



NATIONAL
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Workforce Innovations Learning and Action Series:

Session 6: Employee Wellness and Resilience

Thursday, April 20, 2023

3:00-4:30 PM ET

CCBHC-E National Training and Technical Assistance Center

Funded by Substance Abuse and Mental Health Services Administration and operated by the National Council for Mental Wellbeing

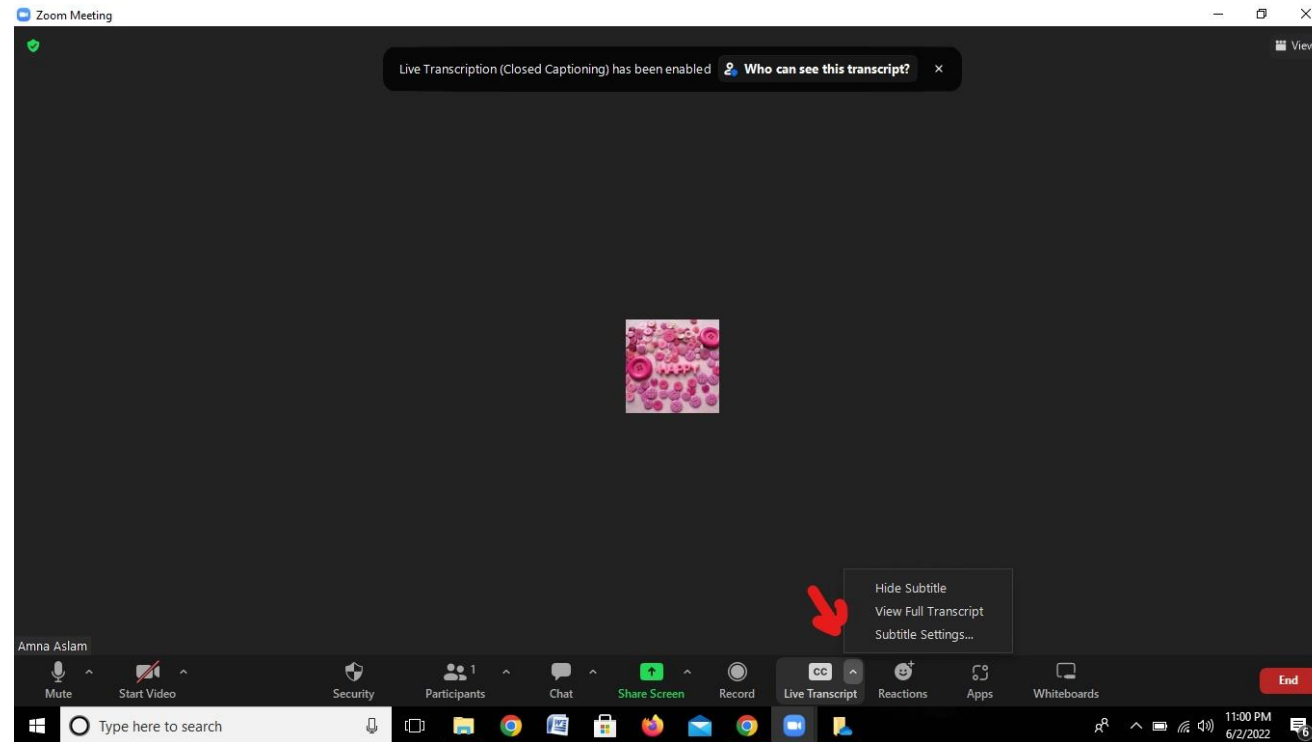
Acknowledgements and Disclaimer

This event/publication was made possible by Grant Number 1H79SM085856 from the Substance Abuse and Mental Health Services Administration (SAMHSA). Its contents are solely the responsibility of the authors and do not necessarily represent the official views, opinions, or policies of SAMHSA, or the U.S. Department of Health and Human Services (HHS).

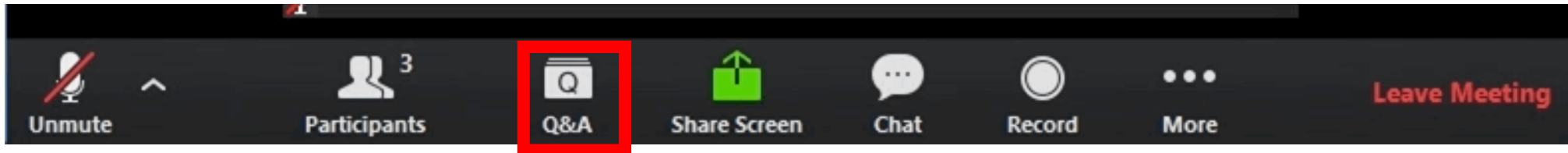


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Next to “Live Transcript,” click the arrow button for options on closed captioning and live transcript.



How to Ask a Question



Please share questions throughout today's session using the **Q&A Feature** on your Zoom toolbar.
We'll answer as many questions as we can throughout today's session.

Today's Session: Slides and Recording

Slides and the session recording link will be available on the [CCBHC-E NTTAC website](#) under “Training and Events” > “Past Events” within 2 business days.

The screenshot displays the website's navigation and event filtering options. On the left, the 'Training & Events' menu is highlighted with a red arrow. The main content area shows the 'Calendar of Events' section with search filters for 'Search', 'Start Date', 'End Date', and 'Select Event'. A dropdown menu is open under 'Select Event', showing 'Future Events' and 'Past Events' (highlighted in blue), with an 'Apply' button below it. A red arrow points from the 'Past Events' option to the event listing area.

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Today's Agenda

- Overview: CCBHCs and workplace wellness
- Case study: Rutgers University
- Case study: Red Rock Behavioral Health Services (OK)
- Q&A and grantee discussion



Learning Objectives

- Understand the connection between employee wellbeing and retention, productivity, and engagement.
- Understand the components of an employee wellbeing strategy.
- Develop strategies for creating a wellness initiative.



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Today's Presenters



Michelle Zechner, PhD, LSW, CPRP
*Assistant Professor, Dept. of Psychiatric
Rehabilitation & Counseling*
Rutgers University



Verna Foust, MS, LPC
Chief Executive Officer
Red Rock Behavioral Health Services



Overview: CCBHCs and Workforce

Blaire Thomas

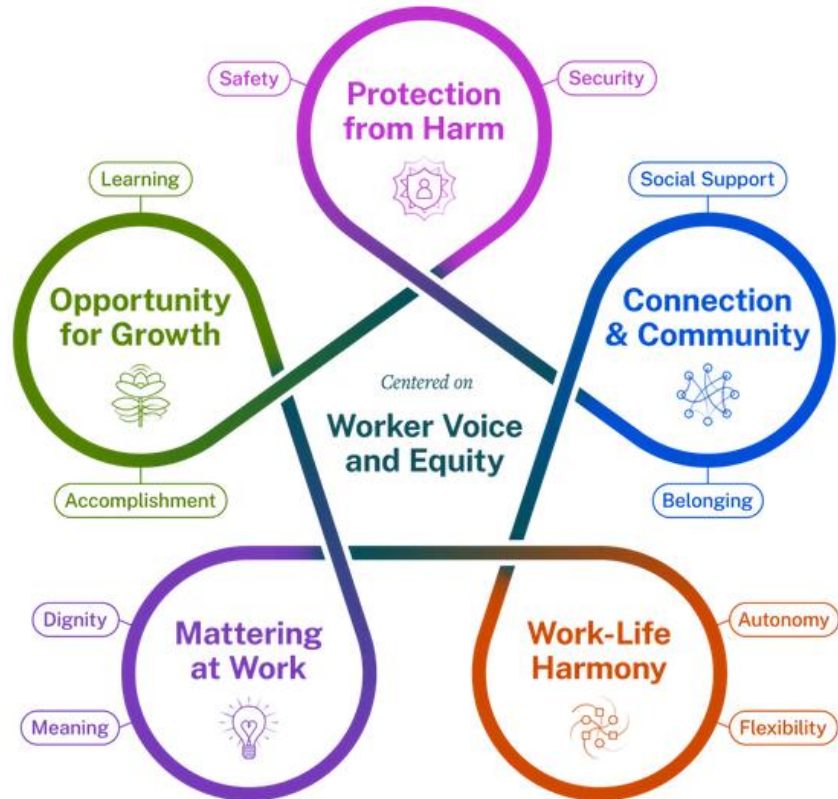
Project Manager

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Surgeon General's Framework for Workplace Mental Health and Wellbeing



- Work affects both our physical and mental wellbeing — in good ways and bad. Workers manage daily stress that affects their health and organizational performance.
- Ensuring workplace well-being requires an intentional, ongoing effort by employers and leaders across all levels, with the voices of workers and equity (i.e., a more equitable policy and practice environment) at the center.
- The Framework can be viewed as a starting point for organizations in updating and institutionalizing policies, processes, and practices to best support the mental health and wellbeing of workers.

<https://www.hhs.gov/surgeongeneral/priorities/workplace-well-being/index.html>



CCBHCs and Workforce

The most common strategies CCBHCs are using to recruit and retain staff include:

- Raising salaries or offering bonuses (92%)
- **Engaging in staff wellbeing efforts or revamping employee benefits (86%)**
- Partnerships with clinician training programs (62%)
- Revising roles and scope of practice (59%)
- Participation in loan repayment programs such as National Health Service Corps (46%)

CCBHCs shared efforts to foster a positive work environment and focus on individual employee mental/physical health. Shared strategies include:

- Creating on-site wellness rooms for quiet and re-grounding, or mind-body wellness space on site for yoga, staff wellness activities.
- Offering flexible hours and/or schedules, this can include 35-hour work weeks, every other Friday offer, or a mix of working longer and shorter days.
- Promoting organizational relationship building by hosting team dinners and offering various relationship building exercises to strengthen team trust and culture.
- Offering employees gym memberships.

National Council for Mental Wellbeing, [2022 CCBHC Impact Report](#).

Overview: Workplace Wellness

Michelle Zechner, PhD, LSW, CPRP
Assistant Professor, Dept. of Psychiatric Rehabilitation & Counseling
Rutgers University

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Why Support Staff Wellbeing?





Providing Care is Challenging

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Supporting Staff Wellbeing Makes a Difference

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Workplace Wellness Initiatives



Resources

- Greater Good Science Center, <https://greatergood.berkeley.edu/>
- Mental Health Technology Transfer Center, Provider Well-Being Resources <https://mhttcnetwork.org/centers/mhttc-network-coordinating-office/provider-well-being>
- Mental Health Technology Transfer Center, Supervision & Coaching, <https://mhttcnetwork.org/node/4292>
- Stanford Medicine (2016). *The Stanford Model of Professional Fulfillment*. Retrieved from: <https://wellmd.stanford.edu/about/model-external.html>
- VIA, Institute on Character, <https://www.viacharacter.org/>



Case Study: Red Rock Behavioral Health Services

Verna Foust, MS, LPC
Chief Executive Officer
Red Rock Behavioral Health Services

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Red Rock Behavioral Health Services

- Founded in 1974, Red Rock is one of the largest Behavioral Health agencies in Oklahoma.
- Annual budget \$70 million
- Serve 17,000 adults and youth annually
- Staff of over 850



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Challenges We All Face

- Recruitment
- Staff engagement
- Retention Teamwork
- Productivity
- Efficiency
- Lack of communication



EMPLOYEE WELLBEING

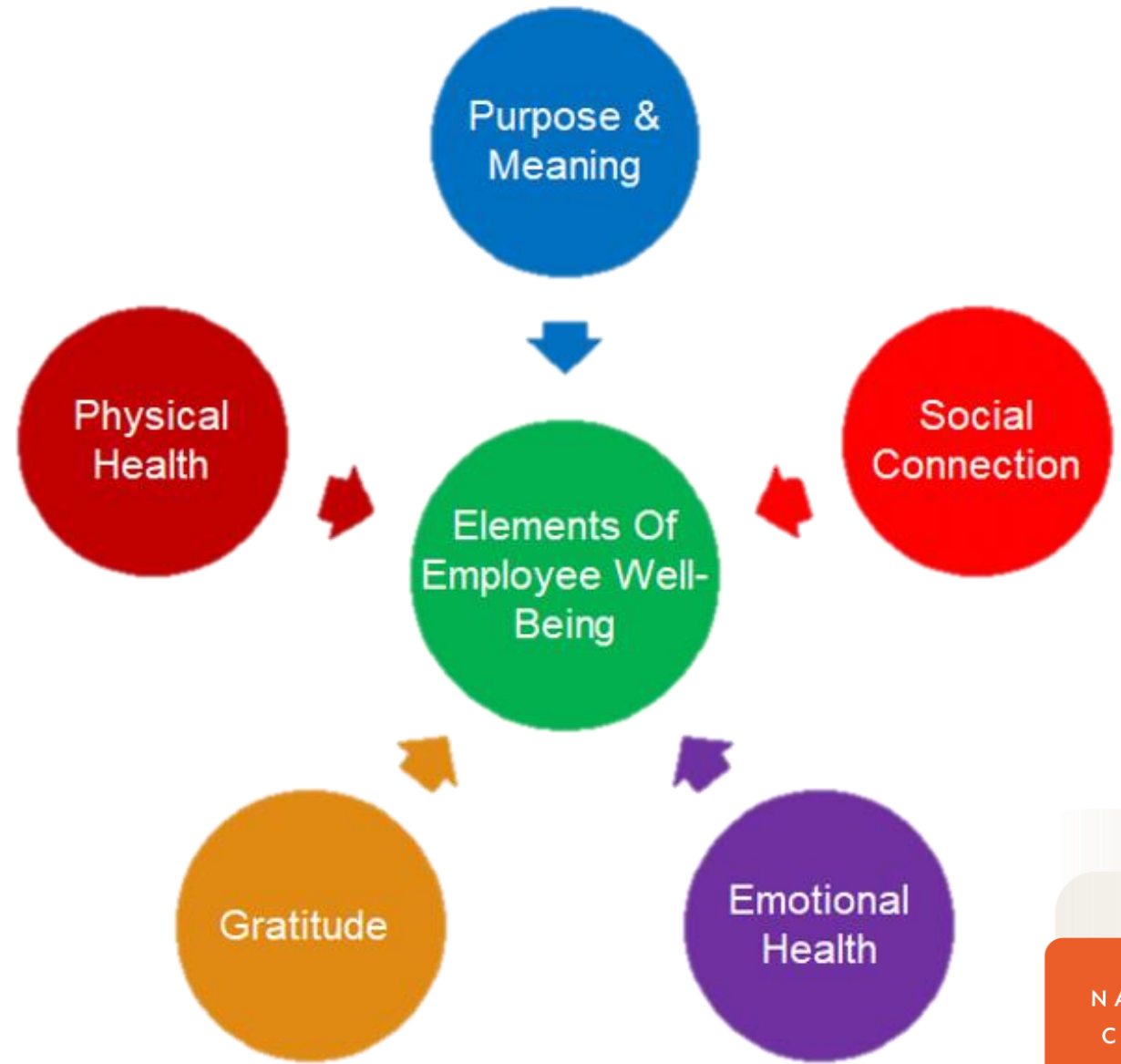
RESILIENCE IN STRESSFUL TIMES

PRACTICAL STRATEGIES FOR GREATER
HAPPINESS AT WORK & IN LIFE

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COMPONENTS OF AN EMPLOYEE WELLBEING STRATEGY



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Management Has Responsibility For Employee Wellbeing

- Long term commitment at the top
- Lots of small changes
- Continuous communication
- Investing resources
- Training & support
- Culture evolution
- Metrics to measure results



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TEAM BUILDING



When We See & Appreciate Strengths, We...

- ✓ Learn about their importance
- ✓ Learn about our superpowers
- ✓ Learn from the strengths of others
- ✓ Learn how to appreciate the strengths of others

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Breakout Rooms: Employee Wellness and Resilience



In each room, each participant will share:

- Strategies that have been effective and lessons learned
- Ongoing challenges

Be prepared to share some themes from your group!

NatCon23 Pre-Convening for Grantees

- On **April 30th from 1 – 5 p.m. PT**, the CCBHC-E NTTAC is hosting an in-person convening for all CCBHC grantees at National Council’s Annual Conference (NatCon23) in Los Angeles, CA.
- **Free** for all current grantees (expansion, PDI, IA)! Registration for NatCon23 is not required to attend.
 - Up to two (2) individuals from CCBHC grantee organization may attend. Attendees may be any member of the CCBHC implementation team.
- **Why should you attend?**
 - To learn from other grantees and make connections that will help your organization grow
 - To showcase your CCBHC implementation best practices OR learn from others’ best practices
 - For peer-to-peer engagement opportunities with other CCBHCs
- Interested?
 - Registration is through the NatCon23 portal – **[enter code CCBHCE2023](#)** – on the Special Events, Preconference & Optional Purchases Page
 - Already Registered for NatCon23? Email Conference@TheNationalCouncil.org to add the convening to your existing NatCon23 registration.

Monthly Cohort Calls

Monthly cohort calls from the CCBHC-E NTTAC give CCBHC staff members a regular space for sharing with peers, generating solutions and cross-collaboration. Participate as often as you like. Sign up today and share this opportunity with other members of your team!

Event Type	Date + Time	Registration Link
Executives	The last Friday of each month from 12:00-1:00pm E.T.	Register here
Program Directors	The first Wednesday of each month from 12:00-1:00pm E.T.	Register here
Evaluators/CQI Leads	The first Tuesday of each month from 3:30-4:30 pm E.T.	Register here

CCBHC-E TTA Center Website



Access our ever-growing resource library, upcoming trainings and events, and request for individualized support.

[CCBHC-E National Training and Technical Assistance Center](#)



Thank You!

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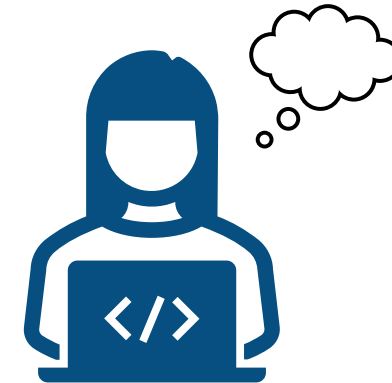
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Please complete the brief event survey that will open in a new browser window at the end of this meeting. Your input helps us improve our support offerings and meet our SAMHSA data metrics.

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