



2021 Michigan CUPA HR Conference

**Presentation by Macomb County Community
Mental Health**

Traci Smith, Chief of Staff

Dave Pankotai, Chief Executive Officer

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Macomb County Community Mental Health programs and services are supported and funded, in part, by the Michigan Department of Health and Human Services, the Macomb County Board of Commissioners and are administered by the Macomb County Community Mental Health Board. MCCMH services are CARF accredited.

Meet the Presenter

Traci Smith is a workforce professional with over twenty-five years of successful experience in leading and managing human service professionals. Traci's professional experience includes managing the delivery of workforce development services, career counseling, college counseling, and career facilitation instruction.

Prior to joining MCCMH, Traci was a Regional Director for a national workforce development company. As a Regional Director she managed locations throughout the eastern US leading seven senior leadership teams delivering workforce development services to over 100,000 customers annually. In 2016, Traci joined Macomb County Community Mental Health (MCCMH) as its Chief of Staff. As the Chief of Staff, Traci has the privilege of leading MCCMH's talent engagement initiatives for its 500 team members.

Traci has a Master of Arts degree in Counseling from Oakland University and a Bachelor's of Arts degree in Psychology from the University of Michigan - Dearborn. Some of her other professional development includes graduate level training in Career Development Facilitation and being a Certified as a Mental Health First Aid Trainer with the National Council for Mental Health Wellbeing.

As a resident of Macomb County, you may find her at the local hockey rink supporting her husband and son.



Meet the Presenter

Macomb County Community Mental Health (MCCMH) Board of Directors appointed David Pankotai as its Chief Executive Officer beginning on December 17, 2018.

David is an experienced executive with a demonstrated thirty-plus years work history in the behavioral health care industry. He previously held the position of Executive Director for ConsumerLink Network, a Managed Comprehensive Provider Network (MCPN) funded by the Detroit Wayne Mental Health Authority to manage services and supports for persons with intellectual/developmental disabilities. Starting in 2002, David developed ConsumerLink Network as a successful start-up corporation that grew to \$100+ million dollars in annual revenue and over 6,000 members.

Under the direction of the County Executive, the Macomb County Board of Commissioners and the Macomb County Community Mental Health Board, Dave now leads Macomb County Community Mental Health in the provision of a wide variety of mental health treatment and support services to adults and children with mental illness, people with intellectual/developmental disabilities, and people with substance use disorders.

David holds a Master of Arts (MA) in Mental Health Counseling from Oakland University, and a Bachelor of Arts in Clinical/Community Psychology from the University of Michigan-Flint. David and his fiancé, Kimberly, are both long-time residents of Macomb County.





Agenda

1. Why is knowledge of Mental Health and Substance Use important to HR professionals
2. What are the common signs and symptoms
3. What HR Professional should do
4. How to access local and State resources for to help



Why Mental Health and Substance Use Matters in the Workplace

10.8M

Approximately **10.8 million** full-time workers have a substance use disorder.

35M

As many as **35 million** workdays are lost each year due to mental illness.

\$105B

Untreated mental illness in the workplace costs businesses **\$105 billion** each year – mostly due to lost productivity.

33%↑

Reports of Mental Health and Substance Use illnesses have increased by **33%** during the Pandemic



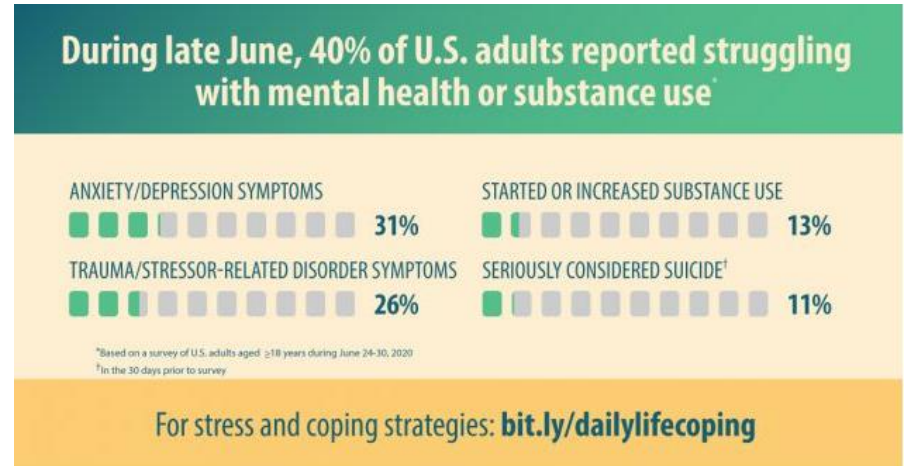
CDC - Mental Health, Substance Use, and Suicidal Ideation During the COVID-19 Pandemic

During June 24–30, 2020, U.S. adults reported considerably elevated adverse mental health conditions associated with COVID-19.

The findings were **ALARMING!**

Overall, 40.9% of respondents reported at least one adverse mental or behavioral health condition including symptoms of:

- **Anxiety disorder or depressive disorder (30.9%),**
- **Symptoms of a trauma- and stressor-related disorder (TSRD) related to the pandemic (26.3%),**
- **Increased substance use to cope with stress or emotions related to COVID-19 (13.3%).**





CDC Study – SUICIDAL IDEATION

The percentage of respondents who reported having seriously considered suicide in the 30 days before completing the survey

- **25.5% among respondents aged 18–24 years,**
- **18.6% among Hispanic groups,**
- **15.1% among black respondents,**
- **30.7% among unpaid caregivers for adults, and**
- **21.7% among essential workers**





Personal Story of Mental Health Crisis in the Workplace

- Questioning/Second Guessing
- Debriefing and Support
- Signs and Symptoms in this case



More Signs and Symptoms

- Increased use of alcohol, drugs, food consumptions, etc.
- Anger and Irritability at work
- Consuming high trauma media as entertainment
- Avoiding colleagues/staff gatherings
- Impaired ability to make decisions
- Problems in personal relationships
- Engaging in frequent negative gossip/venting at work
- Negative self-image and self-talk
- Depression, Anxiety, Difficulty sleeping
- Feelings of hopelessness, guilt, and shame
- Cynicism and/or anger at work
- Resentment of demands being put on them
- Diminished sense of enjoyment with career
- Spacing out during work or the drive home
- Hypersensitivity to emotionally charged stimuli



Work Related Factors that Can Add to Stress During Pandemic

- Concern about the risk of being exposed to the virus at work
- Taking care of personal and family needs while working
- Managing a different workload
- Lack of access to the tools and equipment needed to perform your job
- Feelings that you are not contributing enough to work or guilt about not being on the frontline
- Uncertainty about the future of your workplace and/or employment
- Learning new communication tools and dealing with technical difficulties
- Adapting to a different workspace and/or work schedule



What Should HR Professionals Do?

1. Educate yourself and your team
2. Communicate, communicate and then communicate some more
3. Provide guidance and best practices to your team including modifying guidance to address the unique challenges of a Pandemic and the new world of work
4. Be prepared, act now and not when it is too late



Educate Yourself and Team



What Should HR Professionals Do?

1. Educate yourself and your team
 - **Mental Health First Aid** – Mental Health First Aid (MHFA) at Work teaches employees how to identify, understand and respond to signs and symptoms of mental health and substance use challenges encountered in the workplace. It is a skills-based, experiential and evidence-based practice.
 - **Where can HR professionals learn more?**
 - If not MHF, training and materials should include information on 4 key areas



Awareness Training Should Include

1. Education on the signs and symptoms
2. How to practice active listening
 - **E:** Explore – open ended questions
 - **A:** Acknowledge – their point of view
 - **A:** Apply – use portions of their response to apply your response
 - **R:** Response – includes conclusion that acknowledges their point of view, confirms information and the result.
 - [Active Listening Leadership resource](#)
3. Steps for supervisors and staff to take prior to and if an incident occurs
 1. Encouraging the use of local authorities when needed
 2. Who and how to contact the appropriate company representative
4. Where and how to access resources and materials easily
 - Employee Assistance Programs (EAPs)
 - Crisis Center Lines
 - National, State and Local Community Resources



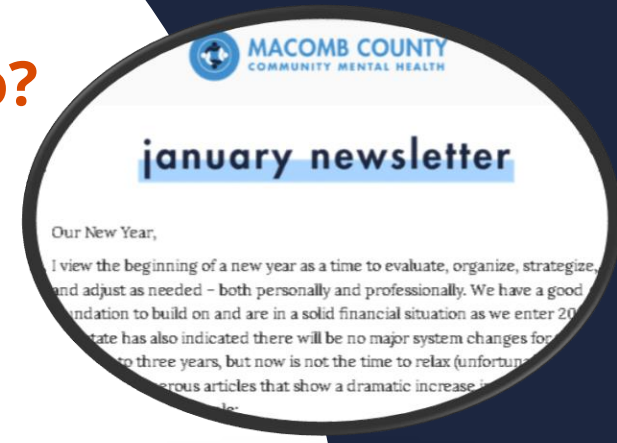
**Communicate,
Communicate, and
Communicate some
more...**



What Should HR Professionals Do?

2. Communicate, Communicate, Communicate – Remove the stigma and connect in new ways during a pandemic:


- Implement [Mental Health Awareness Month](#)
- Share and post [Mental Health Materials](#)
- [Newsletters](#) – monthly from the CEO
- [Weekly Updates](#) - same time each week
- [Flash Updates](#) - used when immediate notification, extra attention or action needed
- Virtual all Staff Meetings
- [Team Engagement activities](#) - led by team members from various classifications with leadership support



Workforce Updates

[MCCMH Announces Victoria Gratten as New Therapist at North Location - Intake](#)

Victoria Gratten graduated with a Bachelor of Science in Psychology from Western Michigan University in 2012, where she was on the Dean's List and received All-American honors as a Track & Field student-athlete. She earned Master of Arts degree in counseling from Oakland University in 2018, where she coached in college for a few years during her counseling studies. She finds counseling to be a very rewarding career because of the impact it has on consumers' lives. She gains satisfaction in motivating others to live fulfilling lives. In her spare time, she enjoys being a spectator of multiple sports, volunteer coaching at the local high school, and staying fit. She also enjoys traveling (both domestic & abroad), riding her motorcycle, and spending quality time with her husband and daughter.



MCCMH is excited and privileged to have Victoria as part of the team.

[Thank you, SCIENTISTS](#)

[COVID Vaccine Updates](#)

The State of Michigan has opened additional phases of its vaccine distribution. [Click here to learn more about Michigan's Plan.](#)

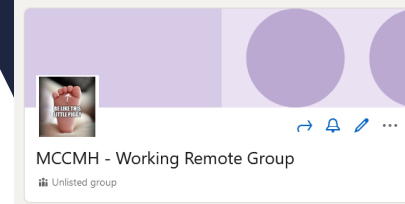
All MCCMH team members meet the criteria to obtain the vaccine



What Should HR Professionals Do?

2. Communicate, Communicate, Communicate, continued

- Group Networking and Support for remote workers – [LinkedIn Closed Group](#)
- Find new ways to collect feedback and celebrate:
 - [Survey Monkey - Hear from staff and incorporate them in setting workforce goals](#)
 - [Happy or Not - Collect/ share data to celebrate team](#)



"Lisa is sincerely one of best supervisors and human beings on this planet! Shes always putting in 300% and I can only hope that I am able to be a fraction of that as my career goes on here....Thank You so much for everything you do!"

"It is fun here!"

"Lauren is such a great case worker idk what I would do without her"

Please rate our service today.



97% Positive

Total feedback: 143



Provide Guidance and Best Practices to Supervisors and Leaders



What Should HR Professionals Do?

3. Provide guidance and best Practices to Supervisors and Leaders during Pandemic

- 25% of workers feel less connected to their co-workers
- 30% of workers report feeling less connected to managers
- Less face time with colleagues can cause bonds and friendships formed in the office to drop off or fade.
- Feeling connected to co-workers can have a positive impact on employee productivity and mental health.
- [Simple free resources](#)



What Should HR Professionals Do?

3. Provide guidance and best practices to Supervisors and Leaders during Pandemic, continued

- Best practices leading a remote workforce
 - Set expectations early and often
 - Be organized and flexible
 - Adapt the length of your meetings
 - Track your workers' progress
 - Emphasize communication
 - Remember to listen
 - Build connections and be available to your team
 - Provide a way to collaborate
 - Resist the urge to micromanage
 - Celebrate the successes
- Structured trainings



Act Now!



What Should HR Professionals Do?

4. Act Now

- Put a plan in place now for you and your workforce
- Know where and how to get help before the needs arise



Resources: Michigan's Stay Well Line

MENTAL HEALTH RESOURCES

If you're feeling emotional distress due to the COVID-19 pandemic, get free, confidential support from a Michigan Stay Well counselor.

Dial 1-888-535-6136 and press "8"

The Stay Well counseling line is available 24/7.



Resources: Michigan's Stay Well Line

BE **KIND** TO YOUR **MIND**

Staying mentally healthy during a pandemic can be challenging, but help is available. Connect with emotional-support resources and services without having to leave home.



Virtual Support Groups



Help Lines (Phone &
Text)



Mental Wellness
Webinars



Behavioral Health
Guides



Video Resources

Resources: MyStrength

Take charge of your mental health

Macomb County Community Mental Health introduces **myStrength.com**
Integrating Health Care for All

One in four Americans will suffer with depression or anxiety sometime in their lives. You are not alone. Now you can get the help you need from the comfort and privacy of your own home.

How myStrength™ Works After you complete your brief Wellness Assessment and personal profile, myStrength will deliver your personal home page based on your motivation level each day. You can work on eLearning, explore articles and videos, or just get inspired by the daily quote and community inspirations.

Safe, Secure, Confidential, Effective Your privacy is our top priority. We maintain the highest level of security available to create a completely confidential and safe environment for you every day.



For the Whole You
Daily tips for your mind,
body, and spirit.

Personal and Relevant
Your myStrength home page
is built for you, based on your
personal information.

Proven Resources

Based on the latest research
and professional advice from
best-selling authors.

Privacy Protection

We protect your
password and online
sessions to keep your
information secure
and confidential.



Packed with Tools
myStrength offers
many resources to
improve mental health.



SIGN UP TODAY

1. Visit www.myStrength.com.
2. On the myStrength.com home page, click on "Sign-up."
3. Enter the following Access Code: **MCCMHcomm**
4. Complete the myStrength sign-up process with a brief Wellness Assessment and personal profile.
5. Go Mobile! Using the access code above, get the myStrength app for iOS and Android devices at www.mystrength.com/mobile

myStrength.com is a great wellness tool for your mind, body and spirit! I love the daily inspirational quotes and wellness articles. It is a great way for me to proactively take care of myself.
—Jennifer, Working Mom, Kansas

Macomb County
Community Mental Health

www.mccmh.net

Made possible by the 2014 State of Michigan
Health Innovation Grant

myStrength.com
The health club for your mind.™

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FPF-SP06-MCCMH



MERG – Macomb Emergency Response Group

MERG is a specially-trained team of volunteers led by Macomb County Community Mental Health from police, fire, emergency medical services, clergy and other professions which provides **Critical Incident Stress Management (CISM)** services for anyone exposed to a critical incident or a mass disaster.

The team will meet with a group who have been exposed to a critical incident and ensure a confidential setting in which they can freely talk about their experiences and express their reactions. An educational approach is used. This group meeting is not a critique of the incident nor is it a form of group therapy. [More information available at the end of presentation]

Resources

- **CDC Coronavirus (COVID-19) Stress and Coping**
 - <https://www.cdc.gov/coronavirus/>
- **National Suicide Prevention Lifeline**
 - **1-800-273-TALK (1-800-273-8255)**
- **Macomb County Community Mental Health**
 - **1-855-99-MCCMH (6-2264) Customer Service**
 - Crisis Line **586-307-9100**
- **Complete listing of the CISM teams in Michigan**
 - <http://www.mcrainc.net/images/Registry/Team%20Registry%202-2021.pdf>
- [Michigan Coalition of Crisis Lines](#)
- [Local Michigan Community Mental Health Service provider](#)





In Summary and Stressing the Importance of Addressing Mental Health and Substance Use in the Workplace

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In Conclusion What You Can Do

**Reduce
the
Stigma**



**Educate on
signs and
symptoms**



**Know where
and how to
get Help**



**Act
now! Do
not wait
until it is
too late**



Questions?



THANK YOU!

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References

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- CDC Employees: How to Cope with Job Stress and Build Resilience During the COVID-19 Pandemic -
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