

Building Healing Systems: Listening to the Community to Learn about Healing

Building Healing Systems is a collaborative that provide resources, assessment, training, and technical assistance to people working in behavioral health service systems. We help teams transform their organizations to align with best practices in Trauma-Informed, Resilience-Oriented, and Equitable Care and Culture.

The Building Healing Systems team held **listening sessions** where people from community organizations shared their hopes for the future of behavioral healthcare. They also talked about what training therapists and other service providers need to provide effective support and care.

The Details:

- 5 listening sessions (some virtual, some in-person)
- 6-8 community members in each session
- Participants were 18+ living in Maryland
- Each participant and organization coordinator was compensated
 - unless not allowed due to conflict of interest
- Community members were asked not to share their personal trauma stories, but rather their opinions based on their experiences

Questions we asked:


- What traumas or adversities has your community experienced?
- What is important to help people heal?
- What strengths does your community have that behavioral healthcare providers show know about?
- How should service systems address injustices?
- How should people with lived experience of trauma and adversity be involved?

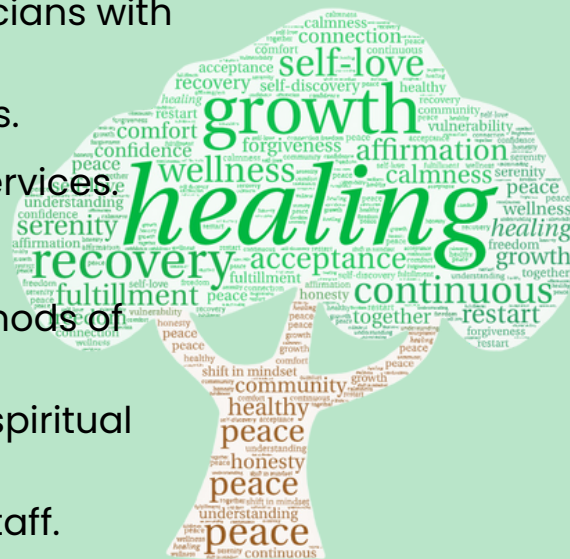
See page 2 to learn more about what we heard during the listening sessions!



What Building Healing Systems Learned from Community Members: How to Improve Behavioral Healthcare Systems

Community hopes for the future of behavioral healthcare:

- Increased availability of peer support and clinicians with lived experience.
 - Instant or rapid help for individuals and families.
 - Financial resources and free or sliding-scale services.
 - Empowerment within the community.
 - Creative solutions that tap into traditional methods of healing.
 - Integration of community strengths, including spiritual traditions.
 - Diversity in mental health care providers and staff.
 - Consistent high-quality care for all.
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- A word cloud graphic on the right side of the slide, featuring words like 'recovery', 'serenity', 'confidence', 'peace', 'understanding', 'affirmation', 'fulfillment', 'self-love', 'vulnerability', 'hope', 'pe', 'connection', 'agency', 'freedom', 'growth', 'resilience', 'compassion', 'wisdom', 'strength', 'courage', 'faith', 'love', 'kindness', 'mindfulness', 'transcendental', 'meditation', 'prayer', 'ritual', 'ceremony', 'storytelling', 'art', 'music', 'dance', 'movement', 'nature', 'animals', 'plants', 'food', 'drink', 'sleep', 'rest', 'work', 'play', 'learning', 'teaching', 'research', 'innovation', 'technology', 'artificial intelligence', 'robotics', 'space exploration', 'climate change', 'environmental justice', 'social justice', 'human rights', 'gender equality', 'racial equity', 'LGBTQ+ rights', 'disability rights', 'elder rights', 'youth rights', 'migrant rights', 'refugee rights', 'asylum seekers', 'detention', 'border walls', 'immigration', 'travel', 'visa', 'passport', 'customs', 'border control', 'security', 'terrorism', 'war', 'conflict', 'peacekeeping', 'diplomacy', 'international law', 'humanitarian aid', 'development aid', 'foreign aid', 'trade', 'tariffs', 'sanctions', 'embargos', 'trade agreements', 'free trade zones', 'customs unions', 'economic integration', 'globalization', 'multinational corporations', 'transnational corporations', 'global supply chains', 'global financial markets', 'global economic system'.



A word cloud created from responses during the listening session about the meaning of the word "healing."

What training do behavioral healthcare providers need?

- How to respect and leverage the strengths of different cultures.
- What resources are available to help clients. How to help clients access additional resources if needed.
- Alternative or traditional methods of healing that are used by clients in their communities.
- An understanding of trauma and how to help people and communities respond and recover from it.
- Direct and accessible language.
- How to empower clients.
- Family and intergenerational healing.

Read a complete description of the listening sessions [here](#)

Thank you to the people and organizations that made this work possible!

Clay Pots

On Our Own of Maryland

Healing Youth Alliance
NAMI Maryland

Maryland Coalition of Families
NAMI Metro Baltimore

