



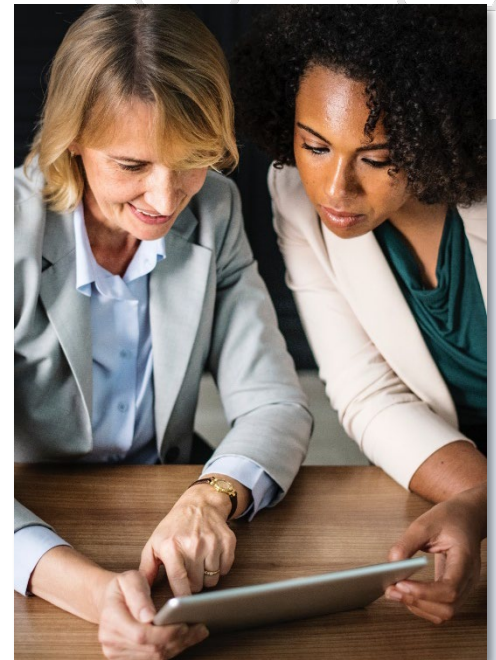
Building a Resilient Workforce to Address Trauma and Enhance Well-Being

Leveraging Partnerships

KEY TAKEAWAYS

Strengthen Internal Partnerships

- Cement the relationship between new worker training and new worker mentoring
- Create action groups that include all levels of staff to address staff's needs at every organizational level and maintain strong lines of communication and staff retention
- Implement a new worker mentoring program and improve internal partnerships with the field to make sure new workers are getting what they need at every stage of training from field training through mentorship
- Use 1:1 supervision with staff, including weekly check ins, to build more internal connections and partnerships
- Replace regional trainings with statewide trainings to help staff get out of their regional "bubbles" and expose them to various ways of practicing
- Utilize team-based learning
- Connect, both internally and outside the organization, to other resources and people
- Develop community partnerships with parents
- Establish a strong focus on community building, empowerment, and assisting with registering folks to vote
- Find innovative ways to develop relationships with community partners



SESSION 2 OF 5

**Discussion with
Laurence Nelson,**
Director of Training and
Professional
Development, Georgia
Division of Family and
Children Services

Event date:

05/26/2021

Recording available:

<https://vimeo.com/555889706>

- Build opportunities for partnerships to provide secondary traumatic stress treatment
- Partner with legislators to pass legislation that supports pay increases for child welfare staff
- Partner with family resource centers to support the workforce to meet families' needs
- Join with city government to help provide resources for a remote workforce
- Join with community groups for new worker and established worker training
- Sustain university partnerships that include:
 - Curriculum development
 - Training
 - Professional development and career supports

Build Wellness Supports

- Send weekly "Care to Connect" or "Care and Concern" communications
- Provide staff Emergency Assistance Programs (EAPs)
- Establish internal agency clubs that can offer wellness incentives
- Assist with financial planning
- Develop culture where upper management give permission to take time for self-care
- Provide organizational supports for self-care so staff can better support families
- Create a wellness manager and wellness coordinator position to provide trauma-focused trainings for all staff
- Recognize that staff turnover could be connected to how hard this year was on staff
- Establish a trauma response team
- Provide a wellness calendar that includes a Monday message with 3 tips (we call them "self-care starts") to share ideas for self-care or just as a reminder to pause
- Target support to new frontline staff
- Identify ways to use resilience in our workplaces

Promote Diversity, Equity, and Inclusion (DEI)

- Host peer group discussions
- Establish a multicultural diversity team
- Create an office of equity and engagement (multidisciplinary group)



- Increase diversity on the board of commissioners so its members reflect the populations they represent
- Recognize that some organizations have had only limited conversations about disproportionality and none about equity in the workforce
- Bring in external resources to start conversations or provide training
- Work with foster parents on uncomfortable conversations to build a stronger support system for children entering care
- Make space for conversations about race, encourage others to speak up, and bring issues to the table that need to be addressed
- Develop a racial equity team
- Provide training on implicit bias, cultural humility, etc.
- Revamp the organization's mission, vision, and values to reflect greater focus on racial equity, diversity, and inclusion
- Include time for racial equity discussions within foundational supervisory trainings
- Discuss racial justice and focus on listening
- Host monthly conversations on race and to talk about sensitive issues or share feelings
- Host book studies in small groups for personal/professional development
- Have sensitive conversations and connect with one another
- Designate a group of staff responsible for leading DEI discussions during monthly staff meetings and encourage staff to speak about their experiences and share knowledge
- Understand that individual work being done with families and individuals in the field is creating positive change by addressing racial injustices
- [Glasswing](#) provides insight on individual biases and transference into the field

