

Please Join Today's Polling Activity!

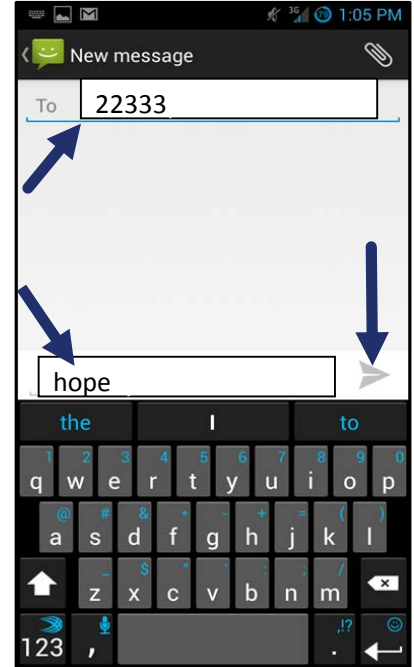
1. Text this phone number: **22333**
2. With this message: **hope**
3. Then hit send!

- You should receive a message saying "You've joined Coalition For Behavioral Health's session (hope)."
- You only need to join the poll *once*.
- It's *free*!
- You can *leave* the session after the survey.

For iPhone:



For Android:



Which Emoji BEST describes how you feel right now?



Using **ONE** word only, state the reason you entered this field.

What keeps you in this field?

What's your favorite part of your job?

Trickle Down Activation: Getting (and Keeping) Staff Motivated!

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NYAPRS Recovery & Rehabilitation Academy

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Objectives

In today's workshop, participants will be able to...

- 1) Reconnect with their motivation to do this work
- 2) Identify the relationship between staff and participant's activation
- 3) Explore concrete strategies that support staff activation

Participant Activation *Defined*:

Activation and empowerment is a cyclical process defined through the individual's accumulation of knowledge, confidence, and self-determination for their overall health, including behavioral health, and health care.

Healthy Team “Checklist”

- Clear mission, vision and strategy
- Healthy relationships.
- Celebratory atmosphere.
- Joint ownership – from everyone on the team.
- Shared sufferings.
- Shared workload.
- Leadership embraces *team*.

Parallel Process



How Do We Keep Staff Activated?

- Culture, mission, and purpose are key drivers of nonprofit staffer satisfaction.
- Focus on improving the things you can: They can have a ripple effect on the things you can't
- When hiring, focus on “fit”: The better employees get along, the more satisfied they are.
- Strong leadership is absolutely vital.

Trickle Down Activation: Getting (and Keeping) Staff Motivated!



NATALIE LLERAS, LCSW
CLINICAL DIRECTOR
ROCKAWAY PROS
CATHOLIC CHARITIES BROOKLYN QUEENS

CCBQ.ORG OR

Catholic Charities Call Center



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CALL 718-722-6001
Monday - Friday, 9 AM - 6 PM

A LITTLE ABOUT ME:

- A Puerto Rican in Shanghai
- Returning to the Motherland
- Rockaway as my new home



ENTERING PROS:

- I have the best staff and boss on the planet (Spoiled, UPR)
- Edging into the culture took time (Time frames)
- Be willing to show that all roles are your role
- Expecting Authenticity in all its forms (Parallel Process)
- Model the tone you want to see flourish

LOOKING AT OUR PROGRAMS AS ORGANIC

- Creating safety and outlets for staff is essential- Simon Sinek



- How can you create safety?

BASIC TENANTS

- You are the facilitator between working hard and playing hard
- Looking for the gift within them is your job (Aligning staff)
- Being responsible for themselves and their work is their job

THE DEFINITION OF A GIFT

gift

noun

\ 'gift \

Definition of *gift*

(Entry 1 of 3)

1 : a notable capacity, talent, or endowment

2 : something voluntarily transferred by one person to another without compensation

3 : the act, right, or power of giving

-Merriam-Webster.com

LOOKING FOR THE GIFTS

- **General Gifts**
 - Organization
 - Proactivity
 - Leaders
 - Entertainers
 - Imaginative
 - Relatability
 - Flexible
 - Boundary setting
- **PROS/HCBS Gifts**
 - Housing background
 - Affinity for a diagnosis
 - Employment background
 - Event planning
 - Assessment
 - The Arts
 - History of administration
 - IT/ EHR Whiz

***Consider using personality tests
such as 16 personalities**



CCBQ ROCKAWAY PROS

ACTIVITIES AND TEAM BUILDING:

- Social Events in Program are planned together
- Pot Luck, Ugly sweater day, Secret Santa are sacred
- Birthday Acknowledgement
- Making daily functions team oriented:
 - We eat lunch together, Maintain a group chat
- Diets, lotto, life

ACTIVITIES AND TEAM BUILDING:

- Professionally:
 - Staff meetings are collaborative and vary and trainings are made interesting
 - Staff is encouraged to advocate for techniques they want to learn
 - They trust that they are being supported and protected
 - They have learned to offer solutions when faced with problems
 - Supervision is theirs to direct
 - *Think outside of the box: Blank Page Activity*

TIPS AND STRATEGIES:

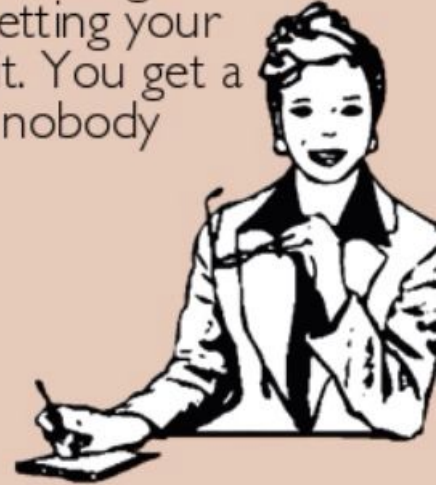
- Strategies for strengthening your team are occurring right below the surface.
- Find. The. Time.
- They know you are the boss. Final decisions are yours. Explaining can be helpful.
- Burnt out staff can be brought back. You may be the burnt out staff.
- Laugh, and then laugh and finally, laugh some more. This is scientifically proven... sort of.

A GUY WALKS INTO A BAR...

“Indeed, the presumed health benefits of laughter may be coincidental consequences of its primary goal: bringing people together”

- Robert Provine, 2000 Science of Laughter, Psychology Today

As a social worker, doing a good job is like wetting your pants in a dark suit. You get a warm feeling, but nobody else notices!



someecards
user card

**When your social work boss
cracks a joke:**

Ahahahahagivemearaisehaha



Trickle Down Activation: Getting (and Keeping) Staff Motivated

Audrey George-Owens, LMSW, MPA
Regional Director of Behavioral Health and HCBS Respite Services

Services for the UnderServed

Who are we

- ❖ Since 1978, we've been providing services for people in and around New York City whose lives have been unsettled by circumstances beyond their control.
- ❖ We're a nonprofit with a staff of close to 2,000 that provides \$200 million in services.
- ❖ Our efforts are supported by various local, state and federal government entities as well as foundations, corporations and individual donors.

Services: Who do we serve

Behavioral Health Services

- ❖ Residential Housing
 - ❖ Supportive Housing
 - ❖ Transitional (Level II)
 - ❖ Apartment Treatment
 - ❖ Permanent: Level I, HIV/AIDS, HOPWA, Forensic, Veterans,
 - ❖ Low Income Housing
- ❖ Respite Services
- ❖ HCBS
- ❖ Care Coordination
- ❖ Treatment Services
- ❖ Assertive Community Treatment (ACT)
- ❖ Clinics
- ❖ Residential Substance Abuse Treatment
- ❖ HIV Support Services

Intellectual / Developmental Disabilities Services

- ❖ Residential
- ❖ Day Habilitation
- ❖ Community Habilitation
- ❖ Medicaid Service Coordination
- ❖ Employment
- ❖ Self-Direction
- ❖ Family Supports
- ❖ Outside the Box

Veterans Services

- ❖ Supportive Services for Veteran Families (SSVF) New York City and Long Island
- ❖ Education to Employment
- ❖ Employment Services
- ❖ Suicide Prevention Services
- ❖ Homeless Outreach With The MTA

Homeless Services

- ❖ Homeless Prevention
 - ❖ Home Base
- ❖ Outreach Services
- ❖ Transition Services
- ❖ Shelters
 - ❖ Families
 - ❖ Domestic Violence
 - ❖ Single Adults

Urban Farms Partners

- ❖ Brooklyn Botanic Garden
- ❖ Hudson River Park Conservancy
- ❖ Kingsborough Community College Culinary Arts Dept.
- ❖ Manhattan's High Line
- ❖ NYC Parks and Recreation
- ❖ Rooftop Reds

Our 5 Core Values

❖ **Respect**

❖ **Individual Potential**

❖ **Supportive Environment**

❖ **Continuous Quality Improvement**

❖ **Integrity**

IPS - Intentional Peer Support

- ❖ Intentional Peer Support was developed in the 1990s.
- ❖ Peer support in mental health grew out of consumer/ex-patients' reaction to negative mental health treatment
- ❖ Intentional Peer Support provides a powerful framework for creating relationships where both people learn and grow together. Reconnect where there are disconnections
- ❖ IPS is a tool for community development with broad appeal to people from all walks of life.

IPS

3 Principles of IPS:

- 1) Learning Vs. Helping
- 2) Relationship Vs. The Individual
- 3) Hope Vs. Fear

4 Tasks of IPS:

- 1) Connection
- 2) Worldview
- 3) Mutual Responsibility
- 4) Moving towards

Organizational buy in on all levels... similar yet different

- ❖ We have invested in IPS Organizational Trainers**
- ❖ We offer full five day and partial three day IPS trainings to staff throughout the organization.**
- ❖ The focus is to examine and practice what is necessary to build mutual support; for those we serve and for those providing the service.**

Organizational buy in on all levels... similar yet different

We don't empower people. We give people the tools to empower themselves.”

-Donna Colonna, CEO, S:US

Organizational buy in on all levels... similar yet different

At SUS

- ❖ We don't prescribe paths that define people but offer solutions that support each person's definition of a life of purpose.
- ❖ When an individual's life is put on hold for circumstances unique to them, establishing a relationship with them is step one.
- ❖ Individuals and families no longer limited by their obstacles but propelled by opportunities for a richer experience with the world.
- ❖ A ripple effect that extends from individuals out into their communities.

Organizational buy in on all levels... similar yet different

- ❖ **This is how we beat back stigma.**
- ❖ **This is how we build communities.**
- ❖ **This is how we create Opportunity for All**

Impactful change/ growth beyond the front door

- ❖ **IPS trainings are for all staff**
- ❖ **The benefits go beyond...**
 - The gains reflect in working relationships
 - Utilization of Co-supervision
 - The impact new skill can translate to all relationships

A renewed/ new perspective on soft landings, relationships, rehabilitation and recovery

- ❖ **Developed a more enhanced culture of recovery through these tangible steps**
 - ❖ Non-hierarchical
 - ❖ Enhanced sense of trauma informed community
 - ❖ Use mutual responsibility and avoid coercion
 - ❖ Moving toward, not away
 - ❖ About co-learning and finding new ways of seeing, thinking, and doing
 - ❖ Enhanced rehabilitative and recovery environment
 - ❖ This modality added to our (tool belts) abilities to create a more supportive and positive rehabilitative culture

Power and Privilege

Join me in an Exercise

~

Will everyone please
stand..... 😊

We welcome Questions!

Want to Learn More?

Brooklyn Crisis Respite Center (Formerly Parachute NYC)

Office #: 347-505-0875
Site: 2118 Union Street
Brooklyn, NY 11206

Program Director: Gayle Parker-Wright
Email: Gparker-Wright@sus.org

Assistant Program Director: Jerald Jenkins
Email: JJenkins@sus.org

To learn more just call or email
We welcome tours!

Bright Corner Respite

Office#: 646-793-1275
Site: 17-19 Montrose Avenue
Brooklyn, NY 11206

Clinical Coordinator: Paulette Jarrett
Email: PJarrett@sus.org

Senior Respite Specialist: Thalia Powell
Email: TPowell@sus.org

To learn more just call or email
We welcome tours!

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Thank you!



Questions?

