WORKPLACE ENVIRONMENT MATTERS
Strategies to Support and Retain Behavioral Health Staff
Providing Services to Diverse Ethnic and Racial Populations

Panelists
Background
Panelist Discussion
Resources
Final Thoughts

Introduction

National Network to Eliminate Disparities in Behavioral Health Virtual Roundtable
Welcome & Introductions

Naomi Ortega Tein
Change Specialist,
Change Matrix, LLC

Victoria Chau, PhD, MPH
Public Health Analyst,
Office of Behavioral Health Equity
To strengthen, revitalize, and equip Latino youth, couples, parents and families, empowering them to thrive and enjoy a healthy family environment.
• Leading non-profit offering comprehensive, family, social and mental health services for Latinos in Georgia.
• Service model of empowering past program participants to be peer leaders of programs
• Provides direct services to over 4,000 clients every year

www.serfamilia.org • belisa@serfam.org • 678-363-3079
Richmond Area Multi-Services, Inc.
The Current State of Things

Ruth Shim
Professor of Cultural Psychology

Terminology
“Even more than other areas of health and medicine, the mental health field is plagued by disparities in the availability of and access to its services. These disparities are viewed readily through the lenses of racial and cultural diversity, age, and gender.”
Diversity

Includes all the ways in which people differ, encompassing the different characteristics that make one individual or group different from another.

While diversity is often used in reference to race, ethnicity, and gender, a broader definition of diversity includes age, national origin, religion, disability, sexual orientation, socioeconomic status, education, marital status, language, and physical appearance.

This definition also includes diversity of thought: ideas, perspectives, and values, and recognizes the importance of intersectionality.

Equity

Fair treatment, access, opportunity, and advancement for all people, while at the same time striving to identify and eliminate barriers that have prevented the full participation of some groups.

Improving equity involves increased justice and fairness within the procedures and processes of institutions or systems, as well as in their distribution of resources.

Tackling equity issues requires an understanding of the root causes of outcome disparities within society.

Inclusion

The act of creating environments in which any individual or group can be and feel welcomed, respected, supported, and valued to fully participate.

An inclusive and welcoming climate embraces differences and offers respect in words and actions for all people.

While an inclusive group is by definition diverse, a diverse group isn’t always inclusive. Increasing recognition of implicit bias helps organizations be deliberate about addressing issues of inclusivity.

Implicit Bias

The attitudes of stereotypes that affect our understanding, actions, and decisions in an unconscious manner

Activated involuntarily, without awareness or intentional control

Can be either positive or negative

Implicit bias is neurobiologically based and adaptive, and therefore, we all have them

Microaggressions

“Brief, everyday exchanges that send denigrating messages to certain individuals because of their group membership.”

Microaggressions are experienced by most stigmatized individuals and occur on a regular basis.

Microaggressions experienced by underrepresented groups during medical education have higher rates of burnout depression than majority students.

These experiences often influence long-term recruitment and retention of talented underrepresented faculty in academic centers.

Cultural Competence

The ability to interact effectively with people of different cultures, ensuring the needs of all community members are addressed

https://www.samhsa.gov/capt/applying-strategic-prevention/cultural-competence
## Practicing Cultural Humility

<table>
<thead>
<tr>
<th>Commit</th>
<th>To a lifelong process of self-evaluation and self-critique</th>
</tr>
</thead>
<tbody>
<tr>
<td>Desire</td>
<td>To fix power imbalances between providers and clients</td>
</tr>
<tr>
<td>Develop</td>
<td>Community partnerships to advocate within the larger organizations in which we participate</td>
</tr>
</tbody>
</table>

“The trained ability to discern how a host of issues defined clinically as symptoms, attitudes, or diseases (e.g., depression, hypertension, obesity, smoking, medication “non-compliance,” trauma, psychosis) also represent the downstream implications of a number of upstream decisions about such matters as health care and food delivery systems, zoning laws, urban and rural infrastructures, medicalization, or even about the very definitions of illness and health.”

Panelist Discussion - What we'll discuss

- Challenges in the workplace & retaining workforce
- Creating inclusive and equitable workplace environments
- Innovative strategies to retain workforce
- Sustainability
What are some of the biggest challenges that you face with retaining workforce?
How do you create inclusive and equitable behavioral health workplace environments?
What are some innovative strategies that help retain the existing behavioral health workforce?

facilitated by
Naomi Ortega Tein

Belisa Urbina
Jorge Wong
Ruth Shim
How do you sustain efforts to build a culture of learning, a climate of culture, and workforce development efforts?

facilitated by
Naomi Ortega Tein

Belisa Urbina
Jorge Wong
Ruth Shim
Panelist Discussion

Time for Q&A!

facilitated by
Naomi Ortega Tein

Belisa Urbina
Jorge Wong
Ruth Shim
Resources

Join the NNED!

https://nned.net/join
Resources

Visit NNEDshare, the NNED's resource repository

https://share.nned.net
Resources

Join the conversation on the NNED Discussion Forums

https://nned.net/discuss
Resources

Explore new opportunities on the NNED Professional Development Opportunities page!

https://nned.net/professional-development
Thank you for joining us today!

To view resources related to this webinar, and the recording, visit https://wp.me/p3lJgmd-1Zp

Questions? email connect@nned.net

Please provide your feedback in the survey!
WORKPLACE ENVIRONMENT MATTERS
Strategies to Support and Retain Behavioral Health Staff
Providing Services to Diverse Ethnic and Racial Populations

Panelists
Background
Panelist Discussion
Resources

Final Thoughts

Introduction

National Network to Eliminate Disparities in Behavioral Health Virtual Roundtable