



**The College for Behavioral**

**Health Leadership**

**LEADERSHIP HUDDLES:  
KEY TAKEAWAYS AND RESOURCES  
MAY-JUNE 2020**



**We don't make leaders,  
we make leaders better**

## Our Vision

Inspired leaders are actively collaborating and using innovative strategies to work effectively with their communities to address behavioral and other complex health needs.

## Our Guiding Principles

- Foster innovation
- Nurture collaboration
- Promote a culture of diversity and inclusion
- Facilitate connections
- Inspire communities to reduce health disparities

## Our Mission

We provide leaders with the inspiration, tools, knowledge and professional connections to drive transformative change by:

- Seeking out members who bring diversity of thought, leadership experience, training, expertise and multi-sector representation;
- Providing an enriching space to facilitate direct connections, provocative conversations and ongoing collaboration between members;
- Creating an environment that allows for sharing of best practices, resources, experience and lessons learned across all levels of leadership and sectors.

## WHAT HAVE WE LEARNED FROM THE COVID EXPERIENCE THAT WE CAN TAKE BACK TO OUR OFFICE SETTING?

- Video is more effective than phone only for conference calls
- Robust technology is available to support the facilitation of interactive meetings – future meetings may be a hybrid of in-person and virtual
- Facilitation techniques used virtually can be applied to in-person settings
- Working from home as an option can be as – if not more – productive and creates good work-life balance.
- In-person connections will always be important.
- Unique, informal ways to connect virtually (or in person) like sharing pictures, doing origami, etc.. can create a sense of connection
- When connecting virtually – it helps to turn off audible email notifications and other distractions

## WHAT HAVE WE LEARNED FROM THE COVID EXPERIENCE THAT WE CAN TAKE BACK TO OUR OFFICE SETTING?

- Take time to send care packages or hand-written letters to support connections
- We need to reimagine the future – it may not be possible to segregate work and home life as we once did
- It is important to remain aware of the differences in the “bubbles” that we each live in
- Normalize that change is a process and we need to involve staff in how we move back into a new environment
- Staff and teams have different levels of vulnerabilities that we need to recognize – including anxiety
- Mindfulness courses can be an opportunity to help learn how to manage emotions
- Schedule time in our calendars to block out time for lunch, exercise or bathroom breaks, as well as start and end times.

## STEPS TO CREATING SUSTAINABLE OPPORTUNITIES FOR CHANGE DURING A CRISIS

- Work closely with **your** immediate team to help find ways to adapt messages for **their** immediate team
- Start with the **vision** of the organization
- Talk about what is **great** about your organization
- Communicate throughout the organization that **what makes you great will get you through** the crisis
- Help staff to feel that **positive change will emerge** to make us even stronger
- Practice **messaging hope without diminishing** that everyone is feeling anxious
- Respond to anxiety by **acknowledging** the suffering, challenges and fears but **reinforce that finding solutions together** will help us become stronger and manage change more effectively.

## TAKEAWAYS AND INSIGHTS – CREATING SUSTAINABLE OPPORTUNITIES FOR CHANGE DURING CRISIS

- During a crisis, we must double down on what makes us special and relevant
- Responding to a crisis starts with strong leadership sharing facts and communicating frequently and transparently, resulting in employees and/or community members feeling valued, safe and relevant
- Responding to a crisis requires a balance between providing guidance, consistency and structure, combined with seeking input from all levels of staff within an organization or all members of a community
- It is important to allow staff to communicate fears and challenges, but then to move to solutions. Staff can step up and respond quickly to create workarounds, find solutions, and even make improvements during a crisis when given the opportunity to do so

## TAKEAWAYS AND INSIGHTS – CREATING SUSTAINABLE OPPORTUNITIES FOR CHANGE DURING CRISIS

- A crisis like COVID-19 demonstrates the importance of behavioral health.
- Housing has been historically one of our biggest challenges – is now elevated as a challenge due to the pandemic – and is one of our biggest opportunities for sustainable change.
- This crisis has escalated the relevance of peers – an asset in our system that already works very well – and should be leveraged as we work toward solutions.
- COVID-19 gave us the opportunity to realize how flexible we really are to do something differently (e.g. telehealth, data-sharing); hope to be able to make changes quickly and nimbly and move forward along a different path. This is the strength that in future crises we can draw from to adapt quickly.
- As leaders we need to be able to identify the underlying assumptions about what “used to be” that no longer needs to be – what drove containment under the guise of quality?

## KEY ISSUES IN MEDIA AND SOCIAL NETWORKS

- Use of mindfulness & other wellness tools to support staff
- COVID-19 presents a new operational environment – we won't likely go back to old rules
- Telehealth increase substantial & likely to continue with more flexible requirements: case management via telemedicine outreach
- Medicaid enrollment & utilization likely to increase substantially due to unemployment leading to increased need for medical/BH staff, different types of staff;
- Use of electronic symptom checkers & electronic tools for health & wellness will likely increase
- Social determinants are critical to address: homelessness & food insecurity, particularly critical due to COVID-19 impacting people who are poor, working poor and/or homeless. E.g., health plans using Amazon prime for food deliveries & cities using hotels to address homelessness
- Greater collaboration among health, behavioral health & public health necessary to coordinate local issues for each community (tracing, screening, PPE distribution)



## HELPFUL WEBSITES AND OTHER RESOURCES

- Center For Health Care Services

<https://www.chcs.org/resource/addressing-the-needs-of-medicaid-populations-during-the-covid-19-pandemic/?ct=t%28COVID19+PCS+05%2F15%2F20%29>

- NACBHDD and NASMHPD Webinar on June 10, 2020 at 3:30 pm ET.

*How state and local mental health authorities can use the FEMA Crisis Counseling Program to create a comprehensive behavioral health response to COVID.*

<https://healthmanagement.zoom.us/j/97350240859?pwd=NmVISWVFcHYxeDBsZDN6SzMzZDNDZz09>

# USEFUL RESOURCES SHARED BY LIFEWORKS, AUSTIN TX

## Reopening /Use of Telemedicine/ Etc. Opening in-person clinical services

- Insurance liability information <https://www.americanprofessional.com/telehealth-and-the-corona-virus-covid-19/>
- John Hopkins Bloomberg School of Public Health Risk Analysis Calculator [https://www.centerforhealthsecurity.org/our-work/pubs\\_archive/pubs-pdfs/2020/200506-business-RA-worksheet.pdf](https://www.centerforhealthsecurity.org/our-work/pubs_archive/pubs-pdfs/2020/200506-business-RA-worksheet.pdf)
- NASW reopening Guidelines for reopening in-person services <https://www.socialworkers.org/LinkClick.aspx?fileticket=akHuTloFNPM%3d&portalid=0>
- Parma Trust Insurance for Psychologists – guidelines related to liability. <https://parma.trustinsurance.com/Portals/0/documents/The%20Trust's%20Statement%20on%20Returning%20to%20In-Person%20Services.pdf>

# CONTACT INFORMATION

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