

Building Connection and Leadership Opportunities: Lessons Learned From Implementing an Inclusive Mentorship Initiative within a Community Mental Health Center

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Presenter Identities: Amber

- White
- Able-bodied
- Heterosexual
- Cis-female
- First-Gen college student
- Psychologist
- Mother and Wife



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Presenter Identities: Tiffany

- White
- Cisgender
- Able-Bodied
- Neurotypical
- Married
- Dog-Mom
- Psychologist



Outline of Presentation

- Benefits of Mentorship
- Pilot Project and Implementation
- Lessons Learned
- Recommendations





Needs and Gaps

- Leadership Training
- Employee Experience
- Strategically Aligned

Benefits of Mentorship - Interpersonal



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Benefits of Mentorship - Organization

- Develops Future Leaders
- Improves Employee Engagement
- Fosters Diversity and Inclusion
- Strengthens Organizational Culture
- Retention
- Recruits New Talent
- Increases Knowledge Sharing



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Beginning the Process

- Building off existing mentorship models within the center and those utilized by other organizations
- Worked collaboratively with clinical director team to assess need/interest and increase buy-in
- Consulted with CoA regarding their mentorship model
 - Ideas for implementation
 - Considerations of bias within mentorship models
 - Strategy for ongoing management and agency-wide communication



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Building the Pilot Project

- Finalized expectations and parameters
 - Began pilot with only clinical departments
 - Expectation for 1 year commitment with option to reapply
 - Application process opened for pre-determined window with shared start date
- Created Implementation Plan for Pilot
 - Identified supports for mentors/mentees that would be developed
 - Created plan to match mentors/mentees based on shared goals and availability



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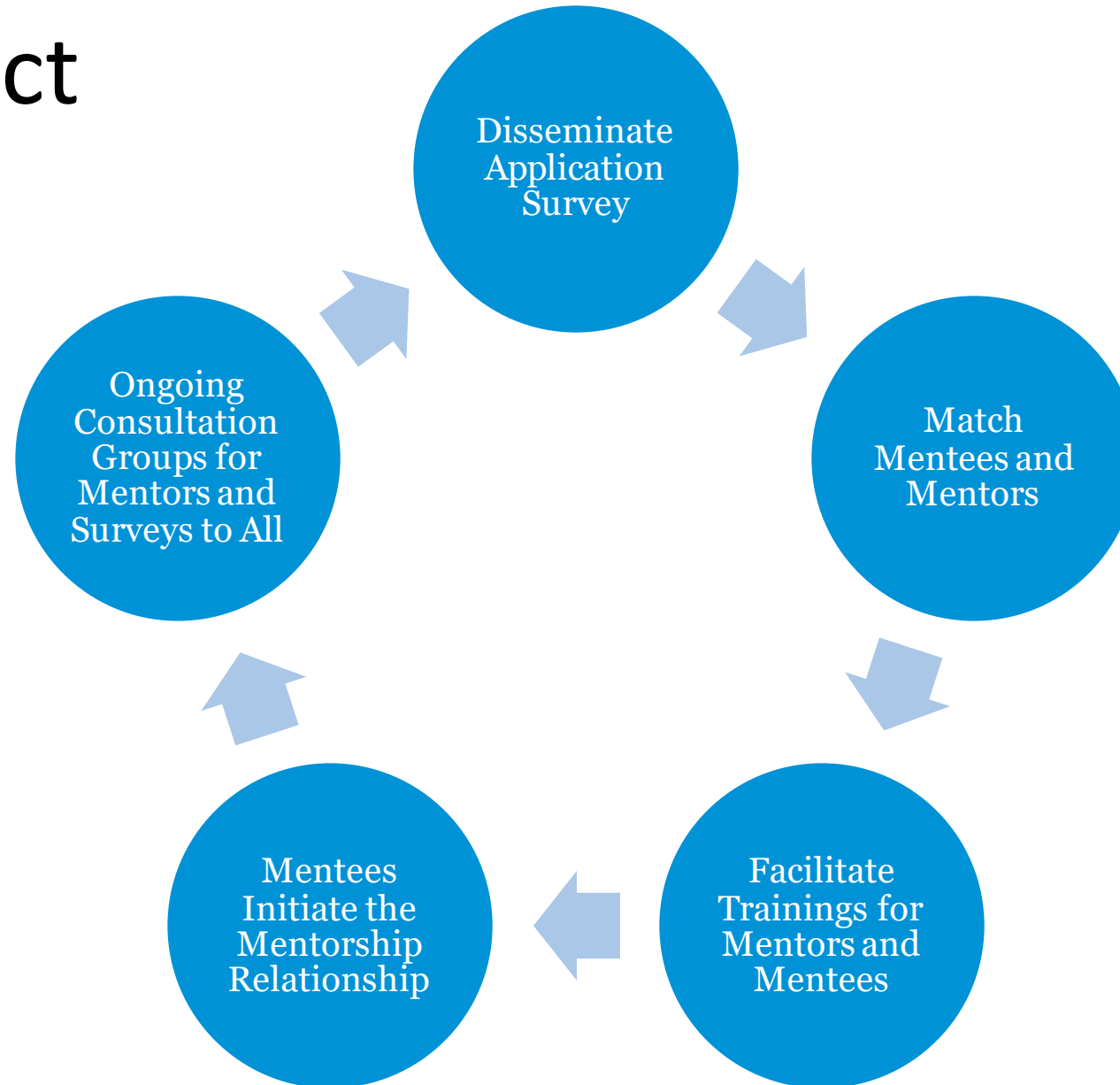
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Getting the Pilot Off the Ground

- Shared pilot project and implementation plan within director-level and program manager meetings
- Cascaded communication via email, word of mouth, and sharing within regularly occurring meetings

Pilot Project



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Application Requirements

Mentors

- With the agency for at least 1 year
- Supervisor approval
- Ability to commit to 1 hour/month for 1 years time
- Note: no requirement to be in a formal leadership role

Mentees

- With the agency for at least 6 months
- Supervisor approval
- Ability to commit to 1 hour/month for 1 years time



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Application for Mentors

- Length of time at the agency and supervisor approval
- Areas of interest in providing mentoring
 - Advanced clinical skills
 - Professional development
 - Work/life balance
- Strengths as a potential mentor
- Hobbies and interests
- Needs for support and coaching as a mentor



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Application for Mentees

- Length of time at the agency) and supervisor approval
- Areas interested in receiving mentorship
 - Career growth and leadership
 - Personal identities
 - Advanced clinical skills
 - Professional development
- Hobbies and interests



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Matching Process for Mentors and Mentees

- Exported data to compare needs/interests with available supervisors
- Small number of applicants aided in making this a manageable and quick process and communication of match was made via email
- Recommendation for formal review committee and de-identified information with a larger sample or for future implementation



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Training Content for Mentors

- Asked mentors to share their hopes for the relationship and experience
- Establish definitions of mentorship and expectations for the relationship
- Identified expectations of the mentee
- Noted potential functions of a mentor and ways to use the space creatively and meaningfully
- Discussed best practices:
 - Set expectations
 - Recognize bias
 - Share learning
 - Be present
 - Welcome feedback



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Orientation for Mentees

- Time for goal-setting and reflecting on their hopes and interests in mentorship
- Discussed any anxiety or concerns around being mentored
- Clearly defined what mentorship is and is not
- Explored areas to consider for mentorship (i.e., career, professional development, personal identities)
- Set expectations for beginning the relationship



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Ongoing Supports

Mentors

- Quarterly consultation groups with all agency mentors
- Availability for consultation
- Survey at end of year to engage in continuous quality improvement

Mentees

- Availability for consultation
- Discussion of how to navigate conflict or manage a challenging relationship
- Survey at end of year to engage in continuous quality improvement



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Future Considerations

- Scalability across non-clinical departments and with larger group of applicants
- Thoughtfulness around reducing bias and navigating mentor/mentee conflict or lack of appropriate mentors
- Evaluating appropriateness of application requirements, annual cohort model, and length of time for the mentorship relationship
- Enhanced evaluation of the overall mentorship program



Recommendations and Best Practices

- One Size Does Not Fit All
- Mentors Need Support Too!
- Inclusive and Culturally Competent Mentorship



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Final Questions and Discussion

Thank you for attending and participating!

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