



LESSONS FROM THE FIELD: CASA PILOTS SHARE STRATEGIES FOR ORGANIZATIONAL RESILIENCY

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A child's life.™



FACILITATORS



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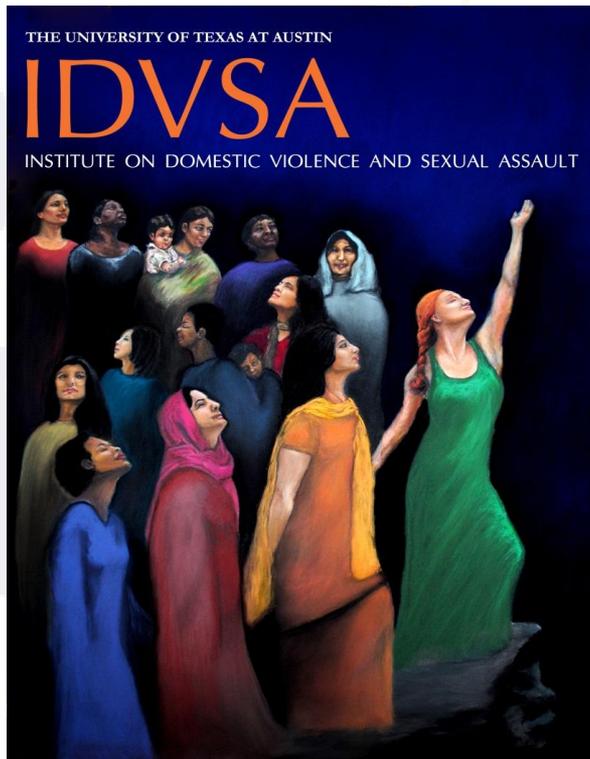


J. Paige Greene
Executive Director
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OBJECTIVES

After today's webinar, participants will be able to:

- List three mechanisms organizations can use to build resiliency in staff and volunteers.
- Point out at least one initiative you are currently doing that contributes to resiliency in volunteers.
- Recommend at least two new strategies for implementation with their volunteers.
- Explain the significance of “the gecko.”



Guiding Principles

- Engage the field
- Enhance practice
- Ease the impact of violence on victims and those who serve them

QUESTION FROM POLL

What signs have you seen that indicate your staff or volunteers are suffering from burnout or stress?

WHAT SIGNS OF BURNOUT DO YOU SEE IN STAFF AND VOLUNTEERS

Most common impact
in those working with
child victims ...

Negative attitudes

✓ Staff (69%)

✓ Volunteers (49%)

- Busch-Armendariz, Kalergis, & Garza,
2009



THE RESILIENCY PROJECT IDVSA



Collaborate with researchers, educators and practitioners to develop evidence-based training and technical assistance products that promote resiliency in child abuse staff and volunteers.

RESILIENCY PROJECT PILOT SITES

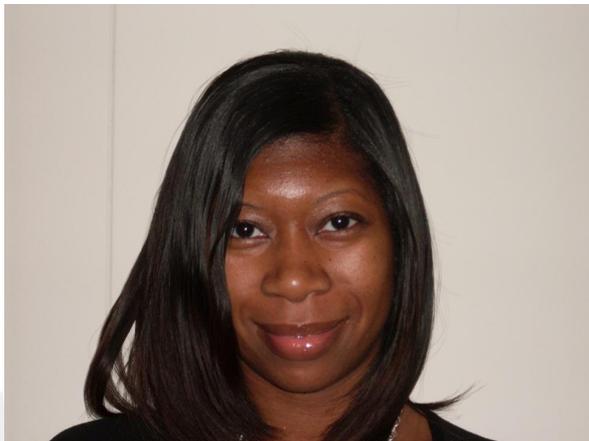
- Adams County CAC, Gettysburg, Pennsylvania
- Calico, Alameda County CAC, San Leandro, CA
- CASA of Lane County, Springfield, Oregon
- CASA of St. Louis County, St. Louis, Missouri**
- Child Advocates of Fort Bend, Texas
- Childhelp CAC,
 - Phoenix, Arizona
 - Florida DCF, Emerald Coast CAC & Santa Rosa Kids' House, Pensacola, Florida
- Project Harmony Child Protection Center, Omaha, Nebraska
- Pulaski County CASA, Little Rock, Arkansas
- **Richland County CASA, Columbia, South Carolina**
- Safe Shores, the D.C. CAC, Washington, D.C.
- Synergy Services, Inc., CAC, Parkville, Missouri

THE JOURNEY BEGINS: LESSONS FROM THE FIELD

Shamele Hill
Case Advocacy
Supervisor

Voices for Children

(recently merged with Casa of St Louis County)



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THE JOURNEY BEGINS: LESSONS FROM THE FIELD

Paige Greene
Executive Director
Richland County CASA



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WHERE ARE YOU AT THE BEGINNING OF YOUR JOURNEY?



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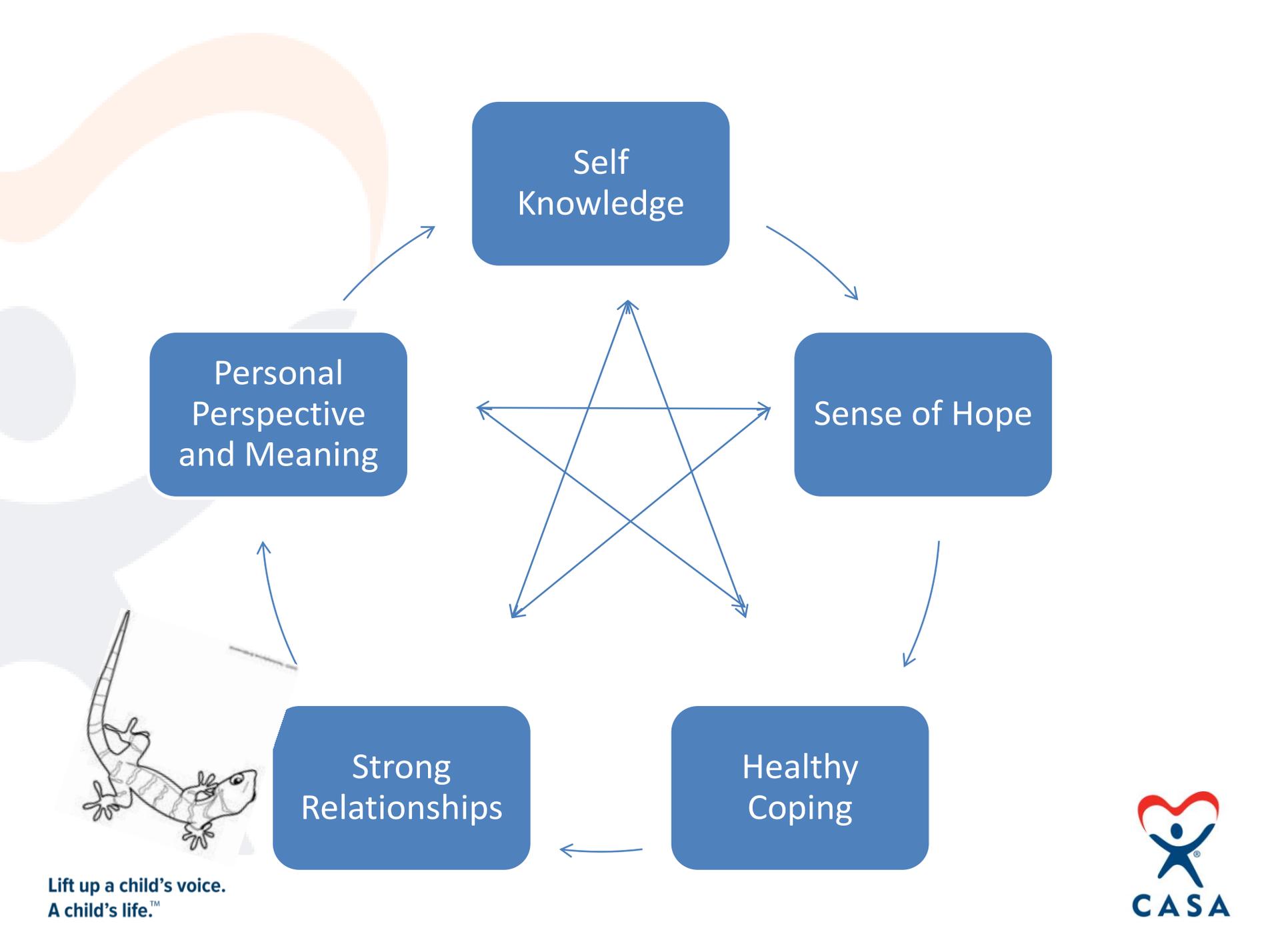


RESILIENCE

One's ability to return to healthy functioning after being in a stressful situation

The Power to cope with adversity and adapt to challenges or change.

The Bounce-Back Factor



Self Knowledge

Personal Perspective and Meaning

Sense of Hope

Healthy Coping

Strong Relationships

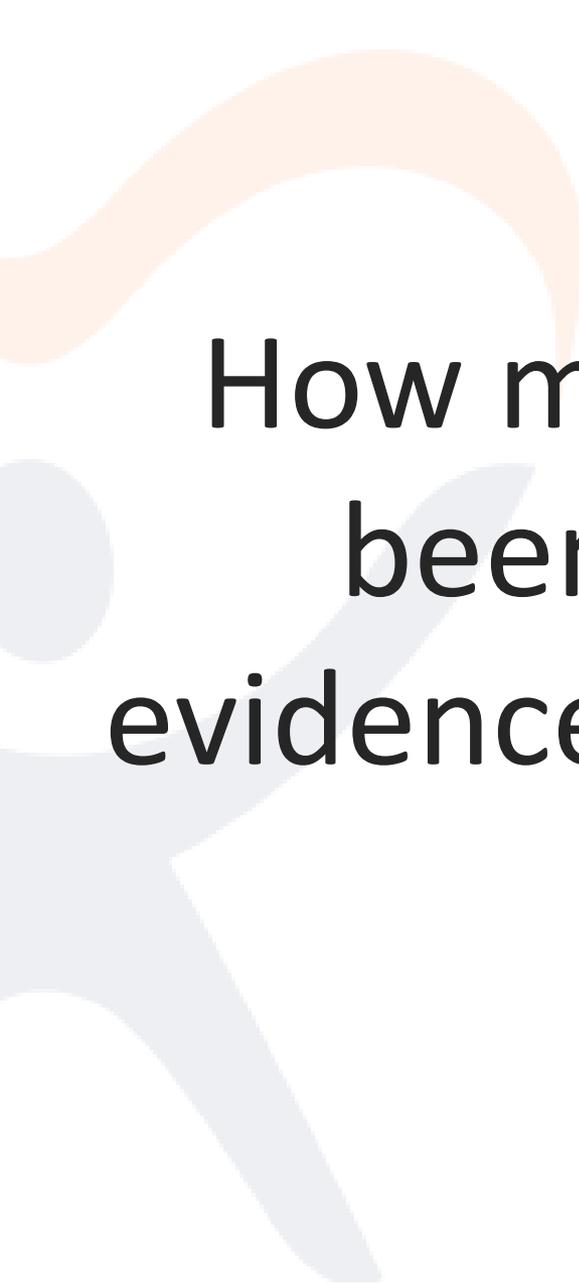
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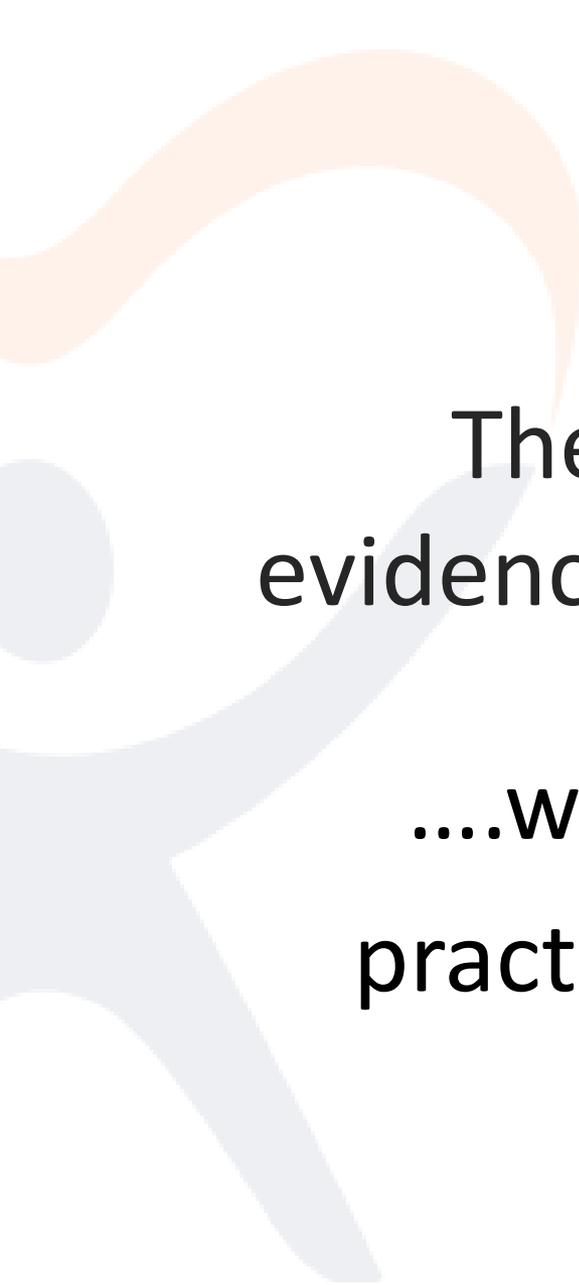
Resiliency Project Model

The
organization
builds strengths

- Policy
- Supervision
- Training



How many of you have
been asked to use
evidence based practices?

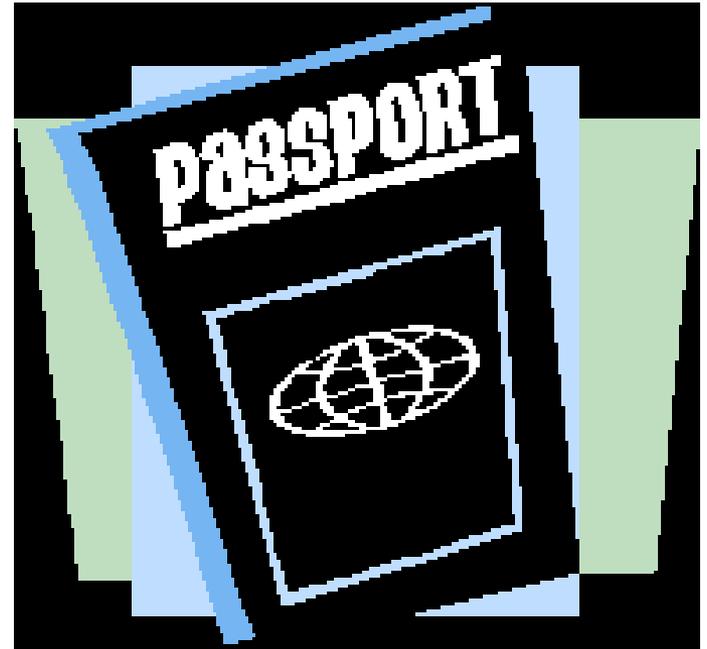


There will be more
evidence-based practice

....when there is more
practice-based evidence

Source of Strategies

- Child abuse field
- Child abuse practice
- Related fields
- Good ideas from pilot sites



SELF-KNOWLEDGE AND INSIGHT



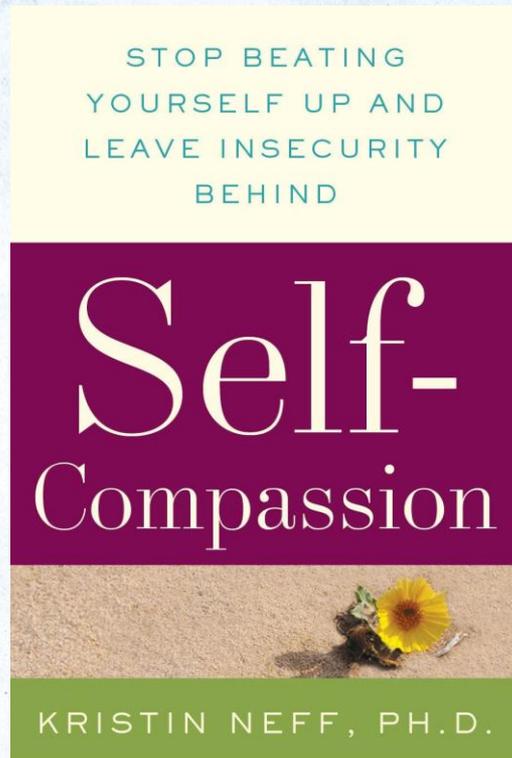
Why do you
do this
work?

SELF-KNOWLEDGE AND INSIGHT

- Self-Esteem
- Inner Locus of Control
- Independence

- Knowing who you are, what you believe
- Recognizing one's own ability to influence outcomes
- Able to act freely, and rely less on others

RESEARCH AND PRACTICE



- Self-kindness
- Common Humanity
- Mindfulness

- Neff, 2011

Test your self compassion

<http://www.self-compassion.org/>

RESEARCH LINK TO SELF KNOWLEDGE

Workers most likely to remain DESPITE burnout were those who...



- Had a sense of personal & professional mission
- Were well-matched to their position OR
- Could move to a more suitable position
- Enjoyed supportive relationships with supervisors

- Bednar, 2003

LESSONS FROM THE FIELD

Using the CASA Volunteer
Screening Tool to look for
“Fitness for the Work”

-Shamele Hill

Voices for Children

Formerly CASA of St Louis County



QUESTION TO THE GROUP:

How many participants are directly involved in the volunteer screening process/conducting volunteer interviews within your agency?

“FITNESS FOR THE WORK”

Motivation

Tell us why you’re interested in volunteering as a child advocate?

What is it about this opportunity that appeals to you the most?

Knowledge of/ Compassion for Distressed Families

The children we speak for have been subjected to horrible instances of abuse and neglect. Have you had any contact with children who have been abused or neglected? Have you had to interact with abusive or neglectful parents? *If yes: Tell us a little more about that. How did that experience make you feel? How did you handle the emotions that came with those feelings?*

Objectivity

Do you believe it is in a child's best interest to be placed in a foster home of a different race? How do you feel about transracial adoptions?

Assuming the home is safe and loving, would you be willing to advocate for the adoption of a child by a gay and/or lesbian couple?

ANSWERS THAT REVEAL FITNESS FOR THE WORK

Reflect self knowledge, control, independence

- Gauge where prospective volunteers are in their recovery from any abuse they may have sustained.
- Their understanding of the program, its mission and their role in fulfilling that mission
- Openness to differences
- Ability to cope with trauma and stress

HOW WE APPLIED THE LESSON

- Training is more focused on curriculum with less discussion of abuse history from participants
- Training for volunteers/staff on STS, burnout and working with traumatized children
- Higher rate of training completion as participants understand what they signed up for
- Team discussion of interviews
- Additions to NACASA training manual to include information on Resiliency
- Staff/volunteers to attend Board meetings monthly to discuss “Mission Moments”

STRATEGIES SELF KNOWLEDGE

- Mission statements
- Code of Ethics/Conduct
- Recharge and Regroup Focus Group.
- “Why do you do this work?” activity.
- Deep conversations about values – very respectful of others beliefs.
- Respect for the work ethic of others and their personal needs.

SENSE OF HOPE

- Belief that situations can get better
- Belief that future is better than the present or past
- Recognize difficulty of the present, yet maintain a positive view towards life



Doesn't
just wish for
peace. He
works for it.

HOPE

Pass It On.

THE FOUNDATION FOR A BETTER LIFE

www.forbetterlife.org

SENSE OF HOPE

Components

- Ability to Have Fun
- Sense of Humor
- Optimism



SENSE OF HOPE RESEARCH LINKS

Emmy Werner



Martin Seligman



Losada and Fredricksen

What's your positivity ratio?
<http://www.positivityratio.com/>

LESSONS FROM THE FIELD

Strategies for Hope

Paige Green
Richland County CASA



STRATEGIES FOR HOPE

- Staff outings & retreats
 - ✓ Resiliency theme
- Make Hope Visible
 - ✓ Office Décor
 - ✓ Inspiring Messages
 - ✓ Inspiring People-visionary leaders
 - ✓ T-shirt activity
- Celebrating Successes
- Practicing Gratitude
- Legislative Advocacy
- Vary job duties or tasks
- Volunteer awards and recognition
- Staff awards and recognition

- Laughter
is the
best
medicine.

“If you can laugh at it, you can survive it.”

– Bill Cosby

HEALTHY COPING

- Balance work and life
- Pay attention to the impact on you mentally, physically and emotionally and do something about it.





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VICARIOUS TRAUMA AND BURNOUT CLUB

- Never exercise
- Do everything for everyone
- Feel everyone's pain
- Eat fast food
- Have cell phone surgically attached
- Never laugh
- Take responsibility for everything
- Don't sleep
- Work 24/7
- Abandon your family
- Take work home

RESEARCH LINKS

Commitment to the Truth

(Senge, 1990)

- Acknowledge this work has an impact

Empathic Attunement

(Ragg, 2001)

- What supervisors model & develop in workers

Intentional Practice

(Allcorn & Diamond, 1997)

- Applying policies & practices to put people first

RESEARCH LINK

Kadushin's Functions of supervision

- Educational
- Supportive
- Administrative
- Commitment to the truth
- Empathic Attunement
- Intentional Practice

SUPERVISOR STRATEGIES

Commitment to the Truth

- Acknowledge impact
- Address it in policy, practice and supervision
- One-on-one supervision
- Talk about in new employee training
- Conduct “rounds” to share strategies on tough cases
- Separate support and case management meetings

SUPERVISOR STRATEGIES

Empathic Attunement

- Recognizing people react differently and need different things
- Bring in outside therapists for monthly debriefing or for crisis events
- More frequent meetings during periods of upheaval

SUPERVISOR STRATEGIES

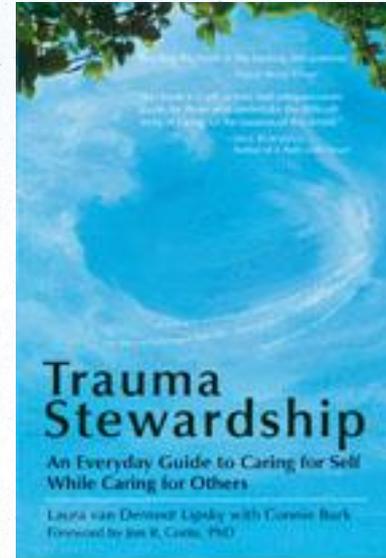
Intentional Practice

- Collaboration
- Encourage different viewpoints in problem-solving
- Flexible scheduling
Friday afternoons off
- Use tenured staff and volunteers as mentors
- Model resilient practices

PRACTICE WISDOM

“To participate in trauma stewardship is to always remember the privilege and sacredness of being called to help ... We can enjoy the world and set it straight.”

– Lipsky, 2009



STRONG RELATIONSHIPS

Components

- Attachment to Others
- Seeking and Giving Support
- BELONGING is a basic human need.
- POSITIVE connections work both ways
- Giving others SUPPORT supports us
- Keeping connections

QUESTION?

What are some of the signs or indicators that relationships in the workplace are not supportive?

Office Policy

~~I will try to be more understanding of others.~~

~~I will try to be more patient when dealing with the incompetent people around me.~~

I will not slap anyone first thing in the morning.

STRENGTHS AND SHADOWS



An organization that provide services to traumatized individuals, families or communities is susceptible to becoming a traumatized system.

- Hormann & Vivian, 2005

RESEARCH LINK

Workers who are able to exercise voice are less likely to disengage from work or their own self care.

- Travis & Mor Barak, 2010

STRATEGIES FOR STRONG RELATIONSHIPS

- Focus on supervision.
- Team newsletter
- Respect and support others' outside lives
- Balance strengths and shadows.
- Commit to courageous conversations
- Open door/open mind policy

PERSONAL PERSPECTIVE AND MEANING

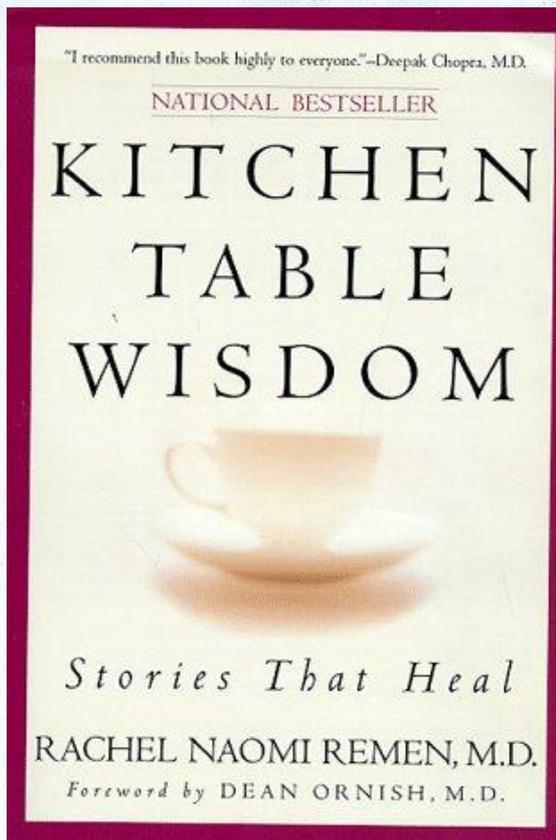
Having a personal point of view about this work



HOW DO WE MAKE MEANING?

- Morality
- Integrity
- Spirituality
- Meaning making





Helping, fixing, and serving represent three different ways of seeing life. When you help, you see life as weak. When you fix, you see life as broken. When you serve, you see life as whole. Fixing and helping may be the work of the ego, and service the work of the soul."

- Rachel Naomi Remen, 2000

STRATEGIES FOR PERSONAL PERSPECTIVE

- Reflection, Journaling
- Encouraging discussion of shared values
- Diverse values and spirituality are respected
- Address meaning in recruiting
- Supervisor ties values to discussion of work
- Leave in a positive way

KEY LESSONS

- Awareness of impact & need for support
- Inside out – you have to practice it to teach it
- Organizational focus changes culture
- Reduction in perceived risk of turnover
- Building resiliency builds resiliency
- Not hard to do – several already doing it

QUESTION FROM THE POLL

What are you doing now to
address self care?

QUESTIONS?

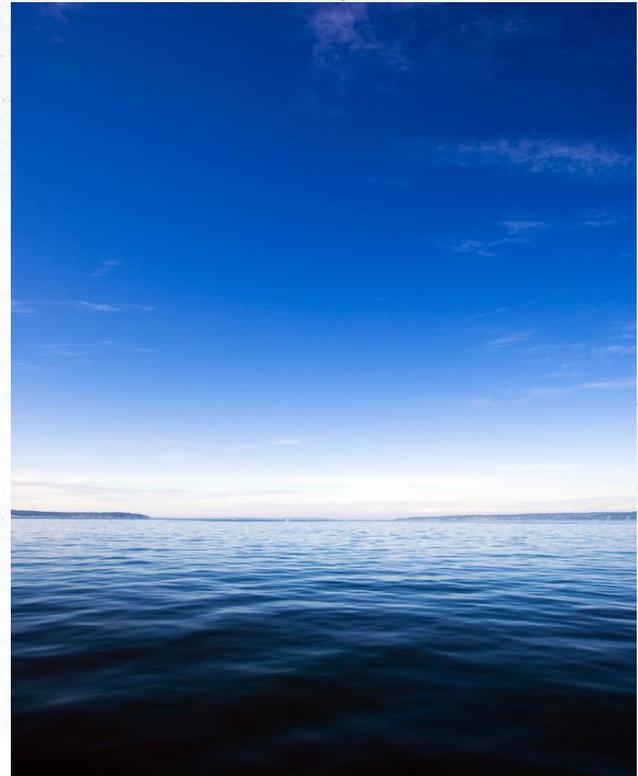
“Quiet Leaders”

Individuals who with *“modesty and restraint are in large measure responsible for their extraordinary achievements. And since many big problems can only be resolved by a long series of small efforts, quiet leadership, despite its seemingly slow pace, often turns out to be the quickest way to make the world a better place.”*

-Joseph L. Badaracco, Jr. (2002)

You have a solemn
obligation to take care of
yourself because you
never know when the
world will need you.

- Rabbi Hillel



RESOURCES

Coming 2013 – Organizational Model

Reading List

Strategies by Core Element

www.OVCTTAC.gov

NVAA Resiliency class for individuals

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