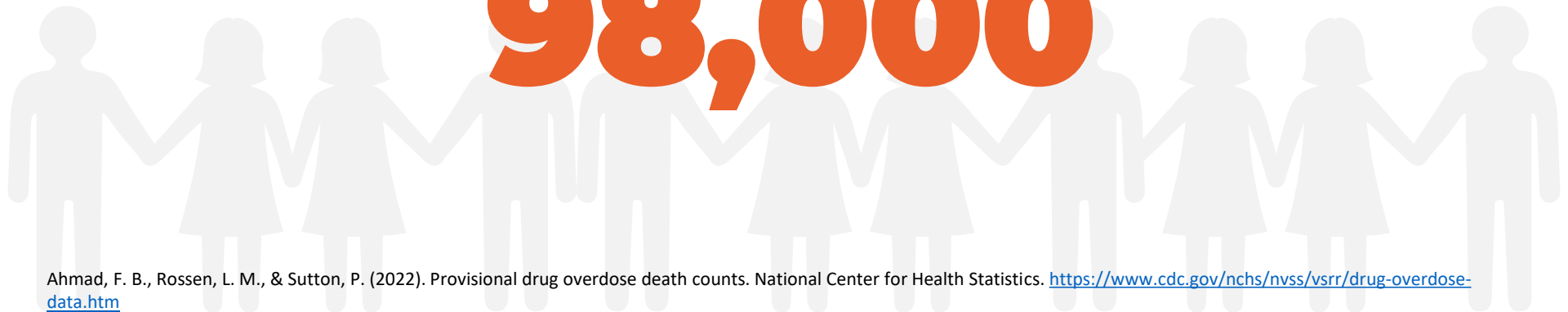
More than half a million people have reported signs of anxiety and/or depression, Anxiety screens were up by 634% and depression screens were up 873%.

Nearly 180,000 people who took the screening reported suicidal ideation on more than half the days or nearly every day

Rates of suicidal ideation are highest among youth, especially LGBTQ+ youth. In September 2020, over half of 11-17-year-olds reported having thoughts of suicide or self-harm nearly every day of the previous two weeks.

Nearly 78,000 youth reported experiencing frequent suicidal ideation, including nearly **28,000 LGBTQ+ youth**.

70% of people reported that loneliness or isolation was the top contributing factor to mental health issues

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Workforce: Key findings

Demand for services continues to increase

Waitlists are growing

Challenges with recruitment and retention

Additional funding and attention to administrative burdens are needed

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So what can we do to better engage diverse staff, clients, community stakeholders?

Building Trust with Communities of Color

Strategies for marginalized communities in local health initiatives

Build Empathy	Cultural Humility	Nurture Self Awareness	Develop Skills

https://ssir.org/articles/entry/buiding_trust_with_communities_of_color

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Build Empathy for how culture, racism, and history influence initiatives and their evaluation by:

Recognizing	Understanding	Appreciating	Developing
Recognizing both universal and culture-specific factors that influence participation in health initiatives and evaluations.	Understanding how racism and ethnocentrism operate with the aim of developing evaluation methodologies that are respectful of diverse communities	Appreciating the historical context in which evaluations have taken place, paying close attention to the negative affect on communities of color and their resulting loss of trust in agencies	Developing an understanding of the interface between individuals' ethnic and racial experiences and their health beliefs; such knowledge may strengthen both the design of interventions and evaluation approaches.

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Cultural Humility

another way to understand and develop a process-oriented approach to competency

"the ability to maintain an interpersonal stance that is other-oriented (or open to the other) in relation to aspects of cultural identity that are most important to the [person]"

Hook et al, 2013

Lifelong commitment to self-evaluation and self-critique

Desire to fix power imbalances where none ought to exist

Aspiring to develop partnerships with people and groups who advocate for others

-Tervalon & Murray-Garcia, 1998

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The Ties That Bind Us: Empathy & Cultural Humility

"Cultural humility and empathy are inextricably tied."

Working with diverse people requires both empathy and cultural humility.

Practitioners and administers equally have to be willing to take on the tenets of both empathy and cultural humility.

They must engage in the practice of becoming cultural learner, exposing themselves to embarrassment, and accessing their own vulnerability.

Nurture Self-Awareness

Become	Develop	Gain	Be
Become aware of your attitudes, biases, prejudices, and resulting stereotypes; failing to do so may detrimentally affect the establishment of trust with the communities you wish to engage	Develop the ability to see and understand the cultures of people of color as sources of strength and resilience	Gain awareness of the racial and cultural socialization of individuals in communities of the marginalized, as it may assist in finding culturally congruent ways to connect and build trust	Be mindful of similarities and differences between how health professionals view and conceptualize health and healing practices, and how communities of color view them

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How do we increase our Cultural Humility?
Self-Reflection

Self-Reflect

Strengths

Weaknesses

Actions & Interactions:

   Note: uncomfortable & unsafe feelings

Create a Plan for Improvement

Choose Area of Focus

Create Steps

Identify Resources & Barriers

Strengths

Timelines

Set time to Reflect

Reassess feelings of safety and comfort?

What has changed for you?

What is the next step?

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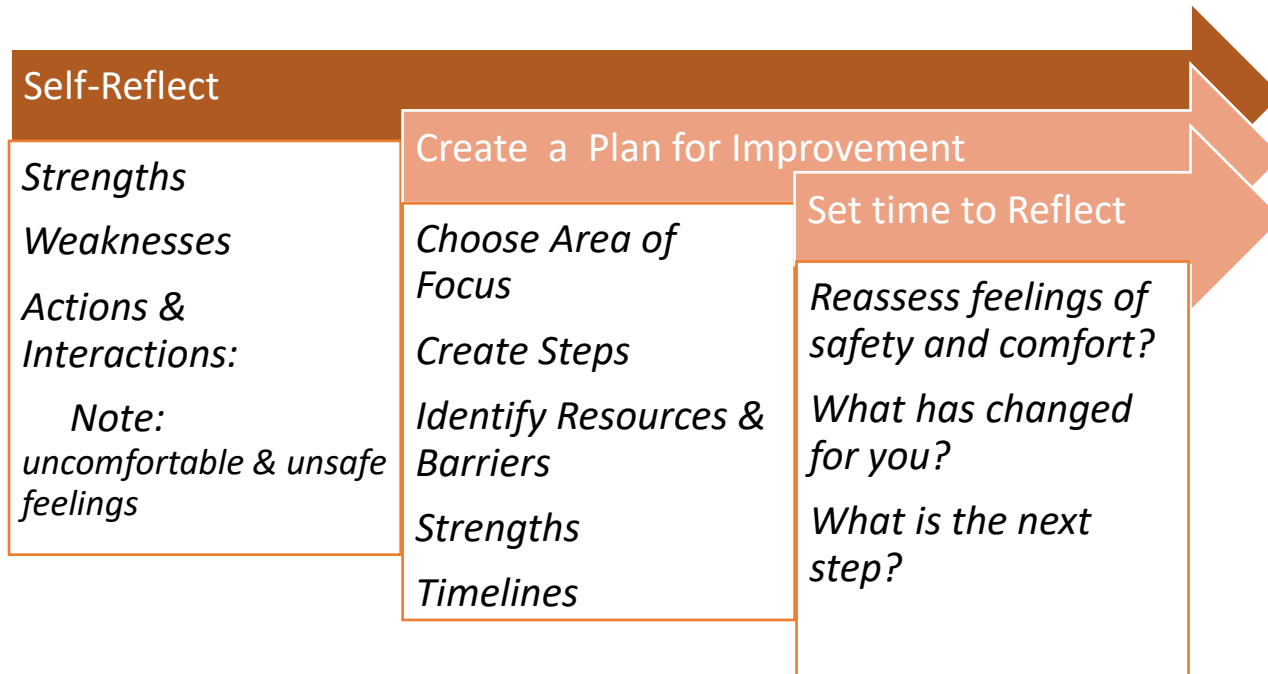
Building on Trust and empathy...

Develop common missions intentions language efforts policies

Clients

Challenges to Prevention, Treatment and Recovery for AA

- Negative representations, stereotyping and stigma.

- Intergenerational substance use and polysubstance use

- Fear of legal consequences

- Misperceptions and faulty explanations about addiction and opioids.

- Lack of culturally responsive and respectful care.

- Discrimination and trauma

Source: The Social Determinants of Mental Health. Michael T. Compton, M.D., M.P.H., and Ruth S. Shim, M.D., M.P.H., Focus Vol. 13, No. 4, Fall 2015

- The Opioid Use disorder crisis among African Americans: An urgent issue

- https://store.samhsa.gov/sites/default/files/SAMHSA_Digital_Download/PEP20-05-02-001_508%20Final.pdf
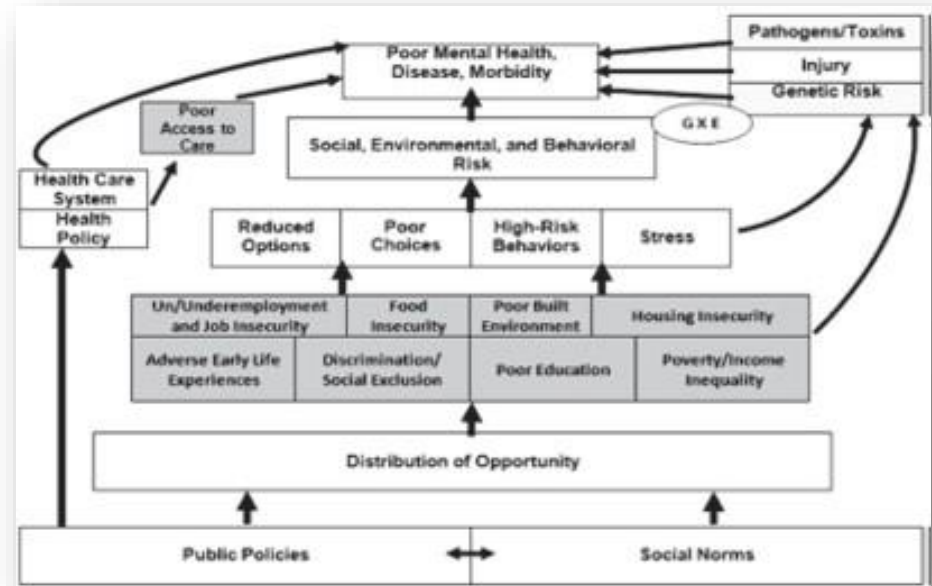
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Strategies to Address Opioid Misuse and OUD in Black/African American Communities

Implement

- Implement a comprehensive, holistic approach

Involve

- Involve the community and develop multisectoral, diverse community partnerships

Increase

- Increase culturally relevant public awareness

Employ

- Employ culturally specific engagement strategies

Create

- Create a culturally relevant and diverse workforce

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Challenges to Prevention, Treatment and Recovery for Hispanic/Latino

- Negative representations, stereotyping and stigma.

- Intergenerational substance use and polysubstance use

- Fear of legal consequences/Immigration issues

- Language barriers

- Lack of culturally responsive and respectful care.

- Heterogeneity of the Hispanic/Latino population
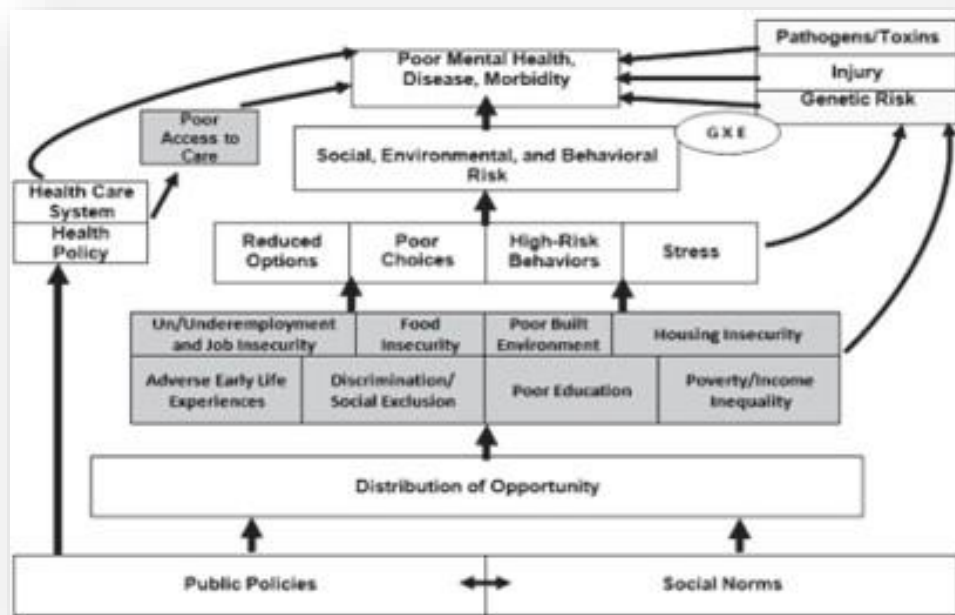
Source: The Social Determinants of Mental Health. Michael T. Compton, M.D., M.P.H., and Ruth S. Shim, M.D., M.P.H., Focus Vol. 13, No. 4, Fall 2015

- **The Opioid Use disorder crisis and the Hispanic/Latino population: An urgent issue**

- https://store.samhsa.gov/sites/default/files/SAMHSA_Digital_Download/PEP20-05-02-002.pdf

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Strategies to Address Opioid Misuse and OUD in Hispanic/Latino Communities

- Implement a comprehensive, holistic approach
- Create culturally tailored public awareness campaigns in native languages
- Form diverse partnerships
- Utilize schools
- Leverage faith-based organizations
- Build a bilingual, culturally aware and respectful workforce
- Develop culturally and linguistically appropriate prevention and treatment
- Link to primary care

The Opioid Use disorder crisis and the Hispanic/Latino population: An urgent issue

https://store.samhsa.gov/sites/default/files/SAMHSA_Digital_Download/PEP20-05-02-002.pdf

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Identifying and Engaging Diverse Partners

Who are you working with?

- Check off your community partners
  - Behavioral health
  - Primary care/hospitals
  - First responders
  - Peer-run/Recovery Community Organizations
  - Parks and rec
  - Faith-based community
  - Community organizers/advocates
  - Business community

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- Community Behavioral Health Provider(s)

- Local Medication-Assisted Treatment Provider(s)

- Local Policy Maker(s)

- Peer Support/Advocacy Organizations

- People in Recovery

- First Responder Representative, including law enforcement, ambulance/EMS, fire department

- Primary Care Provider(s), including but not limited to the Federally Qualified Health Centers

- Hospital Representative

- Probation or Community Corrections Representative

- Housing Representative

- Public Health Representative

- Parks and Recreation Representative

- Prevention Specialists

- Recreation Specialists

- Faith-Based Community

- Vocational Rehabilitation Representative

- Veterans Administration Representative

- Business Community/Chamber of Commerce Representative

- Judicial Representative

- Civil Legal Services Representative

- Education Representative

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TRAUMA-INFORMED, RECOVERY-ORIENTED SYSTEM OF CARE

Please rate your level of agreement with the following statements.

	Strongly Disagree	Disagree	Agree	Strongly Agree	Don't Know or N/A
1. We can identify cross sector partners within our community	☐	☐	☐	☐	☐
2. There are resources within the community to assist individuals with getting jobs	☐	☐	☐	☐	☐
3. There are resources within the community to assist individuals with getting involved in non-mental health/ addiction-related activities	☐	☐	☐	☐	☐
4. There are resources within the community to link individuals in recovery who can serve as role models or mentors	☐	☐	☐	☐	☐
5. There are resources within the community to assist individuals with finding safe affordable housing	☐	☐	☐	☐	☐
6. There are resources within the community to assist individuals with transportation to/from appointments, work, etc.	☐	☐	☐	☐	☐
7. The community supports self-help, peer support, and/or advocacy groups	☐	☐	☐	☐	☐
8. The community provides opportunities for people in recovery to assist in the development of new groups, programs, or services	☐	☐	☐	☐	☐
9. The community is free from stigma and discrimination around trauma, addiction and recovery	☐	☐	☐	☐	☐
10. People in recovery are encouraged to be involved in the evaluation of the community's programs, services, and service providers	☐	☐	☐	☐	☐

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Use the Results to Make a Plan

- Aggregate results and look for trends

- Report data back to those who completed the survey

- As an organization, determine:
  - What fits in your scope
  - What you'd like to partner with another stakeholder to do

- Meet with community coalitions, taskforces, advocacy groups to discuss:
  - Survey results
  - What they're already doing
  - What their needs are
  - Who might need support or be interested in partnering to achieve shared goals

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Making the Case

Find out what is relevant to the partner you are recruiting. Instead of "selling" them on the project, listen to their key issues.
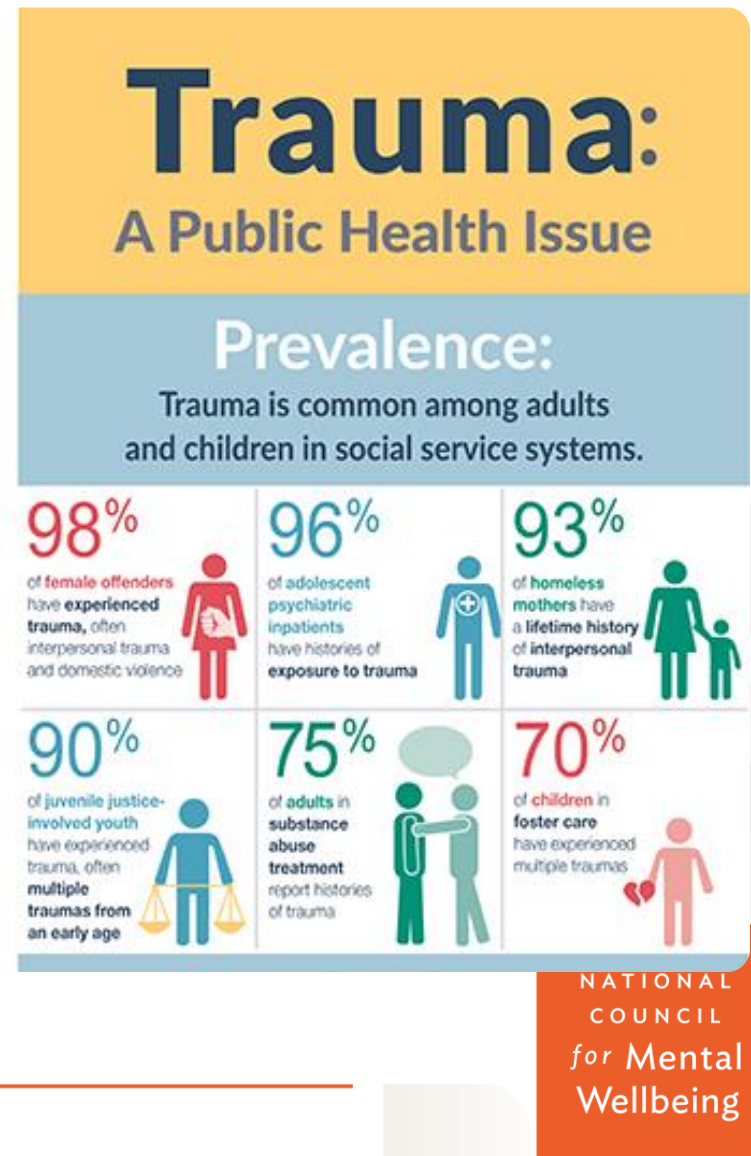
- What are their top five biggest problems? Find a way to relate those problems to your mission.
- Usually, you will be able to discuss trauma and/or total wellness in a way they understand and will tie to their problems/issues.
- Embrace multiple perspectives
- Find common concern and focus

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Share Benefits of Community Collaboration

- Build awareness regarding the impact of trauma in the community

- Increase competence in handling this issue among frontline staff in a range of settings

- Enhance referral protocols that help community members connect to more local services

- Increase wellness of the workforce

- Enhance organizational resilience

Trauma: A Public Health Issue

Prevalence: Trauma is common among adults and children in social service systems.

98% of female offenders have experienced trauma, often interpersonal trauma and domestic violence

96% of adolescent psychiatric inpatients have histories of exposure to trauma

93% of homeless mothers have a lifetime history of interpersonal trauma

90% of juvenile justice-involved youth have experienced trauma, often multiple traumas from an early age

75% of adults in substance abuse treatment report histories of trauma

70% of children in foster care have experienced multiple traumas

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Drop your answer in the chat box!

How does your organization currently engage diverse community stakeholders?

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The expectation that we can be immersed in suffering and loss daily and not be touched by it is as realistic as expecting to be able to walk through water and not get wet."

Rachel Remen, Kitchen Table Wisdom

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Want to learn more?

ADDRESSING HEALTH EQUITY AND RACIAL JUSTICE

https://www.thenationalcouncil.org/resources/addressing-health-equity-and-racial-justice/

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Resources

Project ECHO

The Opioid Use disorder crisis among African Americans: An urgent issue
https://store.samhsa.gov/sites/default/files/SAMHSA_Digital_Download/PEP20-05-02-001_508%20Final.pdf

The Opioid Use disorder crisis and the Hispanic/Latino population: An urgent issue
https://store.samhsa.gov/sites/default/files/SAMHSA_Digital_Download/PEP20-05-02-002.pdf

Racial Equity Tools
https://www.racialequitytools.org/

National Council Equity Climate Assessment
https://www.thenationalcouncil.org/wp-content/uploads/2020/11/TI-ROC-Equity-Climate-Assessment_FINAL.pdf?daf=375ateTbd56

Social Determinants of Mental Health

Access for Everyone: A Toolkit for Addressing Health Equity & Racial Justice within Integrated Care Settings

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Additional Tools & Resources

National Council for Mental Wellbeing – Blog Posts

- [Furthering the Wellbeing of Black, Indigenous & People of Color through Integrated Care](#)

- [During Black History Month, Let's Commit Ourselves to Improving the Mental Health of Black Americans](#)

- [Moving Forward this Black History Month – Setting Youth Up for Success](#)

Other

- Mental Health America – [Black History Month](#)

- Federal Emergency Management Agency (FEMA) - [2022 Black Health & Wellness](#)

- [Black Mental Health Alliance](#)

> [Health Equity and Racial Justice Webpage](#)
> *National Council for Mental Wellbeing*
> *See our page for more information on Webinars and Upcoming Events, Resources and Tools, and Training and Technical Assistance focused on Health Equity and Racial Justice*

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Questions are the path to learning

Social Justice Leadership Academy Learning Series: Upcoming Events

Learning Series Event 8: *Health Equity Workshop Series Part 2: Practical Steps for Application* – November 28th 1 – 2:30 p.m. EST

Register Here: https://thenationalcouncil-org.zoom.us/webinar/register/WN_cDI5XY1HT_q4714vVp9u5Q

*Registration information will be emailed to all attendees from today's event and will be posted on our SJLA 'Events' Webpage: https://www.thenationalcouncil.org/program/the-social-justice-leadership-academy/events/

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SJLA Leadership Ambassador Community

- **This site is a space for interactive discussion and networking between participants in the Social Justice Leadership Academy Learning Series.** Following Learning Series events, we will post discussion prompts, SJLA Workbook exercises, or other interactive learning activities on this page.

- We will continue to use the Social Justice Leadership Academy's **main website** as the library of previous Learning Series Event recordings and slides.

- We will be sending out a form in our follow up email where you can sign up, or feel free to opt in on our November registration page.
  - If you have already signed up, keep an eye out for an email from the SJLA team with further instructions on how to activate your account within the next week!

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Evaluation

Please provide your feedback on this SJLA Learning Series webinar event at the link below. Scan the QR code or type the URL into your browser.

https://www.surveymonkey.com/r/SJLASession7

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