



NCAC Wellness Plan

Working with children and families who have experienced trauma will impact our staff in profound ways. We seek to provide an environment that acknowledges:

1. Our employees are our most valuable resource.
2. The well-being of our employees and Multidisciplinary Team (MDT) is paramount and is critical to our success.
3. Acknowledging the impact of this work without worry of stigma or shame is important to mitigate the negative aspects of working with victims of child abuse.
4. Discussing the positive and negative impacts of this work is encouraged and considered healthy.
5. Providing a healthy work environment which builds and supports the resilience of our staff is a priority for the NCAC

Therefore, NCAC has developed the following plan to promote resilience and wellness within our organization.

Goal: Create a secondary traumatic stress-informed organization.

Primary Focus Area I: Organizational/Policies and Procedures

Initiatives		
Strategy	Person/Committee Responsible	Status
Develop a STS Steering Committee	Michelle Krohn, Karen Hangartner	Completed
Administer the STSI-OA every three years	Michelle Krohn, Karen Hangartner	Ongoing
Add STS-Informed questions to interview questions	Michelle Krohn	Completed
Provide four hours per month of personal leave in addition to generous sick and annual leave benefits	Board of Directors and Executive Team	Ongoing
Therapist Support for staff	Michelle Krohn, EAP	Ongoing
Provide appropriate training for all staff members so they are prepared to do their work	Executive Leadership Team	Ongoing

Provide a professional and comfortable environment for employees to conduct their work	Executive Leadership Team	Ongoing
Assure that all staff have the necessary business tools to accomplish their assigned work successfully	Executive Leadership Team	Ongoing
Provide PPE and necessary safety precautions to protect staff	Executive Leadership Team	Ongoing
Install bullet-proof laminate on all exterior entrances to increase staff safety in active shooter scenario	Bryson Hill, Chris Newlin	Completed
Provide diverse compensation benefits including health, vision, dental, and life insurance; Sick Bank; 401K with 5% matching; 11 holidays; and sick and annual leave.	Executive Leadership Team	Ongoing

Primary Focus Area II: Training

Initiatives		
Strategy	Person/Committee Responsible	Status
STS 101 Training for All Staff	Karen Hangartner	Ongoing
Safety Training for staff	Beth Jackson and Steering Committee	In process
Hold annual STS training	Steering Committee	Ongoing
Make Symposium a STS-Informed Conference	Symposium Coordinator	Ongoing
Notify Staff of STS Workshops at Symposium	Karen Hangartner, Muriel Wells	Ongoing

Primary Focus Area III: Supervision

Initiatives		
Strategy	Person/Committee Responsible	Status
Supervisor needs assessment discussions	Michelle Krohn	Completed
Ongoing Training for Supervisors	Michelle Krohn	Ongoing
Create opportunities for Supervisors to develop peer support relationships	Executive Leadership Team	Ongoing
Discuss STS considerations with MDT Supervisors at monthly meetings to increase awareness and identify additional activities to support wellness amongst MDT	Madison County MDT Supervisors	Ongoing
Addressing workload and stress levels in all performance evaluations	Executive Leadership Team and Supervisors	Ongoing
Ensure direct service employees have reasonable caseloads and some diversity of work duties	Executive Leadership Team	Ongoing
Include NCAC Values in all performance evaluations to recognize employee commitment to these values	Executive Leadership Team	Ongoing

Primary Focus Area IV: Resilience Building Activities

Initiatives		
Strategy	Person/Committee Responsible	Status
Hold quarterly staff lunches	Michelle Krohn	Pending due to COVID
Share a client success story in monthly All Staff meetings	Erica Hochberger and Pam Clasgens	Ongoing
Conduct brief networking and/or supportive activities at start of monthly staff meetings	Michelle Krohn and Steering Committee	In process

Clearly communicating NCAC Values to all staff	Michelle Krohn and Steering Committee	Ongoing
Recognize employees who model NCAC Values via High Five Nominations and Recognition at monthly All Staff Meetings	Michelle Krohn	Ongoing