



R2R: Moving from Reaction to Response

By: Samantha Fusselman

In last month’s newsletter, Dr. Sisson shared that the Yolo County HHSA Executive Leadership team recently participated in a trauma-responsive leadership training that we found to be both personally and professionally invaluable. Today, I would like to follow Dr. Sisson’s lead and share some additional concepts from the training, starting with the quote she shared:

“Trauma can be anything that happens too much, too fast, too long, coupled without enough of what should have happened that would have been resourcing.”

- Resmaa Menakem

Examples of resources in this context go beyond the tangible and include physical and psychological safety, the opportunity to rest, support and scaffolding, a sense of control, trust, connection, and certainty. Lack of these resources leads to reactivity, and this is particularly true the longer the void continues. Prolonged uncertainty becomes intolerable; complexity and nuance are energy-depleting, and eventually the brain will look for a binary solution simply to get a rest.

One of the ways the brain does this is by creating a “single story,” caused by simple misunderstandings or considering only one possible explanation to a situation. When well-rested and feeling connected with one’s team, a new obstacle may feel like a welcome challenge or, at most, a bump in the road. However, after prolonged uncertainty or disconnection, that same obstacle may be perceived with heavy emotions or as evidence of something ill-intended or nefarious.

“Between stimulus and response there is a space. In that space is our power to choose our response. In our response lies our growth and our freedom.”

- Victor Frankl

The difference between merely reacting to situations and proactively responding can significantly impact personal and professional outcomes. Understanding this shift is crucial for enhancing effectiveness, improving decision-making, and fostering better relationships. The Lodestar training introduced strategies that I’ve found exceedingly helpful in navigating reactivity in such situations. The strategy begins with taking a pause and asking yourself the following questions, taken from Lodestar’s “R2R: Moving from Reaction to Response”:

- What happened?
- How am I reacting?
- What is the story I’m telling myself?
- Is there an alternate version? What is missing from my story?
- Is my reaction proportionate?
- How do I want to show up in this situation?

Personally, I have found that practicing the pause and asking myself these questions in moments of overwhelm, frustration, and even self-doubt, allows me to breathe a little easier, consider alternative perspectives of what might be happening, and practice self-regulation. I find that I am then better able to show up calm, confident, and solution-focused, whether at home or at work.

If you find yourself in such a situation, I hope that you will give yourself the gift of the pause and try the R2R tools – they just might help you move from reaction to response, too.

IN THIS ISSUE

Doctor’s Note: Becoming Trauma Responsive.....	Page 1
New and Noteworthy	Page 2
Calm App Corner.....	Page 2
Quality Improvement Word of the Month.....	Page 2
New Agencywide Policy: 3.2.109 Out of Class Positions	Page 3
HHSA HR at Your Service: Using Strengths at Times of Burnout.....	Page 3
Quarterly Recap: New or Revised Agencywide Policies.....	Page 4
Join a Table at the HHSA Cultural Fair.....	Page 4

CALM APP CORNER

If you haven't already, make sure share your Calm subscription with your family so they can start experiencing the benefits of on-demand mental health resources! There is a wide variety of content that can support you as you manage your family and your mental health. Your children's mental well-being is also supported by resources from the Calm Kids collection.



The following is a preventive approach to your family's mental health journey with these curated resources:

- [Calm Kids](#)
 - In this collection, your little ones can listen to sleep stories, meditations, soundscapes, lullabies, and more—all from their favorite characters. Get started with the [Bouncing Serum Meditation](#) in which Agnes teaches the Minions a calming game that your children can follow along and play!
- [Calm for Parents](#)
 - In this collection for parents, you'll be supported in different ways whether you already have young children or are expecting a newborn soon. All of which can bring about different challenges and stresses in your daily lives. Try [Scattered Attention](#) from Chibs Okereke, it's a 4-minute guided meditation to bring you back into your body.
- [Disney Princess Collection](#)
 - In this Disney Princess collection, your kids can discover the magic of Disney on Calm—from sleep stories, meditations, to soundscapes. Get started with [The Ocean Guardians](#) in which Moana recalls the wisdom of her ancestors and saves Fonu in a storm. Or if your children like meditations, they can try [Understanding Others with Belle](#) in which she reflects on the various ways she is similar to other people.

Check out the Calm app for other diverse resources that are designed to support your mental health journey. Join a [Calm App Webinar](#) to learn how to personalize your app experience or deep dive into monthly themed topics to enhance your mental health toolkit. Are you enjoying the Calm app? Let us know and/or reach out with any questions via email to HHSA.RAD@yolocounty.org.

QUALITY IMPROVEMENT WORD OF THE MONTH

Quality Improvement
Word of the Month

SWOT Analysis



DEFINITION

A **SWOT Analysis** is a study undertaken by an organization to identify internal **Strengths** and **Weaknesses**, as well as external **Opportunities** and **Threats** for strategic planning and decision-making purposes.



IN A SENTENCE

"We will complete a **SWOT Analysis** to guide us in developing strategies to accomplish our goals in fiscal year 2024-25."



WOTM IN ACTION

How to Use It:

1. **Decide** how you will use the SWOT analysis.
2. **Prepare** a chart (as shown).
3. **Consider and list** strengths and weaknesses.
4. **Consider and list** opportunities and threats.
5. **Determine** how your strengths help you reach your goals and what steps you can take to minimize/overcome weaknesses.
6. **Decide** which opportunities to pursue and create a plan to minimize/neutralize threats.
7. **Analyze** internal and external factors together to decide how to best use your strengths to pursue the best opportunity available and to avoid threats.
8. **Formulate** a plan using the insights gained from the SWOT analysis.

	Helpful to achieving the objective	Harmful to achieving the objective
Internal origin (attributes of the organization)	S Strengths	W Weaknesses
External origin (attributes of the environment)	O Opportunities	T Threats

For a more detailed explanation and a free template, check out <https://www.mindtools.com/amtbj63/swot-analysis>

NEW AGENCYWIDE POLICY: 3.2.109 OUT OF CLASS POSITIONS

We are excited to announce the adoption of a new Agencywide policy: [3.2.109 Out of Class Positions](#). This policy aims to enhance transparency, consistency, and fairness in filing temporary out of class positions within our organization. As valued members of HHS A, we want to ensure that you are well-informed about these changes which are effective **July 1, 2024**.

Policy Highlights:

1. **Notification:** Requires all Agency staff to be notified of the opportunity with sufficient time to respond, at minimum by an HHS A all-staff email.
2. **Standardized Process:** Establishes a consistent internal promotional process for filling temporary out of class positions.
3. **Feedback Opportunity:** Offers an opportunity for non-selected applicants to request informal feedback on their interview to help with professional growth and preparation for future opportunities.
4. **Defining Out of Class Positions:** This policy clearly defines what constitutes an out of class position according to relevant memoranda of Understanding (MOUs)
5. **Compliance Assurance:** Ensures that HHS A remains in compliance with requirements outlined in MOUs with labor unions and County policy and adheres to the CalPERS rules on maximum position length



The attachments can be accessed on [SharePoint](#) and include:

- **3.2.109 Out of Class Positions Policy and Procedure**
- **3.2.109 Attachment A: Out of Class Positions Flowchart**
- **3.2.109 Attachment B: Communications Template for Announcements** - Optional template that Hiring Managers may use for making announcements for out of class positions
- **3.2.109 Attachment C: Communications Template for Regret Notices** - Template that Hiring Managers will use for sending regret notices. Standardizes instructions for non-selected candidates to request informal interview feedback, if desired
- **3.2.109 Attachment D: Client Health and Well-being Impact Assessment**
- **3.2.109 Out of Class Positions Overview Presentation**

If you have any questions about this new policy, please don't hesitate to reach out to HHS A Human Resources. We appreciate your dedication and contributions to our mission. As we move forward, this policy will empower you to explore new challenges, develop your skills, and further contribute to the success of our Agency. Thank you for being an essential part of HHS A!

HHS A HR AT YOUR SERVICE: USING STRENGTHS AT TIMES OF BURNOUT

Unfortunately, burnout can be inevitable for all of us at various times. Work obligations, personal life circumstances and other stressors can weigh us down and it's important to cultivate personal coping strategies that help move us forward. Gallup has published an article on fighting burnout with your Strengths that you may find useful. Please click [here](#) to take a peek. Happy reading!

There are a number of certified Strengths coaches available to support you here at HHS A. Please feel free to reach out to [Jenny Brown](#) for more information about setting up a coaching appointment with someone on the team. [HHS A HR](#) is here to support you! Please feel free to contact anyone on the team with any questions you may have. We are always happy to help

HHS A HUMAN RESOURCES	
<p>MIKE WASILCHIN - HUMAN RESOURCES MANAGER Team Focus Areas: Personnel Management/Leave Management/MOU Interpretation and Enforcement (530) 666-8570 mike.wasilchin@yolocounty.gov</p>	<p>JENNY BROWN - ADMINISTRATIVE SERVICES MANAGER Team Focus Areas: Recruitment/Position Control/Professional Development/Healthy Workforce (530)666-8283 jenny.brown@yolocounty.gov</p>
<p>Margie Barr - Senior Personnel Analyst (530) 666-8558 margie.barr@yolocounty.gov</p>	<p>Sarah Lampley - Senior Personnel Analyst (530) 666-8600 sarah.lampley@yolocounty.gov</p>
<p>Sara Reynolds - Personnel Assistant (530) 661-2776 sara.reynolds@yolocounty.org</p>	<p>Carrie Matthews - Personnel Analyst (530) 661-2619 carrie.matthews@yolocounty.gov</p>
<p>Monica Moreno-Edens - Personnel Assistant (530) 666-8504 monica.moreno-edens@yolocounty.gov</p>	
<p>Gaby Velazquez - Personnel Assistant (530) 661-2623 gaby.velazquez@yolocounty.gov</p>	

QUARTERLY RECAP: NEW OR REVISED AGENCYWIDE POLICIES

HHSA continues to work on developing Agencywide policies and procedures to support the important work you all do. Here is a recap of the Agencywide policies and procedures implemented during the April - June 2024 quarter:

- [2.3.102 Mail and Package Delivery](#) - New policy developed to provide guidance and a structured process for the management of HHSA mail and packages, including incoming, distribution, and outgoing deliveries.
- [2.5.100 HHSA Brand Identity and Communication](#) - New policy developed to establish guidelines for the use of elements of the branch identity for HHSA and its branches.
- [3.2.110 Infants at Work](#) - New policy developed to establish guidelines for HHSA's Infants at Work program, which allows participating employees to bring their infant to work with them.

As a reminder, you can find HHSA's Agencywide policies and procedures on the [Policies and Procedures page](#) and the [Table of Contents](#) can help you quickly locate the policy you need.

Thank you to all who contributed to the work on these policies and procedures! Keep an eye out for more HHSA policy and procedure implementation announcements in the upcoming quarter.

JOIN A TABLE AT THE 2024 HHSA CULTURAL FAIR

The 2024 HHSA Cultural Fair is fast approaching! Interested in being a part of this event? Email a table lead to participate on September 19 (see graphic below). Questions? Email Carrie Matthews at carrie.matthews@yolocounty.gov.



**HHSA
PRESENTS:**

CULTURAL HERITAGE FAIR 9/19/2024

SIGN UP!

Thank you to all those who have volunteered to represent during the fair. There is still time to volunteer if you would like to lead a table or join a team listed below. All are invited from every diaspora, culture, and heritage, to celebrate!

African Heritage

Damon.Washington@yolocounty.gov

Caribbean Heritage (Guyana & surrounding area)

Julieta.Vyfhuis@yolocounty.gov

Native American Heritage (First Nation & Indigenous)

Onawa.Wyatt@yolocounty.gov

Hmong Heritage (South Asia)

Tang.Cha@yolocounty.gov

Nepali Heritage (South East Asian)

Geeta.Neupane@yolocounty.gov

Filipino Heritage (South East Asian)

MaryAnn.Limbos@yolocounty.gov

Jewish Heritage

Kellymarie.Chen@yolocounty.gov

Afghan Heritage (Central Asia)

Mohammed.Sofizada@yolocounty.gov

LGBTQ+ Heritage

Julie.Cross@yolocounty.gov

Dutch Heritage (Holland & Netherlands)

Mila.Green@yolocounty.gov

Ukrainian Heritage (Eastern Europe)

Lana.Shramenko@yolocounty.gov

Latin Heritage (Mexico)

Lourdes.Vidales@yolocounty.gov

French Heritage (France, Lyon)

Margie.Barr@yolocounty.gov

American Heritage

Echoe.Camacho@yolocounty.gov

Punjabi Heritage

TBD- Contact Carrie Matthews for details

Questions? email: carrie.matthews@yolocounty.gov