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Concern for Independent Living



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Concern for Independent Living



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Concern for Independent Living



- Founded in 1972 by a group of parents and friends of psychiatrically disabled persons in Central Islip State Hospital
- Mission is to provide housing and services that enrich lives and strengthen communities. This is achieved by developing high quality, attractive housing together with the provision of services that help people thrive in the communities of their choice.
- Currently provide housing for 1500 adults and 250 children (1096 units, with additional 311 in development)
- Housing in Nassau, Suffolk, Kings and Bronx counties
- 120 Sites in 250 locations (single site, scattered site and mixed use housing)
- 325 employees/ suburban & urban application



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[PROJECT HOME START](#)



[BROOKLYN SUPPORTED HOUSING](#)



[OPPORTUNITIES V](#)



[SHARE XIV](#)



[THE CONCERN HEIGHTS APARTMENTS](#)



[THE MACDOUGAL STREET APARTMENTS](#)



[THE ROCHESTER AVENUE APARTMENTS](#)



[SUSAN RYDER RESIDENCE EAST](#)



[CONCERN EAST PATCHOGUE](#)



[SHARE XIII](#)



[SHARE XII](#)



[CONCERN RIVERHEAD](#)



[POLLACK GARDENS](#)



[DEHART HOUSE](#)



[SHARE XI](#)



[SHARE X](#)



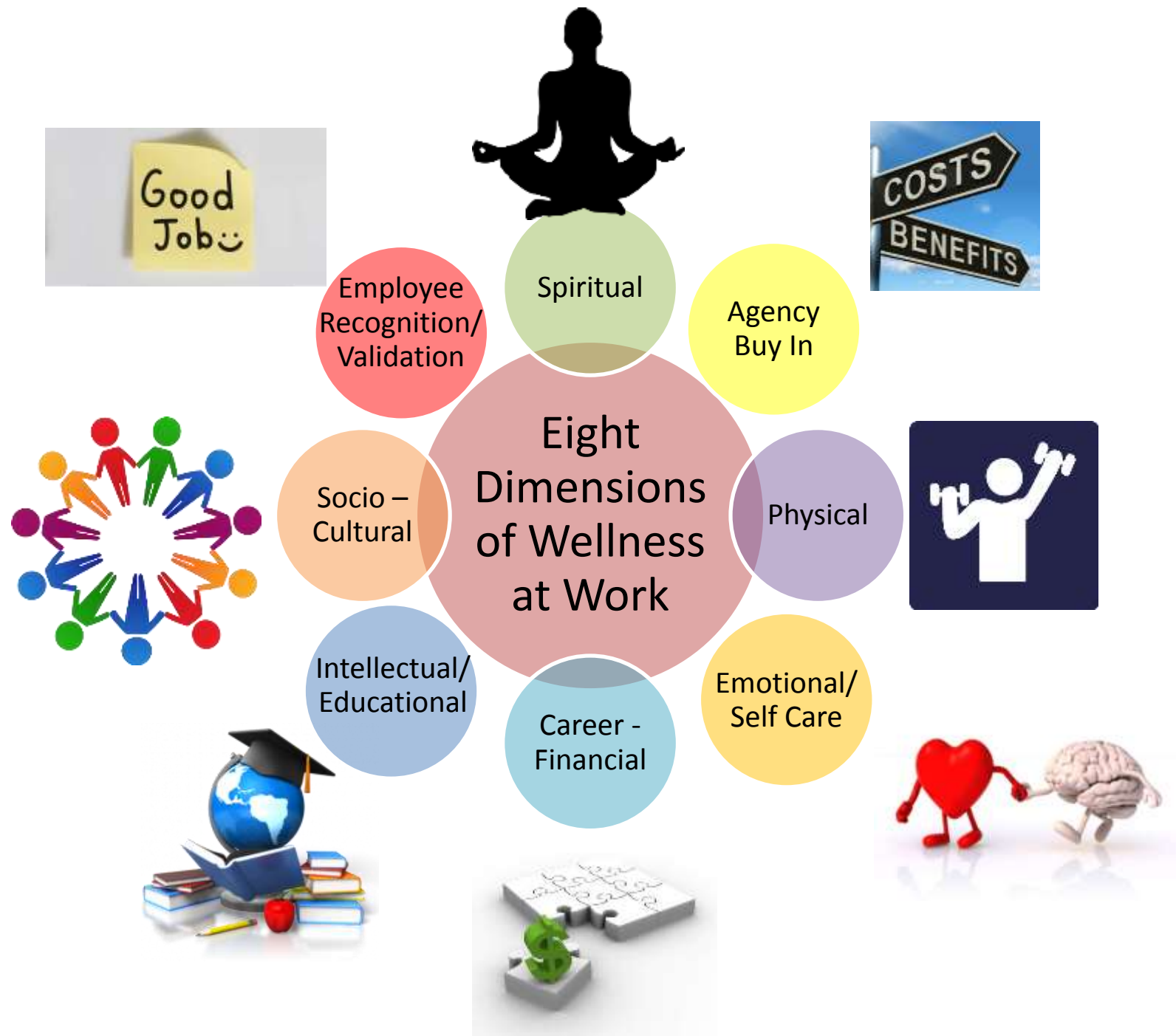
[HHAP IV](#)



[HHAP III](#)

The Average Work Week...





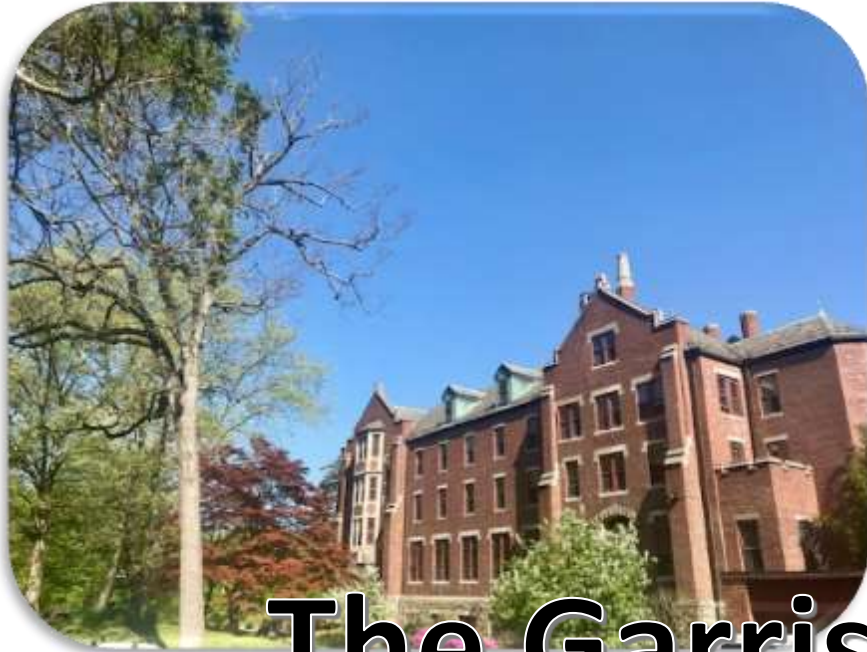
Critical Incident Stress
Management (CISM), Self
Care and Program Support

Training Committee



Special
Performance/Achievement
Recognition &
Commendation (SPARC)

Program Based Health &
Wellness



The Garrison Institute



Concern's Critical Incident Stress Management (CISM) Team



Robin Smith, LCSW-R, Director of Long Island Program Operations

Karen Nauss, Assistant Director of Program Operations

Andrea Dogostiano, LMSW, Director, Concern Bergen

Denise Duncan, LMHC, CASAC, Director, Supported Housing

Karen Leggio, LMHC, Director, Renaissance Village

Karen Taylor, LMSW, Director, Norwood Terrace

Kathryn Shepherd, LMSW, Program Coordinator, Shoreham CRs

Matthew Mangiapane, LMFT, Director Liberty Landing

Tiffanie Mansell, LMSW, Supervisor, Concern Rochester

MISSION STATEMENT

The mission of Concern's CISM team is to provide support, information, and referrals if needed, to Concern staff and residents who may have been involved in or exposed to a critical incident.

What is Critical Incident Stress Management?

- A comprehensive, integrated, multi-component crisis intervention system for managing traumatic events within organizations or communities.
- Includes numerous interventions, including pre-incident education and preparation, assessment/strategic planning, individual and group crisis intervention, organizational/community consultations, and referral to other resources if necessary.
- Services are provided within hours or days of a critical incident.

Crisis Intervention

- A TEMPORARY, but ACTIVE and SUPPORTIVE entry into the life of individuals or groups during a period of distress.
- Goals include:
 - Mitigate impact of the event (lower tension)
 - Facilitate recovery process in people who are having normal reactions to abnormal events
 - Restore to adaptive functioning
 - Facilitate access to continued care



Other Definitions

- CRITICAL INCIDENT- an event that has the potential to create significant distress, can overwhelm usual coping mechanisms, and can cause impairment in work or personal activities.
- CRITICAL INCIDENT STRESS- a normal reaction to an abnormal event.
 - Includes cognitive, physical, emotional, behavioral, and spiritual signs and symptoms that can occur during and/or after a traumatic event.

CISM Interventions

1. **Crisis Management Briefing**-immediate response to incident
 - Meeting to provide information about the incident, control rumors, educate about symptoms of distress, inform about basic stress management, and identify resources available for continued support.
 - Goals:
 - Provide information
 - Provide a sense of leadership
 - Reduce any sense of chaos
 - Control rumors
 - Increase cohesion and morale
 - Restore to adaptive functions

2. Defusing- Small group discussion following a critical incident

- 3 phases: introduction, exploration, information**
- Usually less than 1 hour**
- Homogeneous group only**
- Goals:**
 - Mitigate the impact of the event**
 - Reduce distress**
 - Accelerate the recovery process**
 - Discuss coping methods**
 - Identify those who may need additional support**



The Importance of Self-Care



By practicing authentic self-care, you can begin to elevate your levels of compassion satisfaction, maintain balance & wellness, and ward off compassion fatigue, burnout and secondary traumatic stress.

Self-care is not about self-indulgence, it's about self-preservation.

Authentic **Self-Care** includes a commitment to:

- ❖ Incorporation of health-building activities
- ❖ Self-management
- ❖ Creation of a healthy support system
- ❖ Being proactive as opposed to reactive
- ❖ Choosing your battles
- ❖ Living a balanced life



Let's Practice Self-Care

Switching “ON” and “OFF”



- ❖ It is vital to take good care of your thoughts and feelings in the face of what can be difficult work. Switching on and off helps build and maintain balance and resiliency.

Increasing Resiliency



1. Build positive beliefs in your abilities
2. Find a sense of purpose in your life
3. Embrace change
4. Be optimistic
5. Establish goals
6. Develop your problem-solving skills
7. Take steps to solve problems
8. Keep working on your skills

Let's Practice a Self-Care Skill to Help Build Resiliency

Soft-Belly Meditation

- Check in on a scale of 1-5; where does your level of stress, anxiety, discomfort, anger, etc. fall?
- Stimulate vagus nerve by breathing in “soft” and breathing out “belly”
- Check back in on your scale of 1-5; any change?
- Repeat as needed.

There are only two days
in the year that nothing can be
done. One is called yesterday
and the other is called tomorrow,
so today is the right day to
love, believe, do, and mostly
live.

-Dalai Lama



Staying in Your Lane

Past

Present

Future



Resources

Self-Care Assessment

Self-Care Plan

PROQOL Scale

Concern's Training Committee



Concern's Training Committee

Origins:

- As Concern has grown, and as the population we serve has changed, the training needs of our staff have grown and changed
- Prior to 2015, accessing available external trainings was the agency's approach to staff development and continuing education

A Committee Was Born!

- In April 2015, existing Concern staff who were passionate about training and staff development came together and formed an all-volunteer committee
- We develop and present new trainings to staff as well as coordinate access to existing trainings offered by other organizations



Driven by Staff Interests

- Committee membership drew from all parts of the organization, and from all levels of experience.
- Committee currently has 21 members from 12 different departments/sites
- Membership currently includes clinical staff and program administrative staff, as well as staff from Accounting, Property Management and Administrative staff from programs across Long Island and New York City

Annual Staff Training Needs Assessment Survey & Newsletter

- Each spring we offer a web-based training needs assessment survey to elicit from staff those training needs and interests they would like to see for the coming year.
- In addition, the Training Committee publishes a quarterly Newsletter which also solicits questions and feedback from staff across the organization.



Organizational Buy-In

- Training committee business and accomplishments is a standing agenda item at every biweekly Administration Meeting with senior staff across the organization
- Senior staff and supervisors can share training opportunities with their staff as well as bring back training needs and interests that their staff needs on an ongoing basis



Internal and External Wellness Training Topics

Staff Wellness Training Topics Offered Include:

- Coping with Grief and Loss
- Becoming Resilient and Adapting to Change
- The Power Of Optimism
- De-escalation and Safety
- Understanding and Managing Diabetes
- Avoiding Slips, Trips and Falls

Other Training Topics

Other Training Topics Include:

- Understanding K2 and Spice
- Working With Formerly Homeless People
- The Stages of Change
- Writing Effective Support Plans and Functional Assessments
- Overview of Mental Health Diagnoses
- Employment Information for Case Managers
- Hearing Distressing Voices

Yoga and Meditation

Staff trained in Yoga and Meditation offer monthly yoga and meditation classes to staff

- 1 hour duration allows staff to fit it into their busy schedule
- By varying the location, staff from different parts of the agency have the opportunity to attend
- Currently collaborating with NYC staff to expand wellness opportunities



Internal and External Resources

Staff collaborate to use their skills and areas of expertise to create and coordinate trainings that meet staff need and interest. Community and agency resources include:

- EAP
- Concern's MRST Program
- Relias Trainings
- OMH
- CUCS
- LICADD

In Development

Staff are presently building curriculum and training competency in the following areas:

- Cultural Competency
- Fire Safety and Prevention
- Dual Recovery
- Promoting Employment Amongst Residents and Tenants



Program Based Health & Wellness

Leadership Style: Democratic

The democratic leadership style (also called the participative style) is a combination of the autocratic (focused on results and efficiency) and laissez-faire (delegating tasks and providing little supervision/best when staff is experienced and well-trained) types of leaders.

A democratic leader is someone who asks for input and considers feedback from their team before making a decision. Because team members feel their voice is heard and their contributions matter, a democratic leadership style is often credited with fostering higher levels of employee engagement and workplace satisfaction. Because this type of leadership drives discussion and participation, it's an excellent style for organizations focused on creativity and innovation—such as the technology industry.

Indeed.com

Program Based Health & Wellness

Set the Culture of the Program

- Recognize you do not have all the answers
 - Importance of who you surround yourself with
 - Ask for input when problem-solving
- Give staff opportunities to get involved
 - Staff drives much of the on-site activities
 - E.g. Workout group, yoga group, cooking group, monthly BINGO night, talent/show open mic, holiday celebrations (Mother's Day brunch, Father's Day cookout, Memorial Day BBQ, decorating the residence for the holidays etc.), program newsletter etc.
- Ask for feedback during supervision and staff or clinical meetings
 - Is there anything you think I should be doing differently?
 - Is there anything I can better do to support you?
 - How are you feeling in your role?
- Open Door Policy
- Vulnerability and Transparency about struggles

Program Based Health & Wellness

- Staff Bonding
 - Annual Staff Appreciation Lunch
 - Bowling Night and more to come...
- Celebrating Each Other
 - Individual Birthday Celebrations at the program
 - Graduation Dinner
- Supporting Each Other
 - Genuine care and concern when staff have experienced losses
- Informal Conversations around Health & Wellness
 - Importance of hydration
 - Incorporating more plant-based meals
 - Workout buddies or encouragement to exercise

Program Based Health & Wellness

- Morning Mindfulness and Meditation
 - Reduce stress and increase sense of well-being
 - Reduce depression and anxiety
 - Improve self-image and increase positive outlook
 - Enhance self-awareness
 - Lengthen attention span and improve focus
 - Increase memory and mental clarity
 - Generate kindness towards oneself and others
 - Increase empathy and sense of connectedness
 - Increase self- control/reduce dependency on maladaptive/addictive behaviors
 - Improve sleep
 - Increase creativity

Meditation Apps: Headspace, BeeZone, Insight Timer

- Lunchtime Walk & Talk

Program Based Health & Wellness

Mindfulness Animated in 3 minutes

<https://www.youtube.com/watch?v=mjtfyuTTQFY>

Challenges & Solutions



One day, we will
die Snoopy...

Yes, but every
other day we will
live...

