

Workforce Synergy Forum Resources

Mental Health Supports in Employment Services

Our community services partnerships and a resource packet with all local service providers are invaluable to providing mental health support.

– Sara Canfield, Principal Employment & Training Counselor, Schenectady County Connects

Connect to your existing resources. If partnerships don't already exist, let's build them! There's a Single Point of Access (SPA) for mental health resources in each county. That's a good place to start.

– Andy Sink, Director of NYESS Employment Policy, NYS Office of Mental Health

Embed mental health in the culture of our Career Centers and begin the conversation about it with jobseekers as soon as they walk through the door. – Alexis Sicilia, NYSDOL

When we prioritize mental health as a daily habit, we can grow beyond self-care to community care and shift these practices into collective action. – Juie Deo & Meg Bobbin, NYSDOL

Recording

Click: "View session recordings" at the top right corner | Search: Mental Health Supports in Employment Services

Attached Resources:

- [Taking Care of Your Mental Health During Job Search for Customers](#)
- Resources and ideas for all

Agenda:

- Practical ways to refer customers to mental health supports
- Building a network for mental health services
- Ways to support staff in the journey

We are seeking support from two local staff to review the draft Supportive Services Brief, which includes policies for the delivery of quality local supportive services.

Email [the WIOA Admin Office](#) if you're interested!

Download and Modify the "[Taking Care of Your Mental Health During and After Job Search](#)" Sheet and Share it with All Customers

Included sections: Maintain Routine | Stay Connected | Manage Stress | Be Inspired | Seek Professional Help While Waiting for Therapy to Begin | Crisis Help

Emotional On-going Support

Ideal when you're feeling stressed, anxious, lonely, or need someone to talk to. Warmlines volunteers and professionals offer emotional support and a listening ear in a non-judgmental space. Warmlines provide support and resources, but they are not designed to support immediate crisis intervention.

[NAMI HelpLine](#) 1-800-950-NAMI (6264)

Text "HELPLINE" to 62640

Go to [NAMI.org/help](#) to chat with a specialist!

[Warmline.org](#) to find warmline professionals |

[OkaySo.org](#) for young adults.

[MindApps.org](#) database from Harvard includes apps to manage and support mental health.

[Job Accommodation Network \(Askjan.org\)](#) provides free resources on requesting accommodations in the workplace for people with disabilities.

Continue to explore ways your organization can foster a culture of care that supports every member

Caring for Others is Possible When We Care for Ourselves Too!

Participate in Frequent, Scheduled, Free/Low-cost Training for Staff and Leaders ([attached](#))

Allocate funds for staff development!

Examples of Trauma Responsive Language ([attached](#))



Without experiencing the storm, how can you see the rainbow?
No one can succeed easily.
Jackie Chan



The level of collective courage in an organization is the absolute best predictor of that organization's ability to be successful.
Brené Brown



We cannot change what we are not aware of, and once we are aware, we cannot help but change.
Sheryl Sandberg



Always treat your employees exactly as you want them to treat your best customers.
Stephen R. Covey



All difference is, therefore, due to mind. All that we see, we project out of our own minds.
Sw. Vivekananda



Normal is nothing more than a cycle on a washing machine.
Whoopi Goldberg

Mental Health Support for Employment Services Staff, Leaders, and Organizations ([attached](#))

Use of Release of Information Form

Does your staff or you use the Release of Information Form from Technical Advisory 19-1? (select all that apply)

- 1. I haven't seen this form before.
 66%
- 2. We use this form (type in chat for which partner referrals)
 23%
- 3. We have modified the form to make it more applicable (type in chat the modifications made)
 9%
- 4. We will start using this form more (type in chat what is useful about this form)
 4%

Utilize the Release of Information form based on Technical Advisory #[19-01](#).

If you have modified the form please share your form with LWDB@labor.ny.gov for all to learn.

Obtaining consent from the customer for sharing their information is critical.

Webinar Recording: [Making Referrals to Workforce Partners](#) (Password: DEWSweb123)

Augment Supportive Services Funds

Temporary Assistance Budgeting: New Earned Income and Training Disregard Measures Authorized in the SFY 2023-24 State Budget (23-ADM-10)

- Disregard all earned income a Public Assistance (PA) recipient derives from participation in a qualified work activity or training program as determined by the Office of Temporary and Disability Assistance (OTDA) for purposes of budgeting and eligibility determinations.
- Allow PA recipients who enter new employment to have all of their earned income disregarded from budgeting and eligibility determinations for a once-per-lifetime period of up to six consecutive months.

Child Care Assistance Program for Staff and Customers

[Findhelp.org](https://www.findhelp.org) and [211.org](https://www.211.org) - Find free or reduced-cost resources like food, housing, financial assistance, health care, and more.

More About Facilitators



Alexis Sicilia offers a unique perspective gained from her experience in working with special populations within the workforce systems and mental health services, including Health Home Program and case coordination and grant management for at least a decade. With her uncanny ability to communicate solutions, she will seamlessly integrate macro and micro approaches to help you start implementing mental health referrals immediately.



Andy Sink has 20+ years of experience in employment and rehabilitation services. As the Director of the New York Employment Services System Employment Policy at the New York State Office of Mental Health, his team collaborates with agencies and providers to improve employment practices and policies for individuals of all abilities. With his vast and versatile experience, Andy will help you generate strategies to provide mental health supportive services.



Sara Canfield walks in your shoes as a WIOA Leader! She has 20+ years of experience in human services, working both for not-for-profit and government agencies, serving diverse populations, managing caseloads, developing programming, and auditing services. Currently, she oversees the adult programs in Schenectady County, including the contract with the Department of Social Services to provide employment services to those on Temporary Assistance. One of the biggest challenges to those seeking and maintaining employment is mental health. Communication and collaboration with partner agencies have been a key component in helping individuals overcome mental health barriers.



Meg and Juie are a perfect fit for the Synergy Forum, bringing decades of experience in public service, communications, and social work. They connect their lived experiences and a commitment to going the extra mile to support customers facing barriers in the workforce and mental health settings. They understand the challenges of funding and accessing mental health services. Together, they are curating the Synergy Forum to help themselves, you, customers, and staff succeed one step at a time.



[Resources from past Workforce Synergy Forums](#) (under the Workforce Synergy Forum filter)

Shape the Synergy Forum & Take Initiative!

Share resources to train new staff about A/DW WIOA programs via [Synergy Google Drive](#) or email [the NYSDOL WIOA Admin Office](#).

We are seeking support from two local staff to review the Supportive Services Brief, which includes policies for the delivery of quality local supportive services. Email [the WIOA Admin Office if you're interested!](#)

[Share your Workforce Synergy Forum impact or successes](#) with only two answers!

What's Workforce Synergy Forum?



As the leaders of WIOA Adult/DW Programs, we all face similar opportunities and thrive by asking questions, sharing practices, and learning from experts and our peers. Workforce Synergy is a monthly forum dedicated to exploring, developing, and sustaining effective workforce strategies. We will collectively build the synergy we want and need throughout 2024 and beyond. Leaders are encouraged to attend live for active, real-time collaboration!

Inspired? Questions? Collaborate! LWDB@labor.ny.gov | 518-457-3555

Brought to you by the WIOA Adult/Dislocated Worker Program Leaders and New York State Department of Labor



Mental Health Supports in Employment Services

Embedding Mental Health Supports Today!

1. Share resources to take care of mental health during job search with all customers (e.g attached).
2. Place posters, factsheets, or info stations in the office and your cubicles. Examples: [Finding Care that Fits Your Culture](#) | [Posters from the Office of Mental Health](#) | [I'm So Stressed Out](#)
3. Put a mental health booth at career fairs and recruitment events.
4. Share resources with businesses and your leaders. Suggested examples include:
 - o [Create Mental Health Friendly Workplace](#) (Employer Assistance and Resource Network)
 - o [Trauma-Informed Workplaces: Concepts, Strategies, and Tactics to Build Workplaces that Support Well-Being](#) (Campaign for Trauma-Informed Policy and Practice)
 - o [Trauma-Informed Approach to Workforce](#) (National Fund for Workforce Solutions)
5. Begin and end all meetings with self-care and centering practices.
6. Offer mental health-focused workshops for customers and staff with the Office of Domestic Violence Prevention and Office of Mental Health partners or Employment Counselors.

Maintaining Must-Have Mental Health Partnerships for Employment Services

1. [New York Systems Change and Inclusive Opportunities Network \(NY SCION\)](#)
2. [County Mental Health Department Single Point of Access Coordinator \(SPOA\) and Local Mental Hygiene Departments Directory](#) & local organizations to support staff & customers
3. [National Association of Mental Illness \(NAMI\) local chapter](#)
4. [Office of Mental Health Program Directory](#)
5. Partner with other local areas to share and hire mobile professionals (social workers/mental health consultants) for job clubs, staff consultations, and support groups, and help build a culture of a trauma-responsive workplace for customers and staff.

Participating in Frequent, Free/Low-cost Training for Staff and Leaders

1. NYS Office of Mental Health Events, NAMI NYS Newsletter and [calendar for training](#)
2. [Trauma-Informed Network & Resource Center](#), including free Breath-Body-Mind Practice Sessions, Tending the Roots Training Series for staff, and other free training
3. Create and follow a bi-monthly schedule of training utilizing Coursera and other online tools with group staff meetings! Suggested examples include:
 - o [Trauma & Resilience Quick Guides](#) for staff (Corporation for a Skilled Workforce)
 - o [Mental Health Awareness 30-Second Training Series](#) (WorkforceGPS)
 - o [Supporting staff and customers experiencing mental health symptoms](#) (NAMI)
 - o All take the [Mental Health Workplace Survey](#) (Mental Health America)
 - o [Discuss trauma-responsive staff mindsets](#) (echotraining.org)

Mental Health Supports in Employment Services

4. Consider paying for staff to become trained in the:
 - [Wellness Recovery Action Plan \(WRAP\) model](#)
 - [Mental Health First Aid for Staff](#) | [Self-paced Mental Health 101](#) (Mental Health Association of NYS)
5. Socialized Training: [Psychiatric Rehabilitation Training Academy](#) | [IPS Employment Center](#) | [Academy of Peer Services](#)

Enhancing as a Leader and Organization!

1. Establish a career and well-being-focused mentoring or buddy system program encouraging mentoring relationships across office and partner staff.
2. Assign a task group to conduct a trauma-informed environmental scan (including policies and procedures) and implement recommendations to support the psychological and physical safety of all staff in the workplace. Suggested examples include:
 - [Considerations for a Trauma-Informed Environmental Scan](#) (Traum-informed Oregon)
 - [Agency Environmental Components for Trauma-Informed Care](#) (SAMHSA)
 - [Retraumatization Infographic](#) (University of Buffalo)
3. Create a mental health advisory board or workgroup and invite people with lived experience or those who are passionate about mental health to join. Help the board or workgroup apply for grants.
4. Publications:
 - [We Need Trauma-Informed Workplaces](#) (Harvard Business Review)
 - [Supporting Mental Wellness for Program Staff and Participants on Public Assistance: Strategies for Leaders](#) (Administration for Children & Families)
 - [Trauma-Informed Organizational Change Manual](#) (University of Buffalo)
5. Webinars:
 - [Understand vicarious trauma and protect our staff](#) (password Careers) (NYS Department of Labor & Office of Domestic Violence Prevention)
01:09:00 – Practical ideas to support staff
 - Trauma-Informed Organizations (NYS Office of Victim Services)
 - [Part I Webinar](#)
00:50:00 – Practical suggestions for beginning to explore Trauma-Informed Practices
 - [Part II Webinar](#)
00:25:00 – Promoting Communal Care: Building a Supportive Workplace Culture
 - 00:52:00 – Reflecting on Our Practices, four (4) possible poll questions
 - 01:05:00 – Leadership's Role in Fostering Communal Care
 - 01:24:00 – "Glimmers!" What sparks joy and how do we build that muscle?
 - [Integrating mental health support by employment services staff at all levels](#), starting at 00:28:00.



NON TRAUMA INFORMED

- POWER OVER
- YOU CAN'T CHANGE*
- JUDGING
- PEOPLE NEED FIXING FIRST*
- OPERATE FROM THE DOMINANT CULTURE
- PEOPLE ARE OUT TO GET YOU*
- RIGHT/WRONG
- HELPING*
- "YOU'RE CRAZY!"
- COMPLIANCE/OBEDIENCE*
- NEED-TO-KNOW BASIS FOR INFO
- PRESENTING ISSUE*
- "US AND THEM"
- LABELS, PATHOLOGY*
- FEAR-BASED
- I'M HERE TO FIX YOU*
- DIDACTIC
- PEOPLE MAKE BAD CHOICES*
- BEHAVIOR VIEWED AS PROBLEM
- WHAT'S WRONG WITH YOU?*
- BLAME/SHAME
- GOAL IS TO DO THINGS THE 'RIGHT' WAY*
- PRESCRIPTIVE
- PEOPLE ARE BAD*
- CONSIDER ONLY RESEARCH AND EVIDENCE
- EXPERT*

- POWER WITH
- YOUR BRAIN IS 'PLASTIC'*
- OBSERVING
- PEOPLE NEED SAFETY FIRST*
- CULTURAL HUMILITY
- PEOPLE CAN LIVE UP TO THE TRUST YOU GIVE THEM*
- MULTIPLE VIEWPOINTS
- LEARNING*
- "IT MAKES SENSE"
- EMPOWERMENT/COLLABORATION*
- TRANSPARENCY AND PREDICTABILITY
- WHOLE PERSON AND HISTORY*
- WE'RE ALL IN THIS TOGETHER
- BEHAVIOR AS COMMUNICATION*
- EMPATHY-BASED
- SUPPORT HEALING*
- PARTICIPATORY
- PEOPLE WHO FEEL UNSAFE DO UNSAFE THINGS*
- BEHAVIOR VIEWED AS SOLUTION
- WHAT HAPPENED TO YOU?*
- RESPECT
- GOAL IS TO CONNECT*
- CHOICE
- PEOPLE ARE DOING THE BEST THEY CAN*
- CONSIDER ALSO LIVED EXPERIENCE
- ENLIGHTENED WITNESS*

TRAUMA INFORMED CARE



1



2



3



4

- 01-2024 OJT
- 08-2023 Synergy Pilots Training Services Strategy Development
- 12-2023 Brainstorm Learning
- Adult Priority of Service Populations for Measure
- Front-line staff training resources
- Supportive Services Policies Samples
- OSOS-cornerstones-attestation (fillable) 1.2021.pdf
- Service Delivery Leaders and Managers A/DW WIOA Contact List.xlsx

Upload your staff training materials or email them to LWDB@labor.ny.gov

Next Synergy Forum Topic: Staff Training, May 28, 2:30 pm

Synergy Drive Repository
<https://tinyurl.com/synergy-drive>

Our lived experiences shared!

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Supportive Services Brief

Selected part of federal and state policies and resources

Need two local staff who create supportive services policies to review it. Check Supportive Services Policy Samples at <https://tinyurl.com/synergy-drive>

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Temporary Assistance Budgeting: New Earned Income and Training Disregard Measures Authorized in the SFY 2023-24 State Budget (23-ADM-10)

Disregard all earned income a Public Assistance (PA) recipient derives from **participation in a qualified work activity or training program** as determined by the Office of Temporary and Disability Assistance (OTDA) for purposes of budgeting and eligibility determinations.

Allow PA recipients **who enter new employment to have all of their earned income disregarded** from budgeting and eligibility determinations for a once-per-lifetime period of up to **six consecutive months**.

<https://otda.ny.gov/policy/directives/2023/ADM/23-ADM-10.pdf>

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Child Care Assistance Program

CCAP Eligibility Questionnaire

New Eligibility Questionnaire!

Answer a short series of questions to see if you may be able to get child care at low or no cost - in 10 minutes or less!

Do I qualify for CCAP?

Eligibility Questionnaire Resources

- Eligibility Questionnaire Guide - English | Spanish/Español
- How to calculate Gross Monthly Income - English | Spanish/Español
- CCAP Eligibility Questionnaire Video - English | Spanish/Español

<https://ocfs.ny.gov/programs/childcare/ccap/>

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Open Release of Information Form

Attachment A from TA 19-1

https://dol.ny.gov/system/files/documents/2023/10/ta-19-1_0.pdf



After the participants complete **Attachment A: WIOA Interagency Release of Information Form**, local staff must keep the original copy of the release form on file, give one copy to the participant in their preferred format, and share a copy with the partner program(s).

REFERENCES

WIOA §134(a)(3)(A)(v)

Privacy Act of 1974: <https://www.justice.gov/opcl/privacy-act-1974>

INQUIRIES

Please direct any inquiries to: DEWS.ReEmploy@labor.ny.gov

ATTACHMENTS

- A. [WIOA Interagency Release of Information Form - English](#)
- B. [Instructions for Completing the WIOA Interagency Release of Information Form](#)
- C. [WIOA Interagency Release of Information Form - Spanish](#)

2 / 2 | - 100% + | [] []

Attachment A: Workforce Innovation and Opportunity Act Interagency Release of Information Form

Participant Name:

Participant Address:

I authorize only the Workforce Innovation and Opportunity Act (WIOA) partner agencies listed below to obtain, or release written documentation, and/or discuss any employment-related information indicated below with each other to assist me in my employment and training efforts.

My permission to discuss information is only valid until **Enter End Date** and cannot extend beyond one year from the date I sign this form, whichever is sooner.

I can change my mind about this release, by letting the releasing agency identified below, in writing, that I do not want any further information to be given out or discussed.

Information to be obtained, released, and/or discussed by an agency must be for its program purposes, associated with a referral, and only to the extent the other agency demonstrates that the information requested is necessary for its program. No medical and/or disability information is to be provided under this release. I give my permission for the checked items listed below to be shared:

- My contact information
- My work history/experience
- My education/skills/abilities
- My career/ID assessment results
- My income level/benefit eligibility
- My eligibility/levelment and/or attendance in workforce system programs
- The accommodations I need to access training or services or to find, obtain, or retain employment.

WIOA 1.1 (2018)

Page 1 of 2

https://dol.ny.gov/system/files/documents/2023/10/ta-19-1_0.pdf

WIOA agencies releasing/receiving/discussing this information:

Releasing Agency Name:
Agency Address:
Telephone: Email:

I have read, understand and agree to all the information in this document.
Participant or Authorized Representative/Guardian Signature: _____
Date: _____

WIOA Agencies: The information being disclosed to you may be from records protected by state or federal confidentiality rules which prohibit you from making any further disclosure of this information unless said further disclosure is expressly permitted by the written consent of the person to whom it pertains or as otherwise legally permitted. It is understood and accepted that this Release Form is not sufficient to, and is not intended to allow for, providing informed consent for the release of confidential Unemployment Insurance (UI) data pursuant to New York State Labor Law §507(1)(c), medical information pursuant to the Privacy Rule of the Health Insurance Portability and Accountability Act of 1996 (HIPAA), education information pursuant to the Family Educational Rights and Privacy Act (FERPA) (24 Code of Federal Regulations (CFR) Part 99), Mental Health Information (New York State Mental Hygiene Law Sections 19.17, 23.05 and 33.13), Alcohol/Drug Treatment (Public Health Services Act) (42 CFR Part 2), or HIV related information (New York State Public Health Law Article 27-F).

WIOA 1.1 (2018)

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Release of Information Form

Attachment A from TA 19-1

9

10

Go to Slido.com

Enter #Synergy | Complete an Anonymous Poll

Does your staff or you use the Release of Information Form from Technical Advisory 19-1? (select all that apply)

- 1. I haven't seen this form before. 66%
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If you have modified the form please share it with LWDB@labor.ny.gov for all to learn.

Obtaining consent from the customer for sharing their information is critical.

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Mental Health Supports In Employment Services

Synergy Forum

Close Email and Chat Apps | Get a Blank Piece of Paper | Be Present

12

Do our staff meet customers who are...



13

Our staff, customers and we feel...



Ref: Heartland Alliance: Webinar – Integrating Trauma-Informed Care into Employment Services

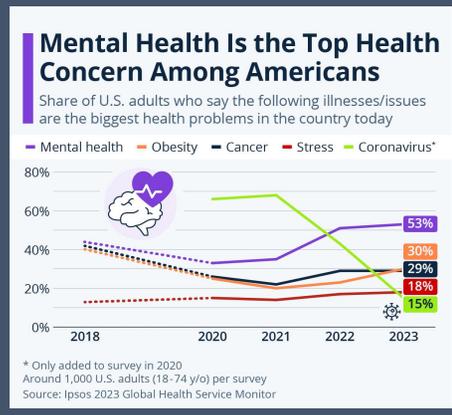
14

Behavior	Response
Interpersonal conflicts, appears agitated	Irritability, restlessness, outbursts of anger or rage
Difficulty in keeping up in job training programs	Difficulty concentrating or remembering
Difficulty “getting motivated” for job search or training	Depression and diminished interest in everyday activities
Triggered when dealing with authorities. Will not accept help from others	Increased need for control

State of Mental Health May Explain Reactions within the Workforce System

Ref: Midwest Harm Reduction Institute (Hopper, E.K. et al., 2010)

15



<https://www.statista.com/chart/30995/biggest-health-concerns-among-americans/>

16

Each year in the U.S.

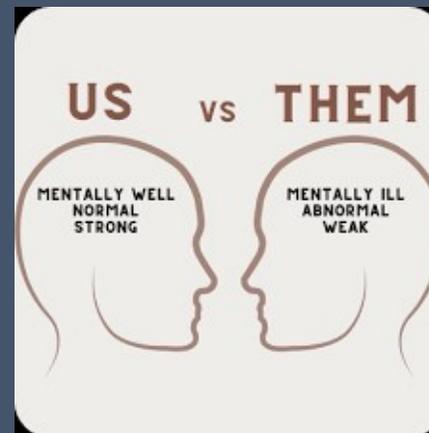
1 in 5 adults experience mental illness.

1 in 20 adults experience serious mental illness.

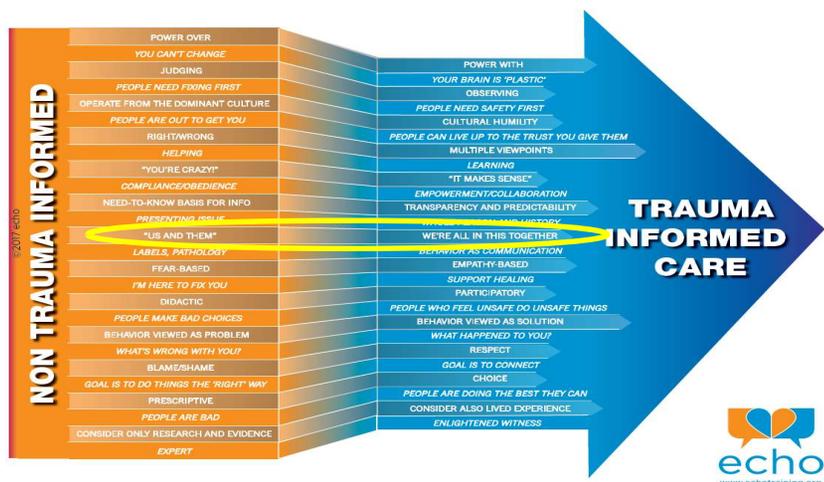
1 in 6 youth experience a mental health disorder.

<https://www.nami.org/mhstats>

17



18



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A snippet from a Harvard Business Review article titled "The Science Behind the Smile". It includes a yellow smiley face graphic with the text "THE VALUE OF HAPPINESS" and "HOW EMPLOYEE WELL-BEING DRIVES PROFITS". A list of suggestions for increasing happiness is provided.

Harvard Business Review
Personal Productivity | The Science Behind the Smile

What are those little things we can do to increase our happiness?

- Meditate
- Exercise
- Get enough sleep

<https://hbr.org/2012/01/the-science-behind-the-smile>

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Beyond Self-Care: Embracing Communal Care



Expanding Our View: Moving beyond self-care to embrace communal care as the heart of Healing Justice.

From Individual to Collective: The necessity of shifting from individual practices to collective actions for systemic transformation.

Trauma-Informed Organizations Part II Webinar on February 20, 2024

<https://www.youtube.com/watch?v=RcNCp-qU7T8>

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Beyond Self-Care: Communal Care in Action



Community Wellness Programs: Initiatives that engage the entire community in healing practices, such as group therapy sessions, wellness workshops, and communal healing spaces.

Organizational Culture Shifts: Creating environments that prioritize collective well-being, address secondary PTSD, and break down systemic barriers within the organization.

Mutual Aid and Support Networks: Developing systems of mutual support that provide tangible resources and emotional support, reinforcing interdependence and shared responsibility.

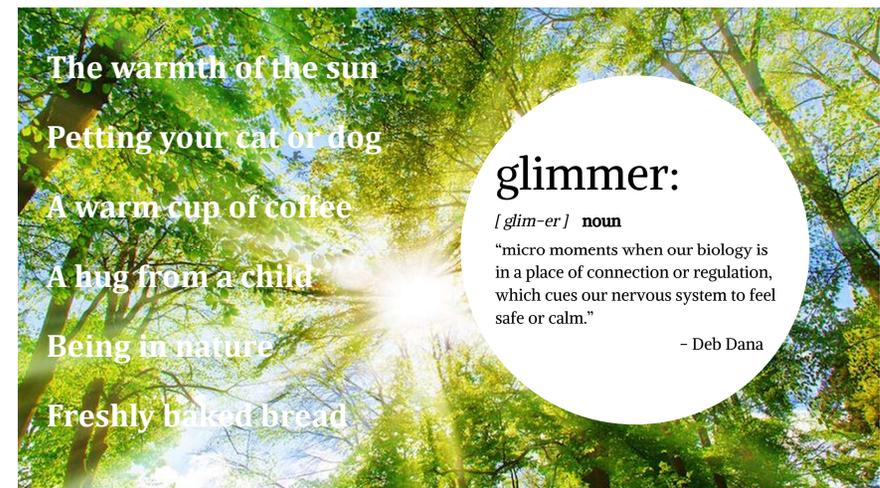
Trauma-Informed Organizations Part II Webinar on February 20, 2024

<https://www.youtube.com/watch?v=RcNCp-qU7T8>

22



23



The warmth of the sun

Petting your cat or dog

A warm cup of coffee

A hug from a child

Being in nature

Freshly baked bread

glimmer:

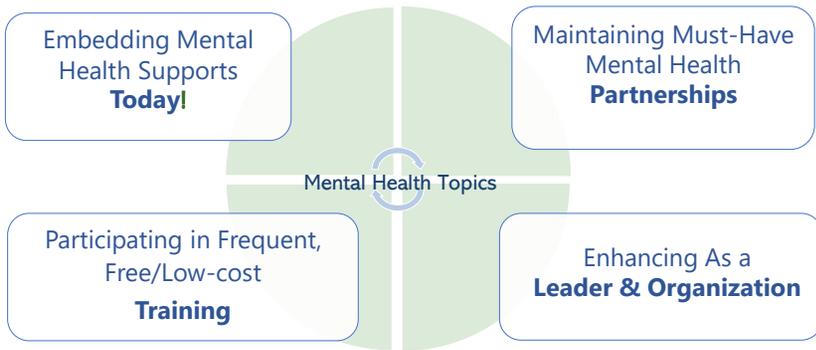
[glim-er] noun

“micro moments when our biology is in a place of connection or regulation, which cues our nervous system to feel safe or calm.”

- Deb Dana

24

Your Questions Led to Four Mental Health Topics...



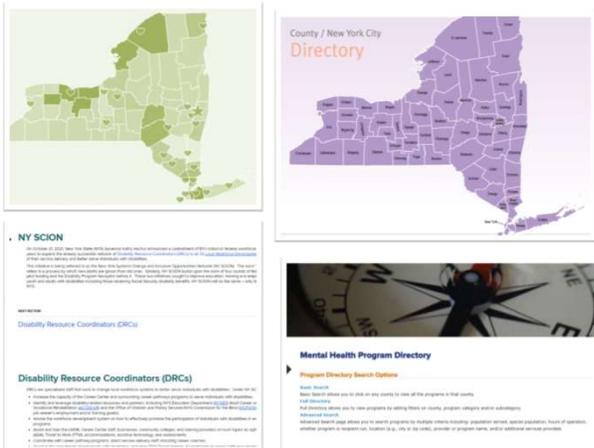
25

Maintaining Must-Have Mental Health Partnerships for Employment Services

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4. [Office of Mental Health Program Directory](#)
5. Partner with other local areas to share and hire mobile professionals (social workers/mental health consultants) for job clubs, staff consultations, and support groups, and help build a culture of a trauma-responsive workplace for customers and staff.

Type in Chat the Mental Health Partnerships You Have Built!

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NAMI
OMH Prgs
County MH
SCION
Local Org

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Embedding Mental Health Supports Today!

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Taking Care of Your Mental Health During and After Job Search

Maintain a Routine

- Structure your day – Set regular times for waking up, going to sleep, meals, exercise, and job search activities. This will create a sense of normalcy and reduce stress.
- Schedule self-care – Make time for activities you enjoy, like hobbies, spending time with loved ones, or relaxing in nature.

Stay Connected

- Talk to friends and family – Having a strong support system can be invaluable during a stressful time. Let them know what you're going through and how they can help.
- Join a support group – Many organizations offer support groups. Connect with others who understand your challenges and can offer advice and encouragement.

Manage Stress

- Practice relaxation – Deep breathing, meditation, and yoga can all help reduce stress.
- Exercise regularly – Physical activity improves your mood and boosts your energy levels.
- Limit caffeine and alcohol – Substances can worsen anxiety and sleep problems.
- Challenge negative thoughts – Pay attention to self-talk; replace negative thoughts with realistic and positive ones.

Be Inspired

- Use Peak Energy Time – Schedule job search tasks for part of the day when you feel most focused and productive.
- Measure Progress – Set goals and track them! Celebrate milestones and use a fun system (e.g., a colorful bullet journal).
- Encourage Yourself – Set up small and larger rewards for reaching big and small goals, to stay motivated.
- Find Cheerleaders – Identify people to support you through setbacks and celebrate your efforts with them.

Monitor Mental Health Symptoms

Recognize that changes in sleep patterns, mood swings, loss of interest, changes in appetite, social withdrawal, changes in concentration, fatigue, headaches, and other factors related to the job search process and chronic stress may bring on or exacerbate previously existing symptoms and identify coping strategies ahead of time.

- Create a mental wellness plan (example: <https://www.mo.gov/dmh/pdf/wrap-work-recovery-wrap>)
- Include a crisis plan and notify the support system of your plan.

Emotional On-going Support

Ideal when you're feeling stressed, anxious, lonely, or need someone to talk to. Warmline volunteers and professionals offer emotional support and a listening ear in a non-judgmental space. Warmlines provide support and resources, but they are not designed to support immediate crisis intervention.

www.warmline.org 1-800-950-NAMI (6264)
Text "HELPLINE" to 62640
Go to nami.org/help to chat with a specialist!
warmline.org to find warmline professionals
[OkaySo.org](http://okayso.org) for young adults.

[MindApps.org](http://mindapps.org) database from Harvard includes apps to manage and support mental health.
[Job Accommodation Network \(Askjan.org\)](http://jobaccommodationnetwork.org) provides free resources on requesting accommodations in the workplace for people with disabilities.

Taking Care of Your Mental Health During and After Job Search

Seek Professional Help

A professional, such as a therapist, can provide you with strategies for managing stress, anxiety, depression, and more.

www.mhcl.org "Online":

- CaliforniaHelp.org
- Office of Mental Health Programs/Strategy (mh.ny.gov)
- County Mental Health Support Portal of Austin (Cooperation & Local Mental Healthcare Department) (mh.austin.gov)

Available Local Organizations:

While Waiting for Therapy to Begin

- Schedule an appointment with your doctor – Discuss symptoms with your doctor to rule out medical causes.
- Practice bibliotherapy – Read self-help books on managing anxiety, depression, etc.
- Use Counselling Tools & Apps – Download a phone app with tools for managing mental health. Suggested examples: MindApps.org | [ACT Companion App](http://ACTCompanion.App).
- Engage in Mentorship – Find a mentor for guidance and support.
- Join Support/Social Groups – Join a support group or recreational activity group focused on your interests. Examples: NAMI.naminy.org | Programs offered through health insurance.

Crisis Help

Ideal if you're experiencing a mental health crisis, feeling overwhelmed, unsafe, or have thoughts of suicide, a crisis hotline is the best resource. Typical hotlines are available 24/7 to provide immediate support, interventions, and resources to help you navigate the crisis.

988lifeline.org – Call, text, or chat for 24/7 support (888)
[Dementia.Wisconsin.gov](http://dementia.wisconsin.gov) – Call 1-800-969-4433 (7233), Chat, Text "STARR" to 80788

Taking care of your mental health is an investment in your overall well-being and your success in your job search and career.

You got this!

This sheet includes helpful suggestions only. Please work with licensed professionals, if needed.

Sheet to Give all Customers!

Modify Make It Your Own

Sheet to Give all Customers!

Modify Make It Your Own

Taking Care of Your Mental Health During and After Job Search

Maintain a Routine

- Structure your day – Set regular times for waking up, going to sleep, meals, exercise, and job search activities. This will create a sense of normalcy and reduce stress.
- Schedule self-care – Make time for activities you enjoy, like hobbies, spending time with loved ones, or relaxing in nature.

Stay Connected

- Talk to friends and family – Having a strong support system can be invaluable during a stressful time. Let them know what you're going through and how they can help.
- Join a support group – Many organizations offer support groups. Connect with others who understand your challenges and can offer advice and encouragement.

Manage Stress

- Practice relaxation – Deep breathing, meditation, and yoga can all help reduce stress.
- Exercise regularly – Physical activity improves your mood and boosts your energy levels.
- Limit caffeine and alcohol – Substances can worsen anxiety and sleep problems.
- Challenge negative thoughts – Pay attention to self-talk; replace negative thoughts with realistic and positive ones.

Be Inspired

- Use Peak Energy Time – Schedule job search tasks for part of the days when you feel most focused and productive.
- Measure Progress – Set goals and track them! Celebrate milestones and use a fun system (e.g., a colorful bullet journal).
- Encourage Yourself – Set up small and larger rewards for reaching big and small goals, to stay motivated.
- Find Cheerleaders – Identify people to support you through setbacks and celebrate your efforts with them.

Monitor Mental Health Symptoms

Recognize that changes in sleep patterns, mood swings, loss of interest, changes in appetite, social withdrawal, changes in concentration, fatigue, headaches, and other factors related to the job search process and chronic stress may bring on or exacerbate previously existing symptoms and identify coping strategies ahead of time.

- Create a mental wellness plan (suggested example: <https://dmh.mo.gov/media/pdf/wrap-work-recovery-wrap>).
- Include a crisis plan and notify the support system of your plan.

Introducing The NAMI Teen & Young Adult HelpLine | Find Help & Support | What To Do In An Emergency | NAMI Resource Directory | NAMI Teen & Young Adult Resource Directory | | HelpLine Online Knowledge & Resource Center | Volunteer Opportunities | Preparing For And Navigating A Mental Health Crisis



In Need Of Help Or Support?

You are not alone! If you are struggling with your mental health, the NAMI HelpLine is here for you. Connect with a NAMI HelpLine volunteer today.

Available Monday Through Friday, 10 A.M. - 10 P.M. ET.

Call 1-800-950-NAMI (6264), text "HelpLine" to 62640 or email us at helpline@nami.org

Emotional On-going Support

Ideal when you're feeling stressed, anxious, lonely, or need someone to talk to. Warmline volunteers and professionals offer emotional support and a listening ear in a non-judgmental space. Warmlines provide support and resources, but they are not designed to support immediate crisis intervention.

www.warmline.org 1-800-950-NAMI (6264)
Text "HELPLINE" to 62640
Go to nami.org/help to chat with a specialist!
warmline.org to find warmline professionals
[OkaySo.org](http://okayso.org) for young adults.

[MindApps.org](http://mindapps.org) database from Harvard includes apps to manage and support mental health.
[Job Accommodation Network \(Askjan.org\)](http://jobaccommodationnetwork.org) provides free resources on requesting accommodations in the workplace for people with disabilities.

While Waiting for Therapy to Begin

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Sheet to Give all Customers!

Modify Make It Your Own

In what ways can your organization foster a culture of care that supports every member?

Type in Chat

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Here For You.

At this time, we're experiencing unusually high call/chat volume. Wait times to connect with our live advocates may be longer than 15 minutes. We're here 24/7 and truly apologize for the wait. If you are looking for local providers and resources, please search the **Get Help** section.



Call

1.800.799.SAFE (7233)
TTY 1.800.787.3224



Chat

Chat live now



Text

Text "START" to 88788

Visit our page for Privacy Policy, Help & Data Retention Policy. Text STOP to opt out.

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988 Suicide & Crisis Lifeline

We can all help prevent suicide. The 988 Lifeline provides 24/7, free and confidential support for people in distress, prevention and crisis resources for you or your loved ones, and best practices for professionals in the United States.



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Share any mental health support training your staff have found particularly beneficial

Type in Chat

Participating in Frequent, Free/Low-cost Training for Staff and Leaders

1. NYS Office of Mental Health Events, NAMI NYS Newsletter and [calendar for training](#)
2. [Trauma-Informed Network & Resource Center](#), including free Breath-Body-Mind Practice Sessions, Tending the Roots Training Series for staff, and other free training
3. Create and follow a bi-monthly schedule of training utilizing Coursera and other online tools with group staff meetings! Suggested examples include:
 - o [Trauma & Resilience Quick Guides](#) for staff (Corporation for a Skilled Workforce)
 - o [Mental Health Awareness 30-Second Training Series](#) (WorkforceGPS)
 - o [Supporting staff and customers experiencing mental health symptoms](#) (NAMI)
 - o All take the [Mental Health Workplace Survey](#) (Mental Health America)
 - o [Discuss trauma-responsive staff mindsets](#) (echotraining.org)
4. Consider paying for staff to become trained in the:
 - o [Wellness Recovery Action Plan \(WRAP\) model](#)
 - o [Mental Health First Aid for Staff](#) | [Self-paced Mental Health 101](#) (Mental Health Association of NYS)

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Without experiencing the storm, how can you see the rainbow?
No one can succeed easily.
Jackie Chan



We cannot change what we are not aware of, and once we are aware, we cannot help but change.
Sheryl Sandberg



All difference is, therefore, due to mind. All that we see, we project out of our own minds.
Sw. Vivekananda



The level of collective courage in an organization is the absolute best predictor of that organization's ability to be successful.
Brené Brown



Always treat your employees exactly as you want them to treat your best customers.
Stephen R. Covey



Normal is nothing more than a cycle on a washing machine.
Whoopi Goldberg

Mindset for Leaders and Organizations

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Enhancing as a Leader and Organization!

1. Establish a career and well-being-focused mentoring or buddy system program encouraging mentoring relationships across office and partner staff.
2. Assign a task group to conduct a trauma-informed environmental scan (including policies and procedures) and implement recommendations to support the psychological and physical safety of all staff in the workplace. Suggested examples include:
 - o [Considerations for a Trauma-Informed Environmental Scan](#) (Traum-informed Oregon)
 - o [Agency Environmental Components for Trauma-Informed Care](#) (SAMHSA)
 - o [Retraumatization Infographic](#) (University of Buffalo)
3. Create a mental health advisory board or workgroup and invite people with lived experience or those who are passionate about mental health to join. Help the board or workgroup apply for grants.
4. Publications:
 - o [We Need Trauma-Informed Workplaces](#) (Harvard Business Review)
 - o [Supporting Mental Wellness for Program Staff and Participants on Public Assistance: Strategies for Leaders](#) (Administration for Children & Families)
 - o [Trauma-Informed Organizational Change Manual](#) (University of Buffalo)
5. Webinars:
 - o [Understand vicarious trauma and protect our staff](#) (password Careers) (NYS Department of Labor & Office of Domestic Violence Prevention)
01:09:00 – Practical ideas to support staff

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Examples for Supportive Services Funds for Mental Health

Covering of co-pay of mental health services for a short time (e.g 3 months) to get the customer started

Support transportation for mental health services (gift cards or other Uber payments)

Offer hotspots or computer support for telemental health

Allow staff time to do direct linkage, e.g. where the staff takes the customer to a support group or therapy appointment. They attend first session with them if the customer wants it.

Exhaust other resources before using WIOA funds

Follow your local supportive services policy

Discuss first with your local and state monitors

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Mental Health Month Challenge

Be Seen in Green



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Upload your staff training materials to Synergy Drive or email them to LWDB@labor.ny.gov

Next Synergy Forum Topic:
Staff Training, May 28, 2:30 pm

Need two local staff's one hour to get input on Supportive Services Brief

Synergy Drive Repository
<https://tinyurl.com/synergy-drive>

Our
lived experiences
shared!

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What's with you all the time, all your life?

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What's with you all the time, all your life?



We typically can't be without our mind!

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Who's just a couple of keystrokes away?

LWDB@labor.ny.gov

Your Peers

Your local and state monitors

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