

CCBHC WORKFORCE INNOVATIONS:

Employee Wellness and Resilience

NATIONAL
COUNCIL
for Mental
Wellbeing

The Certified Community Behavioral Health Clinic Expansion Grantee National Training and Technical Assistance Center's (CCBHC-E National TTA Center) [Workforce Innovations Learning and Action Series](#) provide guidance on building an effective staff infrastructure

FOSTERING A POSITIVE WORK ENVIRONMENT

According to an article published in the [Harvard Business Review](#), a 2021 [Mind Share Partners survey](#) found that **84%** of respondents reported at least one workplace factor that negatively impacted their mental health. Working in environments predominantly serving individuals in crisis or with a high level of need can have an impact on staff wellbeing. The Certified Community Behavioral Health Clinic (CCBHC) model offers many solutions, but requires staff to engage with organizational change and transformation, which can add stress if not managed appropriately. Creating and maintaining a positive workplace requires ongoing efforts by organizational leadership with input from staff. In addition to improving mental wellbeing, a positive work environment increases staff engagement and retention and improves client services.

CCBHC SPOTLIGHT

Red Rock Behavioral Health Services (Oklahoma)

Red Rock formed a wellness team called Red Rock Cares, a cross section of employees who meet once a month. The team is responsible for brainstorming ways for staff to feel appreciated and cared for. Each month, every staff member receives a small gift, usually tied to a theme. The team also coordinates wellness activities including an annual month-long employee appreciation with bigger gifts and drawings. There is also an annual all-day staff meeting that is devoted to having fun. To assist with team building, Red Rock implemented a behavioral assessment for staff that helps them understand themselves and their co-workers better; they have been able to learn about their own strengths and the strengths of others, which has led to a greater appreciation of how they work together.

ACTIONS YOU CAN TAKE

- Create a wellbeing task force of staff from all levels to conduct assessments such as focus groups and surveys and develop recommendations.
- Create on-site wellness rooms for quiet and regrounding, or an on-site mind-body wellness space for staff wellness activities such as yoga.
- Offer flexible hours and/or schedules, such as 35-hour work weeks, every other Friday off, or a mix of working longer and shorter days.
- Keep Fridays (or another day of the week) free of meetings and trainings.
- Promote organizational relationship building by hosting team dinners and offering relationship-building exercises to strengthen team trust and culture.
- Offer staff wellness days off and/or individual wellness opportunities such as gym memberships.
- Practice restorative supervision, which includes providing psychological support, to help staff navigate challenging issues.



ADDITIONAL RESOURCES

- National Council blog on [Fostering Mental Wellbeing in the Workplace](#)
- [Mental Health Technology Transfer Center Network](#) collection of provider wellbeing resources
- [Stanford Model of Professional Fulfillment](#) describes a culture of wellness
- [Surgeon General's Framework for Workplace Mental Health and Wellbeing](#)

CCBHC-E National Training & Technical Assistance Center

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