



JUSTICE EQUITY AND TRAUMA TEAM

Carlos Brown, LMSW,
Program Director and JET.T. CO-Chair



AGENDA

3	PURPOSE
4	WORK PLAN
6	WORK DONE
11	NEXT STEPS
14	Q&A



PURPOSE

“Embed understanding of trauma, resilience and equity into ISK services, policies and practices while increasing awareness of intergenerational trauma and the impact of systemic racism and other inequities and trauma-informed, resilience-oriented care.”

J.E.T.T. CHARTER, SEPTEMBER 2021

Task

- *Leadership group around trauma focused on reviews, measure organizational trauma and cultural competence.*
- *Develop, Implement, Maintain organizational workplan.*
- *Develop an equitable, trauma-informed and resilient workforce.*
- *Building resilient workforce*
- *Organize, collect, analyze utilize data for sustainable quality improvement*
- *Community engagement focused on trauma informed and resiliency-oriented initiatives.*

JETT AND CIT CO-CHAIRS

Core Implementation Team

Amy Galick
Beth Ann Meints
Dianne Shaffer
Jackie Mitchell
Juan Gonzalez
Julie Helmer
Lisa Brannan
Pamela Roberts
Wanda Brown

Justice Equity Trauma Team

Raeana Donaldson
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Jeannie Madsen
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Amber Brown
Andrea Bedard
Teresa Moser
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Leona Ziring
Heather Barsy
Ian Vincent
Jenea Haywood

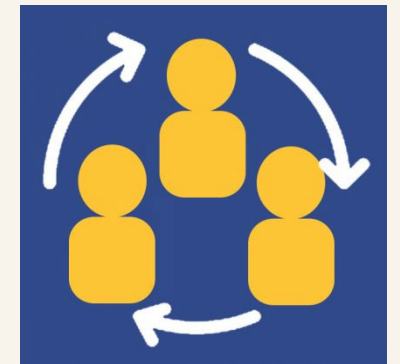
CARLOS BROWN, LMSW



CHERYL NEBEDUM, LMSW



DUSTY JEPKEMA, LMSW



WORK PLAN STRATEGY

CULTURAL HUMILITY/EQUITY

- Educate the agency on equity principles and apply those principles on (in) all aspects of the agency such as policies, procedures, and programs

STAFF TRAINING

- Enhance training for staff and (provider) network to include and expand on concepts of historical/racial trauma, resilience-oriented principles, and equity principles*.

ORGANIZATIONAL WELLNESS

- Increase and enhance organization's ability to prevent, identify and appropriately respond to workforce concerns/stressors (burnout, secondary traumatic stress, compassion fatigue) utilizing a cultural equity lens

WORK PLAN STRATEGY

ACCESS TO SERVICES

- Evaluate methods by which diverse communities can access services including ways in which ISK actively provides outreach to these communities to create safety and trust.

TASK

CULTURAL HUMILITY/EQUITY

Record data on and evaluate the implementation and effectiveness of the equity review process.

- Measure: Equity Review Team will provide quarterly reports for discussion to JETT on the utilization of the Equity Review Process
- Complete 12 equity reviews within the agency in at least four departments.

STAFF TRAINING

Explore and provide opportunities for ongoing training on equity principles for all staff throughout the agency to set the foundation for equitable change and growth.

- Measure: Identify # of ongoing trainings that are made available to all staff focused on equity principles.
- Measure: Work with provider network to identify trainings that may help to fill gaps and provide education to their staff on equity principles.
- Measure: # of trainings provided in partnership with other teams

ORGANIZATIONAL WELLNESS

Enhance the work environment by promoting healthy communication within ISK which allows staff to address difficult conversations about equity and trauma topics and to coordinate more effectively across departments.

- Measure: Affinity Groups provide report to JETT for discussion on completion of Tasks in Affinity Group Charter 2-3 times annually.
- Measure: Coordination with current trainings/support, i.e Crucial conversations, trauma coaches, and clinical supervision, to help staff utilize trauma principles with an equity lens which promotes healing for practitioners and individuals served.

TASK

ORGANIZATIONAL WELLNESS

- Measure: # of activities and communications to staff about self care resources i.e. resource groups, activities, and events
- Measure: # of materials provided to ISK staff as well as discussion on trauma informed principles and resources to expand overall agency knowledge.

ACCESS TO SERVICES

- Increase accessibility and provide a welcoming environment for services to community, focusing on traditionally underserved populations
 - Measure: # Building walk through's completed, trauma informed signage and spaces, with an emphasis on the new Urgent Care
 - Measure: # of diverse Community events attended by JETT members throughout the year.

ACCESS TO SERVICES

Measures:

- (1) Implementation of physical suggestions boxes at all locations.
- (2) Developing processes for effective follow-through on data/feedback received via these boxes, integrated and coordinated with effective follow-through on customer feedback data from various other avenues.

SUMMARIZED

Strategic Priorities & Goals (21-24)

Be an inclusive, **equitable**, supportive and trauma-informed workplace for all.

- Develop aggressive recruitment and hiring policies and practices to recruit and retain a diverse workforce.
- Implement policies and practices to ensure an inclusive and **equitable workplace** (JETT).
- Ensure sufficient workforce (number of employees and skills of employees) to serve the community.
- Provide on-going training to all employees on trauma informed care/supports and self care.
- Revise new employee training for each position, to ensure all employees have the information, skills and ongoing training to be successful in their positions and advance within ISK.

QI Plan (21-22)

Further promote cultural competency, **equity**, inclusion and trauma informed approaches to respond to the needs of persons serviced, workforce, and community.

- As facilitated, monitored and implemented through JETT:
 - Enhance training for staff to include concepts of historical/racial trauma and resilience-oriented principles.
 - Increase and enhance organization's ability to prevent, identify, and appropriately respond to workforce concerns/stressors.
 - Educate ourselves on equity principles and apply those principles on the activities of training, hiring, and self care.

DIVERSITY, EQUITY, INCLUSION, AND BELONGING IN ACTION AT ISK

- Establishment of Employee Resource Groups (ERG's) –known at ISK as Affinity Groups.
- Completion of learning collaborative Nation Council, Trauma Informed, Resilience – Oriented Care
- Customer Feedback
- Equity Reviews
 - Policy Review
 - Programming
 - Accessibility
 - EMR
 - Urgent Care
- Specialty Trainings
 - Antiracism
 - Antisemitism
- Organizational engagement in honoring and celebrating D&I (Women's History, Black History Month, Ramadan, Latin Heritage Month)

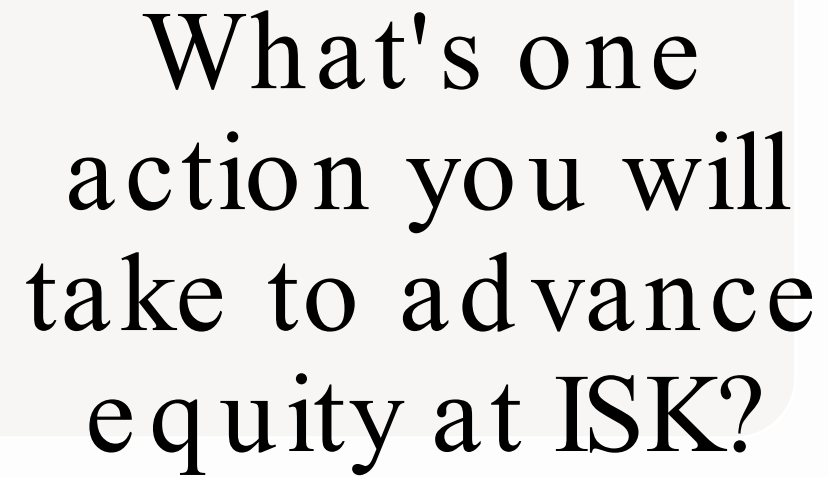
AFFINITY GROUPS



BTN: 15 Members, monthly meetings
Culturally: 11 members, monthly meetings
LGBTQIA+: 14 Members, monthly meetings
UNIDOS: 10 members, monthly meeting



CALL TO ACTION

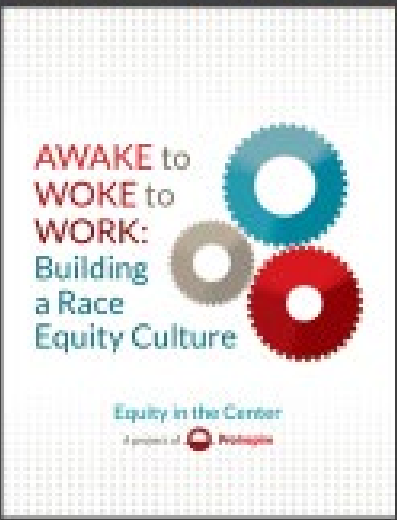


What's one
action you will
take to advance
equity at ISK?

[White Dominant Culture and Something Different \(Tema Okun & Kenneth Jones\)](#)

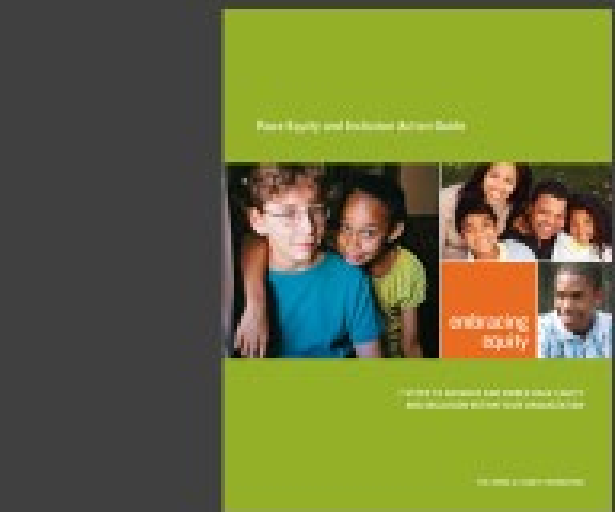


[Awake to Woke to Work: Building a Race Equity Culture \(Equity in The Center/ProInspire\)](#)



Racial Equity Toolkit
An Opportunity to Operationalize Equity

[Racial Equity Toolkit:](#)
[An Opportunity to](#)
[Operationalize Equity](#)
[\(Government Alliance](#)
[on Race and Equity\)](#)



[Race Equity and Inclusion Action Guide \(Annie E. Casey Foundation\)](#)



[Charting the Journey: Strategies to Guide Racial Equity Organizational Change \(Center for Urban and Racial Equity\)](#)

Letting diversity, equity, inclusion, and belonging be a foundational part of how you approach others in your personal and professional life creates an environment that people want to be a part of.

“treating people with civility is a prerequisite for discovery.”

—Adam Grant

QUESTIONS?



THANK YOU

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