

Reigniting **the Spark**

Presenters: Mary Stone-Smith, Linda Thomas, & Andrew Prisco
Two Decades of Workforce Wellness & Leadership Development



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Conference Objectives

Explore workforce wellness, retention, leadership development, and practical strategies.



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The Behavioral Health Reality

- Burnout
- Workforce shortages
 - Increasing acuity
 - Regulatory pressure



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A Story of Hope

How FBH moved from workforce crisis to award-winning employer.



2016–2019 Workforce Crisis

- Overall turnover exceeded 30%
- Direct service turnover reached 33.27%



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What Was at Risk?

Youth outcomes, family trust, staff wellbeing, organizational stability.



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Why Staff Were Leaving

- On-call stress
- Evenings/weekends
- Crisis response anxiety
- Documentation burden



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The Hidden Cost of Turnover

- Revenue loss
- Supervisor overload
- Onboarding fatigue
- Service disruption

Listening to the Data

Exit interviews identified confidence
and crisis-response concerns.



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The Turning Point

We stopped asking:
'Who is leaving?'

and started asking:
'Why?'



Empathy-Driven Organizational Health

Empathy as a strategic organizational asset.



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The **Privilege** of the Mission

Walking alongside youth and families in recovery.



Understanding Those We Serve

Complex trauma, resilience,
strength-based approaches.



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Trauma-Informed Principles

- Safety
- Trust
- Collaboration
- Empowerment

Trauma-Informed Leadership

Creating safety for staff
as well as clients.



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Culture Before Programs

- Reflective supervision
- Courageous conversations
- Shared decision-making



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Leadership Behaviors That Inspire Hope

- Transparency
- Vulnerability
- Values-based decisions



Workforce Wellness Framework



Empathy

Safety

Confidence

Growth

Retention

Outcomes



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Training as a Wellness Strategy



Competence

Confidence

Reduced Stress

Retention



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The Power of Shared Language

Training creates consistency,
confidence, and connection.



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Crisis Training Expansion

- Train-the-trainer model
 - All positions trained



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Building Confidence

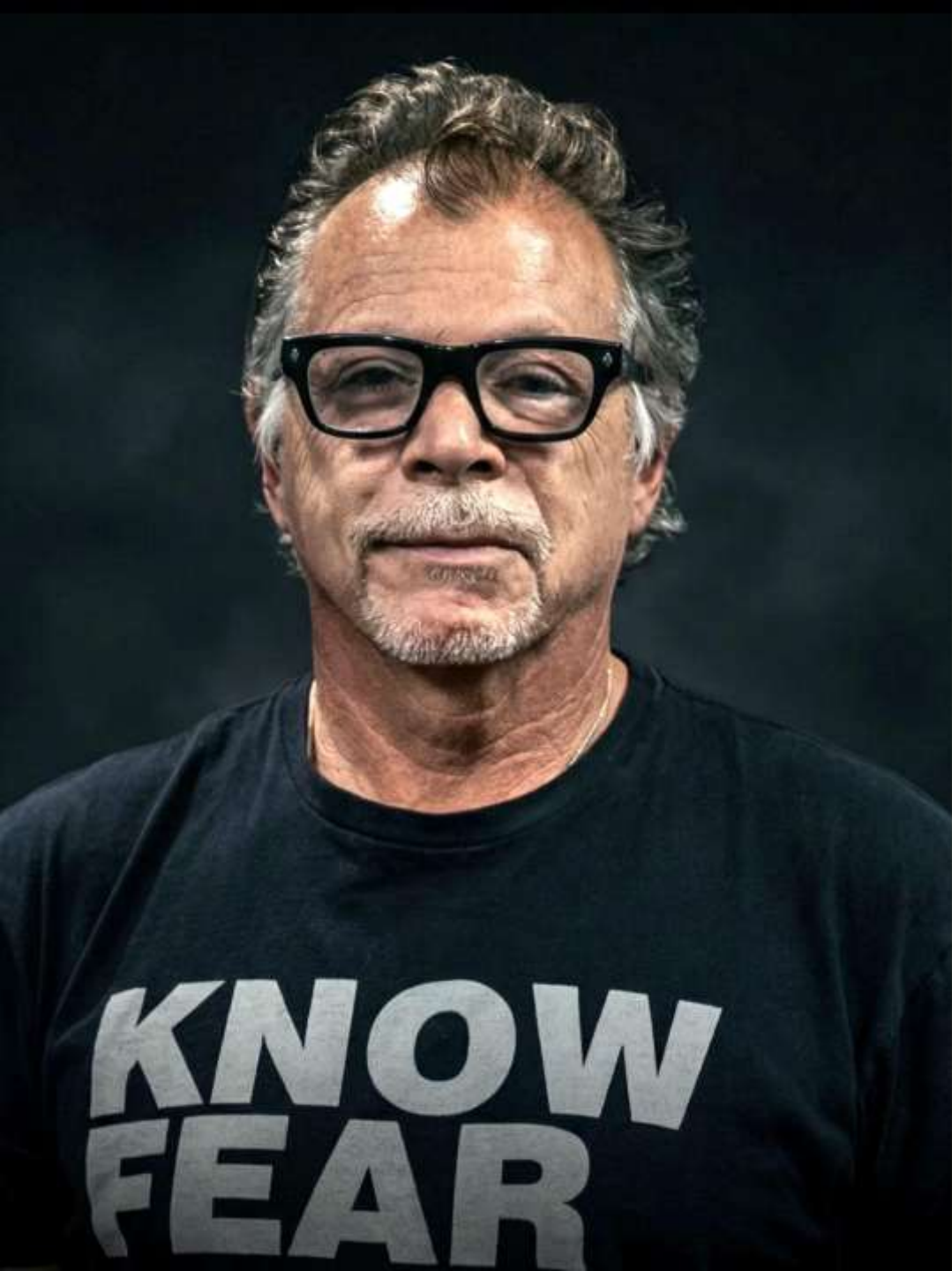
Confidence reduces stress and improves performance.

Burnout is not always exhaustion...
sometimes it begins as fear.



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Blauer SPEAR Contribution

- Fear management
- Situational awareness
 - Personal safety
- Confidence under pressure

Jumpstart Mastery Contribution

- Leadership growth
 - Engagement
- Communication
 - Purpose



Why People Stay

- Meaning
- Belonging
- Growth
- Competence
- Supportive leadership



Results: Direct Service Staff

Turnover improved from 33.27% to approximately 19.07%.



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Results: Organization-Wide

- Overall turnover improved to roughly 17.23%
 - Retention ~83%



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Results: Operations Team

- Turnover improved from 13% to approximately 2%
 - Retention ~98%



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Recognition

CCS-Family
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(Go Cougs! 🐾 🐾)

Lessons Learned

Culture and training work best together.



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Five Practices to Take Home

1. Listen
2. Develop leaders
3. Train for confidence
4. Measure culture
5. Celebrate wins



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Reflection

What can you implement in the next 30 days?



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Closing

The spark returns when people experience purpose, belonging, competence, growth, and hope.



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