**November 19, 2021 | 9am-11am | Zoom**

Attendance: JoAnne Malloy, Cat Jones, Heidi Cloutier, Felicity Bernard, Barbara Merrill, Paula Smith, Hannah Maynard Yung, Kendra Lewis, Lynn Stanley, Susan Paschell, Bill Gunn, Shirley Tomlinson, Natalie Ryckman, Melissa Cardin, Macey Muller, Heather McQuade, Annamarie Cioffari, Nicole Watson, Joni Beasley, Dennis Calcutt

Meeting Objectives:

1. Introduction, orientation to task, mission of NHCBH LC
2. Focusing on trauma-informed workplaces – why is this so important?
3. Signs and signals – what are you seeing?
4. Breakouts – Strategies and tools – what are you doing?
5. Wrap up – next LC meeting – January 21, 2022

| **Item** | **Discussion** | **Decisions/ Action Items** | **Who** | **When** |
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| Updates | * The NH [Me2/Orchestra](https://me2music.org/) is seeking space to meet and practice. They no longer can use space at the MHCGM, and SNHU said no. * Recommendations being made to the governor for ARPA investments:   + Expand State Loan Repayment Program   + Healthcare workforce housing subsidies   + Expand recruitment center at Bi-State PCA   + Expand community MH workers   + Bachelor level MH providers   + Increase entry-level clinical staff   + Expand nursing home LNA fund   + Speed up background checks   + Career ladder training | Contact Annamarie with any ideas  Circulate letter | All  JoAnne |  |
| Signs and signals of stress in the workplace | * People are calling in sick and/or taking mental health days – struggles within the organization * Teachers are experiencing high levels of stress: having to figure out hybrid learning, vilification (e.g., “divisive concepts” law), conflict and even threats at schoolboard meetings, etc. * Organizations, managers, and supervisors need to recognize that we are all living through a collective trauma * Shifting expectations for students – in 2020 teachers were more relaxed, going back to in-person learning is tough on kids and parents * Childcare and schools requiring frequent COVID testing * Workforce shortages, fear of staff walking off the job * Low pay and lack of investment in MH and education fields |  |  |  |
| Trauma-informed workplaces | * A trauma-informed organization recognizes the challenges of working with survivors of violence and trauma, and proactively addresses the impact of vicarious trauma through policies, procedures, practices, and programs * It is important to give staff choices about how to accomplish their work * The onus of self-care is often placed on the employee – an organization may talk about self-care, but what policies or practices are in place to support it? * Whether an employee is subjected to high levels of toxic stress may depend less on the organization as a whole, and more on who their manager is. Need for trauma-informed management training? |  |  |  |
| Developing a Leadership Academy | * As an example, Bill Rider, CEO of MHCGM, practices what he calls Mindful Leadership. Their turnover rate is half the MHC state average, and a large portion of staff who leave the organization end up returning * NH Leadership Series model – monthly gatherings, monthly topics; each participant must develop a presentation/ action plan with personally meaningful goals for each participant, as well as work on a community issue that related to their interest * Schedule must be planned ahead of time * Participants need to know that they will take something away from each meeting that will benefit them, rather than feeling they are taking time to help others brainstorm and problem-solve * Equity-Centered Leadership framework * Culturally Effective Organizations framework * Often the burden is placed on people of color to be the DEI representative in their workplace and to do the work around DEI, without being adequately compensated – leads to exhaustion * Worker and organizational health * Help leaders understand what allyship looks like * Healthy growth of leaders, career development and a pipeline to grow leadership * Many of the leaders in our field are women, however you do still see a lot of white men at the very top of the chain in positions like president or CEO * Importance of evaluation and coaching |  |  |  |
| Next meeting agenda items | * EFH – NH Workforce Plan? | Connect with Kim | JoAnne |  |

**Next Meeting:**

* January 21, 2022, 9am-11am