



Supporting The Mental Health Of Health Care Workers: Meta & VOA Northern Rockies' Unique Approaches To Employee Wellness

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Speaker 1 0:00

Able to permeate the positive culture of service and mission is incredibly impressive. Being on site there and being on so many calls, I really get to see how leadership has been able to project that mission and vision onto staff, and I think it really does help support the overall wellness approach. And as we've been talking about, you know that the kind of retention cost, the I'm sorry, the over the turnover cost, is so high that anything that we can do to keep more people is going to have a return on investment, but I am an incredibly cynical person, so let me start with a quote from George Burns, and just add in wellness of staff for the Word sincerity. The key to success is sincerity. If you can fake that, you've got it made. So the reality is, while we all talk a lot about wellness of our staff, we haven't really figured out what that means and how to translate that into meaningful and actionable, policy. So I'm going to start with some overview slides, and then we will move into metas slides, and then we'll hear from Rebecca, who actually has content to talk to us about So how many of you have a wellness program in your organization? How many of you offer wellness programs?

Unknown Speaker 1:42

Many of you, that's good.

Speaker 1 1:45

I started out the day talking about my kind of therapeutic framework for what's been going on in our workforce includes the fact that we have gone through and are still going through an international trauma, and that trauma began during the pandemic. It's not over, and the trauma messaging continues to hit us every day with the vitriol associated with what's going on with the presidential election, with all of the kind of unrest we just have so much hitting us constantly that I think we're still in the middle of the trauma state, and part of the wellness component that we need to think about is helping our staff deal with those kinds of major major events and and the resultant trauma informed kind of intervention. So we know that we're still in the middle of major distress for many of our staff. We also know that turnover is high,

especially among clinical positions, and we know that the demand for positions is outweighing the supply of clinicians. So figuring out how to integrate workable, usable and effective wellness programs to help retain as many staff as possible is really a critical, critical work outcome. So the count and the compounding effects of staffing shortages also create this tremendous burden on clinicians. I was talking to a clinician The other night I was at a surprise party for somebody and surrounded by many my old clinical friends. I used to be a clinician a million years ago, and one of them said she's getting tired of keeping up with requests for treatment like it's not her caseload, it's how many people she can't treat it is just overwhelming to her, and she feels like she's failing every day because she has to turn down new clients. Like the pressure on her was immense, and it really hit me that like that's just a piece of we're still in this tremendously emotional time without a real end in sight. So a survey conducted by Aetna found that 93% of physicians reported experiencing burnout. 56% are considering leaving the profession. And I don't think we know as healthcare delivery in general, I don't think we have a strategy at this point to ameliorate that. And everyone has talked about this today. Since the pandemic, employees have been rethinking what work means to them. Someone in our last presentation was talking about the difference between, you know. Who would start a job when they were 25 and then retire from that job when they were 65 versus people who are now kind of every three to five years finding new jobs. And what that means, and there's lots of reasons behind it, but it is a reality. So people increasingly expect a supportive work environment. And so the new challenges are things like employee burnout, managing the hybrid work environment, right? You can see on the front page of business newspapers, you know, so and so said, everyone has to come back to the office five days a week, except for leadership. And so you can see that this kind of, you know, it's ever changing, right? It's just not, it's not settled yet. And then the generational issues, which you've also heard about, this is one of the first times in history we've ever had five generations in the workforce at the same time balancing the focus of work on outcomes rather than productivity, which is really a big one, we still have this kind of you have to hit this clinical productivity. If you don't hit this clinical productivity, then we're going to have a problem, you know. So there's still those messages that people get, even if you don't mean to give them, they get those messages and then the ever changing technology skills. And again, one of our other speakers talked about, who does their intake work on a phone versus on a laptop? And when you look at the youngest work generation, they don't have laptops, they have phones, and so when it's something that's very text intensive, they will just say, this is really too much. I don't want to do it. I'm just not going to do it because this doesn't work on my phone, which, you know, it's phenomenally shocking to me, who's an old, old but you know, to like my daughter, who's a young she's like, that's just normal. So, so again, you know we know employee burnout is at a high, high level, and we also know that, and I think this is really interesting. So there was a study done at Oxford's University's well being Research Center, and what they found is that when wellness programs are just apps related to well being in sleep, that's great, but it doesn't move the needle. And what really moves the needle is working practices, which I think is fascinating, and maybe it's good that the meta person's not here, because the presentation is all about wellness apps, and now I'm just saying that they're not the full solutions. Don't tell her anybody. But people want a sense of autonomy. They want a sense of personal responsibility. They want to be part of a supportive team. That loss of social context, context and social connection is a huge factor in people reporting, you know, work on happiness, and they want to know that the employer values the work that they're doing. So with that, I'm going to jump into being Claire Miller, who is the global mental health benefits manager, and she works for meta, which we all know used to be Facebook, and it is basically a virtual company, so it's not a surprise that the resources that they offer for their staff are primarily virtual. What's interesting is how important this was to them and how much they have done to try to create a more supportive environment. So even a company like meta is being very mindful of the context that the mental health and well being of their staff is their

responsibility. I think that is a positive step forward. So they have built a number of resources around workforce mental health, and they've worked through Mental Health America and the American Psychiatric Association, and they've provided a whole bunch of services. Now this is the meta story. So you know, blah, blah, blah meta is moving beyond 2d, la, la, la, la, but the. The pressure of working in meta. I'm sorry. I didn't mean that to sound as dismissive as I think it sounded to me. I don't mean blah, blah, blah, like I don't care. I mean, I don't work there, so I can't really talk about there. So you know, their statement, move fast, be yourself, which I guess, if you're someone who doesn't move fast, that's an oxymoron, but that's another presentation. So at meta, you have the opportunity to work with great people, tackle big challenges, make a real impact. Wherever you work, Be your authentic self. So that's kind of the the marketing message for all of their wellness programs. The mission is to help care for you while you're bringing the world closer together, because that's what meta has as their meta message bringing the world closer together through technology. And so they basically created an app which is something that every single person in the company gets to use, and they use it for communications. They use it to push out messaging. They use it to receive messaging.

Unknown Speaker 11:08

Obviously announce things and

Speaker 1 11:12

create a an ability to do develop a virtual community. So even if you work in this office, if someone in another office is doing work like yours, you can create a virtual workspace where you can be connected even though you're not physically in the same place. So it gets to that kind of social connection component that is important for people's mental health.

Unknown Speaker 11:35

So in May of 2019,

Speaker 1 11:39

burnout actually hit the International Classification of Disease ICD in the in September 2022, World Health Organization made wrote a booklet about mental health guidelines at work. In October, the US Surgeon General created a framework for mental health and well being. And during this time, the world changed, right? The future covid happened. Everybody was working from home. Many companies didn't make it. Many companies really changed their business model. You know, stigma for people who had had covid, stigma for people who didn't have covid, stigma for people who got the vaccine, stigma for people who didn't wearing masks. We're not wearing masks we had had. I mean, I think every company had the, are we going to do a mask mandate? Yes or no, and that became kind of a political discussion, a culture discussion, instead of a public health discussion, right? So we just had a lot of things. And then the shortages of care providers, and then I think Tom started his presentation this morning with and then everybody thought that telehealth was going to be the solution, but it's not for a number of technical reasons. And so meta decided that they were going to build a number of strategies so they were going to try to reduce the stigma of asking for help, which is still a huge deal, although much, much less in the

younger generations than in my generation, increase awareness to normalize asking for help, improve access to care, and they did that mostly through some virtual kinds of programming and then support the business, because, well being in staff correlates to higher productivity in staff, which correlates in a company like meta, to a higher profit margin. And again, the global people mental health. I'm not sure what XFN that's from, kind of virtual, sorry, I don't know. But the goal was to ensure collaboration on mental health initiatives across all the people. And meta has staff all over the world. And so as they were building some of these things, they made a point of trying to do a big stakeholder group so that they got information from as many people as possible to try to make the resulting program as comprehensive and inclusive as possible. And they focused on their life at application, which is the phone application we just looked at, and then family, and then time away. So I think it was our last speaker who said, you know, when you started working, you gave 200% um. Um, to your job, and that was what was expected, and young people today don't want to do that, which I personally think is kind of healthy. Think that's like a bad thing. So meta is acknowledging that family and time away is important, which I think is kind of nice. And so they started in 2020 in 2017 to basically open up the conversation about mental health, the prevalence of mental health, what mental health issues look like in the workplace. And that allowed them to start talking about it without stigma, start talking to about about it openly, and start to create their virtual tools. And so they now have something called I'm fine, which is not sure why it is upside down. I really wish you were here so I could ask her that question. But I'm fine is basically a program to that supports the open up model, which is we can talk about it, if, if you're having depression, if you're worried about your drinking, someone else is worried about your drinking, if you're having trouble sleeping, we can talk about it. There's not a stigma associated with discussing these things, and that moves to intervention. So posters like neurodiversity does not make you weak, it makes you a warrior. So really trying to normalize the things that we have not really talked about in our world, and I think there's a highlight between what they've done and what we've done as we have kind of systemically embraced certified peer recovery specialists and acknowledged the power of using peers therapeutically in our clinical service delivery. So I think basically what they're doing is normalizing that these folks work within meta, that they're part of the team, that they're important part of the team and a valuable part of the team, and it's not your valuable part of the team, even though there's some neurodiversity because of Your neurodiversity. And so, you know, open up really gave people this opportunity to put their their experiences out there, to talk about what they had experienced, how it started, when it started, what was helpful, what wasn't helpful. And by sharing stories like this. It truly did help with decreasing the stigma. It became normal, and I think we still struggle with that in our environments. If a clinician comes to your office and says, I'm really struggling with depression right now, I just am having trouble. I have apathy. I have trouble sleeping. I have Anhedonia. I'm, you know, unable to pay attention. I'm Dysthymic, you know, whatever, many of us, especially our older us, go, okay, EAP, clinical intervention, you know, something that is less about normalizing and more about pushing out and and there are, I'm not saying that we become the therapist, but there's something about normalizing that that stuff happens to everybody, and everyone goes through those periods, and you have to kind of figure out if it's bad enough that it warrants treatment, or if it's just a normal part of, you know, a cycle of affect. So again, they've worked very hard at meta to normalize all of this stuff, to encourage people to tell their stories, and they also offer Lera, which is an online therapy benefit. They've increased their direct face to face healthcare benefits, and they have made sure that they've trained their leadership and given their leadership toolkits around. What do you do when someone comes to you and says, I'm just not feeling fit. I'm not feeling 100% I'm, you know, I'm 80% I just don't feel great, and nothing seems like it has any meaning anymore, and the world just terrible, and we're all going to die like so then, what do you do when someone comes to you and says that, oh, and by the way, the right answer isn't, yeah, you're right. The world is terrible, and we are all going to know someone told me

that that was not the right answer. So So again, with meta, the function of these mental health outreach programs. And support programs is to make sure that the business keeps on going, but also that the business doesn't lose its important staff, its valuable staff, as they're going through cyclical issues, and that it provides the kind of support that people need while they're trying to work more effectively or while they're experiencing issues, or rather having issues in their family. So there's a lot of meta resources groups. They have Asian Pacific Islanders. Groups for black employees, group for people with disabilities, interfaith, Latin native First Nations, pride, vets and women. And then they also have, you know, kind of groups for mental health and building resilience. And their clubs are an effort to create those social groups. So

Unknown Speaker 21:03

you know, D and D clubs and things like that.

Speaker 1 21:06

And so what they're saying, and I think this is really interesting, is that

Unknown Speaker 21:13

there was a mental health report that 84%

Speaker 1 21:17

of people who responded to this survey that was done as part of the Surgeon General's workplace mental health and well being report, 84% said that workplace conditions have contributed to at least one mental health challenge. It's not that that number is that high, because I think it's probably even higher. It's that they said it, which I think is so open. I really believe, you know, 20 years ago, when I was working in an environment where the corporate culture was basically kill or be killed, I don't know that anybody would have agreed that the workforce culture had added to their mental health at one point, actually, I was in a meeting. I used to work in an academic medical center, and I was in a meeting, and the chairman of the department was talking about how, you know, terrible everybody was. And one of the tenured faculty members who could only do this because he was a tenured faculty member, stood up and said, Listen, it's not a secret that this department is referred to as an animal that eats its own young. Everybody in the room went, Oh, he's tenured. That's why he could say that. But, you know, pretty, pretty dreadful kind of corporate culture. And again, saying something like that out loud, unless you were tenured, would have been a real problem. And then 81% reported that they are looking at their workplaces to provide supports related to those mental health challenges, which, again, I think is really interesting, definitely a shift in change over from the culture of what we expected I expected when I started work, and then the psychosocial risks. I think we know all these things, we've gone through them, but in terms of the kind of things that make people feel that their workforce actually is supportive of them is is not just the apps and the sleep help and, you know, better help and all those kinds of things, but it really is the working conditions, and those include things like the content of your work, the design of your tasks, your workload and your work pace, which I think is a really interesting one, because I know we all struggle with how we have to kind of get patients through our clients Through the work schedule, the ability that you have to

control your work, your environment and equipment, the culture of the of the place, Interp interpersonal relationships at work, career development, your role in the organization and the Work Life, balance, home, work interface. And I again, don't think any of these things are like brand new to any of us. This was published by the WHO in 2022 but I don't know that we as a marketplace have kind of figured out how to really embed these things into our overall work. And so this is Claire. Her address is one hacker way, which I thought was pretty funny. But her email clareimiller@meta.com and again, these slides, if you did want to email her about her slides, tell her what a brilliant job. If I did presenting them. Now you don't have to do that, but if you do have any specific questions about the program, she'd be more than happy to give you more details about about some of their programs with that. Oh, and then there's an appendix, and again, you'll be able to get all these things. And these are hyperlinks. So lira, mental health, building resilience, all the different clubs, the resource directory, all of their program, the information about you know how to build resilience, the resilience FAQ, is really a lot of good information that meta is pushing out to its employees. And with that, I will stop and introduce Rebecca, who is amazing and is able to keep her cool through many high intensity conversations. And I'm always really impressed, because I lose my cool, she kept her cool. So I'll turn it over to Rebecca. Okay,

Speaker 2 26:02

it's late in the day. The group is small but mighty. As your last presenter, I thank you for sticking around and keeping your energy level up all day. And I'm also expecting that you've already asked all of your hard questions earlier this afternoon. No, but in all seriousness, the content shared by everyone today has been amazing. I've taken away a lot of nuggets, and I hope that I can share something that's beneficial for each of you today. So I'm excited to talk about how Volunteers of America, Northern Rockies, has innovated our approach to employee wellness. And I want to start by just sharing a little bit of context about who we are, so that you guys can understand, for those of you looking at the map wondering my how Colorado has changed? Yeah, Northern Rockies is actually Montana, Wyoming and a very small chunk of South Dakota. So I'm actually coming to you today from the least populated state in the nation of Wyoming, and if you didn't know that it exists, it sure does. So maybe no one values employee wellness more than our team, because our cows outweigh our humans at this point. So we are a nonprofit human service provider. You can see that our largest portion of services is in Wyoming, so we're also combating that. We do largely behavioral health care services. We also have some correctional services as well as homeless youth veteran and affordable housing. So that's a little bit about us, but what's important to know for context is that we experienced a significant organizational shift a few years ago that really brought us to where we are today with employee wellness. So in 2020 we were operating with about 150 staff, \$20 million budget, and we had no outpatient behavioral health care service lines. And honestly, life was a little bit easier, I think, um, but Q, covid and some other underlying behavioral health payment reform changes in the state of Wyoming, and we ended up with two mergers with community behavioral health providers within 18 months, which tripled our size. So by 2022 we had 475 staff on a good day, I like the presenter that used that earlier \$60 million budget, and we had suddenly become the largest provider of behavioral health services in the state of Wyoming. So pretty radical shift. And then when we talk about compounding challenges, so we were already dealing with a rural and large geographic footprint, with the cow to human ratio that I mentioned, and then we added the covid pandemic, a couple of mergers, implementation of new service lines increased demand for those services, with the need for behavioral health ever rising, and then obviously the workforce competition and the payment reform changes that I mentioned earlier, and this doesn't even take into account the five to six generations that was mentioned earlier today, and just a whole myriad of things that come along

with mergers and acquisitions with regard to change management, so I didn't even include that on the list, but this is what really forced us to see that we had to innovate what we were doing with employee wellness and with our clients. You know, we had this broad continuum of care. We were looking at the whole person, aside from primary care. And so we decided to do that same thing with our staff. The whole person is coming to work. We need to think about wellness as the whole person with our clients and our external services, we're very focused on the physical, but also the emotional and the spiritual, and we felt like we should. Do the same with our staff. So we do have human resources, but you'll also notice that I have several other departments listed here. So we have a mission and Culture Department just launched it six months ago. We also have a professional development department launched that maybe 12 to 18 months ago, and then as a faith based nonprofit, we actually have a ministry team. So I realize that's unique, probably from some of you, but that ministry team is made up of both paid staff members and volunteers who serve clients and staff with those services. So I want to dive into a little bit about each of these departments and the core elements that they focus on with regard to wellness. By the way, I am not an HR person in my role as a chief of staff. I get to oversee the mission and Culture Department and the ministry department as a direct extension of the CEO, but also as the partner to each of our C suite members, so that I can deploy those services to the hot spots as we as they pop up on the radar without bias from HR and without preconceived notions of what the HR team means coming in. So I will talk about HR a little bit. When I was thinking about which element they really serve with wellness, I was thinking in terms of recognition. HR is the, you know, obviously the compensation and the benefits and the front facing, tangible things that are so, so important, and we have to have HR. And I have some things noted here, I think the thing I'll point out specifically is our benefits. We have spent time trying to innovate our benefits to meet staff demands. We know that staff are demanding more time away that work life balance has been mentioned over and over and over. So we have just been gradually getting creative with how we can reward staff for their stay. We've implemented anniversary leave, which happens for staff each year when they reach another year of employment with us. We also offer a one month sabbatical to any staff member every six years that they're employed with us. Doesn't matter the level, it's available to everybody. So those are just a couple that I would mention. You know, the other benefit that we continually hear staff want is better health insurance, and that's not necessarily an area that we can afford to dive into with the increasing costs there. So that's where our focus has been. With regard to human resources, I want to spend a little bit other time on these other departments, though. So the mission and Culture Department, this actually came as a suggestion from our work with open minds. They were they were helping us do some leadership structure changes, and heard our needs and concerns with engaging employees. And they say, Hey, you guys should think about a mission person, somebody whose sole job it is to just go around and engage people with the culture and the mission that you worked so hard to build. We built our culture 10 years ago from the ground up with insight from our staff and so we did. We have two team members on this team that gets to report to me, and their sole focus is engagement. So I have a myriad of areas here where their focus and I'll talk about some of the specific things. Communication is huge. There's never enough communication. So we have just gotten created with all different types of platforms to make sure that staff feel informed. Again, circling back to the why that was mentioned earlier, helping people understand the why of where we're going and what we're doing, so that they have the buy in that they need to be engaged. We rely on our employee intranet. It's the home page for everyone. It's where we post resources, tools, news, events. We also host a monthly webinar series, as well as hosting small groups of CEO and staff engagement calls where staff can interact directly with the CEO, talk about challenges, wins, needs, and vet out some areas of improvement so that we can identify quick fixes. I also want to highlight our efforts with collaboration. So something that we've come up with, with the rural nature of our programs and the silos that we face, we

have implemented culture tours, so this team spends each quarter going around to different regions of our programs, being on the ground with staff, and providing a structured time where they can hear about organizational, strategic updates and feel connected to what's going on in the bigger picture, but also talk about their wins and their challenges. And their needs, and so providing that face to face engagement with we care about what you need, and we're going to circle back and solve it quickly so that you will continue to invest in us as we invest in you. Virtual networking is also something that we've implemented as a way to connect staff from other areas and other programs together, one just to have fun relationship and fellowship and build those connections. We've heard that over and over today, but also to talk about some challenges at work, talk about some best practices, and really allow people the opportunity to exchange with each other what's happening in their neck of the woods, because a lot of times these people are never going to meet face to face. We've

Speaker 2 35:47

also implemented staff committees, which was another awesome idea from open minds. We do have a culture committee as one of those, and so we have a myriad of staff representing different service areas in different regions of the organization, participating to help drive what this mission and culture team is doing, and making sure that we're not spinning our wheels for no reason, trying to engage people where they don't really have any interest being engaged. We do have a wellness program, which I realize is the focus of this, and it's probably the least of my bullet points, but the mission and culture team oversees our wellness program, so they produce content that connects staff weekly with those physical, emotional and spiritual tips for how they can be investing in their wellness. It's also our hope that managers are grabbing onto those things to take into their team meetings or their team retreats so that they are resourced with content to engage their staff in that wellness conversation. I'm going to move on to professional development, another new department within the last 18 months. Both of these, by the way, are separate from HR. I know I mentioned that earlier, but keep that in mind. So professional development is all about growth. We've also heard repeatedly today that employees want the opportunity to grow and advance in their career if they're going to stick around for more than 12 months with the organization. So we host our own virtual staff conference. We actually just hosted it last week. So this is one of the ways that we show our staff that we are invested in their development. We bring in guest speakers. We also spotlight some internal subject experts to present on topics that are relevant to our theme, which, by the way, our theme is always centered around one of our cultural values, which is really important to us. We also provide content through our intranet that is posted versus hosted live, with regard to teaming activities, challenges and ways that staff can win prizes. So just another way that we have come up with post covid to engage our team members across the board. We also host two internal development programs. This has been huge for us over the years. We have foundational leadership for emerging leaders, and we have visionary leadership for existing leaders. So we facilitate these ourselves. We bring everybody to one location one time a month. They are nine and six month programs, so we build curriculum for both programs to really focus on where we want those leaders to develop their skills so that they can move up in the organization, creating our own succession, something we've also heard a lot about today, career pathing, something I want to hit on. We are in the process of developing career pathing, and I really appreciated dev rose presentation this morning on on all that they've accomplished, and we will be definitely picking up that nugget. But something else that's really important to what we do is peer coaching. So over the years, we have invested in several cohorts of employees who get certified as coaches, to coach their fellow peers, and this is all levels of the organization, not just leadership. It goes all the way down to frontline staff, and we pair those staff with coaches who are relevant to their respective line of leadership. So if you're a

frontline staff, chances are you're going to have a coach in a similar setting with a little bit different perspective, maybe a different service area. This is also not something that is a Correctional Service. This is something we promote as something everybody should be using whenever they're experiencing change or challenge or growth, not just for the sake of getting coached, but also for the sake of building those peer relationships across the organization. So this is something we've really invested in. We actually just graduated another cohort of peer coaches so that we can. Continue to build out the lower levels of staff who need coaching, and then peer group collaboration. This is something that is in our on our horizon. Again, we continually hear from staff that they want to connect with their peers, they want to exchange best practices. They want to be kept up to speed on all the newest and best ways to be serving their clients, and they want that continual education to happen in a setting where they can network and collaborate and just be social, be engaged with their peers. So this is something that we are in the process of launching.

Unknown Speaker 40:41

Lastly, ministry, I mentioned this earlier.

Speaker 2 40:45

Ministry's focus is connection. You know, Sharon just said our staff are going through trauma in their personal lives and in their work lives all the time, because crap happens, and we're human, and we have to give people a place to process that, otherwise they're never going to be able to reach their full potential. So our ministry team is obviously optional. No one is forced to access that, but it is available with both pastoral care and also resources. We have, what we call soul care sessions available through a local therapist who is not on staff with us, who also serves as a minister and just makes herself available to staff who feel like they need to access it for personal reasons, that's in addition to our EAP program, but staff feel a deeper sense of connection and engagement with that program than they do with the EAP. So something else I just want to mention with the ministry the spiritual connection in general we feel is important for wellness, regardless of the faith that that person has. So our ministry team is also focused on referring those people to the appropriate channels where they can explore that connection of the higher power, the same thing we encourage with our clients who are seeking to build a sustainable future. So and on top of that, we're constantly looking at what resources can we build out with regards to just spiritual resilience in general? This is a fact of life that we can't ignore if we're going to focus on wellness. So this is has been a real staple for us to build out and make accessible for those staff members to process that trauma with. I this is my last slide, and I have a titled outcomes, and it's really not, you know, this is a heavy lift, and I found myself sighing heavily throughout the day. Today, it's a heavy lift to try to be all the things your employee needs you to be in order to stay and it's getting heavier. So I just wanted to call out, you know, we are gaging where these investments have taken us, and I don't have the data today to tell you that we've solved it. This is it, but what I can tell you is that we are seeing people utilize their benefits, take advantage of these tools, engage with their teams, participate in our surveys, and we also have people on the outside who are noticing what's happening. We do have a funder who just came to us with interest in funding a staff wellness pilot project, because they realize that in order to get outcomes from clients on the back end, they should probably invest in the staff who are delivering those services on the front end. And so it's been an amazing opportunity for us to explore with that donor. And the first time I've ever heard of someone willing to fund something specific for staff, instead of just wanting

to see the outcome at the end of the day with client success. And then, you know, we're continuing to evolve and innovate, where these approaches need to go and change and flex, and we still need more staff, so you know, we're going to have to continue to be creative in how we go about doing that. But this is where we're at. And I'm so thankful, Sharon, that you invited me to share and yeah, that's all I have. Thank you guys.

Unknown Speaker 44:27

So we do have a little bit of time.

Speaker 1 44:31

I'm curious if any of you would be willing to share any programs that you all are doing that you think are either not being well accepted, and why you think that might be or that are being well accepted, especially by your direct service staff, because I think that's a particularly vulnerable group. Anybody have anything brilliant you want to say?

Speaker 3 45:00

So sometimes, when I sometimes, it's important to customize a program like that for your staff so it fits your culture specifically. And then sometimes, like me, you can still and plagiarize something that's already done and make it work. And so I just wanted to bring your attention to a couple of resources. There's a group called One Mind Alec California. They have a workplace wellness program that you can kind of plug and play. APA has probably been doing this longer than anybody in 2017 when meta started theirs Mental Health America also did a national survey and started their workplace wellness, which has really been adopted by Exxon and Verizon and so so many companies. And having worked for Mental Health America, I can tell you that they kind of have, like a seal you can earn, and there's a bronze and a silver and a gold. I wish there was a wooden one, because I think even for the bronze, it takes about 40 hours to complete. So it's very serious. It's not, hey, you need an EAP program. It's you need to make sure that people are enrolling in the EAP program and using the EAP program and show us that you have advertised in your newsletter or on emails. You know how to use your EAP and how confidential it is. So you know, you start getting dozens of things like that together. It can be pretty intensive, but it is a great plug and play type of program. And then I know Sherm, the Society of Human Resource managers, they actually nationally partnered with one of the health plans. Maybe, I mean, maybe it was Optum, or maybe, I don't know exactly who, but if you go to the Society of Human Resource Management, look at their workplace wellness programs, and you'll see that it's LinkedIn, that they're partnered with somebody as well. So you can see me or talk to me if you have any questions about some of these types of programs to utilize and insert into your organization.

Speaker 1 47:15

Thank you, Tom. And we do have one question in the back here, so I'm going to get some more steps in. I to

Unknown Speaker 47:25

do my little joggy thing. Of

Unknown Speaker 47:28

course, you had to be in the very last row.

Unknown Speaker 47:33

Hello, everyone.

Speaker 4 47:34

I'm Yvette Marciano, and I'm a Director of Human Resources for community systems. That was Janet Butler, our

Unknown Speaker 47:40

CEO earlier today,

Speaker 4 47:43

in regards to wellness programs, we actually partner with our health benefits, and we have been doing six months of wonderful work in our organization, specifically in Connecticut. These are my colleagues here, they have their own people coming to our work site to do meditation programs, to learn how to cook using healthy ingredients. They come and give seminars to us about what happiness means to you. So we got a slew of wellness programs in Connecticut that we are getting at no cost to us. We ended up getting a grant from our health program. So I would encourage all of you to look into you know, United Healthcare, or whatever your providers are, because there are definitely programs out there that you can utilize.

Speaker 1 48:48

Thank you so much. That's really helpful. And, yeah, you're absolutely right. Many insurance companies have those kinds of programs because they're also looking at preventative medicine and wellness as a way to decrease overall medical spend. Are there any other last questions? If not, I'm going to give you guys all a half an hour back. Do you remember when you were like in high school or college, and the professor said we could end early unless someone has a question, and there was always the person who raised their hand. Don't be that person. I really want to thank Rebecca for coming all the way from Wyoming, which is really far away, and they do have many more cows than people, but also for sharing the incredibly good work that VOA has done. And I want to thank all the presenters for today, and Tom and I both kind of helped put this all together with the events team at open mind. So thank you all for coming and hopefully it was helpful. You.