MHVC’s Best Practices Forum, held on November 14, 2017 was attended by 82 participants, from 37 partner organizations. This half-day event touched on various elements addressing our partners’ communities, such as:

• Revealing Implicit/Unconscious Bias
• Ensuring Access to Care
• Acknowledging the Needs of the LGBTQ Communities
• Treating People with Special Needs
• Addressing the Social Determinates of Health
• Using Community Needs Assessment Data
• Getting Started with Implementing CCHL Policy and Practices
• Expanding on Existing CCHL Policy and Practices-taking it to the Next Level

MHVC’s CCHL Strategy

• MHVC conducted an initial Community Needs Assessment and conducts ongoing CCHL Staff Engagement Surveys
• The assessment and survey were able to provide information on where our communities and partners were, in regards to their CCHL strategies and needs
• MHVC created a CCHL Workgroup with our partners in the Hudson Valley. This workgroup was able to work cohesively to address the needs of our partners and their impacted client populations
• MHVC, in collaboration with the CCHL Workgroup, were able to create a resource repository. The repository has numerous articles and case studies that touch on CCHL best practices
• A CCHL Best Practices Forum was created with the CCHL workgroup, to address issues impacting your communities and how to best address them

Strategy into Action

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Ongoing CCHL Staff Engagement Surveys

• MHVC CCHL workgroup assessed and reviewed the initial survey results and modified the follow-up survey to address the areas of concern from the first survey.
• The revised survey included a focus on awareness and desire of change initiatives and domains to address provider burnout and joy in work