Workforce and Mental Well-being: Capacity Building, Sustainability, and Effectiveness Checking

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Chickasaw Nation Workforce

• The Chickasaw Nation
  – Governor, Bill Anoatubby
  – Eight departments
  – Mission: To enhance the overall quality of life of the Chickasaw people.
  – Employee core values
Chickasaw Nation Workforce

Sex

Female 58%
Male 42%

Tribal Affiliation

Chickasaw 32%
Other American Indian 12%
Non-American Indian 56%
Mental Well-being in the Workplace: An Illustration

- Employee experiences onset of mental health issue
- Decreased productivity; errors in performance
- Supervisor meets with employee, but does not probe
- Supervisor consults with leadership; co-workers gossip
- Referral to outside provider; short-term disability ensues
- Human Resources and/or Benefits become involved
- Lack of communication between parties
- Employee’s problems intensify; performance issues worsen
- End result is termination of employee
- Performance problems continue; team morale worsens
- Lack of communication between parties
Outcomes Associated With Employee Mental Health Problems

- Direct and indirect costs
- Turnover rates
- Absenteeism and presenteeism
- Performance errors
- Peer conflict
  - Productivity
  - Team morale
  - Trust with employer
  - Motivation and commitment
  - Quality of life
Relevance to Tribes

• Tribes are at-risk for high levels of employee mental health problems
• Employee mental health impacts all areas of a tribe
• Economic impact to tribes
• Opportunities for behavioral health leaders and providers
Supporting Employees in the Chickasaw Nation, 2004-2014

• The Governor’s Family Initiative, 2004
  – Family therapy
  – Relationship enhancement training

• Strong Family Development, 2005

Proclamation
From the Office of the Governor of the Chickasaw Nation

WHEREAS, the unity and strength of families have been of greatest importance to the Chickasaw Nation throughout its history, and
WHEREAS, the Chickasaw Nation believes in the value of enhancing the overall quality of life of the Chickasaw people, and
WHEREAS, family life is under increasing pressure and disruption throughout society, and
WHEREAS, there is a need for public awareness and services which enable families to prevent and overcome factors which tend to marriage or created, positive home environments, and
WHEREAS, relationship self-development training, healthy marriage training, parenting training, and public interest enhancement training have been

NOW, THEREFORE, I, [NAME OF GOVERNOR OF THE CHICKASAW NATION], by virtue of the authority vested in me, hereby establish

“The Governor’s Family Initiative”

under the responsibility of the Chickasaw Nation Division of Youth and Family Services, and will open all offices and employees of the Chickasaw Nation to take

"In Witness Whereof, I have hereunto set my hand and cause the Great Seal of the Chickasaw Nation to be affixed.

Done at the Headquarters of the Chickasaw Nation in the City of Ada, Oklahoma, the 12th day of October, in the year of our Lord two thousand and four, and of the Chickasaw Nation in the hundred and forty-third year."

[Signature of Governor]
Continuing to Identify the Need, 2015-2016

- Increased awareness in the Chickasaw Nation of:
  - Impact on quality of life to citizens and employees
  - Costs associated with employee mental health problems, e.g., short-term disability
  - Turnover rates
  - Lack of resources for Non-American Indian employees
  - Lack of resources in rural communities
Capacity Building, 2016-2018

• Stakeholders identified and key partnerships formed
• Cost-savings analysis
• Strong foundation program established in 2017
  – Ada and Thackerville, Oklahoma
  – Close partnership with outpatient services program, among others
  – Emphasis on screening, linkage, training and messaging
Integrated Approach to Workforce Mental Well-being

- Mental Wellness Screenings
- Therapy and Navigation Services
- Mastering Emotional Intelligence Training
- Mental Health Awareness Training
- Caring for Those Who Care for Others
- Suicide Prevention
- Psychological Crisis Debriefings

Arrows indicate:
- Economic
- Social
- Productivity
- Legal
Mental Health Awareness Training

• Mental health training for front line managers and supervisors
• Strong foundations role
• Multi-department collaboration
• Outcomes
Mental Health Awareness Training

• **Year 1** 2016-2017; n=1,037; 496 males and 519 females
• **Year 2** 2017-2018; n=935; 370 males and 546 females
• Independent samples t-test
• In both samples, knowledge levels or comfort levels in the subject matter increased significantly (p=.000, 95% confidence levels)
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<th>Post-Test</th>
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<td>4.18</td>
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<tr>
<td>2018</td>
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Mental Health Awareness Training
Mental Wellness Screenings

- Early detection, assessment, and connection to treatment

**Screening Components**

**Employee Approaches**
- Sign in table

**Support Staff Explains**
- Process and provides iPad and number to employee

**Employee Sits and Completes**
- Screening

**Staff in Command Center**
- Receives results, reviews and sends results email to appropriate provider

**Provider Comes to Waiting Area**
- Calls the number sent to them

**Employee Goes with**
- Provider to private office/room

**Provider Reviews Results**
- With employee to determine if counseling is an option

**Employee Schedules**
- Appointment with clinical staff or is given a call back to schedule at a later time

**Staff Writes Employee**
- Assigned number under provider name
Mental Wellness Screenings

Employees Screened
- Year 1: 920
- Year 2 (YTD): 1,024

Connections with Treatment
- Year 1: 60
- Year 2 (YTD): 130
Therapy and Navigation Services

- Multiple locations
- Accessible
- Care team
- Integrated/Collaborative Care
- Services
- Outcomes
Psychological Crisis Debriefing

- Natural disasters
- Traumatic events
- Grief and loss
- Critical incident stress management training
Suicide Prevention

- Zero Suicide initiative
- safeTALK
- Applied Suicide Intervention Skills Training (ASIST)
- Depression screenings
- Community partnerships
Mastering Emotional Intelligence

- Manage, connect, influence
  - “Emotional intelligence is the ability to identify and manage your own emotions and the emotions of others. It is generally said to include three skills: emotional awareness; the ability to harness emotions and apply them to tasks like thinking and problem solving; and the ability to manage emotions, which includes regulating your own emotions and cheering up or calming down other people.” (Psychology Today, 2018).
- Partnerships
- New hire orientation
Caring for Those Who Care for Others

• The Sanctuary Model®
  – Safety and self-care plans
  – Community meetings
• Rounding for outcomes
• Emotional intelligence
• In-service CEU trainings
What We Have Learned: Successes and Opportunities

• Electronic Health Records (EHR)
• Partnership and support from key stakeholders
• Marketing and messaging
• Relationships with community agencies
• Employees in rural communities
Mental Well-being in the Workplace: What We *Can Do*

- Mental health problems have adverse effect on employee performance
- Tribes are at-risk for employee mental health problems
  - Citizens are the workforce, the workforce is the citizens
- Tribes have an opportunity to revitalize service structure
Mental Well-being in the Workplace: What We Can Do

Employee experiences onset of mental health issue

Employee is familiar with resources provided at orientation

Stigma decreased in organization through training

Supervisor equipped to meet person-to-person with employee

Communication and trust increase

Benefits, HR, supervisor, employee work as a team

Linkage made to internal provider for services

Employee encouraged to attend screening event

Performance is improved, providers are invested in

Employee is retained, morale of organization improves

Morale of organization improves
Mental Well-being in the Workplace: What We *Can Do*

- Behavioral health leadership and providers can lead the way
- Emotionally safe environments can be created
- Colleagues and supervisors can encourage one another
- Performance and productivity can improve
- Overall quality of life of citizens can be enhanced
Employee Core Value: **Teamwork**

*We work as a team with a strong work ethic toward solving the problems of the Nation*
Contact Information

• Our team can share and discuss ideas, resources and opportunities
  – CJ.Aducci@Chickasaw.net
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