



# Direct Care Resilience

## Project Purpose

NDCPD was awarded a grant through the Administration for Community Living (ACL) to promote the health and wellbeing of Direct Care Professionals during the ongoing COVID-19 pandemic. This project aims to expand and develop agency leadership and direct care professionals who support individuals with disabilities and those who are aging, by increasing awareness of mental health self-care and resources to help sustain and strengthen the current workforce and limit staff turnover, using the ECHO training model.

**What is ECHO:** ECHO is a lifelong learning and guided practice model that exponentially increases workforce capacity to provide the application of best practices. The heart of the ECHO model is its hub-and-spoke knowledge-sharing networks, led by expert teams who use multi-point videoconferencing to conduct learning sessions about evidence-based practices in education, health, and disability services. With this method, special service providers, case managers, administrators, direct care professionals and families have access to expert advice right in their homes, schools, and offices.

This project will run in a two-part series.

1. Provide an ECHO training series (6 sessions) to DD Agency Leadership (including supervisors, coordinators, and administrators) regarding mental health and best practices to support Direct Support Professionals. Scheduled to launch **the week of September 7, 2022**
2. Provide an ECHO training series (6 sessions) to Direct Support Professionals (DSPs) of developmental disability provider agencies and Qualified Service Providers (QSPs) who support individuals with disabilities, regarding mental health, self-care, strategies, and resources to support their mental health and resiliency. Scheduled to launch **January 2023**

ECHO Session Title and Date	Presentation Objectives- Defined by DSPs
<p><b>Session 1:</b> <i>Intro to Resilience</i></p> <p><b>Date:</b> Wednesday, September 7<sup>th</sup>, 2022 <b>11:00am-12:00pm</b></p>	<p>Burnout is rarely an individual issue alone. This presentation will discuss risks related to caretaker/provider health during times of crises as well as models for both individual and organizational wellness.</p> <p>As a result of attending, participants will be able to:</p> <ol style="list-style-type: none"><li>1) Differentiate between ‘burnout’ and ‘stress’</li><li>2) Identify tools for resilience for care providers</li><li>3) Identify traits of resilient communities and organizations</li></ol> <p><b>Speaker:</b> Dr. Andrew McLean Dr. McLean is Chair of the Department of Psychiatry and Behavioral Science at UND School</p>

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	<p>of Medicine and Health Sciences. He has lectured internationally on pertinent behavioral and public health issues. Dr. McLean has a particular interest in collaborative models of care. He also is interested in individual and community resilience.</p>
<p><b>Session 2:</b> <i>How to create a culture that supports mental health</i></p> <p>Date: Wednesday, September 21<sup>st</sup>, 2022 <b>11:00am-12:00pm</b></p>	<p>With stress, burnout, and turnover on the rise, Mental Health America (MHA) presents an overview of 2022's most prominent workplace mental health challenges and effective business practices to directly improve employee mental health outcomes. This session will focus on recommendations that incorporate leadership investment, managerial support, and employee empowerment as drivers for positive workplace culture and employee mental health.</p> <p>In this presentation, we will:</p> <ul style="list-style-type: none"> <li>• Discuss effective business practices in three domains - (1) Leadership Investment, (2) Managerial Support, and (3) Employee Empowerment</li> <li>• Explore how to put these practices into action</li> </ul>
<p><b>Session 3:</b> Authentic Leadership: Strategies for Organizational Communication</p> <p>Date: Wednesday, October 5<sup>th</sup>, 2022 <b>11:00am-12:00pm</b></p>	<p>Effective, open, and honest communication is a key skill for organizations to succeed.</p> <p>This session will:</p> <ul style="list-style-type: none"> <li>- Provide best practices for effective communication to strengthen relationships and teamwork</li> <li>- Provide tips for authentic, honest, and empathetic discussions</li> </ul> <p>Speaker: Dr. Linda Cresap Dr. Cresap is the Director of the Master of Science in Sports Management program at Minot State University. She teaches classes in Leadership Communications, Organizational Collaboration, and Business Communication. She also coordinates the Prior Learning Assessment program in the College of Business. Dr. Cresap is a peer reviewer for the Higher Learning Commission (HLC) and the International Association of Collegiate Business Education (IACBE)</p>

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<p><b>Session 4:</b> Organizational Communication pt. II</p> <p><b>Date:</b> Wednesday, October 19<sup>th</sup>, 2022</p>	<p>How to have difficult conversations around burnout, compassion fatigue, and mental health.</p> <p>Speakers: Barb Kleist and Susan O'Neil</p> <p>Barbara Kleist, MEd, JD, FAAIDD is the program director for entrepreneurial and development programs at the University of Minnesota's Institute on Community Integration. Her work focuses on state and federal projects to improve community services for children and adults with intellectual and developmental disabilities and their families. Current projects include leading training and technical assistance efforts in federal and state policy development focused on identifying best practices for improving direct support workforce stability across LTSS and Medicaid funded systems.</p> <p>Susan O'Neil spent the first part of her career as a peer mentor and trainer, a frontline supervisor, and helped develop self-managed teams. Since coming to ICI in 1995, O'Neil has used her experiences to support person-centered system change in organizations and communities, primarily through customized development and delivery of high-quality training and technical assistance.</p>
<p><b>Session 6:</b> <i>How to create an Inclusive and Welcoming Workplace: Diversity, Equity, and Inclusion</i></p> <p><b>Date:</b> Wednesday, November 2<sup>nd</sup>, 2022 11:00am-12:00pm</p>	<ul style="list-style-type: none"> <li>- Define inclusion and its importance in the workplace</li> <li>- Discuss how a shared language can boost inclusion and communication with an emphasis on BRAVE spaces</li> <li>- Define cultural humility and how the practice can benefit workplace wellness and foster welcoming environments</li> </ul> <p>Speaker: Jacquilyn Davis</p> <p>Jacquilyn Davis is the DEI &amp; Engagement Coordinator of Mental Health Connecticut. Established in 1908, Mental Health Connecticut (MHC) is a statewide, nonprofit organization whose mission is to partner with individuals, families, and communities to create environments that promote long-term health and wellness. Jacquilyn's journey into DEIW (Diversity, Equity, Inclusion, and Wellness) work has been a lifelong one - full of a passion for history, cultural humility, and commitment to antiracism. Jacquilyn is the founder and chair of the Equity, Social Justice &amp; Antiracism Advisory Committee at MHC. She has earned an</p>

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	<p>Inclusive Workplace Culture Specialty certificate from the Society for Human Resources as well as a Diversity, Equity and Inclusion in the Workplace certificate from the University of Florida, Muma College of Business. Jacquilyn also serves as a Board member of the Connecticut Gay and Lesbian Chamber of Commerce (CTGLC)</p>
<p><b>Session 6:</b> Coping with Stress</p> <p>Date: November 16<sup>th</sup>, 2022 11:00am-12:00pm</p>	<p>This session will provide education and personal strategies to combat stress and burnout to live a life of optimal wellness.</p> <p>Speaker: Julie Landsiedel, MSN, APRN, FNPc</p> <p>Julie Landsiedel specializes in Custom Health Solutions, Lifestyle Medicine, Low Glycemic Education, Food Sensitivity Testing, Vitamin D Testing, GENE SNP DNA Testing, Energy/Fatigue, Digestive Disorders, and Inflammatory Conditions</p>