

For The Record

Leading the Connection (LTC) in WFD



VOL 1, ISSUE 3 - December 2022



AHWGMA Update

Thank you for everyone who participated in the 2022 Arizona Healthcare Goals and Metrics Assessment. Your input is valuable to the future of our Arizona Workforce and will help drive future initiatives. The results from the AHWGMA will be posted to the [AZAHP Website](#) Q1 2023. Stay tuned!



Well Wishes From the ALTCS Alliance

Wishing you a Wonderful Holiday Season and a Happy New Year!! We hope you take some time to fill your "cup" with warm moments and cherished memories.



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TRAUMA - INFORMED CARE

Trauma in our community affects all of us. Trauma informed care and awareness is crucial and beneficial for our Members, staff, community and personal self-care.



People start to heal the moment they feel heard.

Due to our busy and dynamic lives, we often minimize the stressful and traumatic events that can occur at any moment. We must understand that the exposure of acute and/or chronic trauma does impact each one of us and can create a ripple effect long after the event has occurred. Recognizing the symptoms of someone suffering from trauma and how to respond is key in providing proper care.

Severe anxiety, nightmares, uncontrollable bursts of anger, wanting to isolate, reliving sounds, details and past events are sure signs for the need of Trauma-Informed Care (TIC). Remembering all clients, regardless of reactive behaviors, deserve the same equity of care is a priority of TIC. Recognizing environmental, social, and economical challenges are statistically proven to increase acuity. This may require additional patience and time on behalf of the care team.

WHAT TRAUMA-INFORMED CARE INVOLVES

Being TIC informed and genuine in your approach can assist in de-escalation and empowering the patient to utilize their own strengths, which assists in navigating their care from a teambased perspective.

Holidays can amplify reactive behaviors and acuity. Creating a safe atmosphere by showing the individual they have your full attention and that you are ready to listen to their needs shows the client respect and understanding. This space then allows the individual to be more likely to feel connected and have the ability to self-direct. Sharing resources and informing individuals of services available can bring hope and direction during what can be a difficult season. Assisting clients in receiving additional services at community agencies- who specialize and provide individual and group trauma therapy- can minimize risk and increase resiliency. Overall it does take an entire trauma informed community to heal, but impact starts here.



Trauma doesn't come in one single package.

WHO WE ARE

Dēhp Therapeutic is an integrated medical clinic that offers individual and group resiliency-based trauma therapy, workshops, certification, and continuing education hours.

BUILDING PSYCHOLOGICAL AND EMOTIONAL RESILIENCE FOR CAREER SURVIVABILITY

"Can you imagine how devastating it would be for a soldier to be sent to the battlefield without proper military training? Furthermore, imagine the soldier deployed into battle without a weapon, armor, or shield. What do you think are the chances of survival? Like the ill-prepared soldier, many professionals are ill-prepared for the demands of a traumatically stressful work environment" Dr. Thomas Aubrey.

Who are these professionals that are exposed to higher-than-average stress?

- Healthcare services (physicians, nurses, caregivers, etc.)
- Mental health and social services (e.g., psychologists, counselors, marriage and family therapists, social workers, case managers, etc.)
- First responders and public safety services (e.g., police officers and other law enforcers, probation officers, paramedics, emergency medical technicians, firefighters, emergency dispatchers, etc.)
- Other helping services (teachers, guidance counselors, advisors, peer support specialists, foster care workers, etc.)



Why do these careers pose a health risk to a professional's mind, body, and spirit? Helping, caring, and protecting professionals are at risk because they are exposed to primary and/or secondary traumatic stress and emotional contagion.

Our line of work puts us in the “line of fire” since we are exposed to relentless human suffering:

- Comforting a trembling and disorientated person who was just raped while performing a sexual assault forensic exam
- Helping a grieving person who just lost their child
- Bypassing the wounded to confront a shooter after being the first to arrive on the scene of a “shooting at inhabited dwelling call”
- Working with a person seeking to understand why they have been diagnosed with terminal cancer
- Caring for a child who is feeling confused and guilty because their dad was arrested for sexual abuse after they confided in their teacher

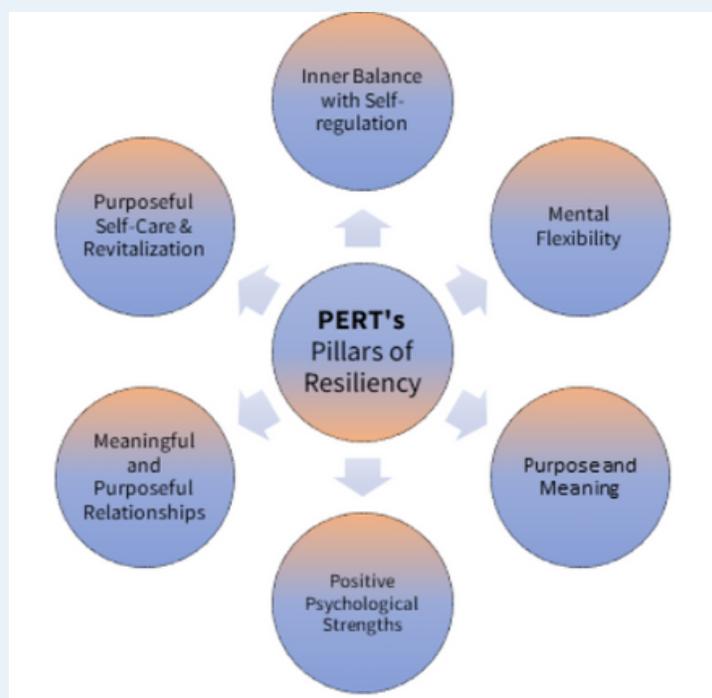
BUILDING PSYCHOLOGICAL AND EMOTIONAL RESILIENCE FOR CAREER SURVIVABILITY

- Transporting an older adult patient to the hospital who is pleading for permission to take their own life and end the suffering
- Attending to a 9-1-1 call from a scared child who is crying that they are home alone and someone broke into the house

The abundance of risk factors, combined with the absence of protective factors, can increase the risk of developing physical and mental health complications.

The risk of helping others is embedded in the words of Viktor Frankl when he said, “What is to give light must endure burning.” This declaration is both a warning and a prescription. Viktor Frankl’s quote warns us that if we choose to be givers of light to others, it is impossible to avoid pain (hurt) associated with helping those suffering from physical or emotional pain. Simply put, there is no way to do this work without it hurting—unless you develop callous-unemotional traits, at which point you would be an ineffective giver of light. So, what is the solution?

The **PERT (Psychological and Emotional Resilience Training)** postulates six pillars of resiliency to protect and heal the mind, body, and spirit. **PERT** is an integrative approach to fostering resilience and well-being using techniques anchored in neuroscience, healthy psychology, behavioral sciences, positive psychology, traumatology, relational neurobiology, and exercise and nutritional sciences. **PERT** is designed to help you build resilience and well-being to decrease mental distress and reduce the adverse effects of traumatic stress, burnout, and compassion fatigue. Let’s explore one skill from the Inner Balance with Self-Regulation of the **PERT** pillar to help professionals foster resilience.



PREVENTING EMOTIONAL CONTAGION WITH PSYCHOLOGICAL AND EMOTIONAL RESILIENCE TRAINING

Cultivating Resilience

Resilience is enhanced when you pair relaxation with a stressful situation. This is more powerful than waiting until the end of a stressful day to relax. As you learn to relax your body EVERY TIME you face a specific stressful situation, or even think about it, you will eventually notice that specific situation becomes less stressful (a process called desensitization).

- Pick one or two mild stressors
- Pick one or two relaxation skills (e.g., tactical breathing)
- Practice the relaxation skill EVERY TIME you encounter and deal with the mild stressor you decide to work on

Once you build tolerance (resilience) with that mild stressor, move on to a new mild stressor.

☆☆☆ OPPORTUNITIES

If you want to learn additional skills, Dr Aubrey offers a free 2-hour workshop on preventing emotional contagion.

This workshop will focus on specialized training to help professionals protect and heal their body, mind, and spirit. You will learn how to negate the biological vehicle that transmits traumatic stress. As a result, you will forge a mental and emotional armor to combat the debilitating effect of traumatic stress and prevent burnout and compassion fatigue. This career-survival training will help you build resilience, well-being, and mastery of post-traumatic growth to remain healthy while working in a traumatically stressful environment.

For more information, contact Dr. Thomas Rojo Aubrey by email:
thomas.aubrey@southmountaincc.edu

If you are interested in the comprehensive certification training, courses are offered at: South Mountain, Mesa, Scottsdale, Glendale, and Rio Salado Community Colleges.

* PERT training meets the criteria for the following micro-certifications:

- Certified Professional Resiliency Technician (c-PRT)
- Certified Resilience Professional (CRP)
- Certified Self-Care Technician (c-SCT)
- Certified Mindfulness Informed Technician (c-MIT)

PEOPLE OPERATIONS (POPS)

The world of work has forever changed. Between the pandemic and the rise of the open talent economy, 80% of business owners say work will never be the same. Now, we need to tackle new challenges: How to improve retention? How to encourage connection and collaboration? And how to drive employee productivity from anywhere. Many companies are shifting from traditional Human Resources (HR) departments to People Operations (POPs): The main difference between POPs and Human Resources is that HR is primarily focused on legal compliance, ethics, and the structural organization of employees, whereas People Operations is more concerned with results and strategies for employee engagement and effective management.



PEOPLE OPS

"People First"!

- Motivate leadership and teams
- Analyze and develop employee development and engagement opportunities
- Conduct management training development
- Collect and present data-driven reports to executive team
- Develop strategies for improvement, innovation, software and operational efficiencies

HUMAN RESOURCES

- Secure competitive benefits
- Preserve organizational structure
- Uphold company policies and procedures
- Manage employee lifecycle (i.e. recruit, onboard, offboard)
- Establish and ensure compliance
- Guarantee accurate payroll



Our Arizona Healthcare system uses Person-Centered Planning when setting goals with Members, but are we also doing this with our employees? You might consider asking, How are we evolving as an agency? Are we putting our employees as the center of everything we do? If the answer is, “no” it might be worth taking look to see where improvements can be made. “Business should be fun and in my experience, there is no more fun than an entire company of people outperforming the competitors and winning in the marketplace because they believe in what they are doing and proud to be a part of the company they work for.” May we all strive to put **“People First”!**

DISABILITY BENEFITS 101 (DB101)

Disability Benefits 101 (DB101) helps workers, job seekers, and service providers understand the connections between work and benefits. The DB101 attitude is that the disability experience is unique for each individual, and that benefit programs can affect that experience in different ways at different times. With planning, people with disabilities can take control of finding the programs and jobs that meet their needs. For service providers and program managers, information sharing helps everyone understand how programs interact with each other.

DB101 brings together rules for health coverage, benefit, and employment programs that people with disabilities use. These programs may be regulated by state, federal government, non-profit, or private organizations.

INFORMATION FOR NAVIGATING AND EXPLORING

- Information provided in layers
- User friendly work and benefits calculators
- Step by Step instructions for users
- Access to local, state, and national resources
- Definitions throughout the site
- Select/click the question boxes to learn more
- Useful Search and Site Map leads to desired section
- Páginas en Español



DB101 has new tools for you, local Work Incentive Consultants and others you work with. DB101 provides benefits planning calculators to use with various benefit planning strategies. DB101 calculators help with transitions to and from working while having a disability. Experts at DB101 will also respond to your questions on benefits.

<http://az.db101.org/>

TRAINING OPTIONS

DB101 Information Services produce workshops, webcasts, half-day, full-day, evening, and computer lab training events, co-designed with our state partners and the target audiences we work with.

Contact Nicholas Love for more information, by phone: 510-225-6400 or email nicholas@wid.org

THANK YOU FOR READING!



THE DD SHOUT!

The Division of Developmental Disabilities publishes a monthly newsletter, the DDD Shout, that includes information focused on our providers and their business with the Division. This communication with our providers is a cornerstone of ensuring we continue to empower Arizonans with developmental disabilities to lead self-directed, healthy, meaningful lives. As partners in this mission, DDD wants to ensure providers have up-to-date information regarding key initiatives and insights happening within the Division.

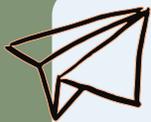
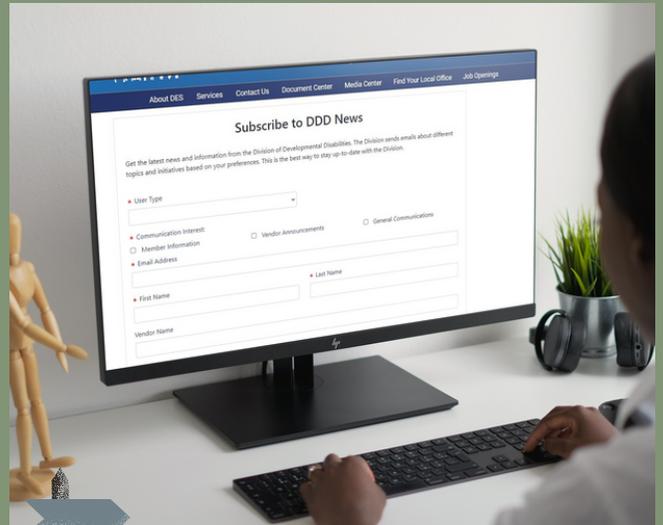
IMPORTANT LINKS!



Sign up for the DDD Shout newsletter [here!](#)



Get caught up and stay informed on all the recent vendor communications [here!](#)



RESOURCES & REMINDERS

- **Workshop:** Psychological and Emotional Resilience Training- see pg. 5 of Newsletter
- **AHWGMA** Results will be posted Q1 2023
- **Next Edition:** April 2023

EMAIL CHANGE!

The ALTCS Workforce Development Alliance has officially changed its email to workforce@azahp.org

CONTACT US!

If you have any inquiries or concerns, please be sure to email workforce@azahp.org!