



Promoting Resilient Workforces: Workplace Strategies to Address Impacts of Trauma and Domestic Violence

Spanish/ASL interpretation provided

Webinar is being recorded

October 18, 2023

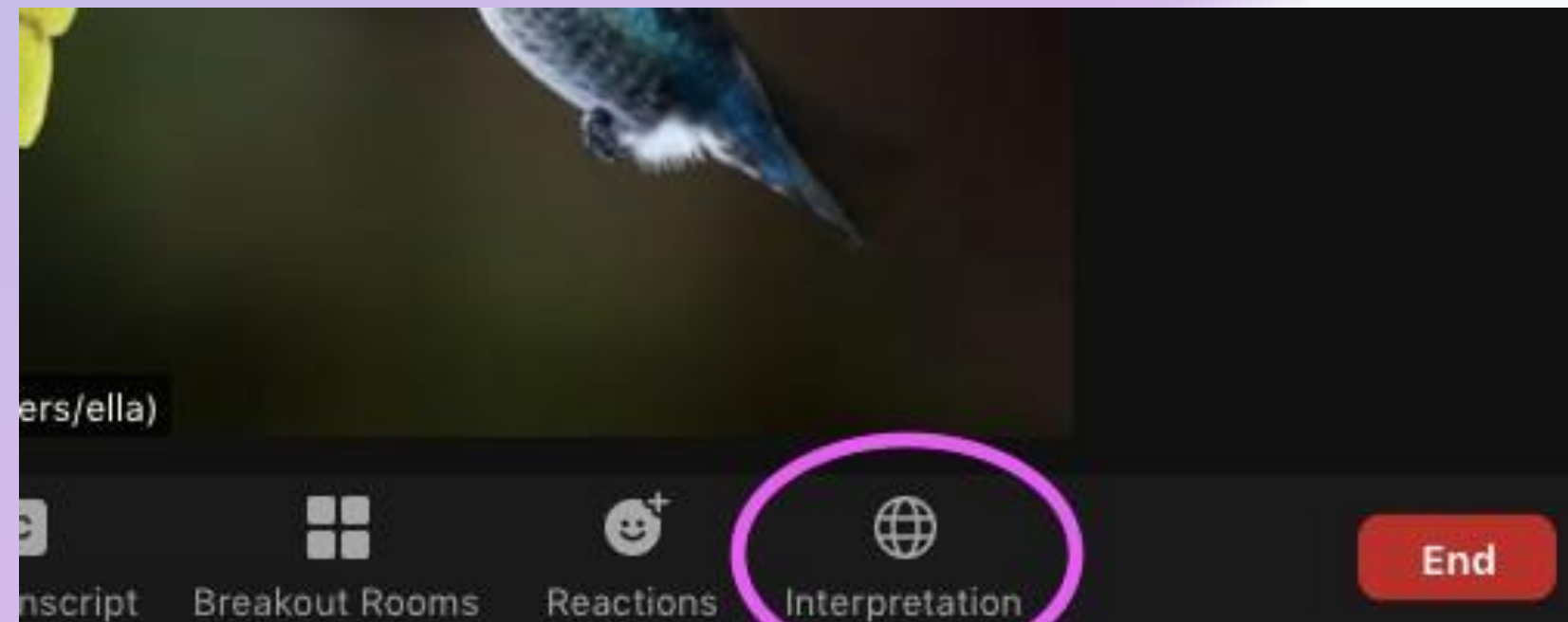
October – Domestic Violence Awareness Month



How To Access Language Interpretation on Zoom

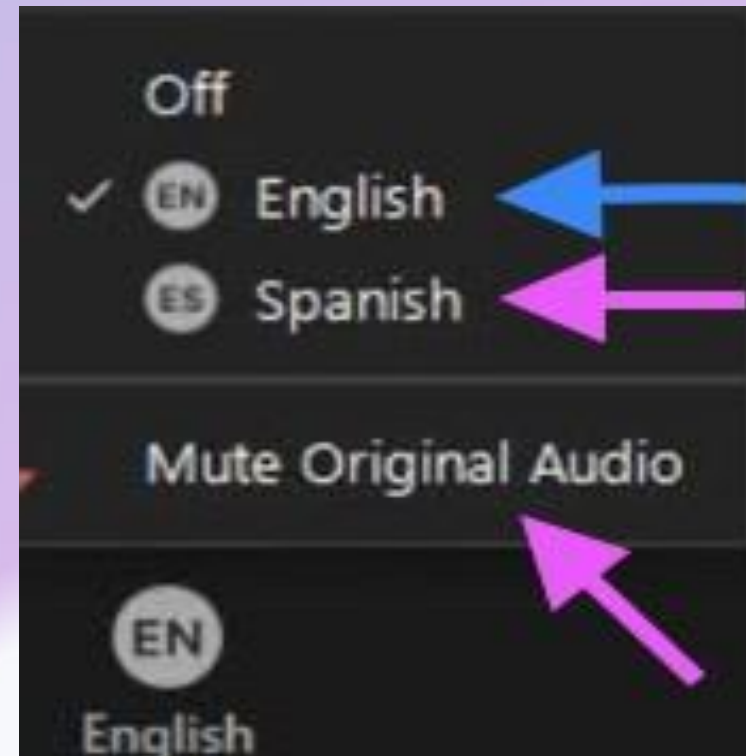
Cómo Activar la Interpretación de Idiomas en Zoom

On your computer, find the Interpretation Globe Icon at the bottom of your screen



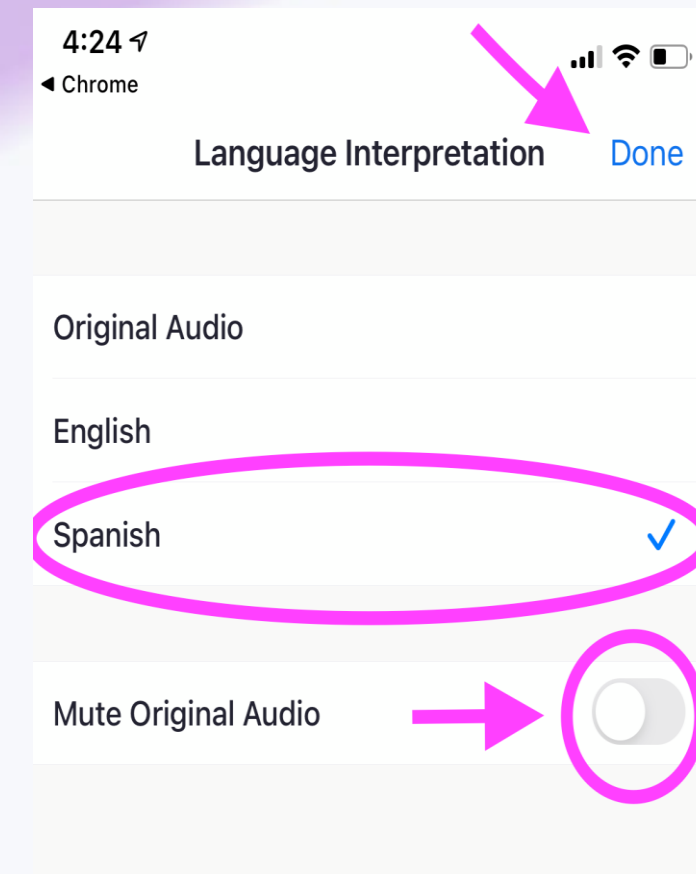
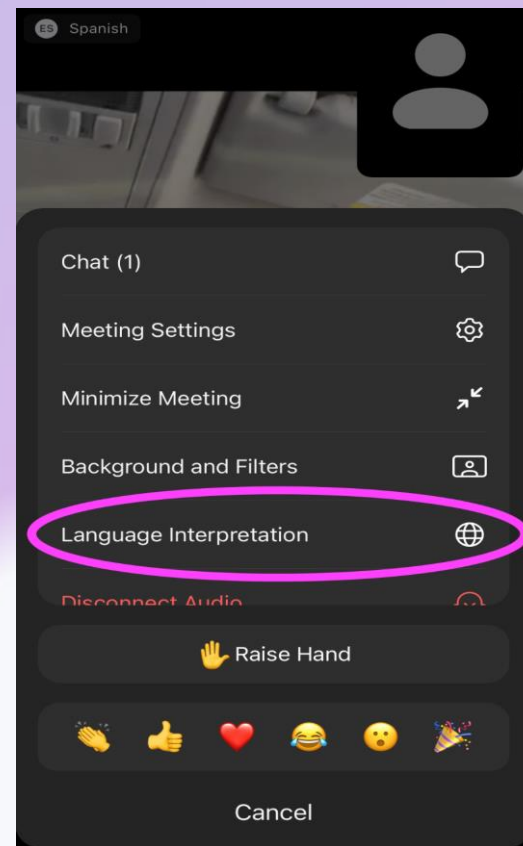
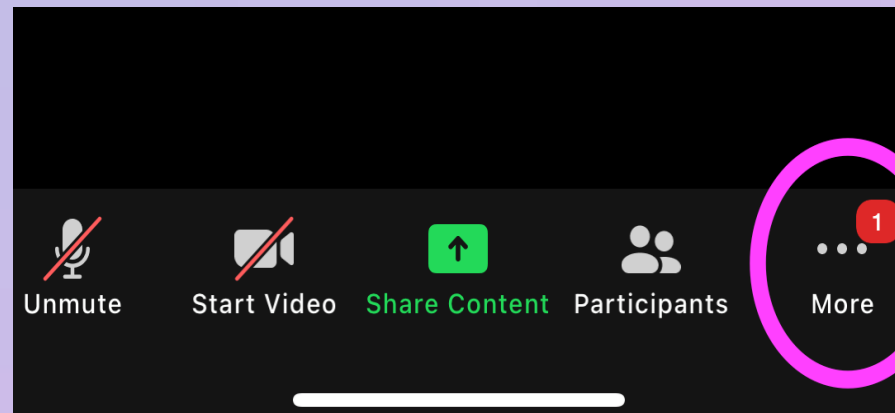
En su computadora, busque el globo terráqueo que dice Interpretación en la parte inferior de su pantalla.

Choose English as your language. Make sure to NOT mute original audio so that you can hear the main room



Seleccione Español. Asegúrese de Silenciar Audio Original, si solo desea escuchar al intérprete

If you are on a smart device, look for the three dot menu and choose Language Interpretation. Then, select English.



Desde un dispositivo inteligente, busque el menú de tres puntos y elija Interpretación. Después, escoja “Español” y si lencie el audio original.

Speakers



Megha Rimal, MSW
She/Her/Hers

Program Specialist,
Health and Workplace
Health Partners on IPV + Exploitation
Futures Without Violence



Kimberly S.G. Chang, MD, MPH
She/Her/Hers

Family Physician, Director of HT and Healthcare Policy,
Asian Health Services
Consultant, Health Partners on IPV + Exploitation
Futures Without Violence,
Speaker of the House, Executive Board of Directors, NACHC



Sarah Gonzalez
She/Her/Hers

Associate Director,
Workplace & Economic Justice
Futures Without Violence

Introductions

- ✓ Name
- ✓ Pronouns
- ✓ Organization
- ✓ Share your favorite thing about fall





HEALTH CENTERS ARE KEY TO VIOLENCE PREVENTION

Health Partners on IPV + Exploitation

Health Partners on IPV + Exploitation is led by Futures Without Violence (FUTURES) and funded by HRSA BPHC to work with community health centers to support those at risk of experiencing or surviving intimate partner violence, human trafficking, or exploitation and to bolster prevention efforts.

Learn more: www.healthpartnersipve.org



What We Do

- Provide free resources and tools
- Training, and technical assistance to employers, survivors, co-workers
- Advocate to prevent and respond GBVH impacting the workplace
- Create and disseminate culturally-relevant and industry-appropriate best practices
- Facilitate live and web-based education programs and training for employers, government agencies, and labor organizations
- Develop or audit workplace policies and practices

www.workplacesrespond.org

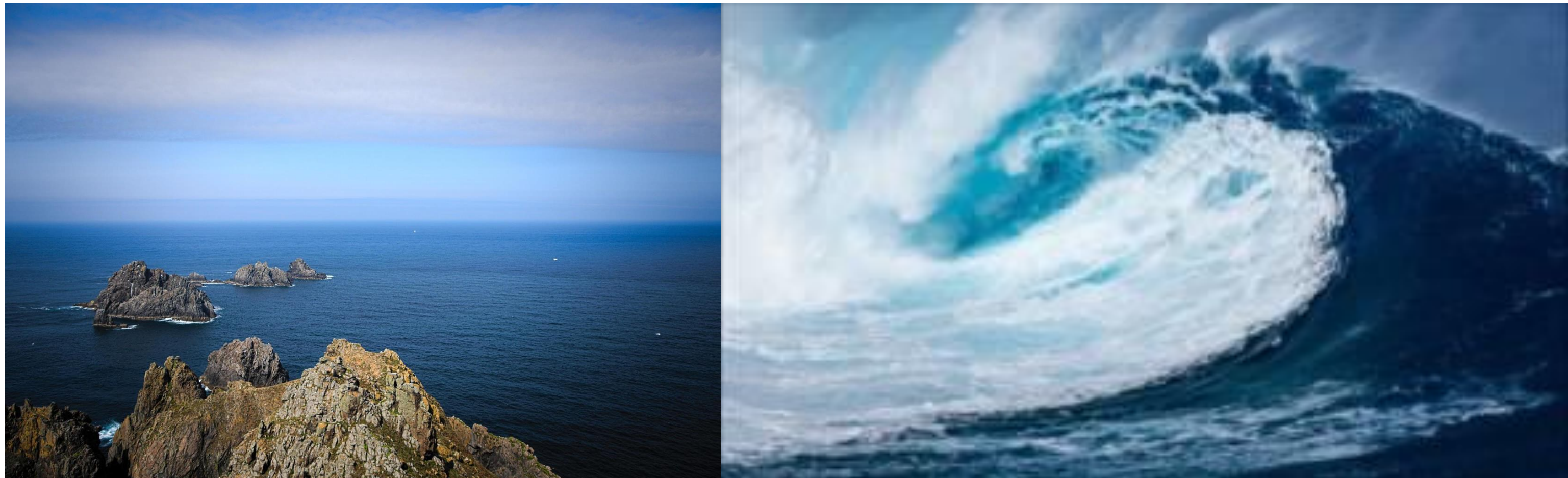


Today's Agenda

- Introduction/Check-in
- Addressing the impacts of violence and trauma in the workplace
- Building organizational resilience
- Organizational practices, protocols and systems
- Resources
- Closing



Let's Take a Collective Moment to Ground Ourselves



Why Violence and Trauma Matters to CHCs and Our Workforce

“Never assume that domestic violence is not affecting someone in your workplace. Victims of domestic violence often suffer in secret, in part because they have been conditioned to believe they deserve the abuse, and because of the fear that their co-workers will think less of them. I know this because I suffered in secret for years before a very intuitive and caring person reached out to me and helped me find the path to strength, self-respect, and healing.”

Sue Veer, CEO of Carolina Health Centers, Inc., and Secretary, NACHC Executive Committee, Board of Directors

<https://healthpartnersipve.org/health-centers-care-about-domestic-violence/>



Overview of Health Centers (HCs)

Health centers are community-based and patient-directed organizations that deliver no-cost/ low-cost comprehensive primary health care.

They often include:

- Pharmacy
- Mental health services
- Substance abuse programs
- Oral health services



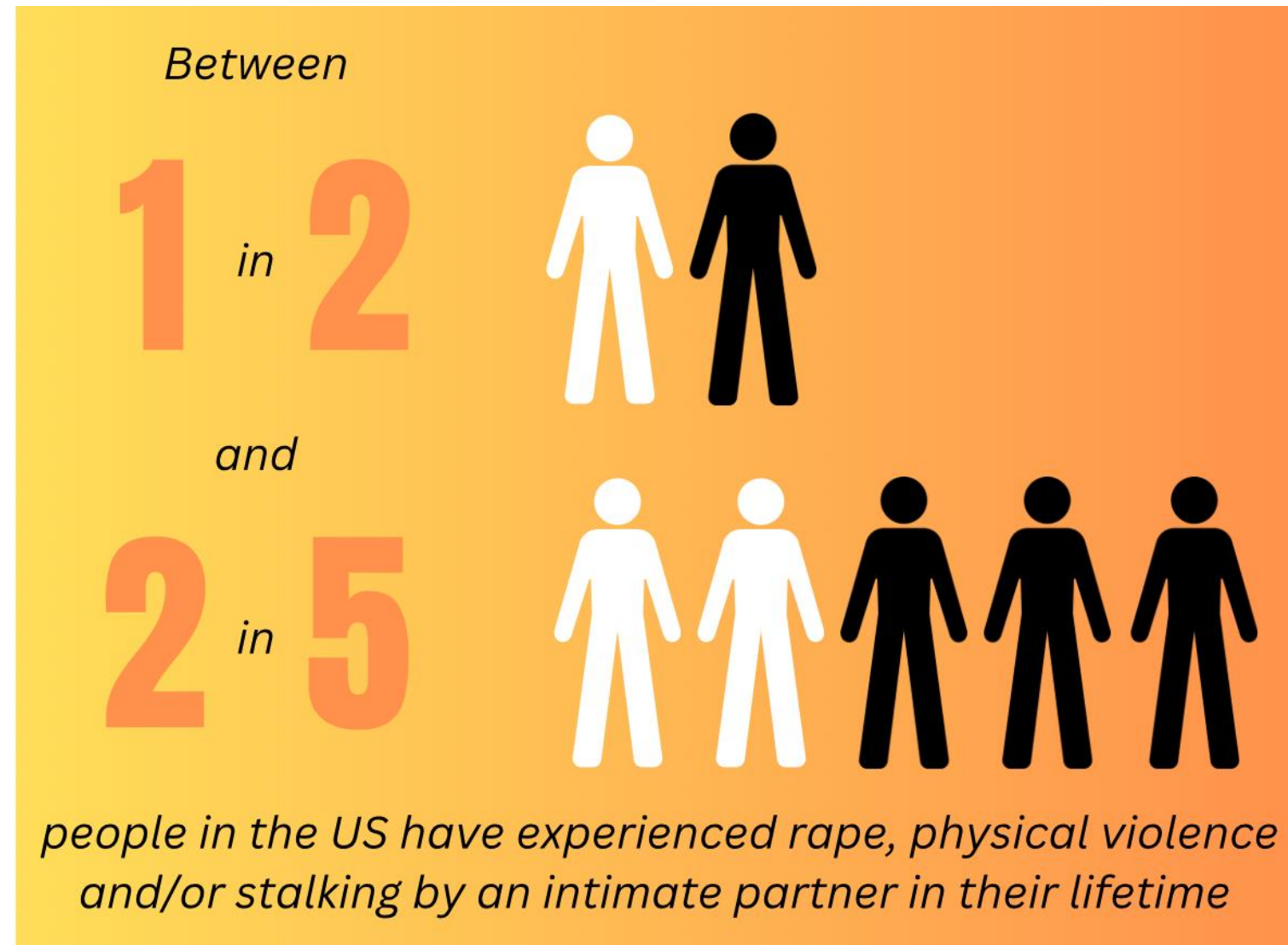
Photo: CHC Staff at Asian Health Services in Oakland, CA in 2021

Located in medically underserved areas and for medically underserved populations. Find a health center here: <https://findahealthcenter.hrsa.gov/>



Prevalence

Intimate Partner Violence



Sexual Violence



Because of intersecting forms of sexism, racism, trans/homophobia and other forms of oppression, marginalized and/or historically exploited peoples experience higher rates.





2023-2025

HRSA Strategy to Address Intimate Partner Violence



Aims, Objectives, and Activities

AIM 1: Enhance coordination between and among HRSA projects to better focus IPV efforts

AIM 2: Strengthen infrastructure and workforce capacity to support IPV prevention and response services

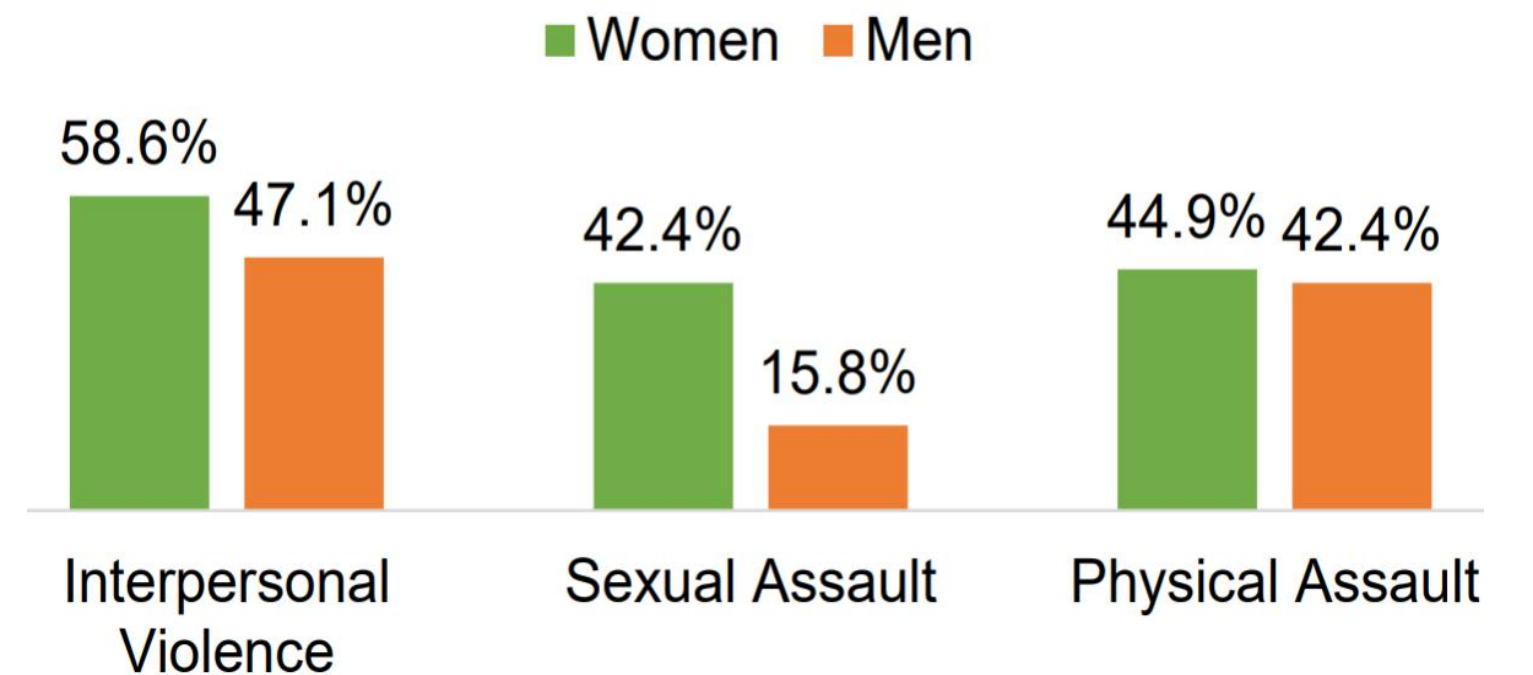
AIM 3: Promote prevention of IPV through evidence-based programs

<https://www.hrsa.gov/sites/default/files/hrsa/owh/2023-2025-hrsa-ipv-strategy.pdf>

Workforce Characteristics

- A national study found that 89.7% of U.S. adults had been exposed to at least one traumatic event in their lifetime
- Majority female identifying workforce
- Significant variation in diversity by job category

Experience of Traumatic Events

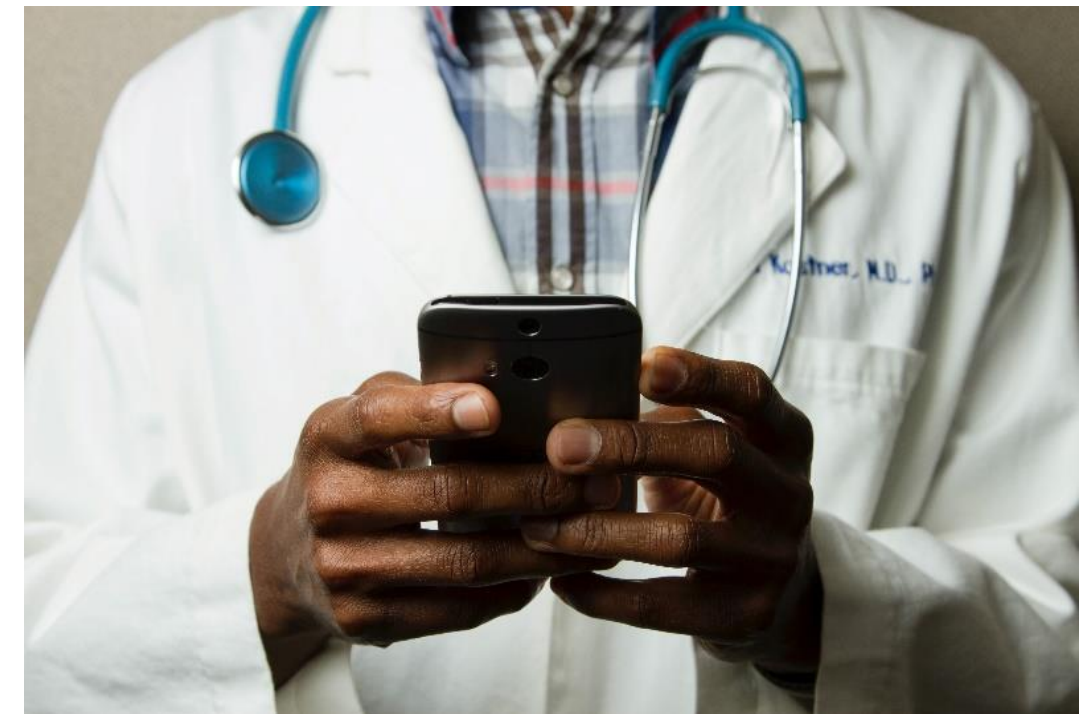


Source: Kilpatrick, Dean G, Heidi S Resnick, Melissa E Milanak, Mark W Miller, Katherine M Keyes, and Matthew J Friedman. "National Estimates of Exposure to Traumatic Events and PTSD Prevalence Using DSM-IV and DSM-5 Criteria." *Journal of Traumatic Stress* 26, no. 5 (October 2013): 537–47.
<https://doi.org/10.1002/jts.21848>



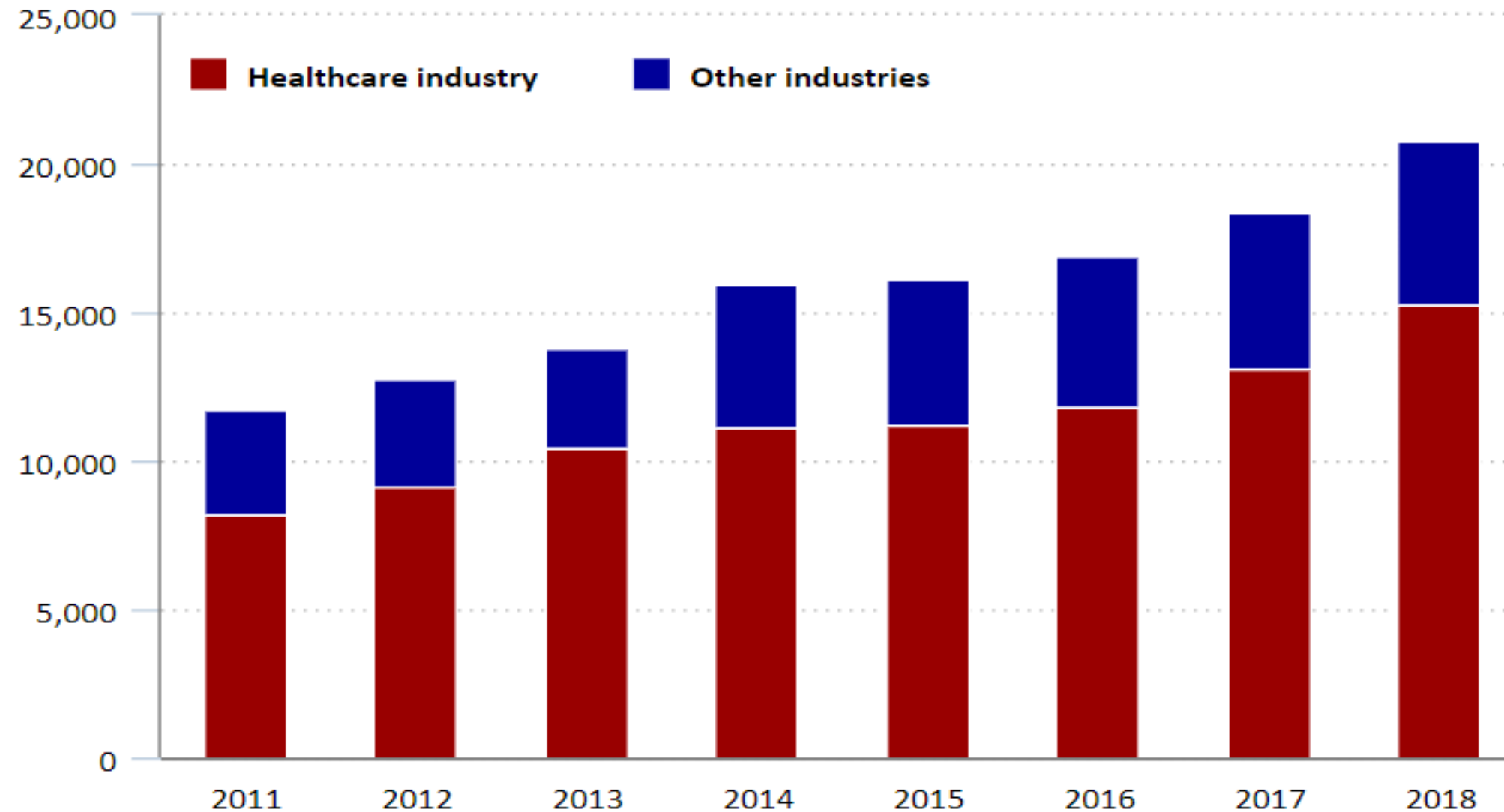
Staff Experiences with Trauma

- It is estimated that **68%** of the **healthcare workforce** have experienced at least one episode of violence, abuse, or neglect—compared to their colleagues in other industries.
- They are also more likely to experience workplace violence.
- **Healthcare professionals develop vicarious, or secondary, traumatization through exposure to their patients' stories of violence and trauma.** (Maunder, 2010)



Workplace Violence in the Healthcare Industry

Chart 2. Number of nonfatal workplace violence injuries and illnesses with days away from work, 2011-18



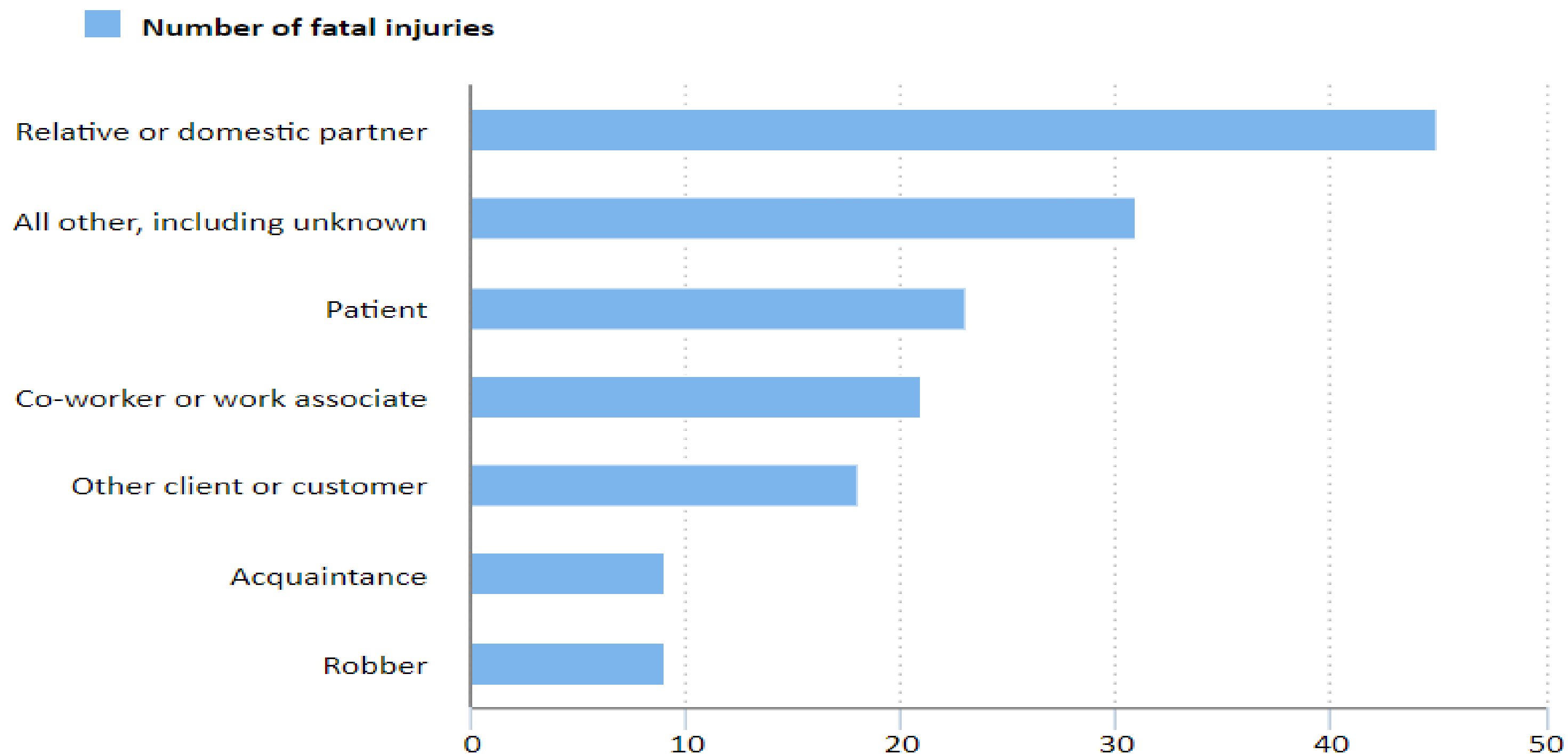
Health care workers represented 73 percent of the victims of nonfatal workplace violence in 2018.

Click legend items to change data display. Hover over chart to view data.
Source: U.S. Bureau of Labor Statistics.

<https://www.bls.gov/iif/factsheets/workplace-violence-healthcare-2018.html>



Chart 3. Workplace homicides to healthcare workers, by assailant, 2011-18



Click legend items to change data display. Hover over chart to view data.

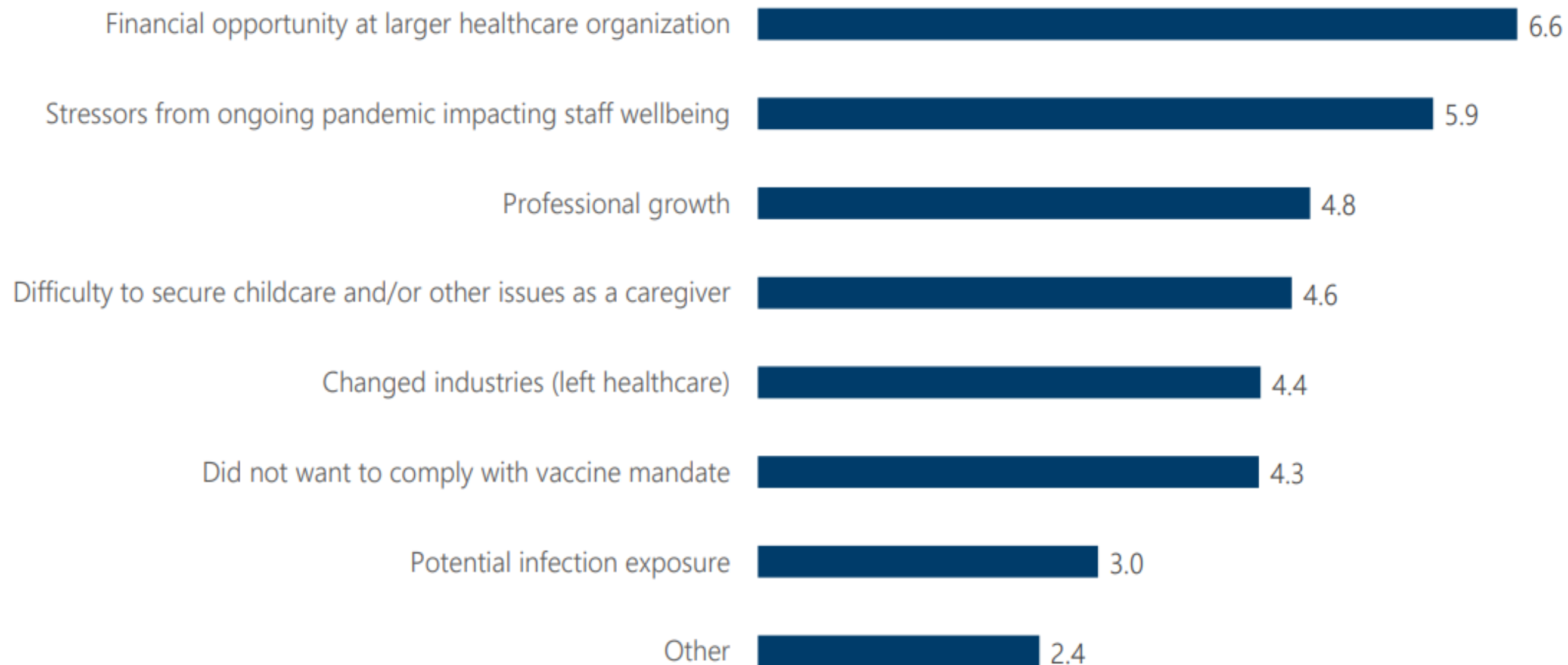
Source: U.S. Bureau of Labor Statistics.



Figure 6-5

Health Centers Have Unique Challenges Recruiting and Retaining Staff

Percent of Health Centers Reporting Specific Challenges for Recruitment and Retention

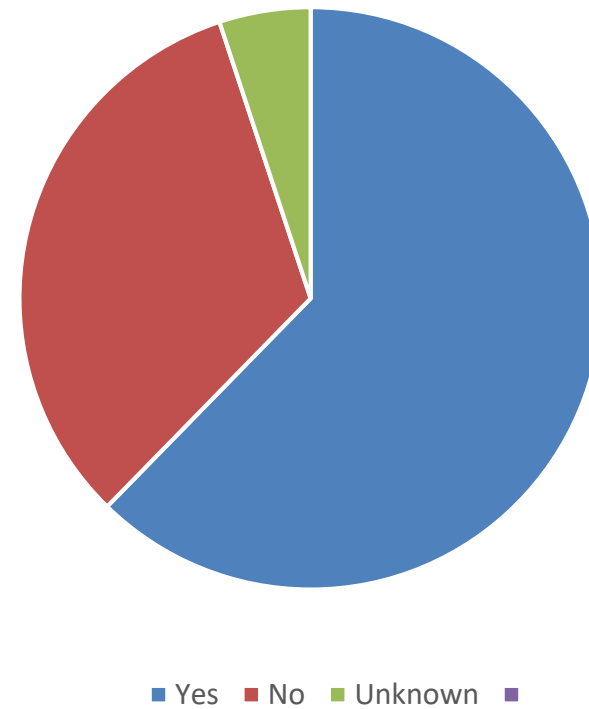


Source: NACHC. Current State of the Health Center Workforce: Pandemic Challenges and Policy Solutions to Strengthen the Workforce of the Future Available from: <https://www.nachc.org/wp-content/uploads/2022/03/NACHC-2022-Workforce-Survey-Full-Report-1.pdf>



What we learned about you all from registration...

Does your organization/health center have policies and protocol to support staff wellness?



86 people said Yes/Somewhat
45 people said No/Not sure
7 people said Unknown



**What does it mean for you to
have a resilient and healthy
workplace?**



**Please share
in the chat**

Creating A Resilient Workplace

4 Components

1. Connection to reduce isolation and strength through relationships
2. Wellness by promoting physical and emotional health
3. Meaning through actions that give you a sense of purpose
4. Healthy thinking to accept change and reinforce progress



Creating a Resilient Workplace

- ✓ Inclusive
- ✓ Anti-oppressive
- ✓ Trauma-informed
- ✓ Challenging structures and culture rooted in harm
- ✓ Survivor-centered
- ✓ Core values connected to the overall mission, vision, and day-to-day tasks/responsibilities of staff
- ✓ Reducing power dynamics and hierarchy in supervisory relationships
- ✓ Just labor practices
- ✓ Prioritizing psychological safety



Gender-Based Violence and Harassment is a Workplace Issue

Employees are Survivors

- Women, and specifically women of color, disproportionately experience gender-based violence and harassment and are overrepresented in the healthcare workforce
- Healthcare workers who are survivors themselves are supporting other survivors



Gender-Based Violence and Harassment Occurs in the Workplace

There are structural factors and job characteristics that increase workers' risk of gender-based violence, particularly sexual harassment, in the workplace

- ✓ Power differentials
- ✓ Working in isolation
- ✓ Focus on customer satisfaction
- ✓ Decentralized workforce (decision makers disconnected from front line workers)

High rates of violence and harassment against healthcare professionals

- Reports of sexual harassment is highest in (1) accommodations and food service; (2) retail; (3) manufacturing; **(4) healthcare and social assistance industries**

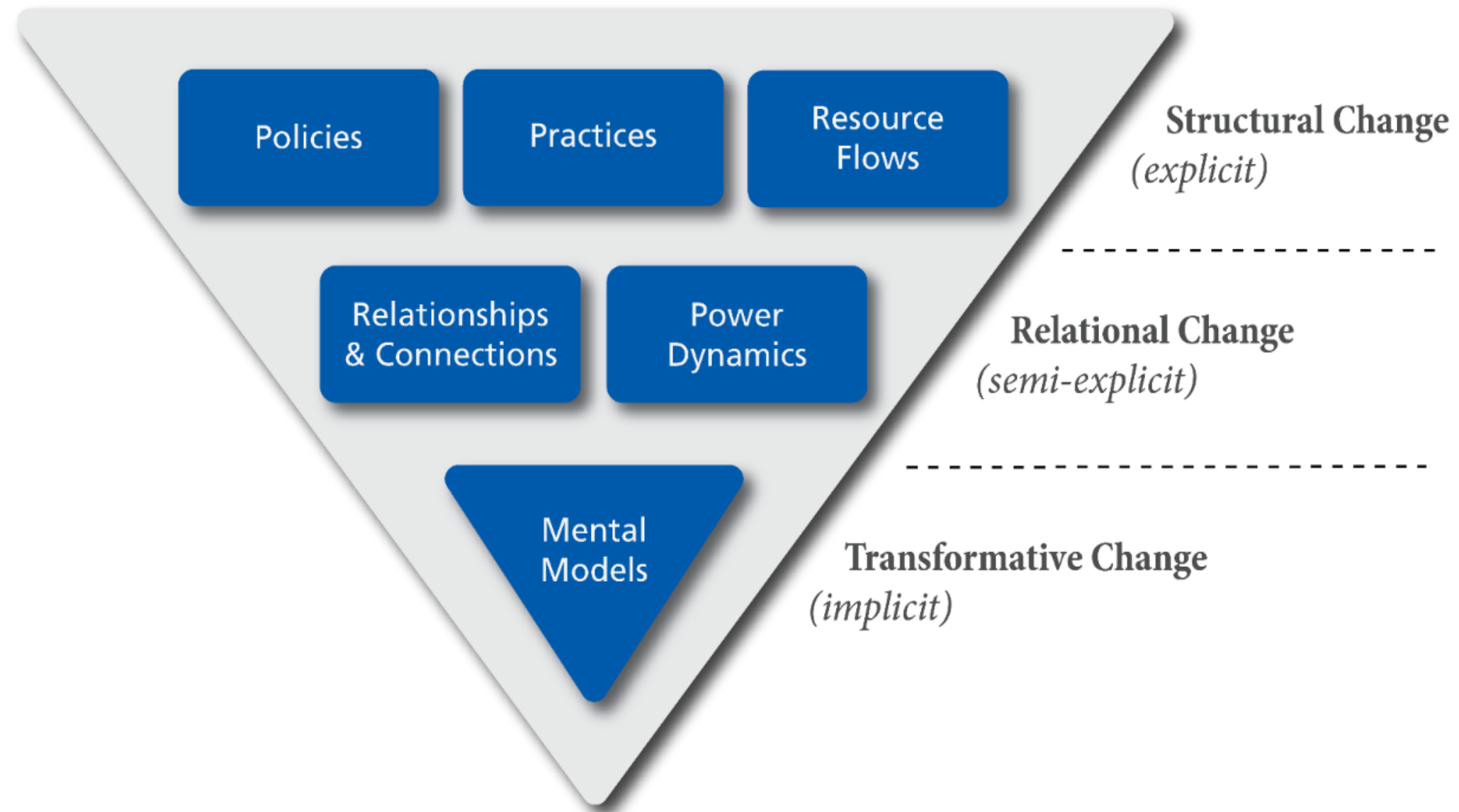


Building Resilience - Fostering Connection, Wellness, Meaning, and Healthy Thinking



Trauma-Informed Systems Approach

Six Conditions of Systems Change

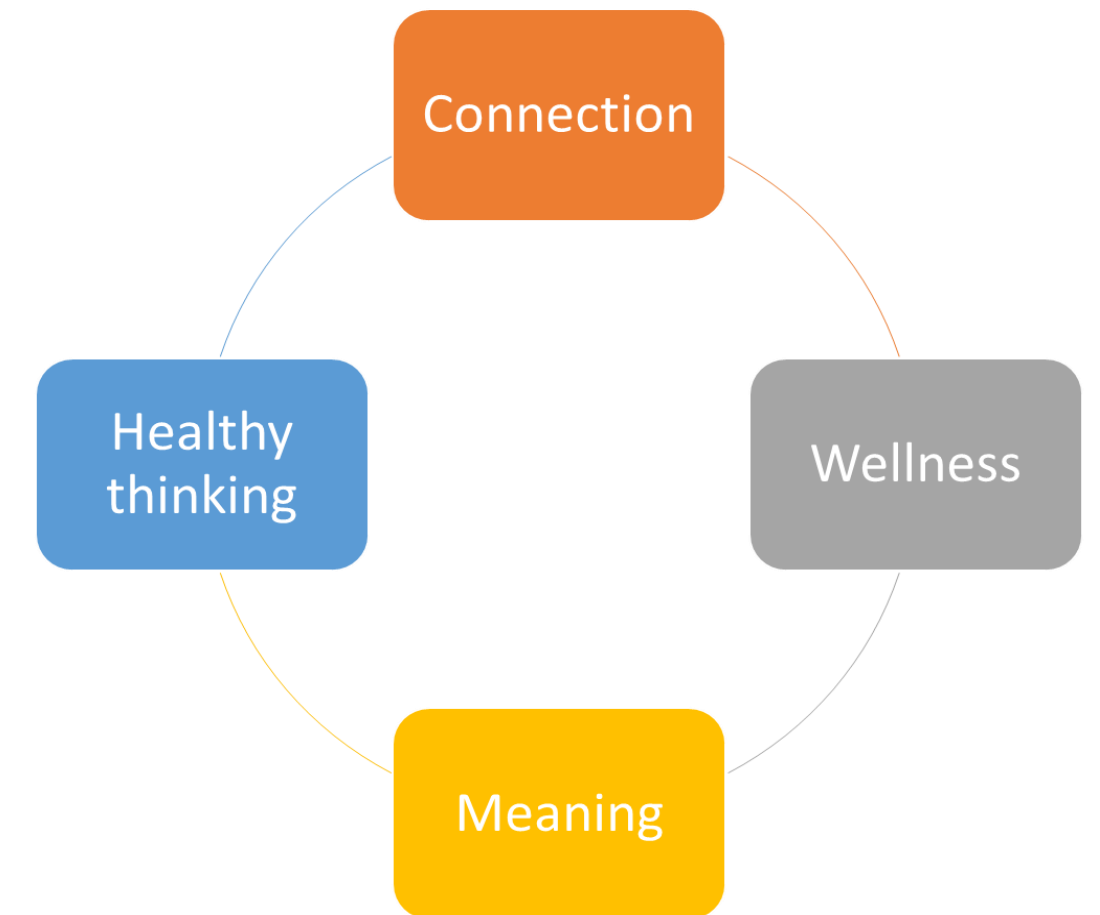


https://www.fsg.org/resource/water_of_systems_change/



Key Elements Across All Levels of Change

- Invest in employee well-being
- Create a safe, inclusive, and welcoming workplace environment
- Foster trust through transparency and collaboration
- Build a strong workplace community
- Set employees up for success and growth



Structural Factors - Policies (formal)

Living Wage

PAID Sick and Safe Leave

Predictive Scheduling

Robust Mental Health
Coverage

Policy on GBVH in the
workplace

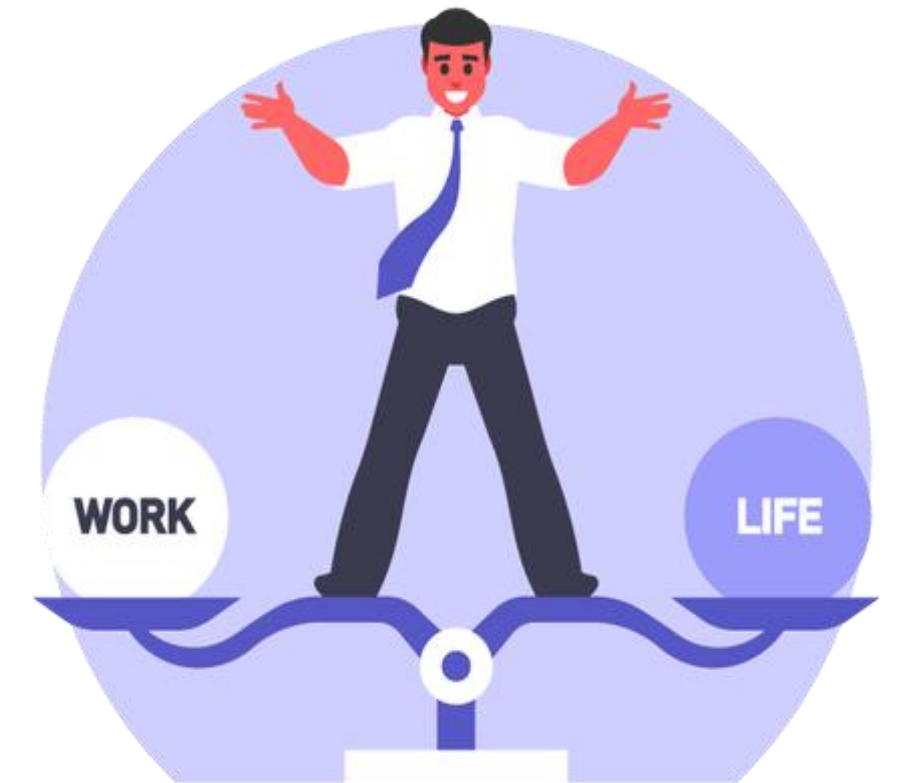
Transparent Policies

DEIA initiatives **MUST**
include GBVH



Structural Factors - Practice (Informal)

- Adequate staffing to ensure reasonable workloads
- Clear mission and values that is connected throughout the work
- Provide clarity around roles and expectations
- Value and celebrate every role
- Clear and transparent communications from leadership




publicdomainvectors.org



Structural Factors - Practice (Informal)

- Training for supervisors on trauma-informed supervision
- Build professional and peer to peer support into the work
- Create space for self-care
- Engage employees in finding solutions
- Have open and honest conversations about GBVH and the workplace



Relational Factors

-
- Examine power differences (both positional, cultural, and identity based) and seek to promote greater power sharing and collaboration
-
- Build connections across roles
-
- Foster mentorship opportunities
-
- Trust and empower employees
-
- Make employee well-being a part of a supervisor's job description
-
- Build emotional intelligence and practice trauma-informed supervision
-
- Conduct regular climate and culture surveys and address findings through action
-

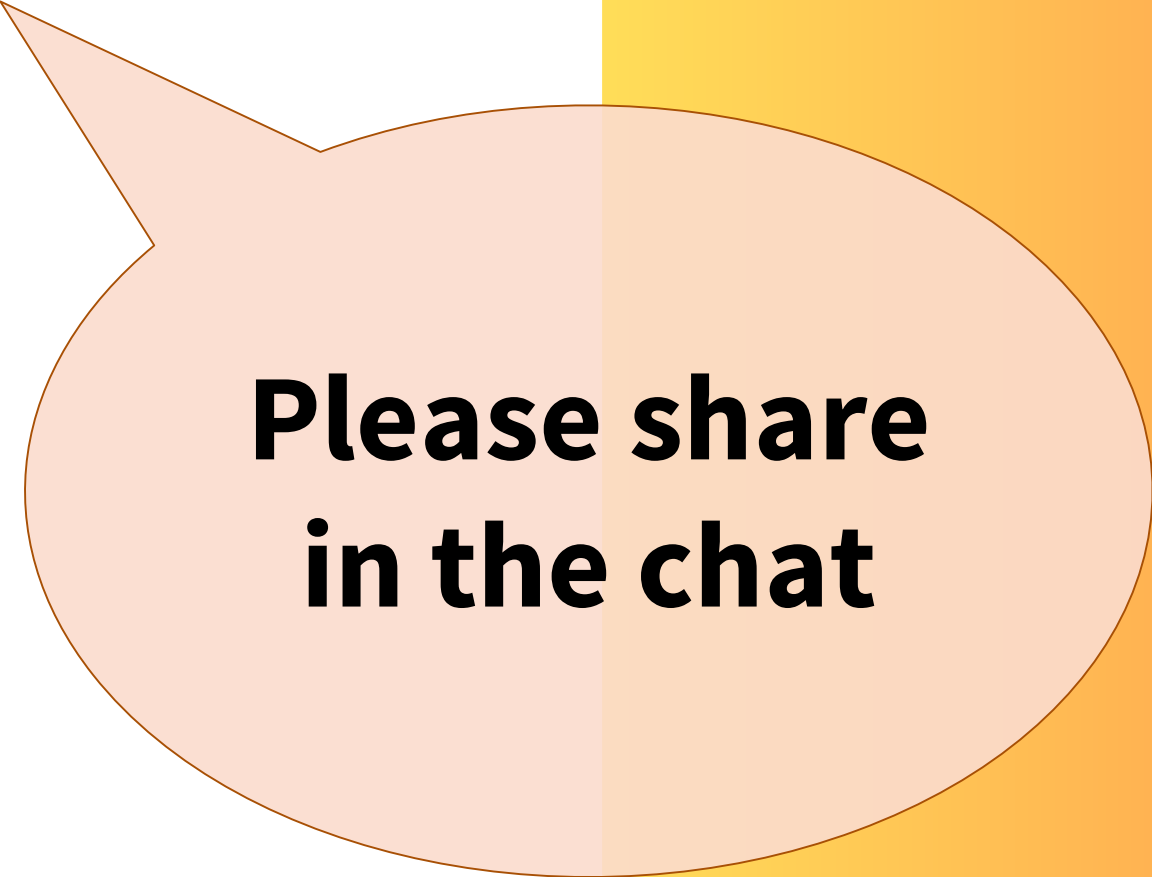


Individual Mindsets

- Education and leadership training is needed
- Work succeeds when people believe in it—both at the top and on the front lines
- Recognition that addressing GBVH is **EVERYONE's** responsibility
- Identify the champions and leaders, both formally and informally
 - Who do staff listen to?
 - Who is trusted?



**Share one thing that you can
start doing at your workplace to
promote employee wellness**



**Please share
in the chat**



Resources from Workplaces Respond to DV & SV and Health Partners on IPV + Exploitation

Workplace Toolkit/Model Protocol For IPV

- Poster for the workplace
- Safety Card & Posters for Employees
- Protection Order Guide For Employees
- Supervisor Training Video

[www.workplacesrespond](http://www.workplacesrespond.org)

WORKPLACES RESPOND
TO DOMESTIC & SEXUAL VIOLENCE
A NATIONAL RESOURCE CENTER

NATIONAL RESOURCE CENTER
Creating Workplaces Free from Domestic Violence, Sexual Harassment and Violence, and Stalking

Workplaces Respond provides resources, training, and technical assistance to employers, survivors, co-workers, and advocates to prevent and respond to domestic violence, sexual harassment and violence, and stalking impacting the workplace.

Visit the Resource Center >

Six Supportive Ways to Address Trauma

TRAUMA-INFORMED COMPANY TRAINING

SAFE FOR ALL

Gender-Based Violence and Harassment (GBVH) is experienced by at least one in four people in their lifetime.

GBVH can include controlling behavior like keeping someone from getting to or completing their work, stalking behavior such as repeated unexpected visits at work or excessive texts and calls, or other types of sexualized harassment and violence – sexual comments and unwanted touching.

How can you help create a workplace that is safe for all?

- Practice Empathy**
Be an attentive and empathetic listener. Let them know this is not someone's fault. Respect others' experiences and decisions. Trust that they know what is best for their situation.
- Avoid Judgment**
Experiencing GBVH is NEVER someone's fault. Respect others' experiences and decisions. Trust that they know what is best for their situation.
- Share Resources**
Offer information and helplines, such as the below, and inform them about any available workplace supports.
- Put Privacy First***
Always let the person experiencing harm decide what, when, how, and whom to share information with. Respecting privacy is an important safety measure.

*If your employer mandates you report certain information, let the individual know what you must share and with whom.

For Information and Support:

- National Domestic Violence Hotline**
Free, confidential, confidential support, safety planning, and connections to local resources—24 hours a day, 7 days a week.
Call: 1-800-798-SAFE (7233)
TTY: 1-800-795-3224
Text: "START" to 83288
Chat: hotline.org
- Love is Respect**
Resources for young people to prevent and address unhealthy relationships and intimate partner violence.
Call: 1-866-339-3434
Text: "LOVE13" to 22822
Chat: loveisrespect.org
- National Sexual Assault Hotline**
The nation's largest anti-sexual violence organization with more than 1,000 local sexual assault service providers across the country. For immediate support on sexual assault or harassment.
Call: 1-800-656-HOPE (4673)
- Legal Momentum's Helpline**
A free resource for those seeking information, assistance, or referrals for legal representation related to gender discrimination and gender-based violence—particularly the workplace rights of survivors.
Call: 1-800-648-0297

Learn more about how you can help make your workplace safe for all at workplacesrespond.org

A joint initiative by: **WORKPLACES RESPOND TO DOMESTIC & SEXUAL VIOLENCE** | **OPEN TO ALL** | This project is supported by Grant No. 10279V-21-02-02334-MCIV awarded by the Office on Violence Against Women, U.S. Department of Justice. The opinions, findings, conclusions, and recommendations expressed in this poster are those of the authors and do not necessarily reflect the views of the Department of Justice, Office on Violence Against Women.



Resources

- Addressing the Impacts of Violence and Trauma in the Workplace:
<https://www.workplacesrespond.org/resource-library/impacts-of-violence-trauma/>
- Tips for Creating a Resilient Workplace: <https://www.workplacesrespond.org/resource-library/tips-for-creating-a-resilient-workplace/>
- Six Supportive Ways to Address Trauma that Shows Up at Work:
<https://www.workplacesrespond.org/resource-library/impacts-of-violence-trauma/>
- Self-Care Toolkit: <https://www.workplacesrespond.org/resource-library/self-care-interactive-tool/>
- Model Training for the Healthcare Industry:
<https://www.workplacesrespond.org/resource-library/model-healthcare-industry-trainings/>



Quality Assessment / Quality Improvement Tool (QA/QI)

- ✓ Guiding questions to assess quality of care related to promotion of healthy relationships and intervention related to intimate partner violence (IPV), human trafficking (HT), and exploitation (E) within their health care delivery
- ✓ A benchmark for each health center to engage in ongoing quality improvement efforts
- ✓ Complete every six months to track policy changes and implementation status

Addressing Intimate Partner Violence, Human Trafficking, and Exploitation in Community Health Centers

Quality Assessment/Quality Improvement (QA/QI) Tool

The following quality assessment/quality improvement (QA/QI) tool is intended to provide community health centers with guiding questions to assess quality of care related to promotion of healthy relationships and intervention related to intimate partner violence (IPV), human trafficking (HT), and exploitation (E) within their health care delivery. The information is to be used as a benchmark for each health center to engage in ongoing quality improvement efforts.

This tool was designed by [Health Partners on IPV + Exploitation](#), a project of Futures Without Violence, to increase the capacity of community health centers to prevent, educate about, and respond to IPV/HT/E. Health Partners on IPV + Exploitation provided training and technical assistance on implementing clinical interventions, establishing partnerships with community-based domestic violence programs, and enacting policy change to address and prevent IPV/HT/E within health centers. Please complete the tool as honestly and completely as you can. The following questions ask about **recommended** policies, protocols, and practices. For questions that you respond "no" to, it may be helpful to review the corresponding form, policy, and resources listed at end to guide implementation in your community health center.

It may be helpful to complete this tool every six months to track policy changes and implementation status of the recommended IPV/HT/E protocol. Please review our [health center IPV/HT/E protocol](#): <https://ipvhealthpartners.org/wp-content/uploads/2021/07/FUTURES-CHC-Protocol-June-30-2021-FINAL.pdf>

We hope that this tool will help provide guidance on how to enhance your community health center's response to IPV and HT/exploitation. For more information on how to implement these practices see the online toolkit: www.IPVHealthPartners.org.

About Health Partners on IPV + Exploitation
Health Partners on IPV + Exploitation offers health centers training on trauma-informed services, building partnerships, policy development, and the integration of processes designed to promote prevention and increase the identification and referral to supportive services for individuals at risk for, experiencing, or surviving intimate partner violence, human trafficking and exploitation.
Email: healthpartners@futureswithoutviolence.org
Website: <https://healthpartnersipve.org/>

This resource was developed with support from the Health Resources and Services Administration (HRSA) of the U.S. Department of Health and Human Services (HHS) as part of an award to Health Partners on IPV + Exploitation (Futures Without Violence) totaling \$650,000 with 0 percent financed with non-governmental sources. The contents are those of the author(s) and do not necessarily represent the official views of, nor an endorsement, by HRSA, HHS, or the U.S. Government. For more info visit HRSA.gov.

https://healthpartnersipve.org/wp-content/uploads/2022/09/HealthCenter_QA/QI_TOOL.pdf





U.S. DHHS Funded Hotlines

800-799-SAFE (7233)
Text LOVEIS to 22522
Chat at thehotline.org



800-RUNAWAY (786-2929)
Email: 1800runaway.org/crisis-online-services/
Chat at 1800runaway.org/
Forum: bulletinboards.1800runaway.org/forum



877-565-8860
www.translifeline.org/



www.thetrevorproject.org
866-488-7386 LGBTQ Youth



44-7NATIVE (762-8483)
Monday-Friday from 9am to 5:30pm CST
strongheartshelpline.org

<https://www.acf.hhs.gov/acf-hotlines-helplines>

Thank you!

Please open the link that's posted in the chat box and complete the post-survey.

<https://redcap.link/nruk206v>

**Stay connected by signing up for
our monthly e-list: Catalyst for Change**

To sign up, see bottom of page:
www.healthpartnersipve.org

Questions?

Please type in the chat any questions or comments you have!