



Crisis Care Mobile Units (CCMU)

Workshop 3 | Crisis Workforce Retention

September 13, 2022



CRISIS CARE MOBILE UNITS PROGRAM

Welcome and Introductions

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Danielle Raghieb, MSW, LCSW

TTA Specialist, Center for Applied Research Solutions (CARS)

Today's Presenters

David Eric Lopez, MFT

Program Director, King's View Central Valley Suicide Prevention

Kristin Miller, LCSW

Riverside University Health Systems – Behavioral Health

Crisis Response Team Retention

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David Eric Lopez, MFT

Program Director, King's View Central Valley Suicide Prevention

Objectives

- » Identify what leads to high turnover and burnout
- » Learn tangible strategies to effectively retain workforce
- » Identify leadership styles that support team retention

High Turnover and Burnout

What leads to high turnover?

- » Absence of clear career path
- » Lack of strong team cohesion
- » Low team morale
- » Poor management
- » Financial insecurity

How does burnout occur?

- » Team members feel undervalued
- » Lack of support
- » Poor self care practices

Retention Strategies



Effective Onboarding

- » Sets the tone from day one
- » Welcoming environment for new team members

Investing in Team Members Development

- » Continuing education and trainings

Retention Strategies

Promote Wellness and Manage Burnout

- » Health and wellness days or activities
- » Incentives such as flex time, health and wellness gifts

Ongoing support

- » Regular team meetings and debriefings



Retention Strategies



Appreciation and Recognition

- » Announce wins!
- » Small tokens of appreciation
- » Achievement awards

Pathways for Growth and Advancement

- » Promote from within
- » Lateral movement of positions

Retention Strategies

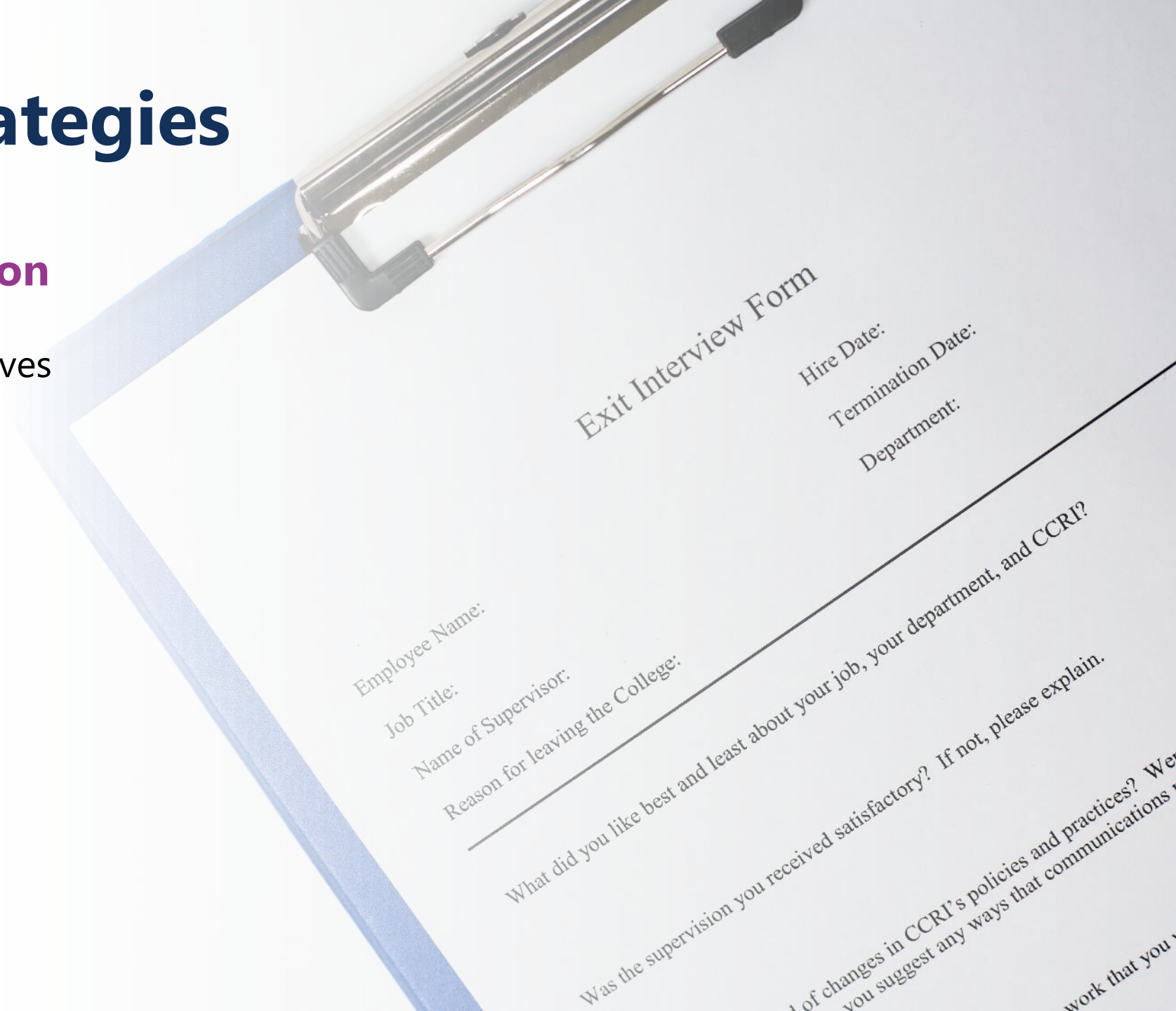
Ongoing Communication

- » Program goals and objectives

Gathering Feedback During Employment

- » Exit interviews

Salary Increases



Exit Interview Form

Employee Name:

Job Title:

Name of Supervisor:

Reason for leaving the College:

Hire Date:

Termination Date:

Department:

What did you like best and least about your job, your department, and CCRI?

Was the supervision you received satisfactory? If not, please explain.

of changes in CCRI's policies and practices? We

you suggest any ways that communications r

work that you r

Leadership Styles

Authentic Leadership

- » Sincerity
- » Characteristics: Relationship
 - Self-awareness
 - Balanced processing
 - Perception of fairness
- » Strengths: Trustworthy
- » Limitation: Practicality
- » Has positive impact on teams

Servant Leadership

- » Service
- » Characteristics: Value-driven
 - Improved job satisfaction
 - Improved job satisfaction
 - Healthy psychological environment
- » Strengths: Self-awareness
- » Limitation: Paradoxical in nature
- » Leads to positive team building

Presenter Information

David Lopez, MFT

Program Director

Central Valley Suicide Prevention

dlopez@kingsview.org

Retention Strategies

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Kristin Miller, LCSW

Riverside University Health Systems – Behavioral Health

Challenges

Staffing Vacancies

- » Recruitment Challenges
 - Finding crisis workers
- » Staff Turn Over
- » Compensation
- » Burn out



Strategies to Address Challenges

Consultation Support

- » Every Crisis Response is supported by a supervisor
 - Extra Support
 - Opportunity to schedule extra debriefing if needed



Strategies to Address Challenges

Celebrating Successes

- » Scheduling time to share and celebrate successes
- » Acknowledgement of staff



Strategies to Address Challenges

Schedules and Time Off

- » 9/80 schedule for Mon-Fri
- » 4/10 for evenings and weekends



Flexible
Schedule

Strategies to Address Challenges

Compensation

- » Recent Salary Adjustment
- » Crisis Shift Differential



Presenter Information

Kristin Miller

Riverside University Health Systems – Behavioral Health

krimiller@ruhealth.org

Appreciation!

Thank you

Contact Us

Monica Reeves (Project Director)

mreeves@ahpnet.com

Andrew Guy (Implementation Specialist)

aguy@ahpnet.com

Miranda March (TTA Lead)

mmarch@cars-rp.org

Danielle Raghیب (TTA Specialist)

draghib@cars-rp.org

Carla Lemos (Implementation Specialist)

clemos@ahpnet.com

Veronica Welch (Grantee Liaison and Coach)

vwelch@ahpnet.com

Charlie Seltzer (Coach and Subject Matter Expert)

Grandview.charlie@gmail.com

For General Questions

CCMU@ahpnet.com