Engaging in Solutions: Current Considerations & Planning for Organizational Recovery

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Agenda

Engaging In Solutions: Today, Tomorrow, & Future Considerations

Essential Frameworks: Values Based Care & Trauma Informed Care

Organizational Health Leadership & Staff Self-Care

Resilient Responses as Organizational Recovery Financial
Operational
Business Development
Clinical/Programming
An invitation to...
Challenges of Today
Opportunities of Tomorrow
Future Considerations
Phases of Disaster Recovery

1. Emotional Highs
   - Pre-Disaster
     - Warning
     - Threat
   - Impact
   - Honeymoon
     - Community Cohesion
   - Heroic
   - Disillusionment
     - Inventory
     - Trigger Events
   - Reconstruction
     - A New Beginning
     - Setback
     - Working Through Grief
     - Coming to Terms
     - Anniversary Reactions

2. Emotional Lows

Up to One Year
After Anniversary
Disaster Recovery: Behavioral Health Needs & Use Prevalence

- Challenges of Today:
  - Anxiety, Depression, Grief, Panic Disorder, & Traumatic Stress: ASD/PTSD
  - Increased Process & Substance Use, Misuse, & Abuse
  - Relational impacts – couples, families, & communities

- Opportunities for Tomorrow:
  - Understanding the experience of progression
  - Seeking relief (healthy & unhealthy)
  - Engaging available resources
Disaster Recovery: Behavioral Health Needs & Prevalence

Future Considerations

- Timelines for understanding behavioral health impacts
- Timelines for evolving disaster recovery efforts will vary
- Pre-disaster epidemic cycles will evolve concurrently
- Access to care will require collaboration with wider referral sources
- Intersection of public & private resources will be critical
- Organizations will need to respond by evolving & growing intentionally rather than reacting
Essential Frameworks: Values Based Care

- Gender-responsive
- Trauma-informed
- Cultural Humility
- Spiritual Enrichment
- Recovery-oriented
- Family Centric

Program Services
Clients
Staff
Organization
Essential Frameworks: *Trauma Informed Care*

- **Safety** - Ensuring physical & emotional safety for the Organization, Staffs, Participants, & Families.

- **Trustworthiness & Transparency** - Transparency to build trust in relationships; Making tasks clear & Maintaining appropriate boundaries.

- **Peer Support** - Key to start building trust, establishing safety, & empowerment through peer to peer engagement.

- **Collaboration** - Maximizing collaboration & sharing of power with participants.

- **Empowerment, Voice, & Choice** - Prioritizing participants empowerment & skill–building, as well as prioritizing consumer choice & control.

- **Cultural Humility** - care that differs from cultural competence, by centering on an individual's cultural experience as the reference, honoring & attending to the individual's cultural context & influences in their care.

- **Mutual Responsibility** - Each person is responsible for their part in the relationship & for their own behavior.

- **Compassion** - Looking at the entirety of the person including their experiences and environments rather than being judgmental & dismissive.
Who is a Participant?
Organizational Health

“Organizational health is essentially about making a company function effectively by building a cohesive leadership team, establishing real clarity among those leaders, communicating that clarity to everyone within the organization, and putting in place just enough structure to reinforce that clarity going forward.”

2
Organizational Health

“Simply put, an organization is healthy when it is whole, consistent and complete, when its management, operations and culture are unified.”³
Organizational Health

Cohesive Leadership Team
Create Clarity
Reinforce Clarity
Overcommunicate Clarity

Team Behaviors
Building Trust
Mastering Conflict
Achieving Commitment
Embracing Accountability
Focusing On Results
Create Clarity:
SIX CRITICAL QUESTIONS
1. Why do we exist?
2. How do we behave?
3. What do we do?
4. How will we succeed?
5. What is most important, right now?
6. Who must do what?
## Self-Care: Leadership & Staff

### Current Resources
- Communicating: Asking/Listening
- Evaluating & Understanding

### Further Resources
- Creativity & Innovation
- Collaborations & Communities

### Future Resources
- ProQOL-5
  - Compassion Satisfaction
  - Compassion Fatigue
  - Burnout
- Cross Training & Education
Financial Considerations

- Financial trauma recovery
- Productivity Expectations
- Restructuring fiscal integrity & sustainability
- Evolving capacity needs & resourcing
Operational Considerations

- Evolving regulatory roll backs & updates
- Policy, procedure, & practice revisions
- Facility preparedness during disaster recovery
- Staffing considerations
Business Development Considerations

- Balancing comprehensive strategies
- Strategic diversification of referral sourcing
- Opportunities for community collaboration
- Cross training & education
<table>
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<th>Clinical/Programming Considerations</th>
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<tr>
<td>• Measurement based care utilization</td>
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<td>• Appropriate service content &amp; delivery</td>
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<td>• Education, supervision, &amp; training</td>
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<td>• To telehealth: Why, When, &amp; How</td>
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Engaging In Solutions

Questions, Considerations, Discussions, & Solutions
Stay Connected

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End Notes & References

   overing-disasters/phases-disaster


3. Ibid.


5. Ibid.

Additional References:


Further References


U.S. Department of Health and Human Services, Substance Abuse and Mental Health Services Administration, Center for Substance Abuse Treatment. (2013). Disaster planning handbook for behavioral health treatment programs. Rockville, MD


Further References


