



Becoming a More Trauma-Informed Organization

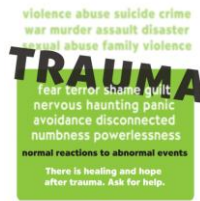
Improving Trauma-Informed Care & Services for The Families We Serve



NE-PACT Region 1 Parent Center Conference 2017

What is trauma?

- ▶ Emotional, psychological, physical wounding
- ▶ Traumatic reactions occur when neither resistance nor escape is possible



What is trauma?

- ▶ Traumatic events can be shocking & terrifying
- ▶ Can include interpersonal violence
- ▶ Trauma often involves betrayal by trusted person or institution



Why do we need to be “trauma informed?”

- ▶ Families we work with have faced/face trauma
- ▶ Many actions & responses (coping strategies) that seem ineffective & unhealthy in the present are adaptive responses to past traumatic experiences
- ▶ The impact of trauma is often experienced across the lifespan & across generations



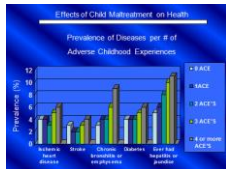
Adverse Childhood Experiences Study

- ▶ Largest public health crisis study examining health & social effects of adverse childhood experiences throughout the lifespan (17,421 participants)
- ▶ 66% of women reported at least one childhood experience involving abuse, violence, or family strife



Adverse childhood experience on adulthood

- ▶ Adverse childhood experiences determine the likelihood of the 10 most common causes of death
- ▶ With an ACE score of 0, the majority of adults have few, if any, risk factors for these diseases
- ▶ With an ACE score of 4 or more, the majority of adults have multiple risk factors for these diseases or the diseases themselves



Strong relation of ACE to:

- › Smoking
- › COPD
- › Hepatitis
- › Heart disease
- › Diabetes
- › Obesity
- › Alcoholism
- › Other substance abuse
- › Depression
- › Attempted suicide
- › Teen pregnancy
- › Teen paternity
- › STD
- › Occupational injuries
- › Poor job performance
- › Job/school absences



Activity:



- Read the scenario
- Assign/volunteer for roles in your group
 - Woman who has experienced trauma
 - Staffer
 - Supervisor
- Enact the activity
- Discussion questions
 - How did it feel to be the woman?
 - How did it feel to be the staffer?
 - How did it feel to be the supervisor?
 - How did it feel to watch it?
- Report out summary from each group

What is “trauma informed?”

- › Realizes the widespread impact of trauma
- › Recognizes that “symptoms” are often adaptive coping mechanisms
- › Resists re-traumatization
- › Responds by integrating knowledge about trauma into policies, procedures, practices, & settings



Qualities of a Trauma-Informed System

- ▶ Intentionality: Action rooted in "knowing"
- ▶ Mutuality: Healing happens in relationships
- ▶ Commonality: We all have a story
- ▶ Potentiality: Healing is possible for all



Trauma Informed Practice

- ▶ Reframes the conversation from "what's wrong with you" to "what happened to you"
- ▶ Acknowledges the many pathways to recovery
- ▶ Recognizes healing happens in relationships
- ▶ Focuses on the person, not the label
- ▶ Incorporates an understanding of the impact of trauma on the body
- ▶ Creates conditions for safety, healing, recovery
- ▶ Incorporates the wisdom, experience & expertise of women with lived experience in all aspects of the work



To See (or Hear) Clearly



- It is only with the heart that one can see clearly; what is essential is invisible to the eye.
 - *The Little Prince*
 Antoine de Saint Exupery

Elements of Trauma Informed Environment *Supportive Environment*

- ▶ Physical environment
 - Confidentiality/privacy
 - Accessibility
 - Appearance
 - Climate
- ▶ Supportive environment
 - Transparency
 - Consistent/predictable
 - Resources availability
 - Clear expectations
 - Cultural sensitivity
- ▶ Inclusive environment
 - Voice
 - Choice
 - Language (Person-First; everyday non-clinical)
- ▶ Relational environment
 - We all have a story
 - Boundaries
 - Balanced
 - Authentic



Assessing our Environment

- ▶ Each group will be assigned a section of the organizational self-assessment
- ▶ As you review, discuss:
 - To what extent do we do this now?
 - Why is it important?
 - How can we implement this more effectively?
 - Who can help us?

Supporting Trauma-Informed Relationships in Our Work Together





Objectives



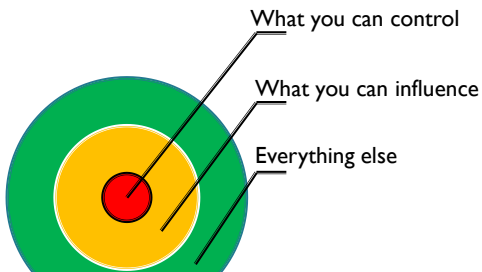
- Identify elements of trauma informed relationships in the workplace
- Identify knowledge, skills and values of trauma informed staff
- Strengthen core competencies for trauma informed staff within our own organizations

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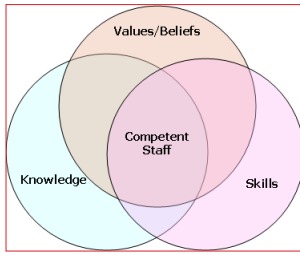
<p>THINGS TO REMEMBER:</p> <p>I will be okay. Life will get better.</p> <p>When no one is comforting you, You can comfort yourself.</p>	<p>THINGS TO REMEMBER:</p> <p>I have more power than I think I do.</p> <p>When no one is kind to you, You can be kind to yourself.</p>
<p>THINGS TO REMEMBER:</p> <p>I am brave and capable.</p> <p>When no one is validating you, You can validate yourself.</p>	<p>THINGS TO REMEMBER:</p> <p>I can do it! And you can't do it!</p> <p>When no one believes in you, You can believe in yourself.</p>

Spheres of Influence & Control



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Core Competency Framework



Source: Addressing the Needs of Women and Girls: Developing Core Competencies for Mental Health and Substance Abuse Professionals - SAMHSA

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Core Competency Framework

Interconnection of:



"We are not what we know but what we are willing to learn."

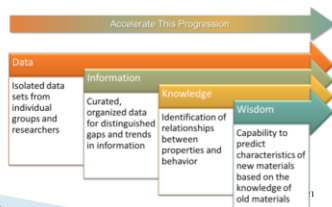
– Mary Catherine Bateson

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Core Competency Framework

Knowledge is defined as that what needs to be known to be effective. It may be acquired via:

- Research findings
- Study of best practices
- Feedback from peers and program participants



Core Competency Framework

- **Skills** are specific proficiencies and techniques that enable staff to work with efficacy and intention
 - They are what someone does



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Core Competency Framework

Values are the principles and beliefs that underlie our work

They are made manifest through actions and interactions with colleagues and peers/participants



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Assessing Ourselves

- Complete the self-assessment
- Find a partner
 - I discovered about myself:
 - I was surprised at:
 - I want to learn more about:
 - I need help to:



Reviewing Core Competencies

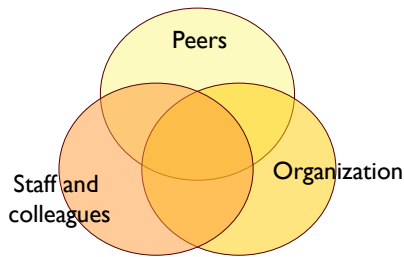
“How Do You Know What You Know?”

- Vignettes, Scenarios, Case Studies
- Observation
- Feedback from peers and program participants
- Feedback from Team Members
- Prompts in Supervision
- Self-Assessment
- Annual Performance Reviews
- Storyboards



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Taking Action



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Supporting Staff Through Change

When moving to a trauma informed organization, staff roles, responsibilities, knowledge, skills, and values are continually

- Reviewed
- Reflected upon
- Revised (as needed)

What does this mean for you as staff &/or as supervisors?

What is your experience with change?



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We are In this Together

In Trauma-informed organizations, staff develop intentional working relationships where

- New knowledge
- Practices
- Courage
- Commitment can develop



Adapted from Margaret Wheatley 28

Trauma-Informed Relationships in the Workplace are Built On

- Understanding Trauma and its Impact
- Promoting Safety
- Ensuring Cultural Sensitivity & Reciprocity
- Supporting Choice and Control
- Sharing Power
- Sharing Leadership
- Mutually Respectful and Trusting Relationships
- Integrating Compassionate Self Observation (Self Care)
- Believing Healing and Recovery is Possible

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Cultural Reciprocity

- Recognizes that people process trauma & recovery in different ways
- Understands that recovery happens in relationships
- Requires a sharing of oneself with the person we are seeking to help heal from trauma & develop resilience
- Avoids a "one size fits all" approach
- Believes that each person has it within themselves to develop resiliency...with support

Key Strategies

- ▶ Peer support
- ▶ Active listening
- ▶ Skill building
- ▶ Sharing decision-making
- ▶ Development of trust
- ▶ Recognizing the power of powerlessness, habit, & paralysis
- ▶ Replace “fixing” with “facilitating”
- ▶ Understand the dynamics of unequal power relationships

Taking Action

- What is the first thing you are going to do when you get back to work?
- Who else needs to be involved to make this happen?
- Who are your allies?
- Who do you have to inform about your intentions?



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Feed back



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