

Tuesday, June 22, 2021: National Webinar

## **Caring for the Caregivers: How to Mitigate Staff Burnout and Create a Wellbeing Plan**

Frontline staff navigate a multitude of complex client cases that can oftentimes quickly, if not intentionally mitigated, lead to burnout and staff turnover. Family Justice Center leaders have also shared moments of their own compassion fatigue and feeling overwhelmed at leading a multi-disciplinary, collaborative in the trauma field. To provide a framework for mitigating this burnout and creating a wellbeing plan to better care for the caregivers, Lotus Yu and Madge Haynes from the Full Frame Initiative presented on the Five Domains of Wellbeing. Their presentation centered around answering the question, “What are the processes that would allow staff to access and foster wellbeing?” They provided tools for FJC leaders to examine structures and policies that can better support staff wellbeing and mitigate burnout, while also engaging staff to participate in creating their own wellbeing plan.

### **About the Presenters**

In her role, Lotus Yu collaborates on strategy for how to support people in shifting towards using a wellbeing orientation. This includes engaging with a wide variety of partners in co-creating a plan that integrates structural shifts with capacity building. With Full Frame Initiative, Lotus has worked with agencies and organizations across diverse fields and also within the fields of juvenile justice, sexual and domestic violence, homelessness and more. Lotus holds an MPH/MSW from the University of Michigan. While living in Michigan and working for human services in county government, she also was involved with MISSION, a nonprofit organization supporting homeless tent cities. With this organization, she saw the importance of supporting the whole person. When people were having to make significant tradeoffs for shelter that were unsustainable — because they would be giving up friends, community or stability — what worked was helping to reduce those costs with bus tokens, encouraging people to have a voice, being part of a community and more. It is this experience that most helped Lotus connect with FFI’s approach to understanding people and the importance of shifting systems to focus on wellbeing, not simply on fixing problems. Lotus also comes with teaching experience on the Texas-Mexico border and in Macedonia.

Madge Haynes brings to the Full Frame Initiative over 25 years of experience in social services and a background of leadership in systems change/improvement. She believes cultivating relationships and collaboration are critical in achieving the best outcomes for individuals, families and communities. Madge has demonstrated success in facilitating community and multi-agency initiatives targeting capacity building, training, technical assistance and strategic planning with partners in child welfare, behavioral health, juvenile justice, the judiciary, education, early childhood education and development, and workforce development. Her former positions have included Senior Director - Bay Area at Casey Family Programs, Executive Director of Arizona Partnership for Children and Bureau Chief of Prevention at Arizona Department of Child Safety. Madge obtained her Master of Social Work with Child Welfare Specialization at Arizona State University, and a Bachelor of Arts and post-graduate studies at California State University, Fresno and University of California, Los Angeles.

# Caring for the Caregivers

## How to Mitigate Staff Burnout and Create a Wellbeing Plan

June 22, 2021

**Madge Haynes**

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and Partnerships

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## Arc

- How we all meet our needs for wellbeing: Five Domains of Wellbeing
- How the workplace supports and challenges the way we meet our needs
- The tradeoffs involved in self care
- How to anticipate tradeoffs to support wellbeing
- Q&A

What is a word or phrase that comes to mind when you think of "wellbeing"?

<https://www.menti.com/qyn4msmb52>

# Wellbeing

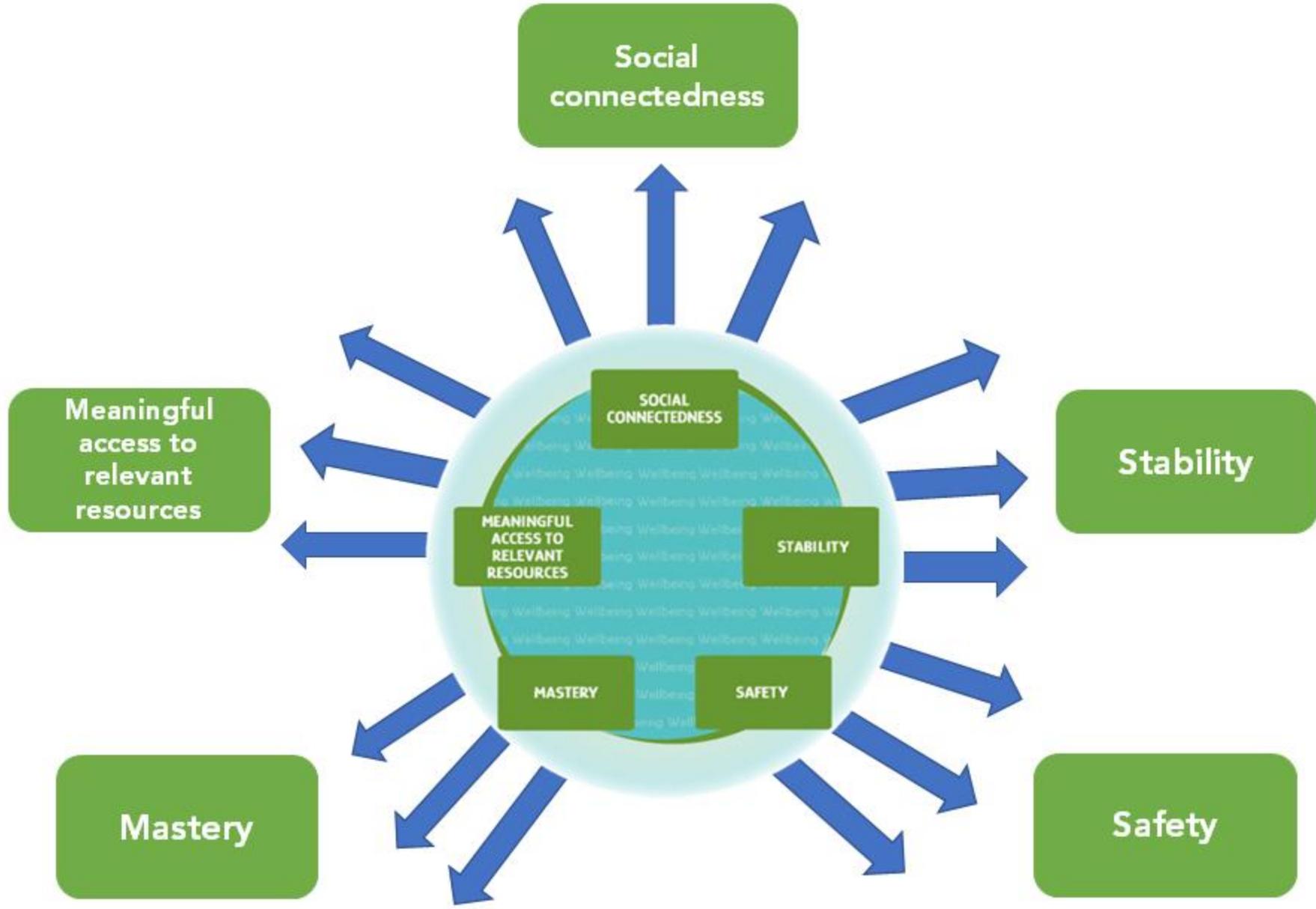
The set of needs and experiences essential, in combination and balance, to weather challenges and have health and hope.

- ✗ Hierarchical
- ✓ Universally needed, individually experienced, differentially accessible: context matters
- ✓ Interdependent, non-linear
- Meaning matters
- ✓ Assume assets, without value judgment

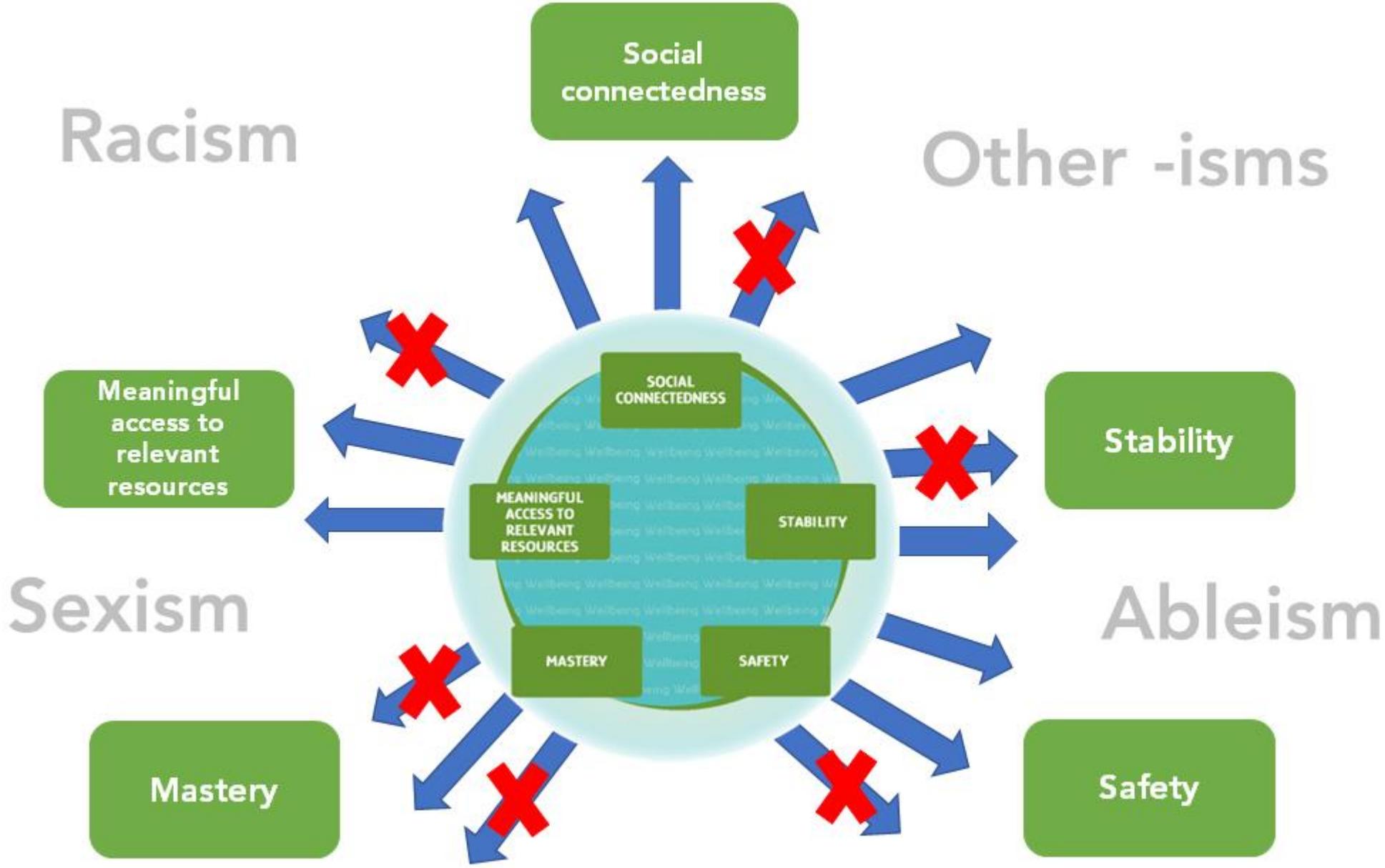


## The Five Domains of Wellbeing

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# The Five Domains of Wellbeing



## The Five Domains of Wellbeing



## Social connectedness

- Number and diversity of relationships (there's no magic number!)
- Having people we can count on and people who count on us
- Belonging
- Growth

# The Five Domains of Wellbeing



## Stability

- Anchors (small weekly or daily routines) which create a sense of predictability
- Familiarity
- Buffer that keeps small problems from snowballing into big problems

# The Five Domains of Wellbeing



## Safety

- From people, places and systems
- Ability to be true to core identities without danger or shame

## The Five Domains of Wellbeing



## Mastery

- The effort put into something influences the outcomes
- The outcome is desired and possible given circumstances, but not guaranteed
- Sense of choice
- Curiosity
- Sense that we can influence, not necessarily control, our environment, future and/or relationships

## The Five Domains of Wellbeing



## Meaningful access to relevant resources

- Self-determination of what basic needs are relevant and important
- Resources are accessible without shame, danger or significant hardship

# How do you meet your needs for wellbeing?

## Social connectedness

- Relationships with friends and family
- Feeling of belonging

## Mastery

- What you're proud of, feelings of accomplishment
- Where you have control and choice

## Stability

- How familiar and predictable things are
- How much things spiral out of control

## Meaningful access to relevant resources

- How you get your basic needs met
- Meeting your needs without danger, shame or difficulty

## Safety

- Emotional and physical safety
- Ability to be true to your core identities (race, gender, sexual orientation, religion, etc.)

Your  
wellbeing

## Look at your list:

- Why do you work? Why do you stay?
- Which domain does this **primarily** fall into?

### Social connectedness

- Relationships with friends and family
- Feeling of belonging

### Stability

- How familiar and predictable things are
- How much things spiral out of control

### Safety

- Emotional and physical safety
- Ability to be true to your core identities (race, gender, sexual orientation, religion, etc.)

### Mastery

- What you're proud of, feelings of accomplishment
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### Meaningful access to relevant resources

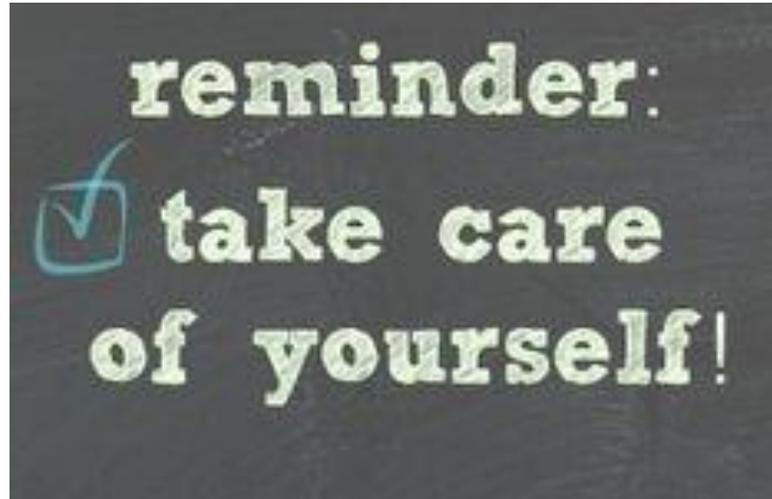
- How you get your basic needs met
- Meeting your needs without danger, shame or difficulty

Look at your list for how you meet your wellbeing needs:

- What does the workplace do that supports these things?
- How does the workplace get in the way of your ability to do these things?
- What are ideas you have for what can be added, removed or changed that would allow you to do more of what you need for wellbeing?

Tradeoffs

## Self-care



- Activities that support our wellbeing
- Results in tradeoffs

# Thank you.

**For more information / To learn more, please contact**

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# How Can I Prepare for Change?

What is the change that is happening? Or, that I want to make?

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How will this change affect my **social connectedness** in ways I like and don't like? Why is this important to me?

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- My relationships with friends and family
- My feeling of belonging
- It doesn't affect me in this way

How will this change affect my **safety** in ways I like and don't like? Why is this important to me?

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**What made it possible?**

When was I able to make a similar change — even if only for a little while?

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- Who was there?
- What were the circumstances?

**What would make it worth it for me to make the change?**

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- What can I add? Remove?
- Can I change how or what I do?
- Is it enough just to prepare myself for the change?



**Curious?** We hope our materials are useful to you. If you would like to reproduce them or use them for your own work, please be in touch with us first. We may have updates or insights to share!



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The Full Frame Initiative is a social change organization that partners with a growing cohort of pioneering organizations, systems and communities across the country to fundamentally shift their focus from fixing problems to fostering wellbeing – the needs and experiences essential for health and hope. Together, we are creating possibilities for lasting change in people's lives and sparking a broader movement that replaces poverty, violence, trauma and oppression with wellbeing and justice.

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**Certificate of Participation**  
**Webinar Training**

**Caring for the Caregivers: How to Mitigate Staff Burnout  
and Create a Wellbeing Plan**

*Presenters: Lotus Yu & Madge Haynes, The Full Frame Initiative*

**1.5 Hours**

**June 22, 2021**

A handwritten signature in black ink, appearing to read "Casey Gwinn".

**Casey Gwinn, J.D.**  
Co-Founder and President  
Alliance for HOPE International

A handwritten signature in black ink, appearing to read "Gael Strack".

**Gael Strack, J.D.**  
Co-Founder and CEO  
Alliance for HOPE International