

**County of Monterey Health
Department Public Health Bureau**

Be A Goldfish - A Year Long Journey to Start a Cultural Shift within Public Health

October 2, 2024

Presentation Objectives

1

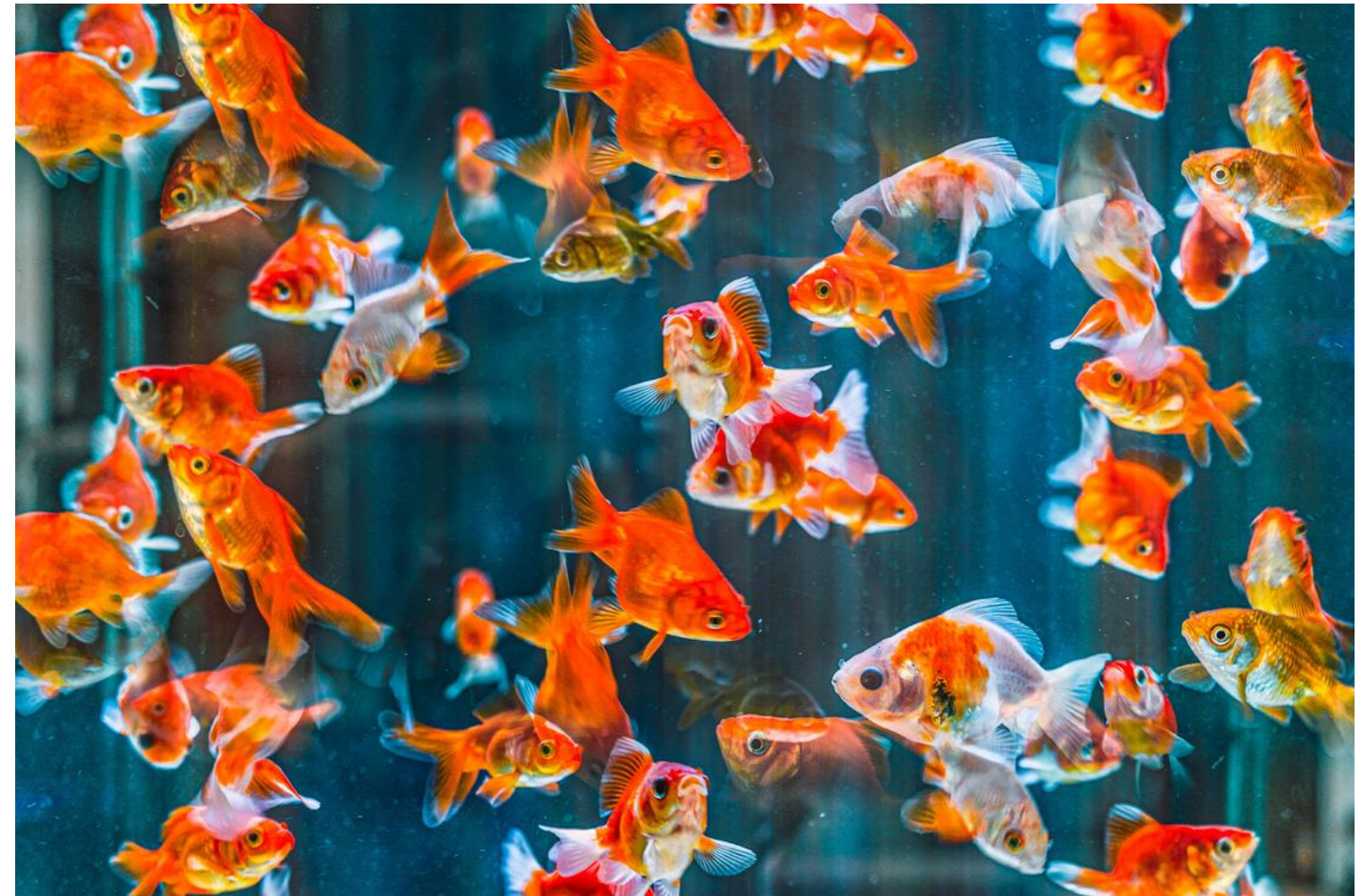
Review the development and implementation of a year long series for Public Health Practitioners to build a toolkit to mitigate the impacts of trauma

2

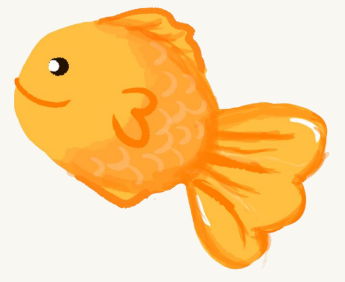
Demonstrate how the use of humor and pop culture were incorporated to creatively address the difficult concepts of cultural humility, trauma informed care, and reflective practice in an effort to shift an organizational culture

3

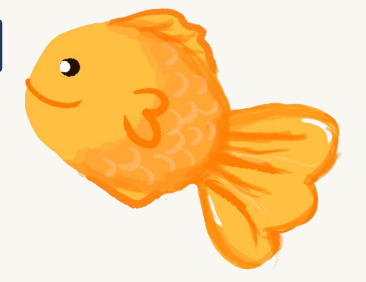
Share lessons learned from Be A Goldfish



Be A Goldfish Timeline



Concept to Proposal
May - July 2023



Kick off:
January 2024



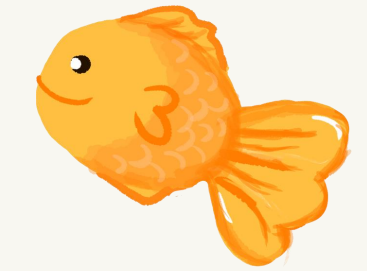
Award notification
and contracting
October - December 2023



Monthly Sessions:
Laying the
Foundations
February - May 2024



Be A Goldfish Timeline

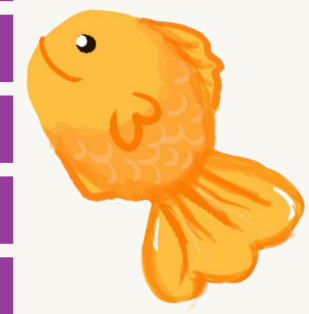


Monthly Sessions:

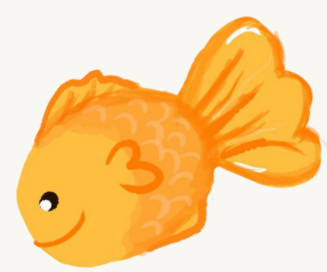
Putting into
Practice
Summer 2024



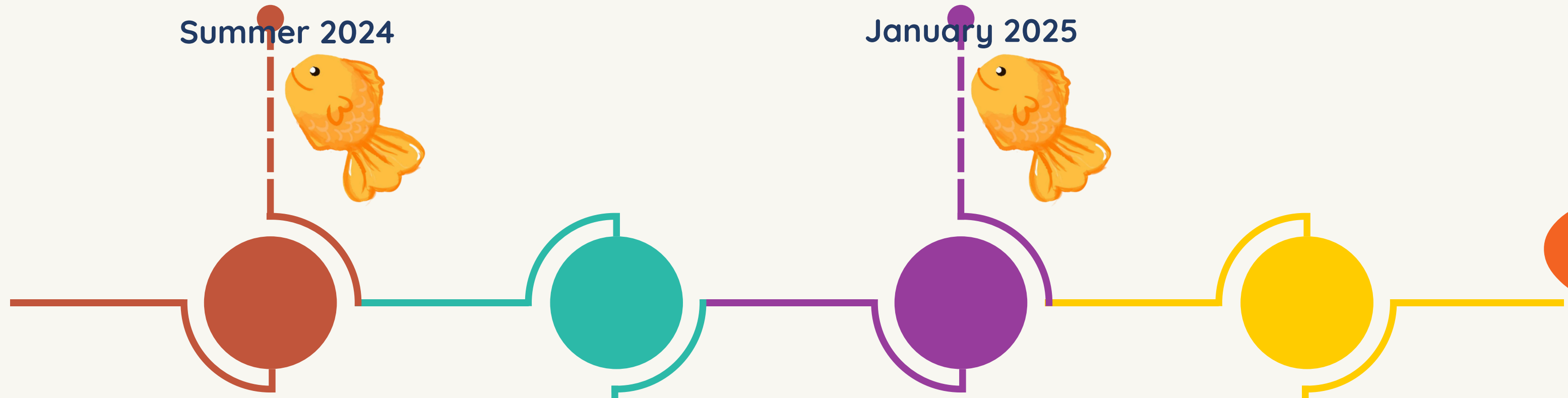
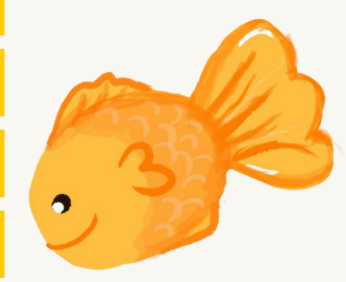
Reporting to
Funders
January 2025



Monthly Sessions:
Sustaining the
Practice
Fall 2024



Looking at 2025 and
beyond



Concept to Proposal



Assessed need for a focus on staff and address secondary trauma

- Burn out from COVID and 2023 flood response
- Continual changes in funding and programing
- Staff Turnover and Retirements
- Program Silos



Concept to Proposal



Monthly In-Services for Licensed Staff

- Already part of culture - want to build on this

Want to focus on multiple levels

- Individual, team, department

Connect to the work Public Health does

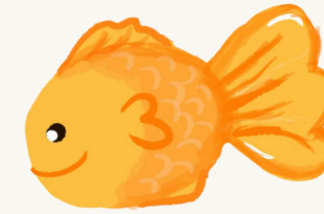
- Health Equity, Trauma-Informed Care, Client-Centered Care

Embed into Public Health culture

- Not a “one and done” training



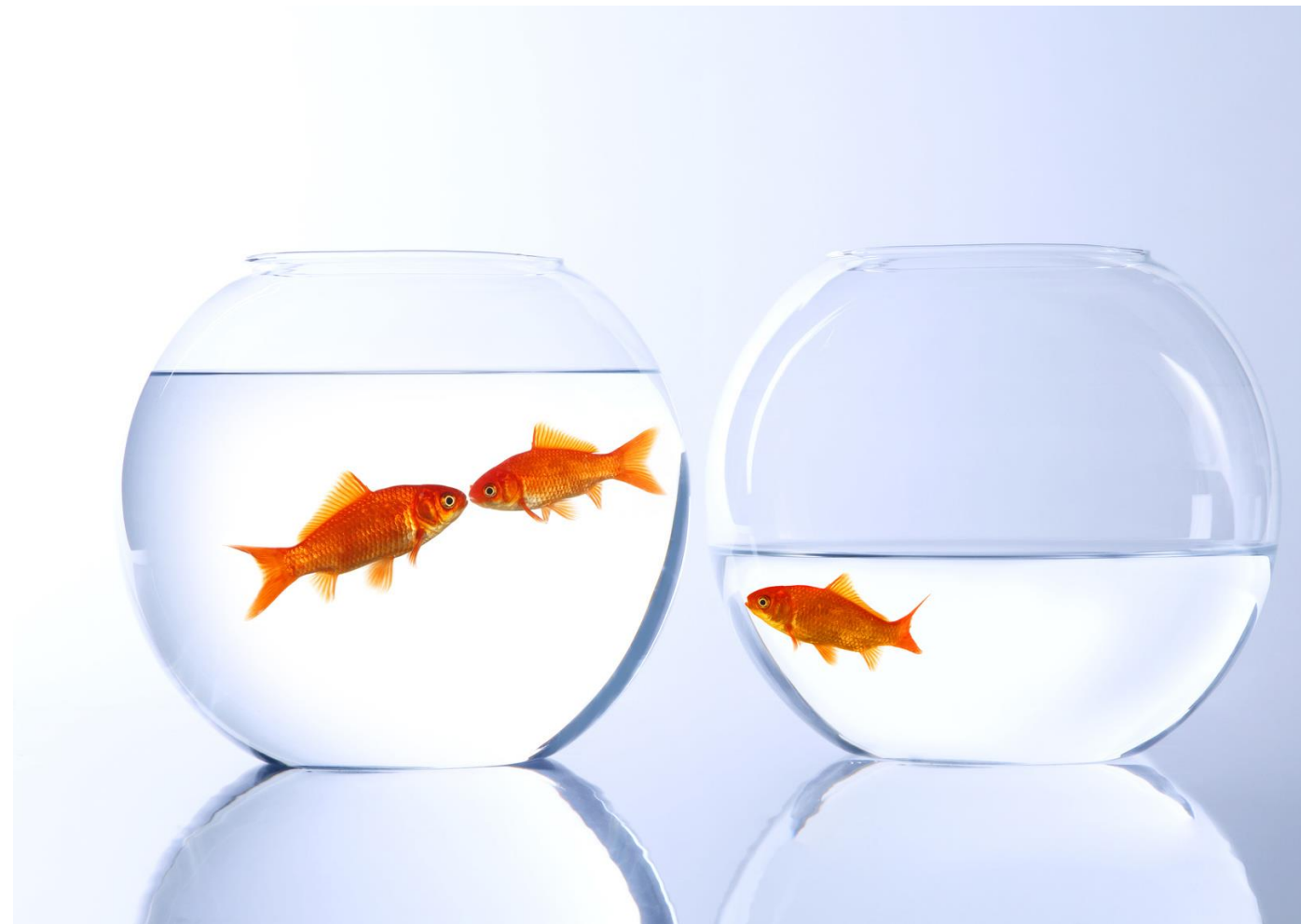
How do we fund this?



Managed Care Plan - Central California Alliance for Health has a Medi-Cal Capacity Grant Program with 3 focus areas:

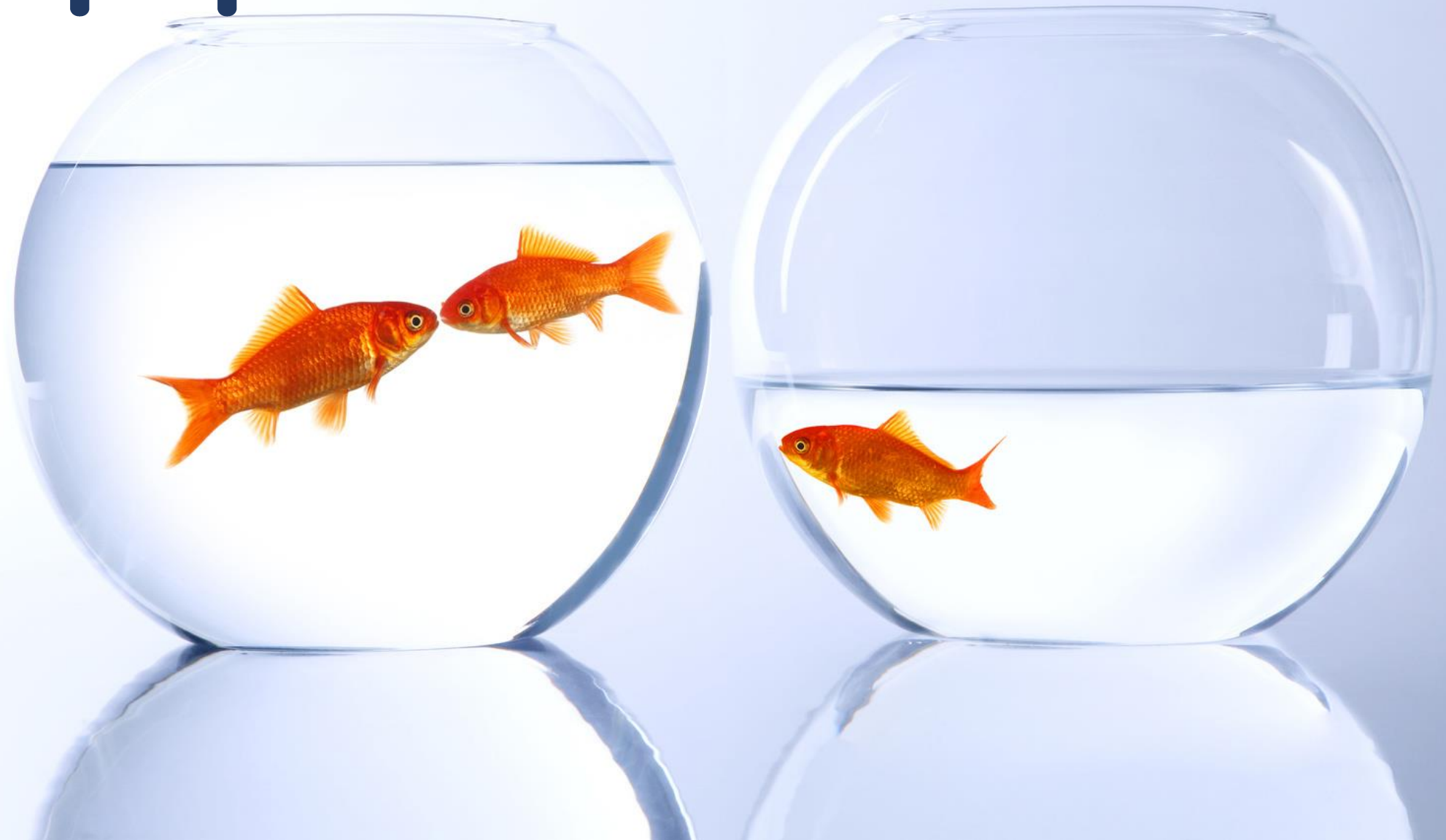
- Healthy Beginnings
- Healthy Communities
- **Access to Care**
 - Increase the number of providers trained in cultural competence and cultural humility, trauma-informed care and equity in the health care delivery system.
 - Improved patient-provider communication and trusted relationships resulting from an expanded network of Medi-Cal providers who are culturally responsive

Goals and Objectives



- Assist staff in acknowledging and addressing the health disparities and inequalities related to social determinants of health affecting Monterey County residents.
- Expand staff knowledge of reflective practice and, where appropriate, reflective supervision including addressing secondary trauma.
- Desire to tackle the endless cycle of trainings that do not seem to take off or create change
- Translate these concepts in a way that staff, including executive leadership, can operationalize for themselves and their work with their peers and clients.

So how did we use pop culture?



- Created a blueprint from the recognition of aspects of the series, Ted Lasso, that connects with various themes/outcomes of the grant
 - A series rooted in embracing change, vulnerability, and building positive team culture
 - A show that dipped its toe into deeper territories
 - An ensemble that offers comedic heartwarming relief.
- Initiate each session with a clip from the show that illustrates the topic for that day



Utilizing Ted Lasso and Humor for Hard Topics

Key Connections:

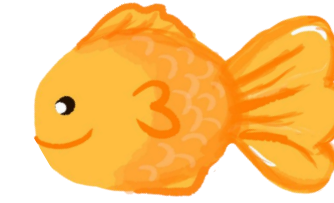
- Cultural Humility
- Health Equity
- Trauma Informed Care
- Secondary Trauma
- Reflective Practice/Reflective Supervision



An example...



Finding Facilitators



What were we looking for?



- Stripped down concepts
- Applicable over theoretical
- Mimic the qualities of Ted Lasso coaches
 - Rumble with vulnerability
 - Perpetual Curiosity
 - Exploration of complex, sensitive and even difficult topics

Facilitators

Dr. Matthew Mock

- A distinguished expert on the relevance of cultural competency, ethnicity, and multiculturalism in psychotherapy with children and families.
- As a Professor, he teaches courses including Theory and Practice of Community Mental Health, Multi-Cultural Competence in Counseling and Community Practice, Clinical Skills A: Self as Clinician, and the Diversity Awareness Workshop.
- A previous Director of the Center for Multicultural Development (CMD) with the California Institute for Mental Health (CiMH) in Sacramento.
- A previous Director for the Family, Youth and Children's Services for the City of Berkeley Mental Health and Ethnic Services Manager system-wide.
- Received his Ph.D. and M.A. from the California School of Professional Psychology (CSPP) and his B.A. from Brown University.
- Served on many boards As a third generation Chinese-American, Dr. Mock is highly committed to diversity training, consultation and community issues.
- In addition to teaching and public appearances, Dr. Mock continues a private practice as a psychotherapist and consultant in Berkeley, California.



Facilitators

Al Killen Harvey, LCSW



- A Licensed Clinical Social Worker
- Al has dedicated 31 years of service to Chadwick Center at Rady Children's Hospital, one of the largest hospital-based trauma treatment centers in the nation, supporting children and adolescents who have experienced or witnessed maltreatment, abuse, or violence.
- Recipient of the San Diego County Child Abuse Coordinating Council's "Unsung Hero" Award for his work with children who have been abused and/or neglected.
- Co-founder of The Harvey Institute, a training and consultation company whose mission is improving health care outcomes through the integration of sexual health.
- A national facilitator on a wide variety of topics including: trauma informed care, secondary traumatic stress, reflective supervision, sexual health conversations for medical and mental health professionals, sexual identity and gender identity issues
- Served on several boards including the Trevor Project, a national organization that provides crisis intervention and suicide prevention services to lesbian, gay, bisexual, transgender and questioning youth.
- Al has served as an expert witness for the United States Army and the San Diego District Attorney's Office in the prosecution of sexual abuse cases.
- Fellow fan of Ted Lasso

Leadership Buy-In



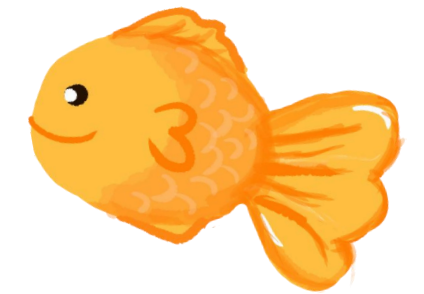
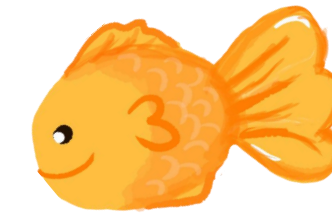
Dr. Edward Moreno

Public Health Director and
Health Officer



Kristy Michie, MS

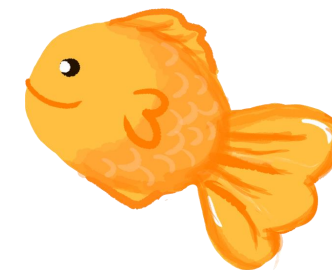
Assistant Public Health
Director



Award notification and contracting



- Agreement with CCAH on grant objectives
- Contracting with both facilitators.





Goldfish Kick-Off



All Staff Meeting

- Event for all staff involved in grant activities (75 total)
- Leadership helped present concepts
- Facilitators were introduced either via zoom or video
- Made it fun!



Pre-Survey

- Rate knowledge of Cultural Humility, Health Equity, Trauma Informed Care, and Secondary Trauma.
- Space for staff to provide examples.
- Post session and end of year survey



Goldfish Buzz

- General buzz around the office afterward
- Vacations rescheduled for session dates.
- “Believe” signs and series quotes around the office



Kick Off - All staff Meeting





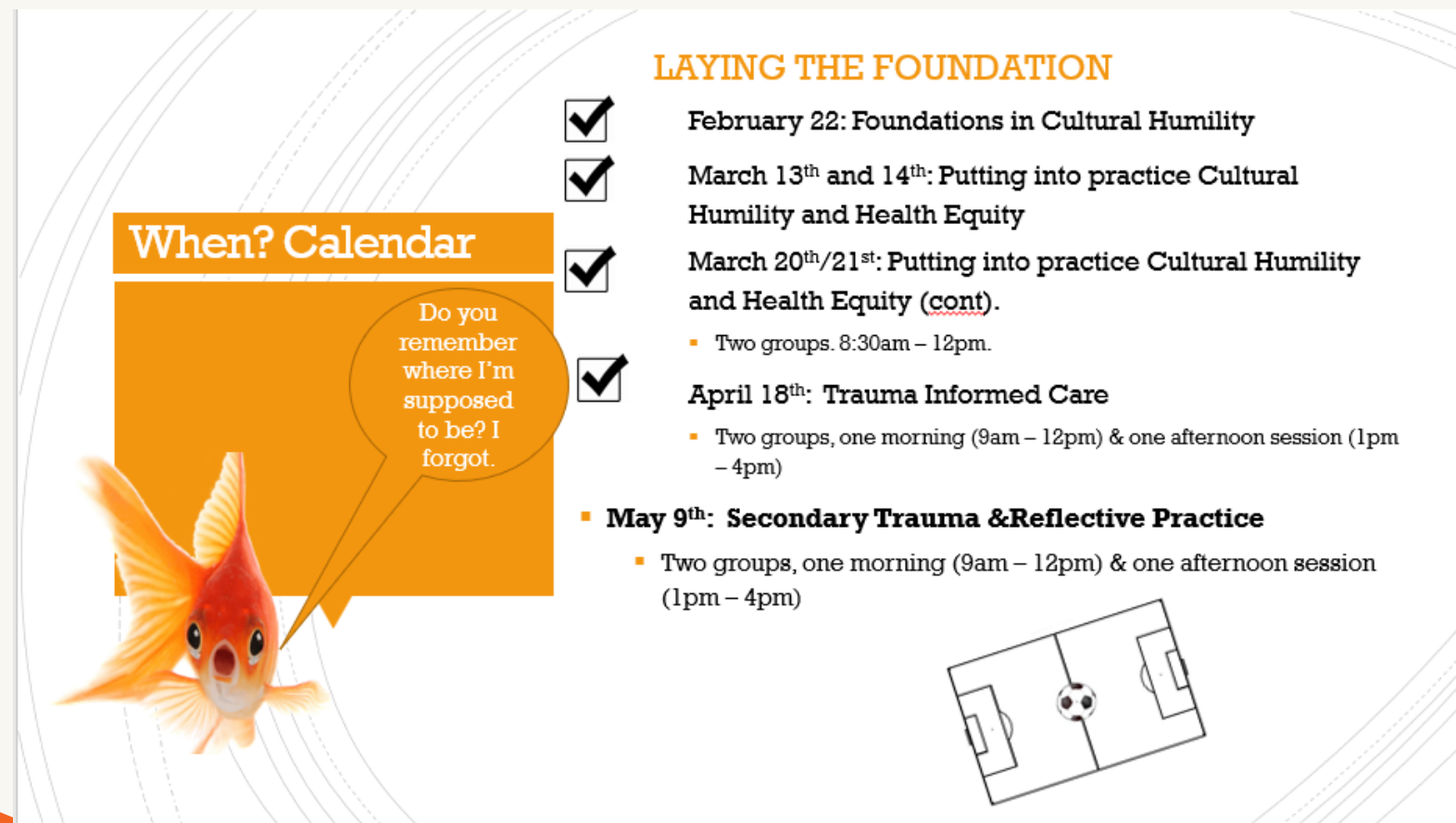


In-Person Foundational Sessions

- Cultural Humility
- Health Equity
- Trauma 101
- Trauma Informed Care
- For Supervisors/Managers: Reflective Supervision



Be A Goldfish Session Structure

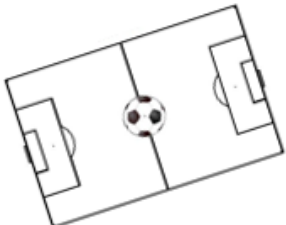


When? Calendar

Do you remember where I'm supposed to be? I forgot.

LAYING THE FOUNDATION

- ✓ February 22: Foundations in Cultural Humility
- ✓ March 13th and 14th: Putting into practice Cultural Humility and Health Equity
- ✓ March 20th/21st: Putting into practice Cultural Humility and Health Equity (cont).
 - Two groups. 8:30am – 12pm.
- ✓ April 18th: Trauma Informed Care
 - Two groups, one morning (9am – 12pm) & one afternoon session (1pm – 4pm)
- **May 9th: Secondary Trauma & Reflective Practice**
 - Two groups, one morning (9am – 12pm) & one afternoon session (1pm – 4pm)



1. Goal and Objectives Review
2. Be A Goldfish Themes & the Session's Theme
3. Review of where we have been and where we are going
4. Community Agreements
5. Connecting Be A Goldfish to the session's theme
6. Facilitator takes over

Putting Into Practice



Summer Virtual Sessions

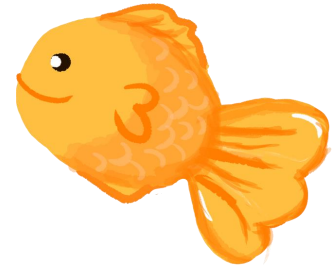
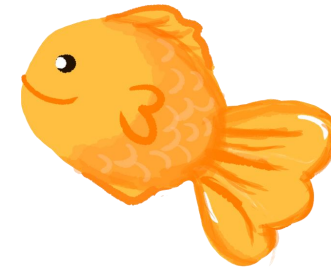
- Five small group focuses on individual strategies
- Reflected on a “Self Care Checkup” check list and discussed in pairs
- Encouraged staff to support each other in their goals
- “Using the term “I appreciate you” instead of “I appreciate it”. It felt a little weird at first, but also more genuine and more personal. The people receiving this phrase seemed to appreciate it.”

Supervisor & Manager Reflective Practice Coaching

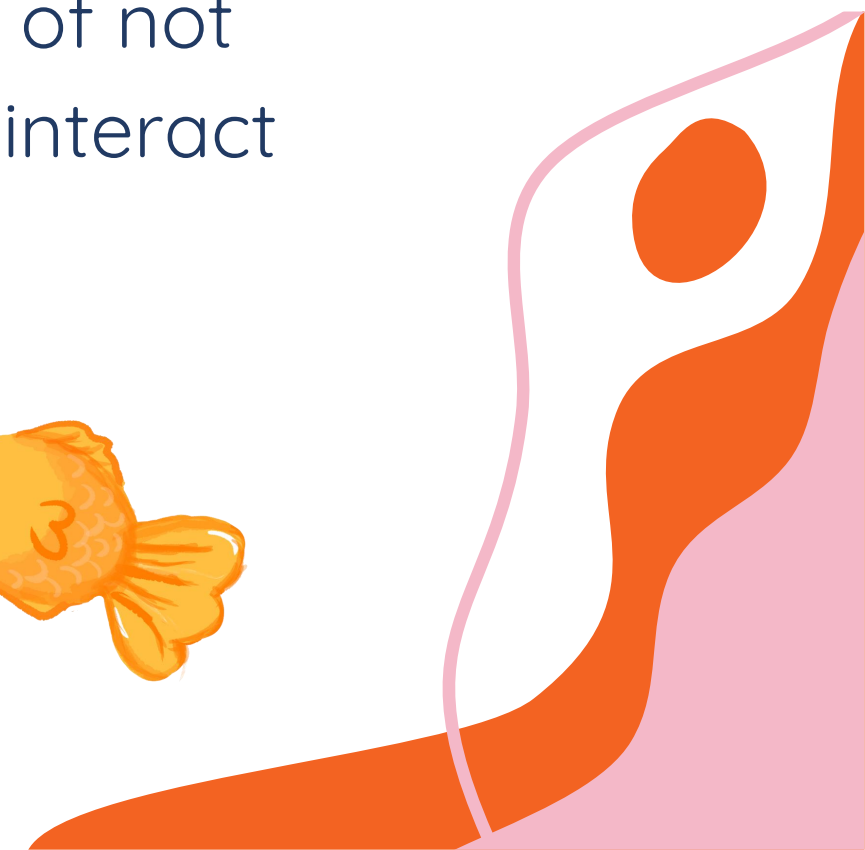
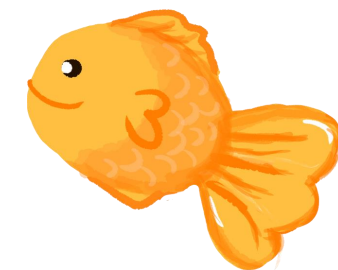
- Two coaching calls for small groups of supervisors and managers/executives.
- Focus on successes and struggles of using Reflective Supervision
- In Managers/Executives group: additional focus on how to plan for post-Be A Goldfish

What Staff Are Saying:

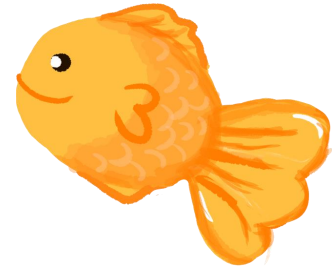
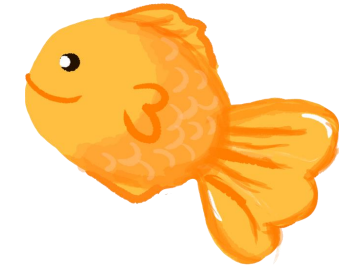
“In my work with youth and their families, I have had more fruitful conversations as I actively work to suspend judgement and truly try to listen just to listen. It’s helped with creating better rapport and continuing to keep the opportunity to work with clients.”



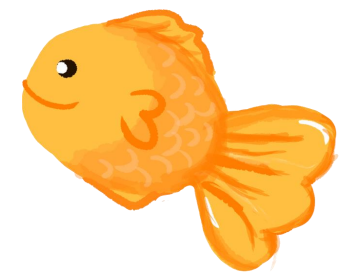
“I feel like these sessions have helped me be more understanding of not just our patients but the co-workers around me that I don’t really interact with day to day.”



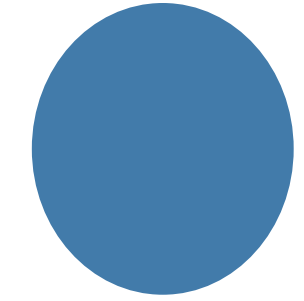
What Staff Are Saying:



“In the past I used to ask staff how they are doing during 1:1s. I noticed that I would receive everything that is going on with their personal life. I have recently changed my question to, “How has the work week been like for you?” In this way, the focus has been more on the work and sometimes, how their personal life impacts their work without prompt. In the past, with the former question, I would get everything personal and would need to refocus it back to how it’s affecting their work. It helps me understand how I can accommodate their needs better.”



Sustaining the Practice



Two additional sessions with Al Killen-Harvey

- Suspending Judgement
- Reflect on where we were and where we want to go

What we are doing now:

- “Goldfish Wave” in the monthly Public Health Newsletter
- Create breaks - puzzle area
- Increased use of Reflective Supervision

Swimming into 2025



Systems change/shift

- Hiring practices - are the interview questions reflective of TIC and the traits we value in employees?
- Policy/Procedure/Guidance - do they incorporate a TIC approach?



Program/Team shift

- Case conference formats
- Reflective Supervision
- Open communication within team members



Individual change/shift

- Work/Life Balance
- Mindfulness
- Recognizing individual strengths
- Suspending Judgement

Lessons Learned



Utilizing Pop Culture

Tying the sessions together with humor and Ted Lasso. Utilizing Ted Lasso clips as a medium to introduce topics.



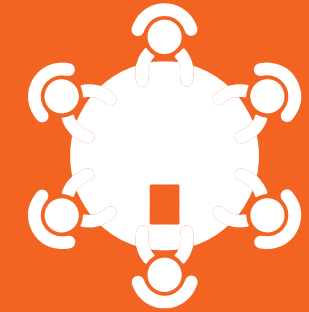
Applicable to All

Everyone is starting from a different place in their understanding and readiness to work on these topics. Important to have different levels of entry points for staff.



Sensitive Topics

Topics are sensitive in nature and include workplace wellness. Leadership being present is necessary for change but can also stifle staff contributions.



Planning Sessions

Really important to spend time with facilitators throughout the project to plan and shift training topics and address needs as they arise.

Any Questions?





**County of Monterey Health Department
Public Health**

Thank you

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