

WORKFORCE SOLUTIONS JAM

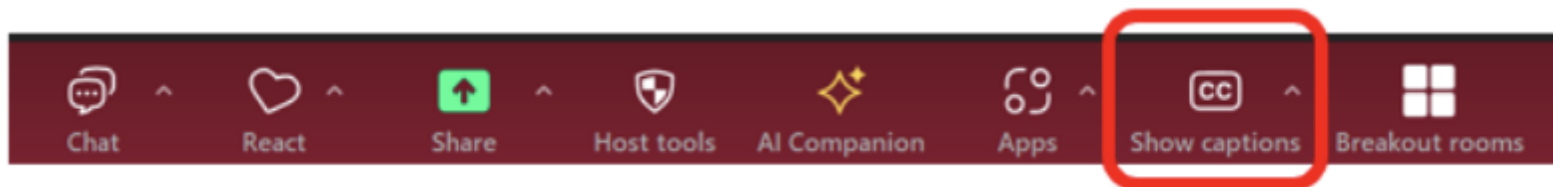
SEPTEMBER 17, 2024

Transforming Organizational Culture: Elevating Quality of Life at Work



Housekeeping & Accessibility

- Please introduce yourself in chat: Name, location, organization
- Engagement is encouraged – please share resources and reflections in chat!
- A recording and slides will be emailed to you within 48 hours
- ASL interpretation is being provided at this event - the ASL interpreter will be spotlighted
- Live captioning is available – click the "show captions" button to see the transcript
- If you have technical difficulty, please directly message Srinidhi Alur to try to troubleshoot





What is the Workforce Solutions Jam?

A monthly webinar to build national momentum and encourage collaboration through the Center for Workforce Solutions

- Learn innovative new practices
- Stay informed about ongoing efforts
- Engage with subject matter experts
- Hear about new legislation
- Take action!

Poll – Let's hear from you!

Please let us know which of the previous Workforce Solutions Jams you have attended (check all that apply):

- May 21 – Workforce Expansion
- June 18 – Aligning Across Levers of Change
- July 16 – Workforce Diversity
- August 20 – Payment Reform
- None! This is my first Workforce Solutions Jam



Agenda

Welcome

Innovative Insights

Presentations + Panel Dialogue

Around the World

Next Steps



INNOVATIVE INSIGHTS


Leadership Insights



Poll – Let's hear from you!


*Which of the following do you believe would have **the greatest impact** on employee retention in your organization?*

- A. Creating more opportunities for career growth and development
- B. Improving work flexibility (e.g., remote work options, flexible hours, 4-day work week)
- C. Fostering a culture of wellness and belonging
- D. Increasing compensation and benefits
- E. *Something else not on this list? Let us know in chat!*



today:

**Transforming Organizational
Culture: Elevating Quality of
Life at Work**





Dr. Carrie Cadwell

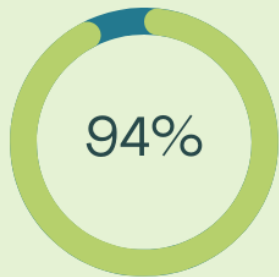
**Chief Executive Officer
and President,
4C Health**

Future with Four – 4-Day Work Week



**FUTURE
With
FOUR**

**4-Day Work Week
2 YEARS IN!!!**



**of employees
are happy/love
4DWW, don't
want to return
to 5DWW**



**>250,000 hours returned to
employees lives outside of
work**

Access to care increased

Staffing increased

No negative fiscal impacts

Reduce
Stress/Burnout

Positive Life
impact

Team
Engagement



Learn More at
4CHHealthIn.org



4.2-Star
Patient Care
rating



78% report
being a better
provider



88% feel
supported by
supervisor in
4DWW



Michaelene Colestock

**Owner, Founder, and Chief
Executive Officer,
ANEW Chemical Health Services**

Workplace Culture to Support Quality of Life



ANENEW

CHEMICAL HEALTH SERVICES





What does ANEW mean?

a•new

/ə'n(y)ōō/

adverb

1. In a new or different and typically more positive way:

*We believe women
can start their lives
ANEW!*

Who we are

Mission - We guide women to and through recovery by keeping them accountable to their goals. We lift women out of addiction and into recovery

Vision- We believe that women can achieve and maintain recovery by providing a safe place to call home while offering holistic treatment services and recovery resources

Values -We value accountability, safety, integrity and support

Michaelene Colestock

LADC, LPCC

- Founder and CEO
- 20 years of experience in the Addiction Treatment field
- Previous program manager of Regions Hospital Alcohol and Drug Abuse Program and former director of clinical services; Wayside House Inc.





ANEW
CHEMICAL HEALTH SERVICES

Quick History

ANEW Timeline

2009

First sober home, DeLaura House was opened. Only sober home in ANEW history to be in Minneapolis. Home was self-pay.

2012

Second sober home, Kelly's Place, opened. Home was self-pay.

2013

Awarded contract for Housing Support (formerly GRH).

2016

DeLaura house was sold and Michaelene began focusing her efforts in St. Paul.

2018

Added OP services

2019

Moved into first OP location which was 800 sq. ft.

2021

Moved into a 20,000 sq ft. location and opened residential services.

2023

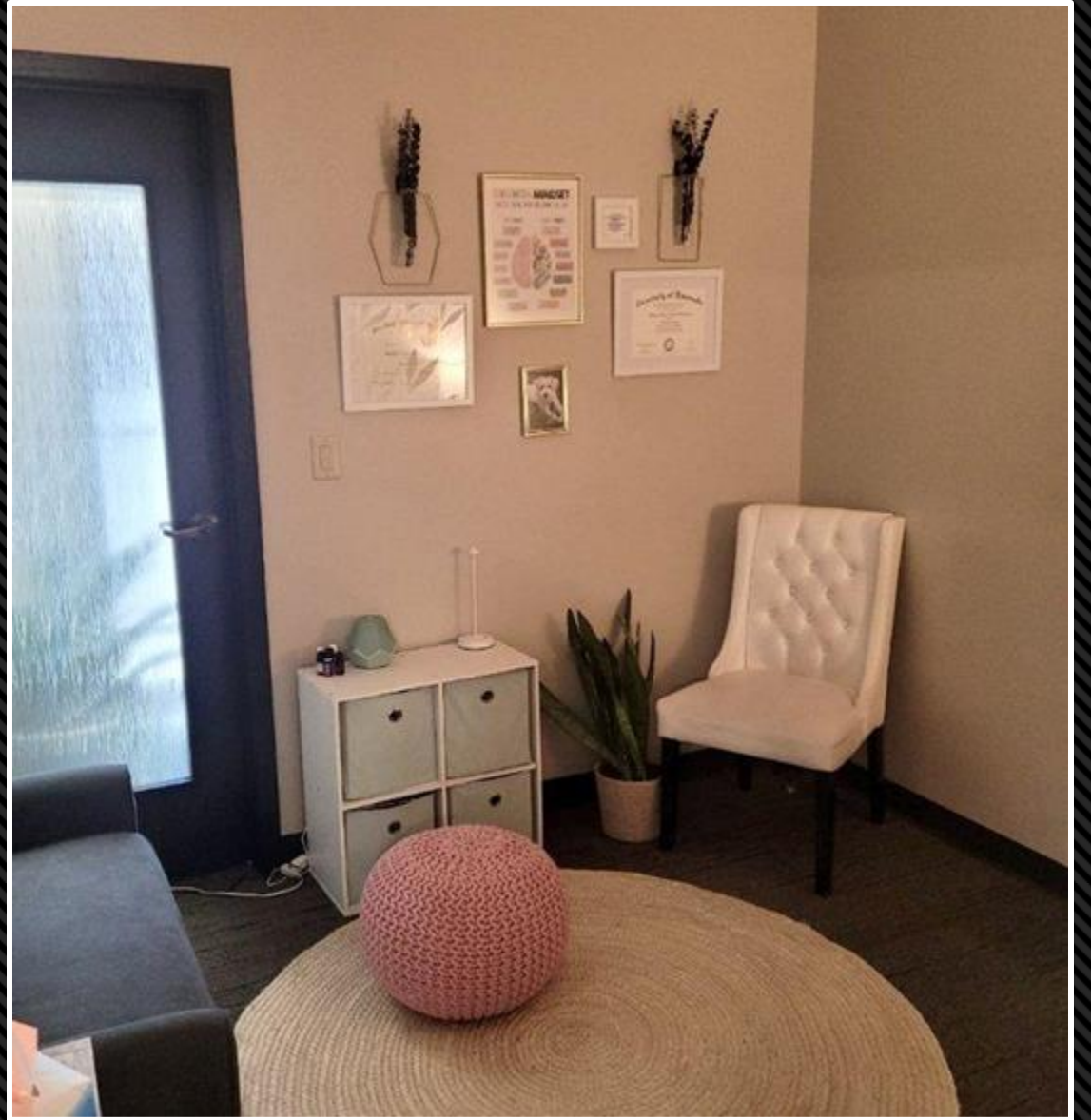
Opened ANEW Health and Wellness Clinic. Serving our clients and also the community.

Today

ANEW Childcare Center opened May 2024. Serving our clients children and also the community.







Formal Partnerships and Collaborations

Affirmation Health;
psychiatry,
medication
management,
MAT

Spiritual Drumming:
Monica Ruth
Hatch

555 Clinic:
Women's
Health

Recovery Yoga MN:
12-step and
trauma-informed
Yoga

Turning Point:
Acupuncture

- Serving infants as young as 6 weeks old up to 10 years old
- Comprehensive care and tailored learning experiences for every stage of child development
- Hours: 6:30am-5:00pm
- To register a child contact Amber Hamm at amber.hamm@anewchs.org
- Serving our clients children and open to the community

ANew Childcare Center



DISCUSSION

LET'S TALK

Welcome to Our Panelists



Emily Carlstrom

**Certified Peer
Recovery Specialist,
ANEW Chemical Health Services**



Letecia Timmel, LCSW

**Senior Clinician
4C Health**

A red circular arrow graphic that starts at the top left, curves down and right, then goes down and left, and finally curves up and left to close the loop. It frames the central text.

TAKEAWAYS & REFLECTION

AROUND THE WORLD





Supporting employers across the English Midlands to improve psychological safety

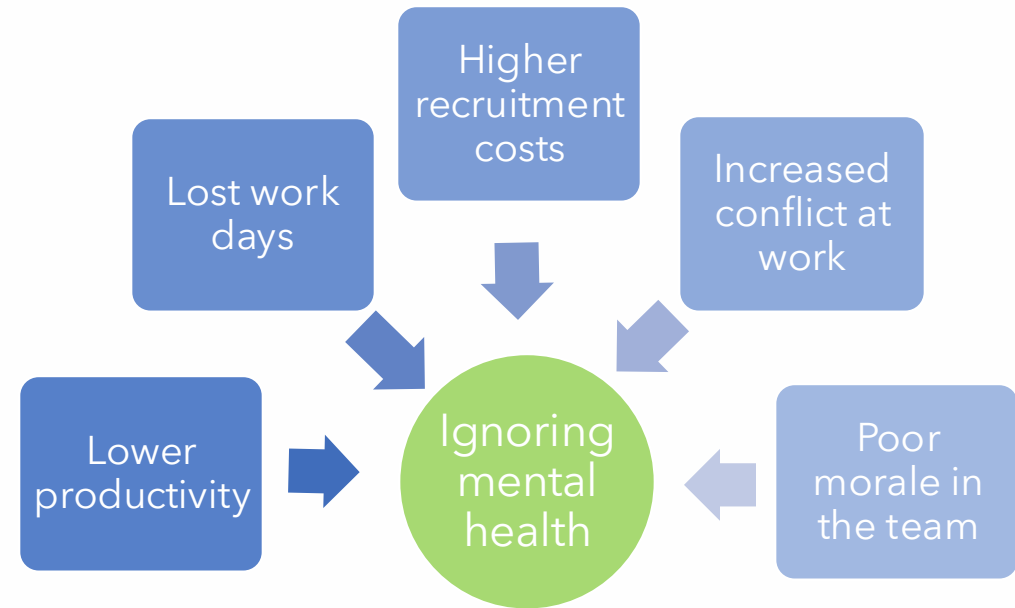
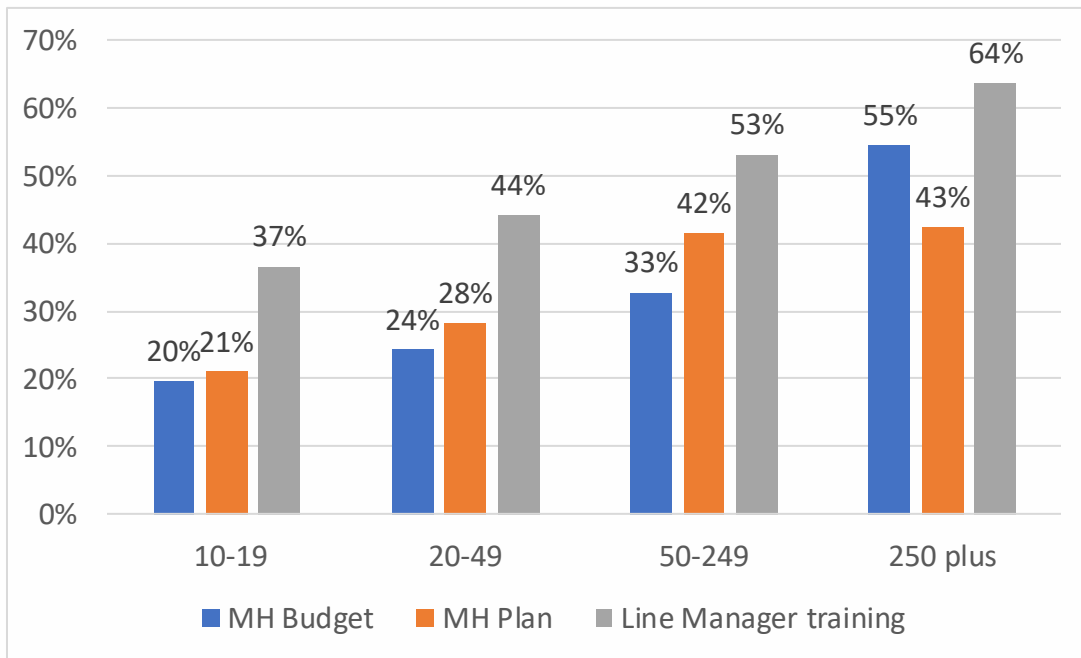
Sean Russell MBE

COO and European Lead GLE

Honorary Associate Professor – University of Warwick

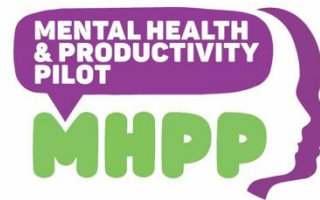
Smaller organizations less likely to Adopt initiatives to support MH

Adoption of MH budget, MH plan and Line Manager training increases with firm size (no. of employees)



Source: ERC (2021) Workplace Mental Health in Midlands Firms 2021

MHPP Review tool – Measures employer level change over time



Example Enhanced Offer Organisation 1 – steady progress from baseline (M1) through M2, M3 and so on

Standard	Description	M1 baseline assessment Start	M2 Progress	M3 Progress	M4 Progress	M5 Progress
3	Introduced MH as boardroom standing agenda item	Achieved	Working towards	Working towards	Working towards	Not yet underway
4	Promoted employee wellbeing through Senior leaders speaking out	Partially achieved	Working towards	Evidenced	Evidenced	Not yet underway
5	Appointed a senior level MH champion	Achieved	Evidenced	Evidenced	Evidenced	Not yet underway
6	Staff surveys to monitor employee MH & wellbeing and results shared with the staff	Achieved	Evidenced	Evidenced	Evidenced	Not yet underway
7	Used HR and other data to monitor employee MH & wellbeing i.e., exit interviews, occ health and EAP.	Achieved	Evidenced	Evidenced	Evidenced	Not yet underway
8	Created a mechanism for staff feedback	Partially achieved	Evidenced	Evidenced	Evidenced	Not yet underway
8a	Record sickness data and understand the difference between sickness causes	Not assessed	Working towards	Working towards	Working towards	Not yet underway
8b	Share with Board a Review / interpretation of sickness and absence records for the last 12 months	Not assessed	Working towards	Working towards	Working towards	Not yet underway
8c	Establish cost of sickness absence and retention rates in the workplace	Not assessed	Working towards	Working towards	Working towards	Not yet underway
8d	Undertake MHPP Feedback Report (Baseline Assessment)	Not assessed	Evidenced	Evidenced	Evidenced	Not yet underway
8e	Share MHPP Feedback Report with the Board / Executives	Not assessed	Evidenced	Evidenced	Evidenced	Not yet underway

Example Enhanced Offer Organisation 2 – slow progress from baseline (M1) through M2, M3 and so on

Standard	Description	M1 baseline assessment Start	M2 Progress	M3 Progress	M4 Progress	M5 Progress
Standard 1	Prioritise mental health in the workplace by developing and delivering a systematic programme of activity					
1	Produced a Mental Health at Work / Thrive at Work organisational plan.	Not evidenced	Working towards	Not yet underway	Not yet underway	Not yet underway
2	Designated person on senior leadership or board level with responsibility	Not evidenced	Working towards	Not yet underway	Not yet underway	Not yet underway
3	Introduced MH as boardroom standing agenda item	Achieved	Not yet underway	Not yet underway	Not yet underway	Not yet underway
4	Promoted employee wellbeing through Senior leaders speaking out	Not evidenced	Evidenced	Not yet underway	Not yet underway	Not yet underway
5	Appointed a senior level MH champion	Not evidenced	Evidenced	Not yet underway	Not yet underway	Not yet underway
6	Staff surveys to monitor employee MH & wellbeing and results shared with the staff	Not evidenced	Evidenced	Not yet underway	Not yet underway	Not yet underway
7	Used HR and other data to monitor employee MH & wellbeing i.e., exit interviews, occ health and EAP.	Not evidenced	Working towards	Not yet underway	Not yet underway	Not yet underway
8	Created a mechanism for staff feedback	Not evidenced	Evidenced	Not yet underway	Not yet underway	Not yet underway
8a	Record sickness data and understand the difference between sickness causes	Not assessed	Not yet underway	Not yet underway	Not yet underway	Not yet underway
8b	Share with Board a Review / interpretation of sickness and absence records for the last 12 months	Not assessed	Not yet underway	Not yet underway	Not yet underway	Not yet underway

Team level - support required to improve mental health at work



Employers need to spend some time to focus on how the team operates.

Key determinants of workplace wellbeing where culture drives delivery and happiness:

- Workload
- Control
- Work life balance
- Role Clarity
- Open culture
- Colleague support
- Managers support

	Positive experience	Moderate experience	Negative experience
Interpretation	Employees generally regard this area as positive. Monitor to see if this changes, or whether there are specific risks for particular groups of employees.	Employees generally regard this area as moderate – neither good nor bad. Consider whether certain groups are more effected. Review and act to protect health and wellbeing where appropriate.	Employees generally regard this area as negative. This could present a risk to health and wellbeing if not properly managed. Action is required to protect and promote employee health and wellbeing.

In the same way that organisations are required to manage physical risks to health, such as slips and trips, employers are also required to protect the mental health and wellbeing of staff through good work. Where work is not well managed it can present a risk to health.

Work area	Description of area of work	Positive experience	Moderate experience	Negative experience
Workload	Where employees have high levels of job demands, unreasonable or excessive workload, insufficient workload and conflicting priorities.	50%	33%	17%
Control	Where employees experience low job control at work, they would have little autonomy or say over how, when or where they do their work and when they are able to take breaks and annual leave.	67%	17%	17%
Work life balance	Where employees' have a positive work life balance they are likely to feel able to balance the demands of work and home, and contribute to each area of life effectively.	71%	25%	4%
Role clarity	Where employees experience a lack of job clarity, they would be uncertain about what was expected of them, what their responsibilities are and how their work contributes to the overall business goal.	71%	25%	4%
Open culture	Where employees' feel free to express their opinions and ideas they are likely to feel confident and safe to say things without fear of reprisal.	63%	25%	13%
Colleague support	Where employees experience poor support, they are unlikely to be able to rely on those around them to help them out practically or emotionally when they needed it.	59%	23%	18%
Manager support	Where employees experience poor support, they are unlikely to be able to rely on their manager to help them out or give them time to listen to their concerns and issues.	77%	23%	0%

Where employees have identified that they experience an area of work as negative, organisations have an obligation to take reasonable action to address foreseeable risks to health and wellbeing and monitor progress. This is outlined in the [Health and Safety at Work Act](#). Where preventative action cannot be taken, efforts to promote mental health by developing positive aspects of work and by developing employee strengths and resources to cope should be put in place.

Emerging Learning



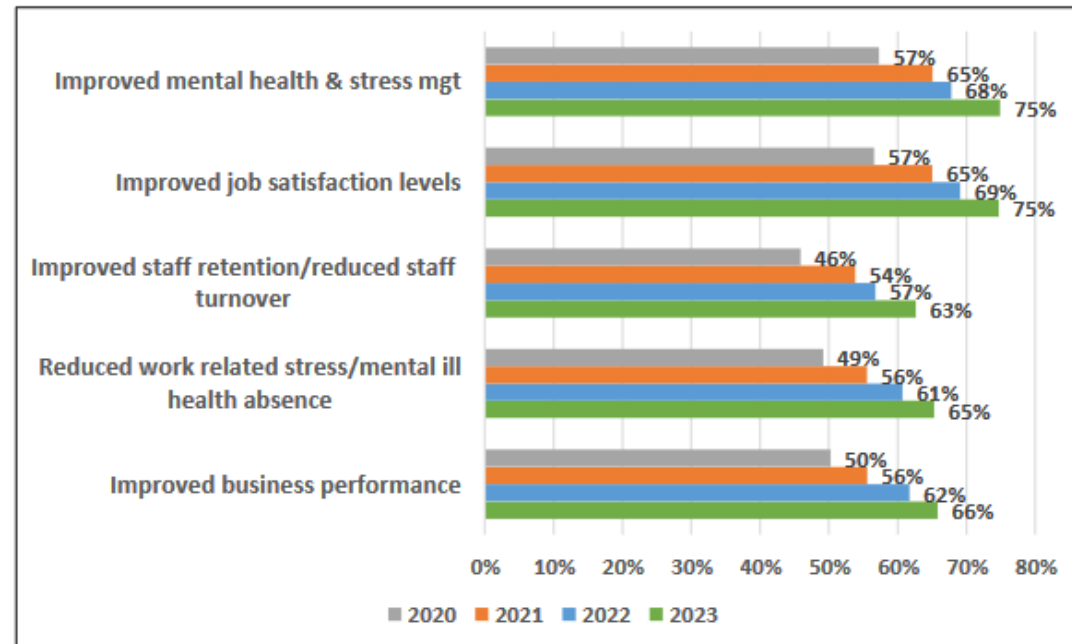
1. General perception is that some interventions are making a difference – however, relying on tick box interventions i.e., Pilates, yoga and yoghurt on Fridays have limited impact.

2. So many offers in the marketplace make it difficult for organizations to choose what is evidence based and effective.

3. Implementation requires more than e-learning. Early indications suggest hand holding is needed to support the journey particularly for SMEs .

4. Data driven insights are not routinely used effectively to inform decisions or interventions.

Reported impacts of MH activities, all firms, 2020 to 2023



Source: ERC (2023) Workplace Mental Health in Midlands firms 2023: A longitudinal study

Things to consider

Our intervention with organizations to date suggests:



- **Organizations need support:**
 - **Organizations do not want extra legislation** to manage psychosocial risks, but need to be shown what good looks like and need resources to be available to assist in implementation
 - **Employee Assistance Programme (EAP) usage remains stubbornly low** - Only 5% of UK employees have accessed their company's EAP provider [53 employee assistance programme \(EAP\) statistics for 2023 \(spill.chat\)](#)
 - There is still **significant stigma** around mental health in the workplace:
 - Executives worry that if they focus on mental health in the workplace "I am worried it will open the floodgates to sickness absence that is difficult to prove"
 - There is an **increasing push back into the workplace:** this is driving a wedge between employer and employee – "We managed ok during lockdown – don't they trust us now"
- This agenda needs a **longitudinal research approach to measure the impact** on employees
 - Great evidence of employer change over time but potential limited impact in the short term on employees.

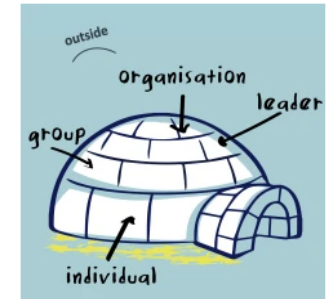
Key Takeaways

1. **Implementation** needs a top down and bottom-up approach: delivery of a good workplace mental health strategy requires coproduction from all levels within the organisation.
2. Although the **moral and economic case is clearly made**, enabling organisations to identify what the right interventions to implement, requires employer and employee data to create a bespoke offer.
3. **There isn't a one size fits all approach** for workplace mental wellbeing – But we can do more health creation with employees at little or no cost.

Building an IGLOO for sustainable health and wellbeing

A shared responsibility for health and wellbeing at work is essential for any programme of activities to succeed. Developed through our work conducted in collaboration with Professor Karina Nielsen at the University of Sheffield and Professor Fehmidah Munir at the Loughborough University, the IGLOO framework provides clarity on the roles and responsibilities at five levels:

- **Individual** – Taking action to maintain your own health and voice the support you need
- **Group** – Support from colleagues
- **Leader** – Support from line managers and equipping them to manage risks
- **Organisation** – Developing supportive policies and practices to improve wellbeing at work
- **Outside** – Accessing external support within the local community



For individuals, we regularly use the IGLOO model as a helpful tool to plan wellbeing support and allow people to take ownership of their own wellbeing.



Opportunity for health creation



Poll – Let's hear from you!

How likely are you to refer a colleague to a future session?

We want your feedback!



Scan the QR code, or type this link into your browser:

<https://www.surveymonkey.com/r/Sept17JamEval>

Have a suggestion for a future presentation?



Scan the QR code, or type this link into your browser:

<https://www.surveymonkey.com/r/workforcesolutionsjam>

JOIN US AT THE NEXT
WORKFORCE SOLUTIONS JAM!

October 15, 2024

at 10:00am PT / 1:00pm ET

AI and Technology to Reduce
Administrative Burden