Wellness Through Mentoring Program
Lili Sanchez, Quality Assurance Manager
City of Hope Healthy Living Conference, June 2020

About Us
Big Brothers Big Sisters of Orange County provides professionally supported, one-to-one adult mentors (Bigs) to over 4,100 underserved children and youth (Littles) ages 6 through 24 in Orange County. High quality mentorship is one of the most powerful tools for providing opportunities for educational achievement, long-term career success, and the resources to live a healthy life.

Wellness Through Mentoring Program
The Healthy Living Grant supported quarterly and targeted mental/behavioral training for case management staff. 14% of the youth referred to us are in foster care, group homes, or have had intervention with a social worker or service agency.

What We Did

Quarterly Staff/Mentor Training

February 2019 | Suicide Prevention & Mental Health Awareness
Patti Ferraro - With Hope, the Amber Craig Memorial Foundation

- Identified the warning signs of suicide
- Strategies to prevent suicides and cope with depression
- Resources of mental health services in the community.

“The youth I work with often struggle with mental health issues and the more that I know about this topic, the better equipped I am to help them.”

May 2019 | Homelessness and Housing Insecurity
Angela Sanchez - ECMC Foundation

- Defining Homelessness & Housing Insecurity
- The reality for people under 18 experiencing homelessness
- Resources available for families

“The housing insecurity youth training was relevant as a result of the unstable housing our youth often experience. They move so frequently and will live in hotels for short periods of time before moving into another apartment.”

July 2019 | Crisis Assessment
Terri Williams - Service Chief II, Crisis Assessment Team Children and Youth Behavioral Health OC Health Care Agency

1. Crisis Evaluation, Triage, and Consultation
2. When you should call us / what are the red flags
3. Preparing for the CAT Evaluator and resources

“The trainings assist with the foundational and future skills that will transition to great relationship development with our Bigs and Littles.”

February 2020 | Anti-Bullying
Deputy Anthony Sambrano, Orange County Sheriff’s Dept.

1. Definitions of bullying
2. Characteristics of bullying behavior (physical, verbal and psychological)
3. Effective strategies and preventative measures

“Great takeaways, content applied to the community we serve but also to grow professionally and personally.” - Lili Sanchez, Quality Assurance Manager at Big Brothers Big Sisters

Training In Action

- Matched with Big Brother for 3 years
- Little Brother bullied at school and meeting with school administration didn’t solve the issue
- After Anti-bullying Training
- Connected family with District resources to help Little Brother
- Big Brother provided constant support

Lessons Learned
We know that the quarterly staff training provided a critical resource. But we wanted to learn more. We sent a post event survey to staff to gauge training effectiveness and next steps for future wellness trainings. Here is what they told us:

- Follow up meetings needed to be held post trainings to digest materials & provide tactical application to case management
- Not all trainings were relevant for each staff member
- Trainings were a 1-time event. Future plans to record trainings so that they can be referred to and revisited as a way to provide ongoing and efficient resources

Conclusion

- Wellness Trainings provided real time; critical information needed to support our matches
- Next steps identified to maximize the next trainings
- In the ever-changing environment, trainings are key to providing relevant support to youth “Littles”, families and “Bigs”