



Our Organization and Our Program

- We're a large (~4,000 staff) nonprofit community mental health center (CMHC) across four states (including IL)
- Like most CMHC's, our staff struggle with high caseloads, lower pay, high client acuity, and high documentation burden
- We were awarded a federal grant to create a program to increase workforce wellness/resilience and decrease burnout (~\$3 million over 3 years)



Burnout Prevention Mental Model

Provide and Support Antidotes to
Burnout for Individuals



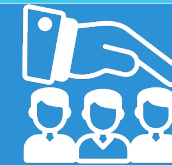
Recognize and Address Burnout
Behaviors for Individuals



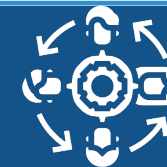
Address Drivers of Burnout
(Demand, Control, Support)



Effective Leadership to Prevent Burnout



Workplace Culture





How are we changing culture?

Feedback Modeling with Data

- Creating feedback loops
- Soliciting ideas for tests of change
- Modeling and creating infrastructure for an ongoing link between operations staff and frontline staff

Leadership conversations

- Including workforce wellness in decision making
- Identifying adaptive challenges
- Increasing support for staff
- Creating sustainability by linking to other initiatives

Trauma Informed Workplace

- Identify the core elements of a trauma informed workplace
- Behaviorally define those elements
- Integrate the behavioral guide into other initiatives

