



Justice Center

THE COUNCIL OF STATE GOVERNMENTS



Understanding the Importance of Team Wellness for PMHC Staff

August 29, 2023 | Ethan Aaronson, Senior Policy Analyst, CSG Justice Center

Presentation Outline

- I. Introductions of Presenters and Organizations
- II. Setting the Stage: Defining Key Terms
- III. Kickoff Discussion
- IV. Why Having a Wellness Practice Is Important for PMHC Staff
- V. Leadership's Role in Creating a Culture of Wellness
- VI. Sharing Experiences: Starting a Wellness Program
- VII. Experience Discussion
- VIII. Resources and Wrap-Up

Today's Presenters

- Ethan Aaronson, *Senior Policy Analyst, CSG Justice Center*
- Dawn Allred LPC, MAC, *Sunrise Consulting*
- Christi Jordan, MSN, RN, HNB-BC, *Clinical Assistant Professor, Tanner Health System School of Nursing*

U.S. Department of Justice Bureau of Justice Assistance

Mission: BJA's mission is to provide leadership and services in grant administration and criminal justice policy development to support state, local, and tribal justice strategies to achieve safer communities. BJA works with communities, governments, and nonprofit organizations to reduce crime, recidivism, and unnecessary confinement, and promote a safe and fair criminal justice system.

Karhlton F. Moore, BJA Director



www.bja.gov



Justice and Mental Health Collaboration Program

The Justice and Mental Health Collaboration Program (JMHCP) promotes innovative cross-system collaboration and provides grants directly to states, local governments, and federally recognized Indian Tribes. It is designed to improve responses to people with mental health conditions and substance use disorders who are involved in the criminal justice system.

The Council of State Governments Justice Center

We are a national nonprofit, nonpartisan organization that combines the power of a membership association, serving state officials in all three branches of government, with policy and research expertise to develop strategies that increase public safety and strengthen communities.

How We Work

- We bring people together
- We drive the criminal justice field forward with original research
- We build momentum for policy change
- We provide expert assistance

Equity and Inclusion Statement



The Council of State Governments Justice Center is committed to advancing racial equity internally and through our work with states, local communities, and Tribal Nations.



We support efforts to dismantle racial inequities within the criminal and juvenile justice systems by providing rigorous and high-quality research and analysis to decision-makers and helping stakeholders navigate the critical, and at times uncomfortable, issues the data reveal. Beyond empirical data, we rely on stakeholder engagement and other measures to advance equity, provide guidance and technical assistance, and improve outcomes across all touchpoints in the justice, behavioral health, crisis response, and reentry systems.

PMHC Wellness Community of Practice: What to Expect

- **Purpose:** To provide an opportunity for grantees to learn about the importance of team wellness. Attendees will connect with other sites interested in officer wellness initiatives and learn how sites have implemented wellness practices including challenges and successes.
- **Session Structure:** Each session will begin with a brief presentation of key content followed by open discussion, a presenter from the field, and more discussion.

PMHC Wellness Community of Practice Sessions

- **Session 2:**
September 18, 2023, 2:00–3:30 p.m. ET
- **Session 3:**
October 24, 2023, 2:00–3:30 p.m. ET

Presentation Outline

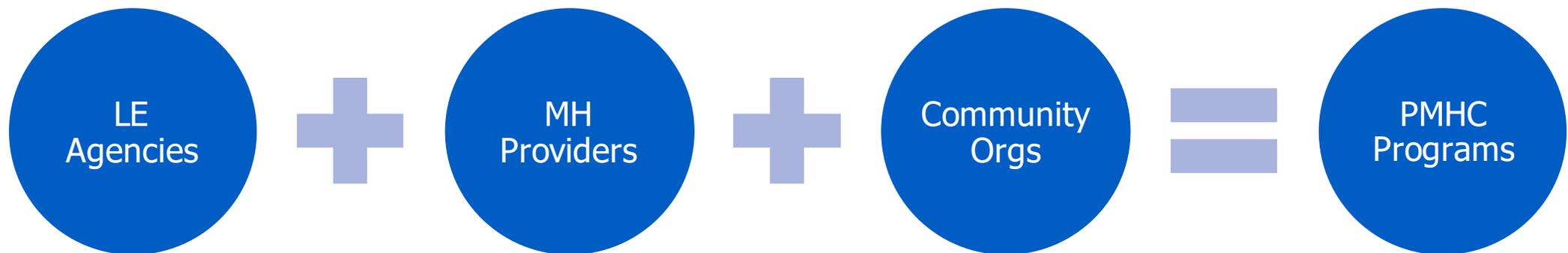
- I. Introductions of Presenters and Organizations
- II. Setting the Stage: Defining Key Terms
- III. Kickoff Discussion
- IV. Why Having a Wellness Practice Is Important for PMHC Staff
- V. Leadership's Role in Creating a Culture of Wellness
- VI. Sharing Experiences: Starting a Wellness Program
- VII. Experience Discussion
- VIII. Resources and Wrap-Up

PMHC Wellness Community of Practice: Session 1 Goals

- Define key terms.
- Discuss the challenges of working in first response, particularly MH first response.
- Identify different types of self-care.
- Explore ways to turn self-care into team care and learn how this practice can lead to better team cohesion, more effective work, and less staff turnover.

PMHCs: What are they?

- A law enforcement-based program that enables officers to respond appropriately and safely to people with mental illnesses
- Defined by **collaborative partnerships** between...



"Learning About Police-Mental Health Collaboration Programs," The Bureau of Justice Assistance, accessed July 10, 2023, <https://bja.ojp.gov/program/pmhc/learning#what-is-a-pmhc>.

Defining Key Terms

- Wellness
- Co-response
- Burnout
- Self-care
- Team care
- Trauma
- Triggers
- Compassion fatigue
- Resilience

Presentation Outline

- I. Introductions of Presenters and Organizations
- II. Setting the Stage: Defining Key Terms
- III. Kickoff Discussion
- IV. Why Having a Wellness Practice Is Important for PMHC Staff
- V. Leadership's Role in Creating a Culture of Wellness
- VI. Sharing Experiences: Starting a Wellness Program
- VII. Experience Discussion
- VIII. Resources and Wrap-Up

Why is PMHC team wellness important?

- PMHC team members experience multiple stressful situations as a natural part of the job.
- Self-care is crucial to being an effective team member.
- Team care is easy to overlook, which can lead to staff quitting, having interpersonal conflicts, or having poor work performance.

Why is PMHC Team Wellness Important to You?

Presentation Outline

- I. Introductions of Presenters and Organizations
- II. Setting the Stage: Defining Key Terms
- III. Kickoff Discussion
- IV. Why Having a Wellness Practice Is Important for PMHC Staff
- V. Leadership's Role in Creating a Culture of Wellness
- VI. Sharing Experiences: Starting a Wellness Program
- VII. Experience Discussion
- VIII. Resources and Wrap-Up

Focus on Relationships

$$1 + 1 = 3$$

Calling for Backup

- I. Anyone would call for backup in a crisis. What's stopping staff from calling for backup when they aren't feeling their best?
- II. Turning "What's up?" to "Did you sleep okay?"
- III. Backup can come from different places!

You Are More Than Your Job

- I. Creating social relationships outside of work can ease the backup burden.
- II. Work-life *flow* rather than perfect balance
- III. Self-awareness! Recognize your strengths and weaknesses outside of work. You can only improve if you know yourself well enough to know what to work on.

The Different Types of Self-Care

- Self-care 1 (physical)
- Self-care 2 (mental/emotional)
- Self-care 3 (social/recreational)
- Self-care 4 (spiritual)

Participants will identify 3 ways to provide self-care to improve staff effectiveness.

Being Proactive about Team Wellness

- I. As in crisis response, it is always preferable to be proactive than reactive.
- II. Being prepared (umbrella theory) is hugely important.
- III. There should be contingency planning, safety measures in place, and education for staff on the protocols and services available to them.

Presentation Outline

- I. Introductions of Presenters and Organizations
- II. Setting the Stage: Defining Key Terms
- III. Kickoff Discussion
- IV. Why Having a Wellness Practice Is Important for PMHC Staff
- V. Leadership's Role in Creating a Culture of Wellness
- VI. Sharing Experiences: Starting a Wellness Program
- VII. Experience Discussion
- VIII. Resources and Wrap-Up

What You Do Impacts Your Teammates and Staff

Leaders have influence and impact on the team's resilience through their own words and actions. To do that, leaders have to

- Understand the importance of team care;
- Build and maintain their own self-resilience; and
- Advocate for and support wellness initiatives for staff.

Participants will discuss 3 ways to implement team care into their PMHCs

It Only Takes One...But What if I'm the One?



Media via [Unsplash](#)

Leadership Qualities

- Optimism—holding the hope
- Compassion—caring about the whole person
- Gratitude—attitudes shape our realities

Amer Kaissi, *Humble: The Power of Low-Ego, High-Drive Leadership* (British Columbia, Canada: Page Two, 2021).

Leaders Can...

Model self-care behaviors such as

- Short reflections;
- Strategic breaks;
- Realistic boundaries between work and personal lives;
and
- Healthy sleep habits

Amer Kaissi, *Humble: The Power of Low-Ego, High-Drive Leadership* (British Columbia, Canada: Page Two, 2021).

Presentation Outline

- I. Introductions of Presenters and Organizations
- II. Setting the Stage: Defining Key Terms
- III. Kickoff Discussion
- IV. Why Having a Wellness Practice Is Important for PMHC Staff
- V. Leadership's Role in Creating a Culture of Wellness
- VI. Sharing Experiences: Starting a Wellness Program
- VII. Experience Discussion
- VIII. Resources and Wrap-Up

Sharing Experiences: Starting a Wellness Program

Action needed!

- Level 1 trauma center
- Inner city hospital
- Limited resources
- Low morale

Where Do We Start?

Proposal to hospital president:

- Needs assessment with staff
- Review metrics from HR and patient experience
- Review demographics for area
- Pull research

Stumbling Blocks

- Learning curve
- Buy-in
 - Funding
 - Return on investment
 - Time
- Skepticism



Media via [Pixabay](#)

Financial Support

- Hospital system agreed to budget for two employees, equipment for the center, and office equipment.
- Obtained \$180,000 from WellStar Foundation for renovation of Integrative Health Center
- Fully paid tuition to Duke Leadership program



Media via [Unsplash](#)

Success!

- Measurable goals
- Opened physical “Center for Integrative Health”
 - Held classes
 - Consulted with other organizations
 - Developed Critical Incident Response Team
- Meet people where they are

Presentation Outline

- I. Introductions of Presenters and Organizations
- II. Setting the Stage: Defining Key Terms
- III. Kickoff Discussion
- IV. Why Having a Wellness Practice Is Important for PMHC Staff
- V. Leadership's Role in Creating a Culture of Wellness
- VI. Sharing Experiences: Starting a Wellness Program
- VII. Experience Discussion
- VIII. Resources and Wrap-Up

How Can Team Care Be Integrated into Your Work?

Presentation Outline

- I. Introductions of Presenters and Organizations
- II. Setting the Stage: Defining Key Terms
- III. Kickoff Discussion
- IV. Why Having a Wellness Practice Is Important for PMHC Staff
- V. Leadership's Role in Creating a Culture of Wellness
- VI. Sharing Experiences: Starting a Wellness Program
- VII. Experience Discussion
- VIII. Resources and Wrap-Up

Resources and Wrap-Up

BJA Resources

- Trainings, resources, and information are available on BJA's site about a variety of mental health and wellness subjects.
- [Link to landing page](#)
- [VALOR Officer Safety & Wellness Program](#)



PMHC Self-Assessment Tool

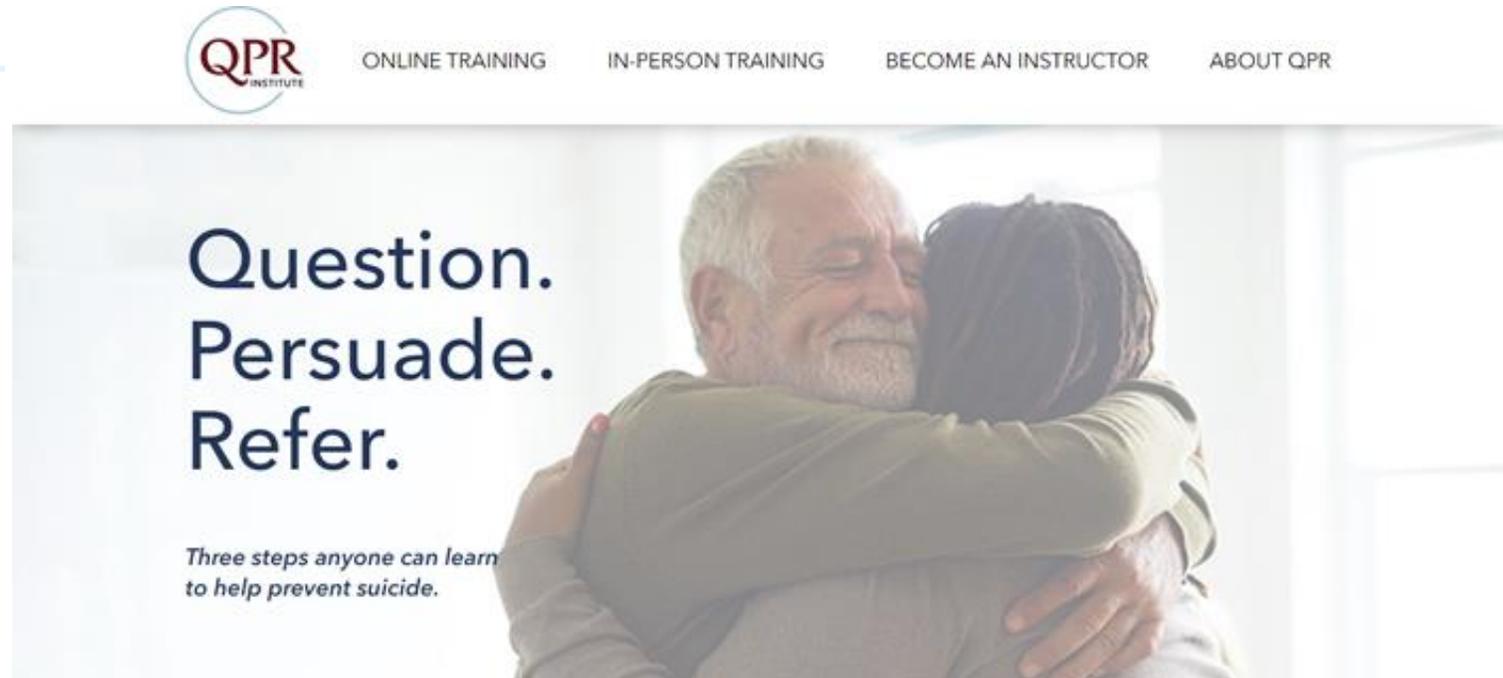
- Covers six different domains
- Designed for PMHCs to use to evaluate their programs



The screenshot shows the user interface of the Police-Mental Health Collaboration Self-Assessment Tool. At the top right, there are navigation links: Profile | Assessment | Admin | Log Out. The PMHC logo, consisting of a stylized yellow and blue icon followed by the text 'PMHC' and 'Police-Mental Health Collaboration' below it, is centered in the blue header. The main title 'Police-Mental Health Collaboration Self-Assessment Tool' is displayed in a large, bold, black font. Below the title, a paragraph explains the tool's purpose: 'The Police-Mental Health Collaboration Self-Assessment Tool is designed to assist jurisdictions in evaluating the status of their current responses to people who have behavioral health needs.' A section titled 'How to complete the self-assessment tool, in three steps:' is followed by three numbered steps: 1. Answer the questions, 2. Select your resources, and 3. Share your results and resources. The first step is highlighted with a blue border. Below the steps, a text box provides further instructions: 'There are six main questions in this self-assessment tool. Each question prompts you to consider whether your PMHC has implemented the item described in the question. For each category within these questions, you must choose one of three selections:'.

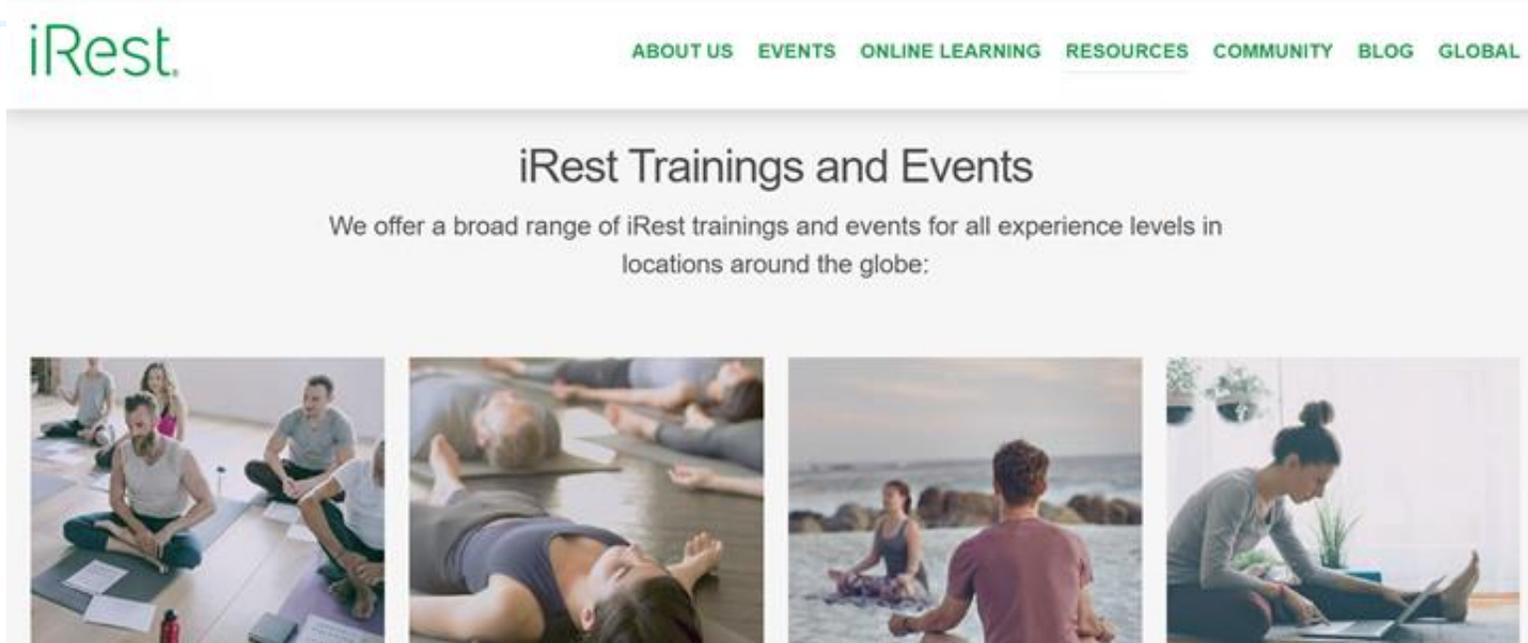
Question, Persuade, Refer

- Suicide prevention training
- Self-guided training; no need to travel or bring in trainers



Integrative Restoration

- A combination of yoga and neuroscientific practice, IRest has been endorsed by the U.S. Army Surgeon General and shown to be effective in helping reduce chronic pain, sleep problems, anxiety, depression, and PTSD.



The screenshot shows the iRest website header with the logo and navigation links: ABOUT US, EVENTS, ONLINE LEARNING, RESOURCES, COMMUNITY, BLOG, GLOBAL. The main heading is 'iRest Trainings and Events' with the subtext: 'We offer a broad range of iRest trainings and events for all experience levels in locations around the globe:'. Below this are four images: a group of people in a studio, a person in a yoga pose, a couple meditating outdoors, and a person working on a laptop.

IACP Resources on Officer Wellness

- Trainings, resources, and information are available on the IACP website dedicated to officer safety and wellness.



Today's Presenters

Dawn Allred LPC, MAC

- Sunrise Consulting
- 770-862-3966
- DawnAllred66@gmail.com

Christi Jordan MSN, RN, HNB-BC

- Clinical Assistant Professor at Tanner Health System School of Nursing, University of West Georgia
- 678-839-2459
- cljordan@westga.edu

Thank You!

Join our distribution list to receive updates and announcements:

<https://csgjusticecenter.org/resources/newsletters/>

For more information, please contact Ethan Aaronson at eaaronson@csg.org

This project was supported by Grant No. 15PBJA-22-GK-03573-MENT awarded by the Bureau of Justice Assistance. The Bureau of Justice Assistance is a component of the Office of Justice Programs, which also includes the Bureau of Justice Statistics, the National Institute of Justice, the Office of Juvenile Justice and Delinquency Prevention, the Office for Victims of Crime, and the SMART Office. Points of view or opinions in this document are those of the author and do not necessarily represent the official position or policies of the U.S. Department of Justice. To learn more about the Bureau of Justice Assistance, please visit bj.gov.

© 2023 The Council of State Governments Justice Center