



Rethinking Life/Work Balance: Our Journey to Reset to Promote Hope and Healing in Our Everyday Work

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Division



Disclaimer





What is a word you would use to describe your work/job?



APR 30, 2020 | MORE ON MEDICARE & MEDICAID

CMS issues second round of changes to support health system during COVID-19 pandemic

The agency's goal is to ensure states and localities have the flexibility they need to ramp up diagnostic testing and access to medical care.



Commonwealth of Virginia
Office of the Governor

Executive Order

NUMBER FIFTY-ONE (2020)

**DECLARATION OF A STATE OF EMERGENCY
DUE TO NOVEL CORONAVIRUS (COVID-19)**

Importance of the Issue

The Commonwealth of Virginia is monitoring an outbreak of a respiratory illness referred to as the coronavirus (COVID-19) which has spread from Wuhan, Hubei Province, China to more



Covid-19 Economic Relief

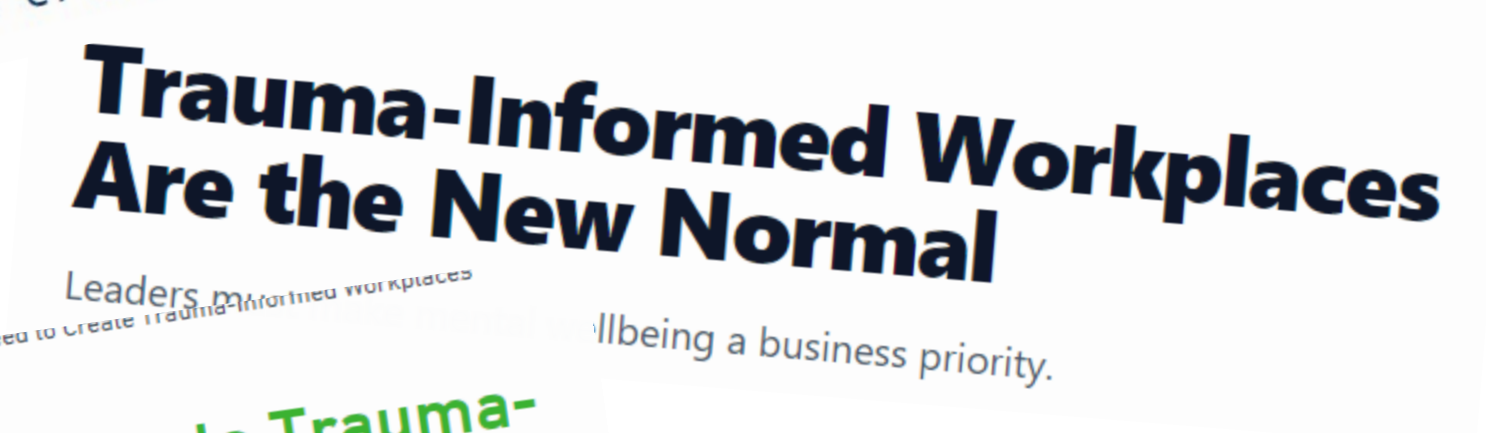
Assistance for American
Families & Workers

Impact of COVID-19 on people's livelihoods, their health and our food systems

Joint statement by ILO, FAO, IFAD and WHO

13 October 2020 | Statement | Reading time: 3 min (864 words)

The Landscape



- Many people (especially in human services) do not view their work as separate from their lives
- Employees are more productive, motivated, less stressed
- Workplaces with reputations for promoting well-being are able to recruit a wide variety of candidates, have better retention
- More important than ever during and since the COVID-19 pandemic, staff are working longer hours, juggling work while caring for children or other dependents, experiencing their own primary or secondary trauma



- Communicate trust.*** Be vocal about your support of schedule flexibility.
- Acknowledge every employee is different.*** Talk with your direct reports about their needs and be mindful of their personal circumstances.
- Focus on productivity, rather than hours.*** Some days employees need to put in long hours, but this can be offset by the days when they don't need to do a full 8 hours
- Encourage breaks.*** Encourage employees to take breaks during the day.



- ❑ *Encourage time off.* Taking time off is essential to prevent burnout.
- ❑ *Consider social events (with virtual option if necessary).* Celebrate accomplishments, birthdays, anniversary dates, etc
- ❑ **MODEL THE BEHAVIOR.** *Leaders should demonstrate their commitment by modeling behaviors.*
- ❑ *Foster team commitment to promote a culture of care.*



Policy and Administration Portfolio Retreat and Team Covenant

We are committed to a healthy work culture where we:

- *model resilience and take time to rest and reset when needed*
- *speak respectfully to and about each other in all contexts*
- *encourage robust dialogue where honest opinions, probing questions, and potential solutions can be freely shared*
- *Celebrate and recognize each other's accomplishments*

We understand that things will go wrong. When they do, we will:

- » *practice self-compassion*
- » *lead with empathy and practice grace*
- » *learn from our mistakes without blame*



- ❑ Set aside and protect specific periods of time when there would be no meetings—ex. “Quiet Work Wednesdays”
- ❑ Allow time to reset (meditate, breathe, walk around, stretch) after complex and stressful meetings
- ❑ Schedule meetings to end ten minutes before the hour or five minutes before the half-hour to get fresh air, stretch, eat, hydrate, etc.





VDSS Home Office

5600 Cox Road

- Limited e-mails sent after hours (ex. 6pm)
 - Schedule non-urgent emails for the next morning
 - Text or call if something is urgent
- Utilized recognition programs and opportunities to express gratitude.
- Made an official and formal commitment to being a trauma-informed, healing and well-being focused workplace by creating the Office of Trauma and Resilience Policy





The Office of Trauma and Resilience Policy (OTRP)



Background



(Helping Everyone Access Linking Systems)

- Linking Systems of Care State Demonstration Project (2015-2021)
- Goals:
 - Screen children and youth for trauma
 - Provide children, youth, and families comprehensive and coordinated services to fully address their needs
 - Establish policy and practice to sustain this approach long-term



Purpose

- Infuse and sustain trauma-informed and healing-centered knowledge and skills into VDSS culture, policies, and practices by supporting other divisions;
- Foster collaboration with state stakeholders to align and coordinate efforts;
- Engage with local partners and communities to promote resilience and healing in children, families, and individuals.



VIRGINIA DEPARTMENT OF
SOCIAL SERVICES

OTRP Office of Trauma
and Resilience Policy



Projects Underway

- State-Agency Trauma-Informed Leadership Team (TILT)
- Trauma-Informed Community Network Support
 - Statewide Public Awareness Campaign
 - Healing-Centered Organizations Learning Collaborative
- Vicarious Trauma Research Project
- LEx Engagement Community of Practice
- VDSS Hope and Resilience Transformation Team (HARTT)
- Science of Hope Framework
- TA for Implementing Virginia HEALS Trauma-Informed Model of Service Delivery





Hope is the belief that your future will be better than today, and you have the power to make it so.



Goal setting is the cornerstone of hope.

Pathways refers to the ability to identify routes toward goals and to find new routes (problem solve) around obstacles if necessary.

Agency (Willpower) is the ability to sustain motivation to move along these pathways.



Outcomes at an Organization Level

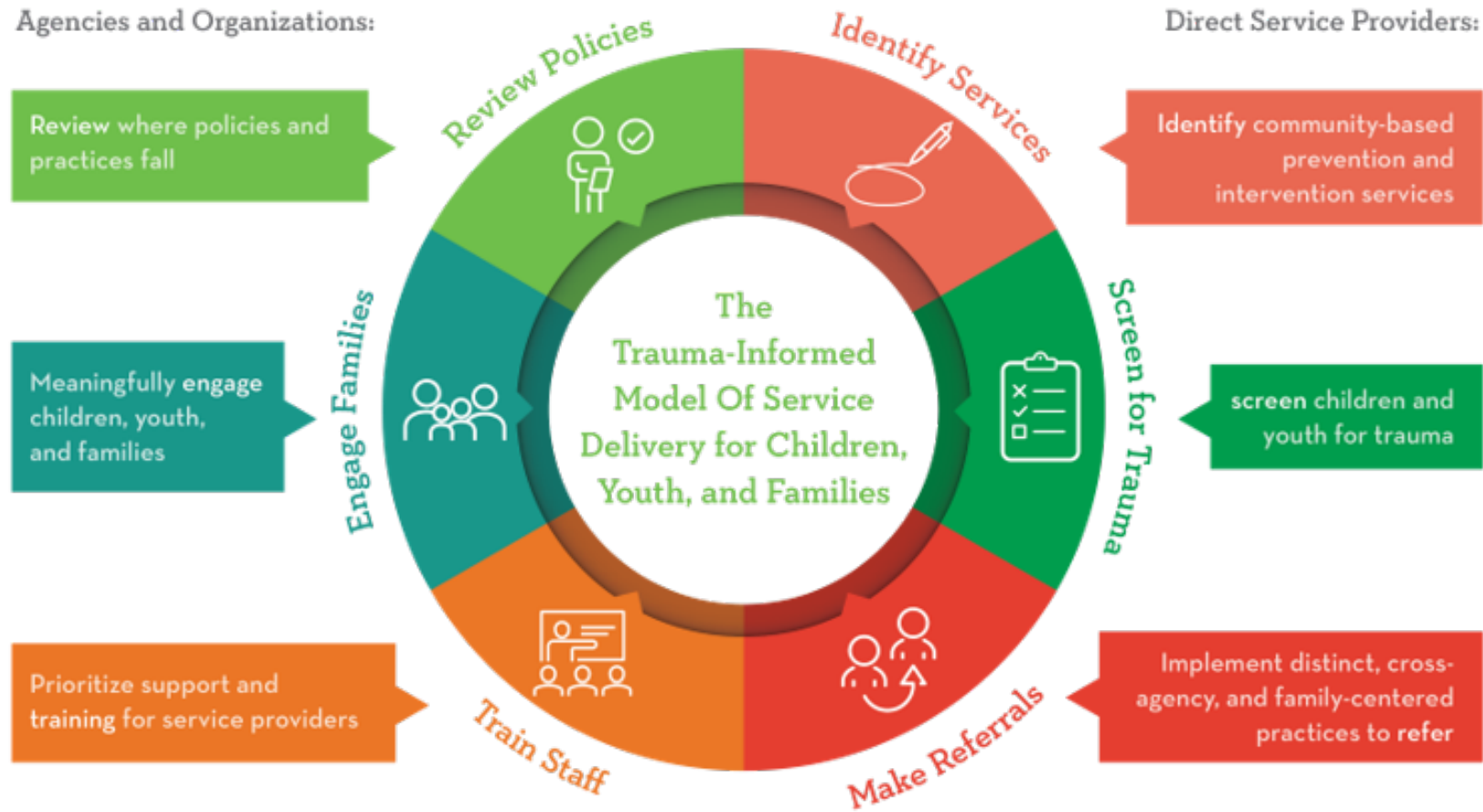
- » Increased employee engagement
- » Increased employee satisfaction
- » Increased Retention



Hope Centered and
Trauma Informed[®]



Virginia HEALS Trauma-Informed Model of Service Delivery



- Trauma-Informed Agency Self-Assessment
- Grant Application Development Menu for Funders
- Community Resource Mapping Facilitation Guide*
- Family Engagement Guide*
- Screening for Experiences and Strengths (SEAS)*
- Referral and Response Protocol*



*e-Learning Modules to go with resources

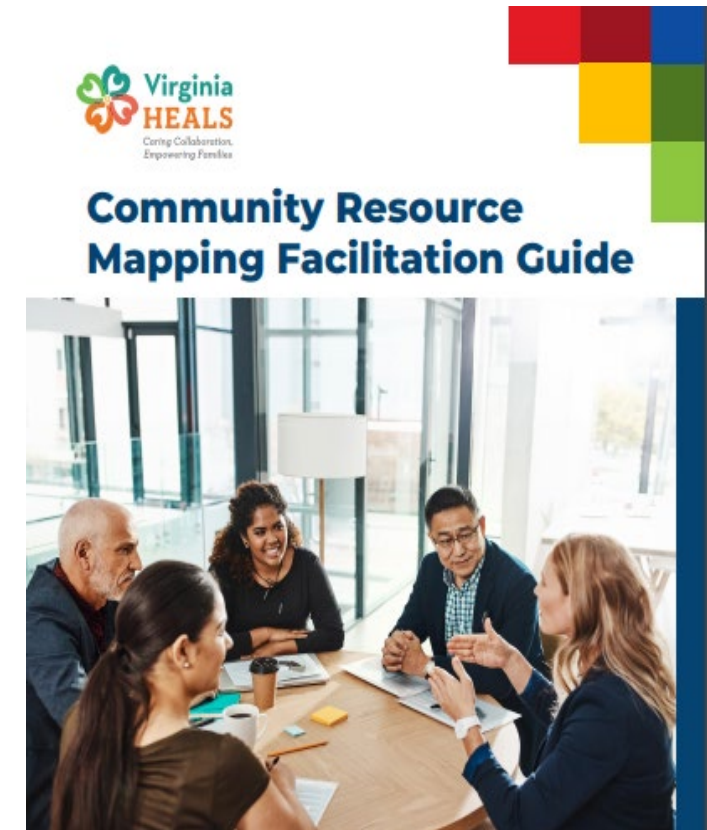
<http://virginiaheals.com>



1. Leadership and Mission
2. Management and Supervision
3. Policy
4. Environment
5. Accessibility
6. Engagement [Youth and Family]
7. Cross-System Collaboration
8. Screening, Assessment, and Treatment Services
9. Training and Workforce Development
10. Evaluation and Quality Assurance



- Step-by-step “playbook”
- 3-hour process
 - Virtual or live
- Multi-disciplinary group of stakeholders
 - Leadership and front line
- End goal of identifying community-based resources



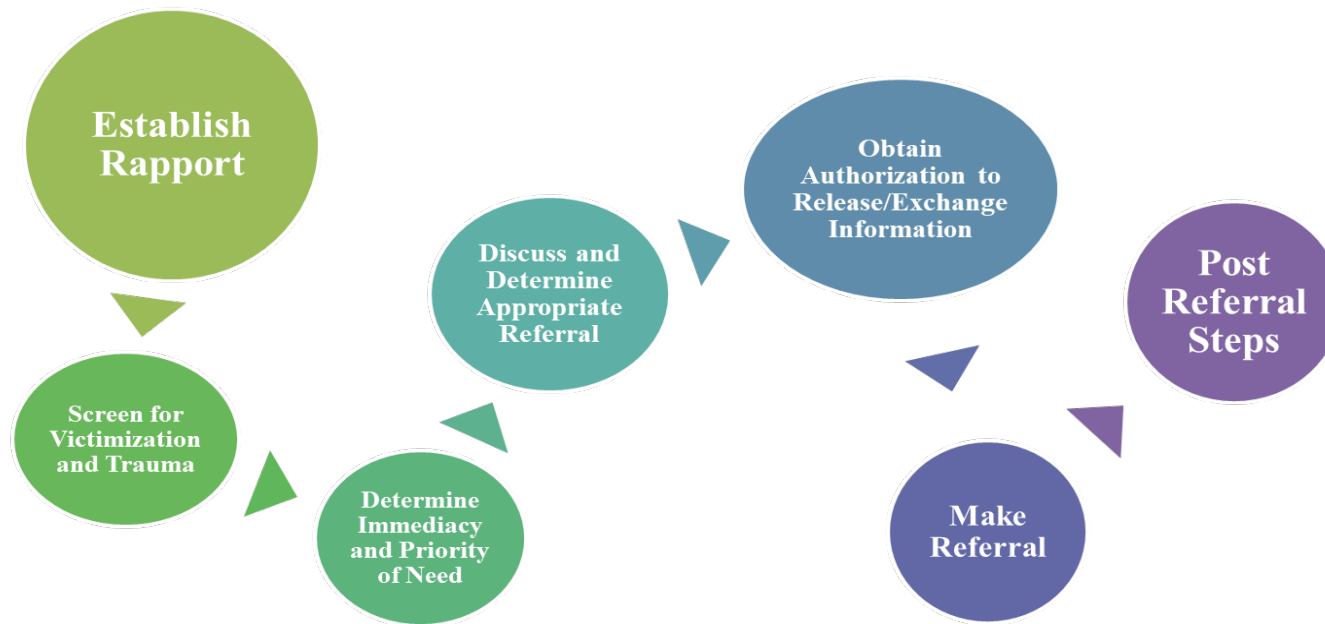
- BRIEF screening tool for trauma and victimization designed to identify the need for further assessments and/or referrals
- Accessible across systems to identify trauma among children/youth up to the age of 21
- Evidence-informed
- Available in English and Spanish
- Three primary sections
 - Experiences
 - Reactions
 - Protective Factors



Referral and Response Protocol

❑ Two sections

- ❑ Program and Community Components (supervisors/managers)
- ❑ Elements of Referral and Response (front line staff)





Questions?

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