Redesign for Whole Families
Research, Policy & Practice Summit

Invite

Participate

Witness

If you are in a conversation where you are neither learning nor contributing, move.

How are we keeping the Human Services Workforce motivated to create a more resilient, equitable, and just human services sector?

	Breakout Room 1	Breakout Room 2	Breakout Room 3	Breakout Room 4	Breakout Room 5
Round 1 1:50 - 2:30	How do we stay connected within teams while working remotely? (Alison)	How do we keep people motivated during COVID-19 (Rosemary)	How do we reduce workload to support employees, while meeting increased demands (Carrie)	Session offered by	Reflective Writing Space: Share your story (Henriët)
Round 2 2:35 - 3:15	What tools do you have to keep you able to cope , ground and remain balanced. (Nancy)	How do we communicate with our leaders to share what we need/is needed? (e.g. in our organizations, political leaders, policy makers) (Henriet)	Session offered by	How do we encourage continued learning on equity / anti-racism in ourselves and in our teams? (molly)	Session offered by

FUTURE SERVICES INSTITUTE
BOLSTERING INNOVATION & EFFECTIVE IMPLEMENTATION

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TOPIC/QUESTION: How do we stay connected within teams while working remotely?

WHO'S HERE

- Host(s): Alison
- Harvester(s): Alison, Molly, Anonymous Ferret
- Participants: Molly, Michael, Alison, Heather, Gloria, Alicia, Graydon, Katie, Kelly

CONVERSATION SUMMARY

- Working remotely with about half of the staff out of the office - it's harder to feel as connected as a team as we used to. Also, in meetings all day and not as much time to get the work done. What are the consequences on this for coworkers? How are you staying present with teams? Without just additional meetings. How can we come back together - what will it look like when we are all back in the office?
- Not working remotely at this time, but will probably be transitioning into remote work. How are other organizations operating? Especially when relatively new to an organization?
- Half of the people in the office rotate each day, a mix of folks so able to see people - unable to see people from any other department outside of own because most people are gone. Team makes an effort to have distanced lunch together to try and connect - but this is hard because of the high caseloads. Overwhelmed, not much time at work, only so much you can do at home without all the necessary tools.
- Initially, there was a slower pace to the remote work but now as people adjust, the pace has picked up. The work continues to move forward in a remote way through the magic of technology - but it's helpful to take phone calls offline to get a break from the screen.
- It's necessary to get up and walk around and take a break. Sometimes I'm burnt out from being home all the time.
- There is a start off time and there is a cut off time. If I were to answer calls late at night, it would never end. You can't always get a feel when you're talking to someone over the phone because you can mask your feelings. Have to have the right tools to share with them. Missing out on the personal in-person connection. Only knowing about a client's abusive experience from in person grocery shopping. It's a great joy when you get to see one of your coworkers you haven't seen in a long time. Outside of Zoom, I am feeling burnt out. Two and a half hours on a Friday afternoon is tough - but it's necessary.
- How do you make yourself available to supervisors and employees? Open door policy looks different virtually than it does in person. It feels like a lot more effort in person.
- Is this a cultural dynamic? Do all organizations have this dynamic?
- Hard to reach out for questions as a new employee, what are assumptions about comfort level with technology.
- How to connect with the people we serve / members without having the face to face connection, especially hard in indigenous communities.
- How do you teach people to use technology when you aren't there in person to assist? Especially in areas without broadband access.
- We are sharing this experience - it's comforting to know that others are feeling similarly and that it's a challenge. Connecting over the difficulty connecting.

MEMORABLE QUOTES & POWERFUL QUESTIONS

- "How do you help someone feel like a part of a team when you're not physically together?"
- "You're not working at home. You're living at work. Sometimes it feels like that."
- "Last night I got a FaceTime at 10am - and I was like, oh no you didn't"
- "I refuse to believe this is my new normal, so that helps me keep things in perspective too."
- "Create space and time to connect that's not about the work"
- "Take time to pause and reflect"

KEY INSIGHTS & ACTIONABLE IDEAS

- Move away from the screen and have a phone call
- Schedule weekly 1:1 so that there's always time to check in and just chit chat
- Coffee Monday mornings, Friday afternoon happy hours (virtual spaces set up)
- Hide your own picture on zoom so you don't feel like you're performing.

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TOPIC/QUESTION: How do you keep others motivated during COVID-19

WHO'S HERE

- Host(s): Rosemary Furst
- Harvester(s):
- Participants: Ashley, Jennifer, Jazmin, Heidi

CONVERSATION SUMMARY

Feeling valued, lead role, decision making makes me feel motivated. I wonder what helps others feel motivated?

Checking-in on a personal level with colleagues; also ask about work load and offer support. Ear, shoulder, even if there is no solution. That way people are not carrying burdens by themselves.

If I notice a person is on a larger web-x meeting and I have not had a personal conversation, I take a few minutes and send an email. Preaching at people does not work. Shares a recipe. Persistence in trying and offering support.

Always remembering people I supervise are the leads and I support them. All have certain strengths. Doing the work together/sharing tasks while maintaining personal boundaries.

COVID-19 major challenge in the motivation/burnout. As a person no longer working in the HS system, is to continue to develop skills and continue to share resources from the outside. As family members work on selves/resource connections can become more of an asset of people working in the HS system. Share helpful resources with professionals, community contacts, friends, etc. People really appreciate it. Work on selves and share. Validation always works -- don't let any good get by you, even the smallest things people do. Thank people frequently.

A lot is changing continuously/uncertainty. I imagine doing the same work, but it is different. Has required a lot of creativity and doing things differently. Allow people to try new things can create/support motivation. Avoid rigidity as it stifles people.

Important to provide resources to people.

Autonomy works for me. I am very creative. Family has a lot of challenges/needs. When I worked in HS system, I held events with many people up to 300-400 people. They allowed me the autonomy to be creative. Flexibility allowed for creativity to create community meetings -- monthly topics. Very diverse panel members -- very creative. Very rewarding. Must trust people with their autonomy, which leads to positive change and more creativity. Ensure you have people to back each other up. Partnered with people in the community -- agencies, faith communities.

Tenacity -- encourage! Thank you!

Be brave enough to ask for help. If help does not come, give yourself permission to leave some things undone. Achieving balance -- hard to accomplish.

Important for leaders to notice when motivation has waned/burnout is occurring. When we have highly motivated workers, we have to support them more.

Sometimes it's almost like, "I'm concerned about ------ I worried about her performance slipping," to a leader. Leader's role is to support -----. Look at what is best for me and define boundaries.

Burnout and the need to create boundaries. If everybody is feeling a sense of burnout, what do you do at a larger level for staff? Do you change the kind of work you are doing?

Having leader bring the team together to ask people what is needed to prevent the burnout that is occurring. Ask what can be blown off, validate work being done, etc.

Quality improvement -- looking at what supports sustain people over time. Agents of change -- so much of what is being talked about. Psychological safety, talking together, leadership must set the tone. When people have the safety to make decisions and try, and when the person see success, the person feels good! Co-workers can be inspired by another's success. Building a culture of how team tests team changes.

Psychological safety is critical with colleagues, including leaders. Essential for people to feel safe enough to fail.

Psychological safety and autonomy. Wonderful to allow people to be creative, must support the person, especially when something goes wrong. Be connected. Be observant. Leaders need to be observant and connected to notice what is going on!

MEMORABLE QUOTES & POWERFUL QUESTIONS

- We have lost a lot of good people but their goodness remains with us
- Be brave enough to ask for help. If help does not come, give yourself permission to leave some things undone.

KEY INSIGHTS & ACTIONABLE IDEAS

- Validation
- Autonomy
- Notice. Develop relationships.

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TOPIC/QUESTION: How do we reduce workload to support employees, while meeting increased demands (Carrie)

WHO'S HERE

- Host(s): Carrie Oelberger
- Harvester(s): David Sellnow
- Participants: Carrie and David

CONVERSATION SUMMARY

- Discussed how at agency level we have had some shifting of workload by means of state or federal waivers or time extensions granted due to the pandemic, but that in many cases these were not permanent alleviations of the duties, but just rescheduling them for a later date (and then work piles up at the later date).
- Noted that we often have to ask ourselves if we are really reducing workloads or just moving things around in different ways.
- In some ways the flexibility offered during COVID to due remote work, etc, has been good. But in other ways it can create additional problems. Human services workers end up working all hours as they try to juggle and manage both work and family life from home.
- Funding and staffing has been a challenge for non-profits. Some agencies are operating with one-third to one-half capacity for staffing/available hours, and yet there's also increased demand. Hard to sustain this.
- Rather shocking that philanthropy has seemed so silent through these past months. There have been government interventions, but while some businesses have thrived enormously in the pandemic, there hasn't seemed a giving response from those businesses/CEOs to support philanthropic needs at this time.

MEMORABLE QUOTES & POWERFUL QUESTIONS

- Carrie: "If I've learned any lessons from pre-COVID, it is that these challenges require a leadership that is able to communicate in a compassionate and empathetic way that they just can't meet the demand."
    - [David noted that this was a strength of his county agency—empathetic leaders who know that we do all that we can do and we have to accept that is enough. Having this attitude and approach pre-COVID has helped as things got tougher still during COVID.]
- These times are painful for all of us, but we need to put on our own oxygen masks first, attend to self-care as we care for others.

KEY INSIGHTS & ACTIONABLE IDEAS

- Discussed how some service providers burn out during overwhelming times when unable to keep up with demands. Another response will be to detach, become indifferent to the work and the persons being served. A third or middle approach is possible--both in individuals and in the culture of organizations. That is to have deep empathy and deep caring for clients, yet also to maintain personal boundaries. They show clients they really care for each client as dealing with them, but are also not working on cases at 9pm or on weekends when they need to care for themselves. (Carrie)

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TOPIC/QUESTION: What tools do you have to keep you able to cope, ground, and remain balanced.

WHO'S HERE

- Host(s): Nancy Schultz
- Harvester(s): Carrie
- Participants: Jazmin Banks, Graydon Francis, David Sellnow, Gloria Dupree

CONVERSATION SUMMARY

- Having a space in the house that is zoned as a non-work space
- Putting up lights to make things more festive
- Socially distanced meeting outside before weather got cold
- Socially distanced lunch in parking lot with team
- Bought a desk and created a more sustainable working space for home
- Reminding yourself that you are human and you are doing the best you can, and reminding coworkers and supervisors as well
- Honest conversations with supervisors
- Journaling and writing, focusing on creating a memoir, having a space to express emotions
- Staying connected with support groups: validating
- Trying unusual things to take my brain to a different level.
- Faith and prayer is grounding
- Giving to others provides great joy
- Express feelings through spoken word
- Connect with children through phone or socially distanced visits
- Having "cut off" points and respecting personal boundaries for self-care
- "Wipe your feet when you leave the barn", leave work at work.

MEMORABLE QUOTES & POWERFUL QUESTIONS

- [Insert notes here....]
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KEY INSIGHTS & ACTIONABLE IDEAS

- [Insert notes here....]
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TOPIC/QUESTION:

WHO'S HERE

- Host(s): Henriet
- Harvester(s):
- Participants: Kamaria, Henriet, Jennifer, Ashley, Heidi, Graydon, Michael, Gloria

CONVERSATION SUMMARY

We talked about how to communicate with leaders
The role of the collective in sharing
The emphasis on writing,

MEMORABLE QUOTES & POWERFUL QUESTIONS

- "I didn't have time for a short letter, so I wrote you a long one."
-

KEY INSIGHTS & ACTIONABLE IDEAS

- Bring it back to the vision - helps organize the thoughts
- Look across as much as up
- Share the story in the raw form

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TOPIC/QUESTION: How do we encourage continued learning on equity / anti-racism in ourselves and in our teams?

WHO'S HERE

- Host(s): Molly
- Harvester(s): Alison
- Participants: Rosemary, Alison, Heather, Katie, Molly

CONVERSATION SUMMARY

- Racial justice journey leaning toward introspection lately
- How to create space for these conversations?
- How to adjust the language based on the audience/participants?
- How this shows up in work, family, friends?
- How to have compassion for people who are in a different place?
- What are long-term practices and intentions that help with this change.
- How to not get complacent or lose momentum?
- Coming together with people who are committed to dismantling white supremacy, white body supremacy
- How to show up if not in physical presence/protest?
- Creating space in organizations for intention and learning
- As a white person, it is easy to intellectualize and it's hard to speak from the heart and soul but this is what is needed
- Inspired by spirit-led organization, decolonizing and indigenizing evaluation
- Authentic, heartfelt solidarity in Mankato
- Do the work internally to shift externally
- How do you stay motivated, as white people, to do the work when it is a choice
    - This is work that impacts everyone.
    - It takes my humanity away from me, when I materially profit from other people
    - The things that we work on in therapy are connected to loss of culture, disconnection that are products of white supremacy
    - Appreciate other's humanity and mutual love
    - As white presenting, if it matters to your soul, you don't get to check out
    - A better world for future generations
    - We are all related and interconnected - how do you move people to that
    - Mission alignment, we are all on a learning journey
    - We need to heal individually but healing happens in community and relationships
    - The more you do the work, the more the work finds you - being open helps

MEMORABLE QUOTES & POWERFUL QUESTIONS

- “White folks souls are broken”
- “Disconnect between the work that you’re doing and the folks that you’re working for”
- “The longest journey for people is from the head to the heart”
- “We carry the medicine for each other”
- “A racial injustice to one is an injustice to all”
- “Solidarity is an action”

KEY INSIGHTS & ACTIONABLE IDEAS

- Finding community in the work
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