



VILLA *of* HOPE

YOUTH & FAMILY SERVICES

rebuild. recover. renew.

# Sanctuary Model Fidelity Sustainability: Preventing & Addressing “Drift”



# Learning Objectives

Participants will:

1. Understand fidelity drift as a normal organizational behavior (non-violence, emotional intelligence).
2. Consider strategic leadership principles & tools as a method toward fidelity sustainability in their own settings (growth & change).
3. Share questions and/or experiences related to fidelity sustainability challenges across multiple settings (open communication, social learning).

# Who's in the Room?



- A little about me...
- A little about you...
  - Why did you choose this workshop?
  - What do you need for this to be time well-spent?

# Villa of Hope: Why Sanctuary?

- Lots of organizational stress & change in a short period of time (2011'ish)
  - New CEO & Executive Team
  - Fiscal Crisis → Staff Reductions
  - Stressed relationships with referral sources
- Goal: transformation of organizational culture to be trauma responsive for youth, families, staff, community.



# Our Winding Road to Certification

- 5-day training for “Core Team”
- 2-day training for all current agency staff and all new staff moving forward
- Implementation leadership at senior level
- Pace of implementation
- Changing Core Team
- Goal: “Certification or Bust!”



# Certification!

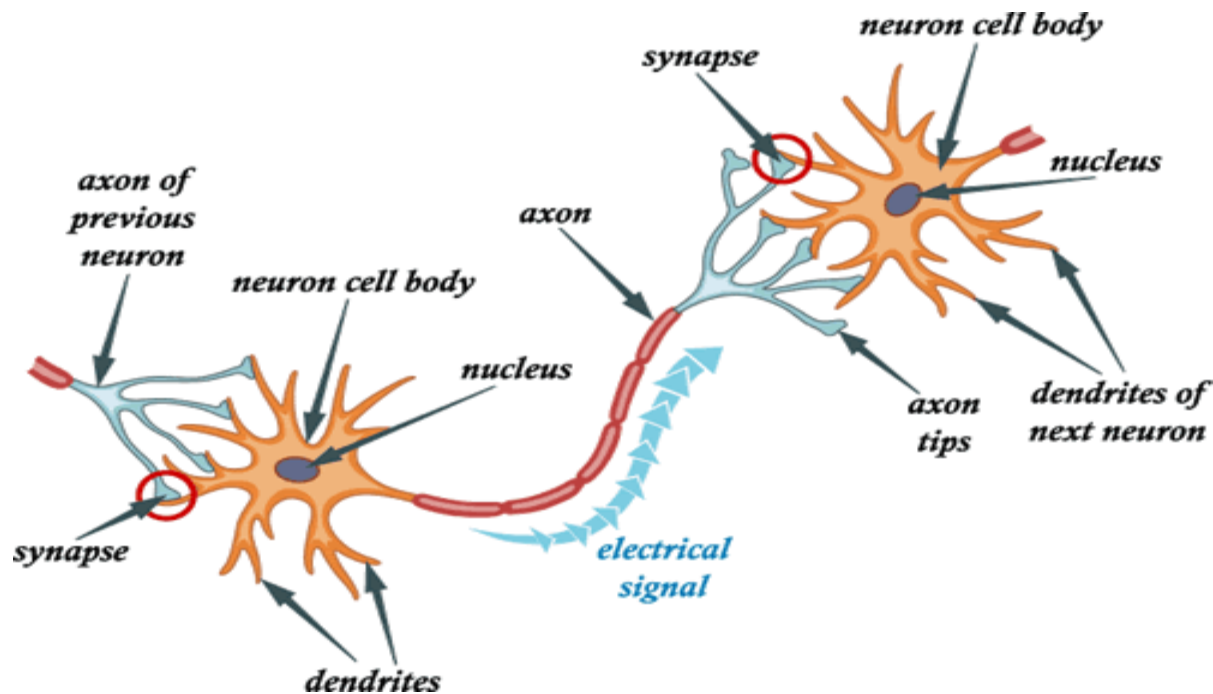
June 2017 – our Happy Dance!



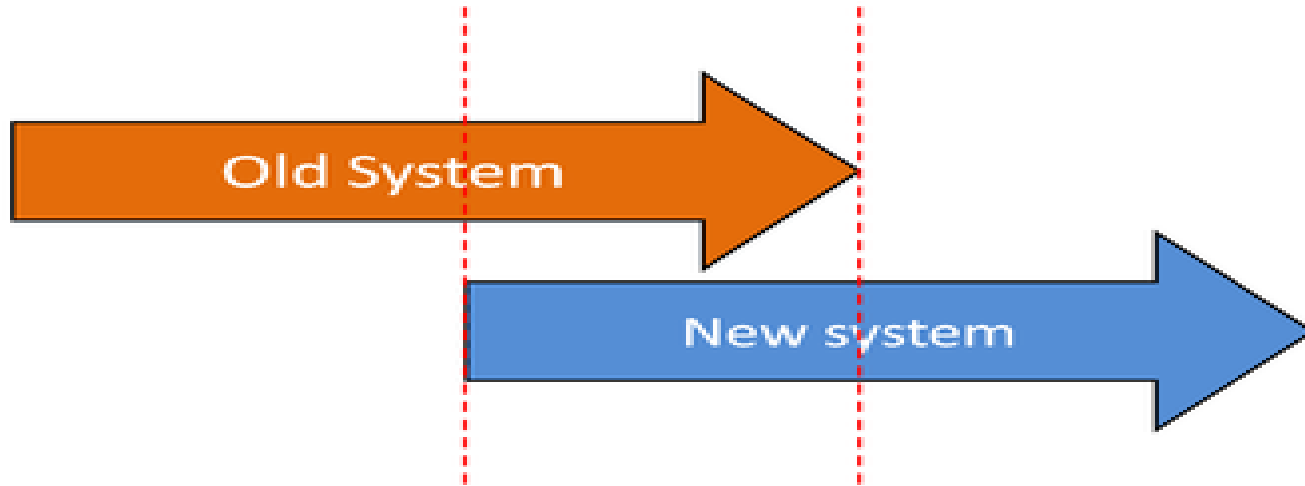
# The Neuro-Science of Drift

- When we learn new information or skills, repetition is key because:

*“The neurons that fire together wire together.”*



# Parallel Process



Repetition in order to “wire together” new information or skills at the team and organizational levels is also needed.



# All Change Is Loss (& Opportunity)

- December 2018 Core Team leadership change
- First things first, we had to honor the loss

Don't be afraid of change. You may lose something good, but you'll gain something **EVEN BETTER.**

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# Engagement of “Grassroots” Energy

- January 2019 Core Team “Open House / Membership Drive”
- Sanctuary  
“Chatter Cards”
- Core Team  
Mission Statement



# Getting Clear on the “Real Goal”

*The short-term goal of “Certification or Bust” had resulted in DRIFT from the real (aka long-term) goal – transformation of our organizational culture to be trauma responsive for every person who interacts with our agency.*

*We conducted a SWOT Analysis to orient the Core Team to the fidelity sustainability work  
(February 2019)*

# Organizing the Work

March 2019 Bucketing Exercise / Strategy Map



# Using Resources Efficiently

- Committees:
- Fidelity Evaluation & Support (data & Red Flag Reviews).
- Recognition & Theme of the Month
- Supervision & Documentation
- Training & Psycho-Education Groups
- KEY to SUCCESS:
- Committee work time built into every Core Team Mtg



# Measuring the Impact (excuse our dust: under construction)

April 2018 Project Planning &  
Key Performance Indicators (KPI's)



# Working Smarter, Not Harder



# Shared Learning: Questions, Experiences, Challenges & Problem-Solving





THANK  
YOU!

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