



CHANGE FACILITATION

VERMONT STATE-SPECIFIC CURRICULUM

OVERVIEW OF VERMONT-SPECIFIC CURRICULUM

Code of Ethics,
including privacy

Links to Resources,
services and
supports, including
Vermont mental
health system of
care

Medicaid/Insurance-
Related
Requirements,
including
Collaborative
Documentation

Change Facilitation

APPLICABLE CORE COMPETENCY

Number	Core Competency
17	Facilitate Change: Peer support providers facilitate self-directed, autonomous, at one's-own-pace change within themselves and with others. Peer support providers facilitate institutional, and systems change to move institutions and systems towards trauma-informed, health-centered care that treats those with trauma histories, substance use and/or mental health challenges as human beings worthy of dignity and respect.

LEARNING OBJECTIVES

To provide prospective peer support providers with the knowledge and skills required to initiate and facilitate change within the mental health system.

To empower prospective peer support providers to collaborate with stakeholders and advocate for a trauma-informed, healing-centered mental health system of care.

To develop prospective peer support provider's ability to communicate effectively and influence decision-makers in the mental health system.

LEARNING OUTCOMES

Prospective peer support providers will demonstrate knowledge of advocacy principles and methods as they relate to the mental health system.

Prospective peer support providers will demonstrate how to initiate and lead change within the mental health system

Prospective peer support providers will demonstrate effective communication skills and the ability to influence decision-makers in the mental health system.

SCOPE AND SEQUENCE

Intentional Peer Support, Wellness Recovery Action Planning, When Conversations Turn to Suicide, Hearing Voices



Code of Ethics



Medicaid/Insurance Related Requirements and Collaborative Documentation



Link to Resources, Services and Supports, including Vermont Mental Health System



Change Facilitation

ASSESSMENTS

Group discussions and case study analyses

Written reflections on personal change throughout the training

Creation of a personal action plan for ongoing growth as a certified peer support provider

INSTRUCTIONAL STRATEGIES

Lecture and presentation to introduce and explain key concepts

Moderated panel discussion with current peer support providers

- Panelists share challenges they've faced in the workplace and how they have navigated the challenges and facilitated change in the workplace

Case study analysis: Governor's 2021 proposal to replace and expand the Middlesex Therapeutic Community Residence

- The case study will illustrate how peer support providers can use communication, collaboration, organizing, and advocacy to facilitate change in the mental health system
- The case study is illustrative of grassroots organizing, legislative advocacy, letter-writing campaign, and strategic planning

DIFFERENTIATION AND ADAPTATION

To be determined

TIMEFRAME AND SCHEDULE



Lecture/Discussion



Case Study
Analysis



Moderated Panel
Discussion





MODULE CONTENTS

CHANGE FACILITATION

TRAUMA INFORMED APPROACH

Trauma-informed care is an approach to providing services and support that recognizes and responds to the impact of trauma on individuals. It is a framework that acknowledges the prevalence of trauma and the potential for its lasting effects on physical, emotional, and psychological well-being. Trauma-informed care aims to create an environment that is sensitive, supportive, and safe for individuals who have experienced trauma, with the goal of promoting healing and empowerment.

KEY PRINCIPLES OF TRAUMA-INFORMED APPROACH

Safety

- Prioritizing physical and emotional safety for both individuals receiving care and the caregivers or providers delivering the care. This includes creating a secure and non-threatening environment.

Trustworthiness and Transparency

- Establishing trust through clear and honest communication, maintaining consistent boundaries, and ensuring that actions and decisions are understandable and predictable

KEY PRINCIPLES OF TRAUMA-INFORMED APPROACH (CONT'D)

Peer Support and Mutual Help

- Recognizing the value of peer support and the role it plays in recovery. Creating opportunities for individuals to connect with and support each other.

Collaboration and Empowerment

- Involving individuals in decisions about their care and treatment, fostering a sense of agency and control over their own healing process.

KEY PRINCIPLES OF TRAUMA-INFORMED APPROACH (CONT'D)

Cultural Sensitivity

- Recognizing and respecting the cultural, social, and individual differences that may impact an individual's experience of trauma and their healing process.

Choice and Control

- Offering choices whenever possible and involving individuals in decisions about their care, helping them regain a sense of control over their lives.

Strengths-Based

- Focusing on an individual's strengths, resilience, and resources rather than solely on their trauma history.

KEY PRINCIPLES OF TRAUMA-INFORMED APPROACH (CONT'D)

Understanding Trauma's Impact

- Training and educating staff and providers about the effects of trauma on physical and mental health, behavior, and coping mechanisms.

Avoiding Re-traumatization

- Creating an environment that minimizes the potential for re-traumatization, such as avoiding intrusive or triggering practices.

Holistic Care

- Recognizing that trauma affects multiple aspects of an individual's life and addressing their needs comprehensively, including physical, emotional, social, and psychological needs.

KEY PRINCIPLES OF TRAUMA-INFORMED APPROACH (CONT'D)

Resilience and Transformation

- Promoting an understanding that healing and transformation are possible, and supporting individuals in their journey toward sustainable well-being.

Ongoing Learning and Adaptation

- Trauma-informed approach is an evolving practice that requires continuous learning, self-reflection, and a commitment to improving approaches based on new knowledge.

FACILITATING CHANGE IN THE WORKPLACE

Self-Preparation and Understanding

- Assess the environment you want to change
- Understand your role
- Educate yourself

Building Relationships and Trust

- Build relationships with colleagues, supervisors and leadership
- Foster trust through open communication and active listening
- Connect with like-minded individuals
- Understand needs and concerns of stakeholders

Vision and Strategy Development

- Clarify the desired changes you aim to bring about
- Develop a plan that outlines specific strategies and initiatives to achieve the desired changes
- Involve leadership

FACILITATING CHANGE IN THE WORKPLACE (CONT'D)

Educating and Raising Awareness

- Organize informative sessions or workshops to educate colleagues
- Share relevant resources, articles, videos
- Share personal stories

Implementation and Collaboration

- Think about implementing pilot programs
- Engage colleagues in shaping and participating in change efforts
- Offer training sessions for colleagues/co-workers

Communication and Feedback

- Regularly update colleagues about progress, challenges, and upcoming initiatives
- Create feedback mechanisms where employees can share their thoughts, concerns, and suggestions for improvement.
- Use feedback to refine strategies and adjust approaches as needed. Show responsiveness to input.

FACILITATING CHANGE IN THE WORKPLACE (CONT'D)

Evaluation and Impact Measurement

- Regularly evaluate the impact of your initiatives on employee well-being, engagement, and overall workplace culture.
- Use metrics such as participation rates, and satisfaction surveys, to measure changes and improvements.

Advocacy and Sustainability

- Collaborate with leadership to secure resources and support needed to sustain and change initiatives.
- Encourage and empower colleagues to become advocates themselves, creating a broader culture of support.
- Develop a long-term strategy for maintaining and enhancing the changes you've implemented over time.

Celebration and Recognition

- Acknowledge achievements: celebrate milestones, recognize key contributors, and highlight positive changes
- Share success stories and outcomes with leadership, colleagues, and others to inspire further support

FACILITATING CHANGE IN THE WORKPLACE (CONT'D)

Continuous Learning and Growth

- Keep up with latest developments in change management
- Regularly reflect on your experiences and lessons learned, and adjust strategies to improve effectiveness



RESOURCES AND MATERIALS

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RESOURCES

- Substance Abuse and Mental Health Services Administration: *Practical Guide for Implementing a Trauma-Informed Approach*. SAMHSA Publication No. PEP23—06-05-005. Rockville, MD: National Mental Health and Substance Use policy Laboratory. Substance Abuse and Mental Health Services Administration, 2003.
- Substance Abuse and Mental Health Services Administration: Trauma-Informed Peer Support webinar series: Session 1, Cathy Cave and Darby Penney, National Center for Trauma-Informed Care, September 9, 2014.
- Substance Abuse and Mental Health Services Administration: Trauma-Informed Peer Support webinar series: Session 2, Leah Harris and Darby Penney, National Center for Trauma-Informed Care, September 16, 2014
- Substance Abuse and Mental Health Services Administration: Trauma-Informed Peer Support webinar series: Session 3, Darby Penney and Michael Skinner, National Center for Trauma-Informed Care, September 23, 2014

RESOURCES (CONT'D)

- Substance Abuse and Mental Health Services Administration: Trauma-Informed Peer Support webinar series: Session 1, Cathy Cave and Darby Penney, National Center for Trauma-Informed Care, September 9, 2014, [PowerPoint Slides](#).
- Substance Abuse and Mental Health Services Administration: Trauma-Informed Peer Support webinar series: Session 2, Leah Harris and Darby Penney, National Center for Trauma-Informed Care, September 16, 2014, [PowerPoint Slides](#).
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GLOSSARY

Term	Definition
Health-centered care	Health-centered care, also known as person-centered care, is an approach to healthcare that prioritizes the individual's well-being, preferences, and needs as the central focus of care delivery. It recognizes that each person is unique, with their own values, beliefs, and goals, and aims to provide care that is respectful, responsive, and tailored to the individual's specific circumstances. Health-centered care goes beyond just treating medical conditions; it encompasses the broader physical, emotional, social, and psychological aspects of a person's health and well-being.

GLOSSARY

Term	Definition
Trauma	<p>Extreme stress brought on by circumstances or events that overwhelm an individual's ability to cope. An individual's experience of the circumstance or event determines if the event is traumatic. The effects of trauma include adverse physical, social, emotional or spiritual consequences.</p> <p>Potential sources of trauma include childhood sexual, physical, emotional abuse, neglect, abandonment; sexual assault; domestic violence (experiencing or witnessing); catastrophic injury or illness, death, loss, grief; institutional abuse and neglect; war, terrorism; community and school violence; bullying; hate crimes; racism, poverty, natural disasters; misuse of power by one individual over another.</p>