

Trauma-Informed and Resilience-Building Workforces and Workplaces

Alaska Senate Labor and Commerce Committee
May 10, 2023



CSW

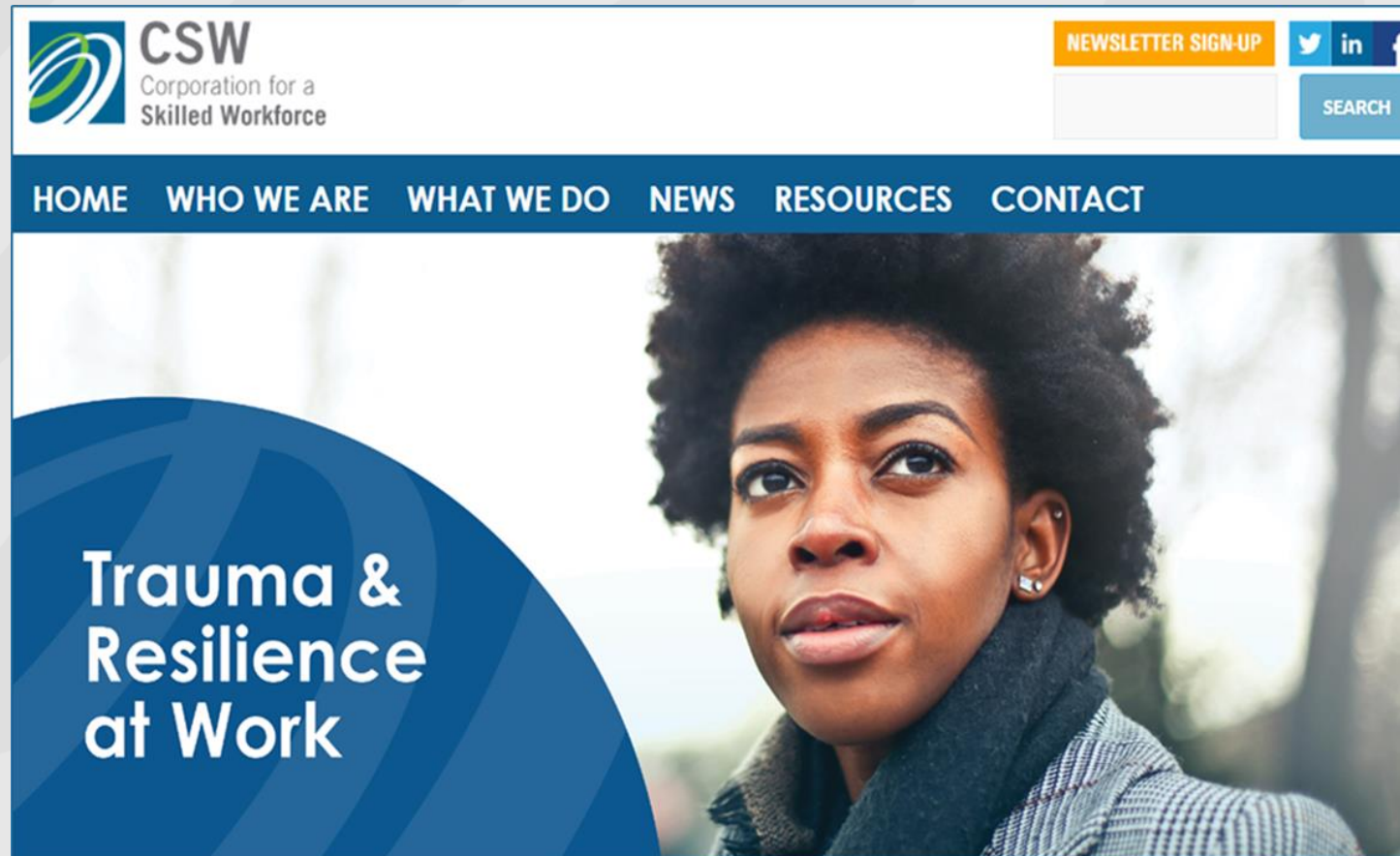
Corporation for a
Skilled Workforce

Vickie Choitz

Director

Trauma and Resilience at Work

About CSW and the T&R Team



www.skilledwork.org



Strategy
Development



Training and
Support



Organizational
Coaching and
Action Planning



Research and
Field Building



Why Trauma+Resilience+Workplace?

Toxic stress and trauma are at the root of many mental health conditions.

Unaddressed mental health conditions are costly to employers.

Toxic stress and trauma undermine ability to succeed on the job and, sometimes, worker safety.

Toxic and unsupportive workplace cultures fueled the Great Resignation and lead to costly turnover, absenteeism, low morale and teamwork, and lower productivity.

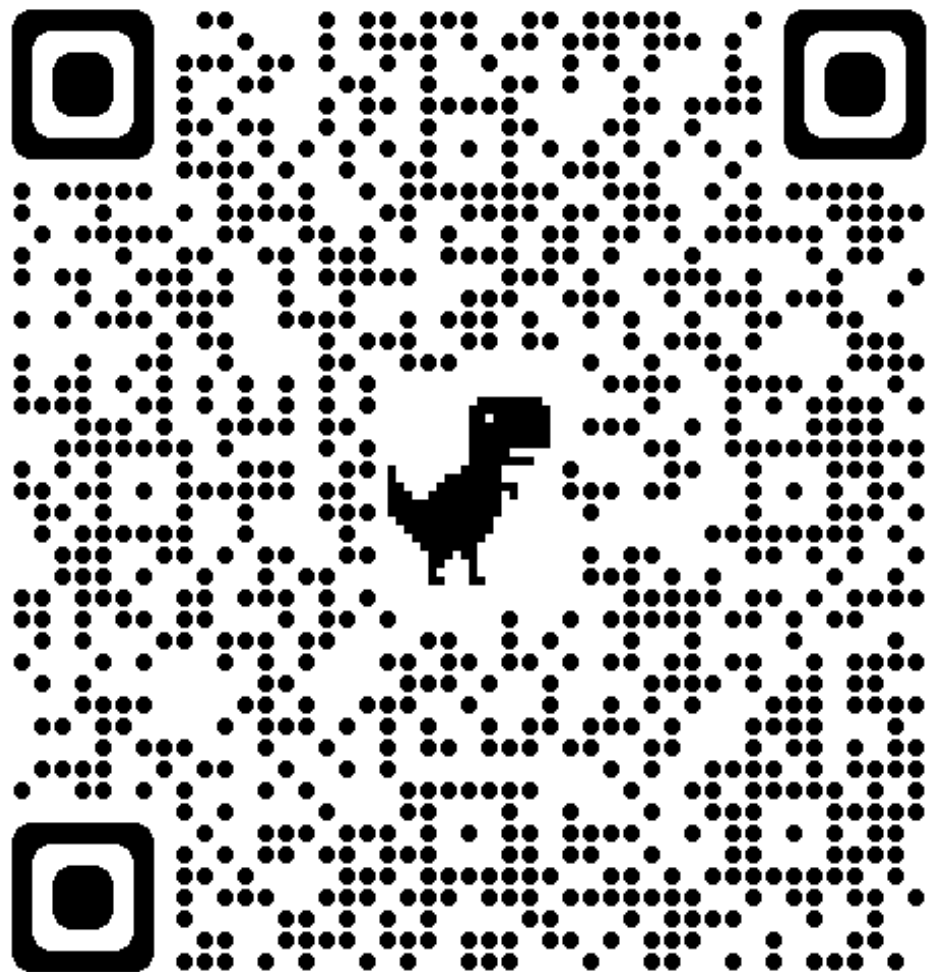
Introduction to Trauma and Healing-Centered Workforce Development

US Department of Labor
webinar

CSW and Detroit at Work

May 2, 2023, 2:00 pm EDT

Recording and slide deck
available.



The Missing Piece in the Conversation

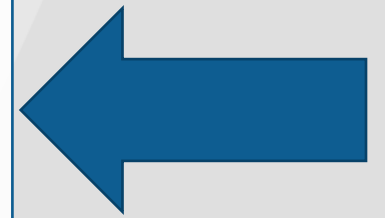
- Mental health diagnoses and treatment
- Referrals, services, insurance

Clinical



- Cultivate a mentally-healthy workplace
- Universal precaution design

Workplace Culture



What is a “Mentally Healthy Workplace”?

(adapted from SAMHSA's Six Key Principles)



1. Safety



**2. Trustworthiness
& Transparency**



3. Peer Support



**4. Collaboration
& Mutuality**



**5. Empowerment,
Voice, & Choice**



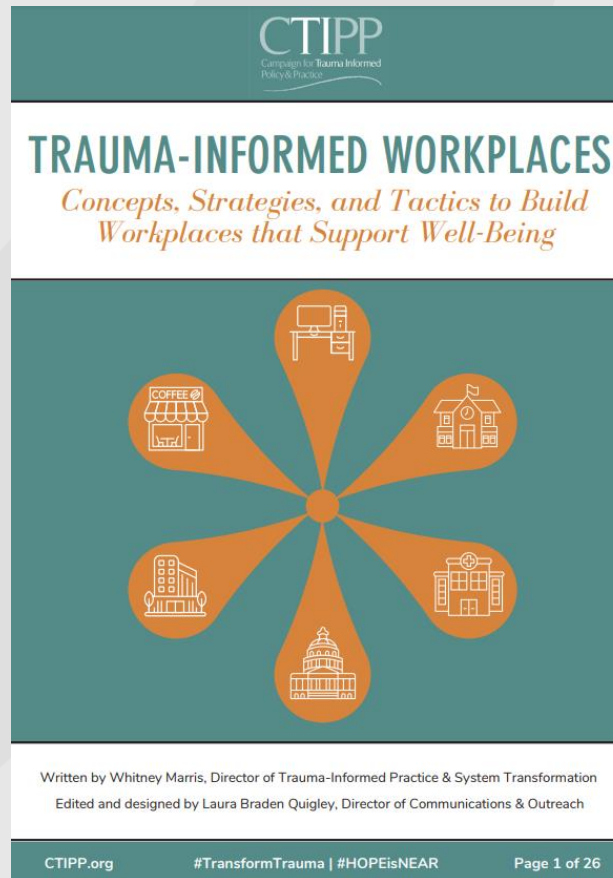
**6. Cultural Humility
& Responsiveness**

Additional Frameworks



Healing Centered Restorative Engagement:

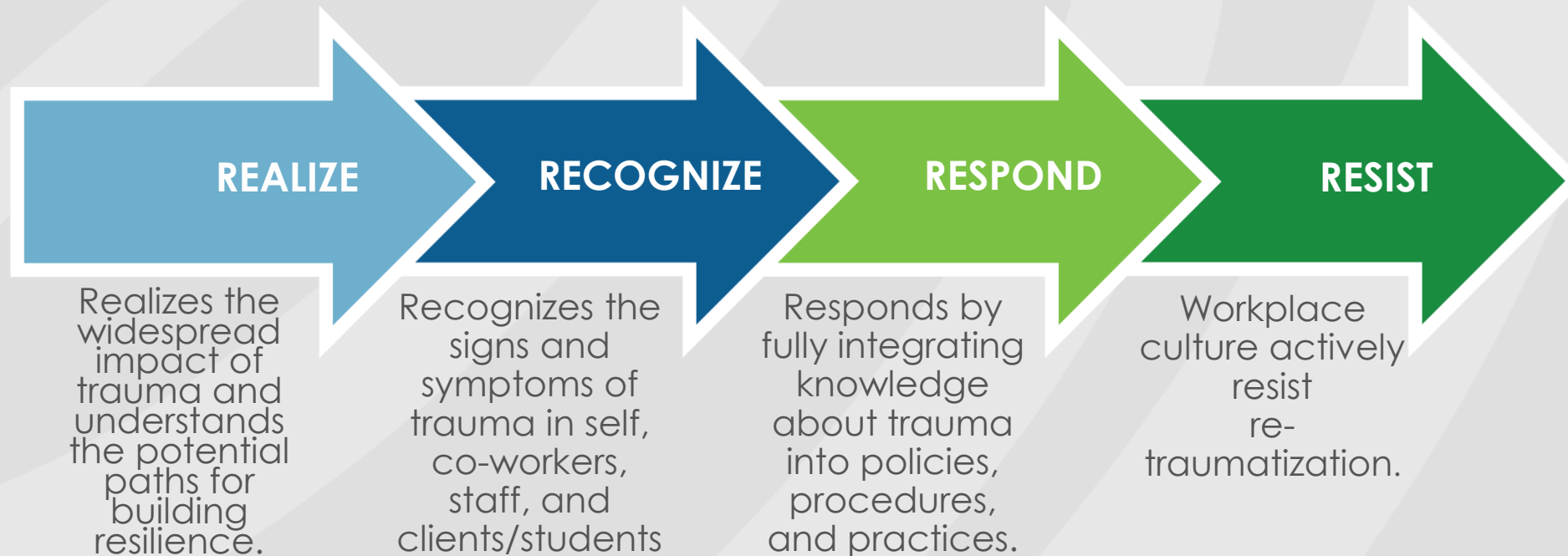
JESS K. CAMP, LMSW, PHD
TRACY S. HALL, MPA, PHD



US Surgeon General's Framework for Mental Health & Well-Being in the Workplace



Four Stages in Trauma-Informed Journey



State Examples



MD

Intro Webinar
for Dept of
Labor staff on
Trauma and
Resilience
(Awareness)



MA

Intro Webinar
for workforce
development
staff on Trauma
and Resilience
(Awareness);
Center on Child
Wellbeing and
Trauma



MI

Employer
workgroup
and report;
Resource
website;
Monthly
webinars
(Awareness)



NH

Pilot program
on trauma and
healing for two
substance use
disorder
centers
(Respond)



OK

OK DHS whole
agency
initiative to
build a hope-
centered and
trauma-
informed
agency
(Resist)

City Examples



Chicago

Chicago Resilience Network

Chicago Cook
Workforce Partnership
Youth trauma work

Chicago Jobs Council
nonprofit



Detroit

Detroit at Work Trauma
and Resilience initiative
for workforce
development agency
and nonprofits



New York City

Thrive in Your Workplace: Toolkit for Employers - Redefining Workplace Mental Health

Tools and resources
continued through
Workforce Professionals
Training Institute

Policy Suggestions

1

State and Legislative offices model trauma-informed, resilience-building, and mentally healthy workplaces.

2

Training and organizational coaching for public agencies and non-profit partners – focused on staff and customers.

3

Funding for employer communities of practice, i.e., CRN model; consider industry-specific COPs.

4

Give procurement preference to employers with mentally healthy workplaces (based on employee assessment results) or who are on the journey.

5

Direct the state office focused on workplace physical safety (OSHA) to establish mental health safety standards, provide education and technical assistance, and enforce.

6

Develop a statewide mental health curriculum for adults in workplaces and workforce development programs

Additional Policy Suggestions

1

Support Trauma and Resilience or Mental Health Ambassadors throughout public systems and across employers.

2

In human service programs, review policies, procedures, and performance measures from a trauma lens: are they trauma-informed or trauma-inducing (for either staff or clients). What's missing to be trauma-informed & build resilience?

3

Fund a public campaign to continue to encourage residents and employers to openly talk about mental health; continue destigmatization.

4

Using the MA Center on Child Trauma and Wellbeing as a model, develop a similar center focused on adults.

Essential Criteria

1

Incorporate the voices of those with **lived experience** with trauma and mental health conditions to ground the strategy(s) in reality. Pay them for their expertise.

2

Ensure strategies and practices are **racially, gender, and culturally relevant** to maximize equity and effectiveness.

3

Go beyond awareness-raising, i.e., 101 webinars, and mental health resources, to also include **personal behavioral and organizational culture change**.


4


Provide the **necessary time and resources** to cultivate actual systems change.

5


Plan for **scale and sustainability** from the beginning.

Resources



 **CSW**
Corporation for a
Skilled Workforce

Download the free
**Trauma & Resilience
at Work**
Quick Guides



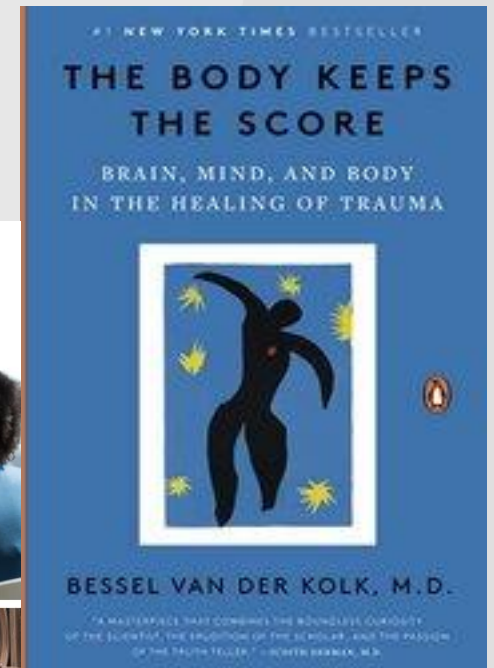
**Pathways
to Resilience**



**Workplace
Mental Health**



Opportunities and strategies for employers to create healthy, resilient workplaces and build strong communities.



CTIPP
Campaign for Trauma-Informed
Policy and Practice

Thank You!



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