Trauma-Informed Organizations

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Agenda

I. What is Trauma-Informed Care ?

II. Key Elements of a Trauma-Informed Care System

III. Creating Trauma-Informed Change

What discipline do you represent?

Trauma often comes up in my work with children & families.

I feel very confident that my organization is trauma-informed.

What experiences do you want traumatized families to have when working with you?

WHAT IS TRAUMA-INFORMED CARE?

Trauma-Informed Systems

The idea of trauma-informed systems sprang from research on the efficacy of trauma-focused interventions for children and families

A Trauma-Informed Organization…

1. **Realizes** the widespread impact of trauma and understands potential paths for recovery

2. **Recognizes** the signs and symptoms of trauma in clients, families, staff, and others involved with the system

3. **Responds** by fully integrating knowledge about trauma into policies, procedures, and practices, and seeks to actively resist re-traumatization.

Substance Abuse and Mental Health Services Administration. SAMHSA's Concept of Trauma and Guidance for a Trauma-Informed Approach. HHS Publication No. (SMA) 14-4884. Rockville, MD: Substance Abuse and Mental Health Services Administration, 2014.

WHY ADDRESS
Trauma-informed care?

- Improves client experience

- Improves quality of service to families

- Increases satisfaction at work

- Creates a community of hope, healing and recovery

- Promotes organizational wellness

Key elements of a trauma-informed system

ADVANCING CALIFORNIA'S TRAUMA-INFORMED SYSTEMS
TRAUMA-INFORMED CARE MENU

ORGANIZATIONAL ENVIRONMENT
- System Collaboration
- Physical & Psychological Safety
- Partnering with Children, Youth, & Families
- Organizational Policies & Procedures
- Culture, Diversity, & Trauma

WORKFORCE DEVELOPMENT
- Trauma Training & Awareness
- Secondary Traumatic Stress

TRAUMA-INFORMED SERVICES
- Screening Practices
- Assessment Practices
- Referral Practices
- Services to Promote Growth, Well-Being, & Resilience

ORGANIZATIONAL ENVIRONMENT

System Collaboration

Physical & Psychological Safety

Partnering with Children, Youth, & Families

Organizational Policies & Procedures

Culture, Diversity, & Trauma

System Collaboration

Where are the gaps?

Advancing System Collaboration

- Being knowledgeable of the major voices for children and youth exposed to trauma within your community
- Working relationships with the systems that serve the children and families your organization works with
- Procedures in place for sharing pertinent information and data with those outside and within your organization
- Cross systems/multidisciplinary training to familiarize providers with other systems

Physical & Psychological Safety

Where in the System might a child feel physically safe but not psychologically safe?

Advancing Physical and Psychological Safety

- An environment that promotes a sense of safety, calming, and de-escalation

- Physical safety and crisis protocols in place that are regularly practiced

- A healthy respect for the ways in which behavior that appears to be maladaptive in the present once served as a useful response in past environments

- Encouraging self-empowerment, self-control, self-regulation and education around the impacts of trauma on safety

Partnering with Children, Youth, & Families

Barriers to Engagement

Concrete obstacles: time, competing priorities, transportation, childcare

Perceptual obstacles: attitudes about mental health, stigma, negative experiences, parents' own stress and needs

McKay, Pennington, Lynn, & McCadam, 2001; Bannon & McKay, 2005

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Which barriers do you think are most important?

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Advancing Partnerships with Children, Youth, and Families

- Strengthening the experience of choice for children, youth, and family members

- Valuing relationships through shared goals and transparency

- Policies and decisions that are conducted with transparency and collaboration

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Organizational Policies & Practices

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Advancing Organizational Policies

- Identified point of responsibility within the organization for trauma-informed administrative practices

- Policies/protocols for workforce orientation, training, support related to trauma

- Organizational self-assessment

- Senior leaders that have capacity and skills to facilitate implementation of trauma-informed change

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**Who can you identify as a champion to support your own organizational change?**

Culture, Diversity, & Trauma

Advancing Culture, Diversity and Trauma

- Workforce knowledge and awareness on how culture influences the interpretation and meaning of traumatic events, the acceptability of support, and help seeking behaviors

- Incorporating attention to culture and trauma in organizational operations and quality improvement processes

- Institutionalizing cultural knowledge within the organization
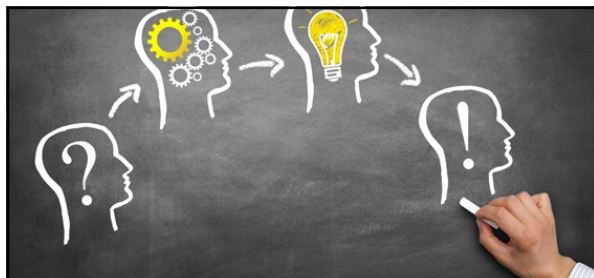
Trauma Training and Awareness

Advancing Trauma Training and Awareness

- Showing support and commitment to trauma training and awareness (e.g., allowing time out of staff's schedule to attend such trainings)

- Having systems in place to monitor the impact of training on the workforce

- Coaching to support training goals

- Internal capacity to ensure that ongoing training and education for the workforce on trauma-informed care is available

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Secondary Traumatic Stress

STS Signs and Symptoms

- Avoidance (including of certain clients)
- Preoccupation with clients/client stories
- Intrusive thoughts/nightmares/flashbacks
- Arousal symptoms
- Thoughts of violence/revenge
- Feeling estranged/isolated/having no one to talk to
- Feeling trapped, "infected" by trauma, hopeless, inadequate, depressed
- Having difficulty separating work from personal life

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What are some ways your organization addresses Secondary Traumatic Stress?

Advancing Secondary Traumatic Stress

- Trainings and/or workshops

- Reflective supervision

- Resources for self-care (e.g., supervision, consultation, peer support)

- Procedures that are sensitive to the impact of trauma on the workforce

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Trauma Informed Services

- Normalize and validate a child and family's experience
- Reduce overwhelming emotion related to the trauma
- Help children cope with trauma triggers and make new meaning of their trauma history and its impact on current and future life events.

- User-friendly Information on Evidence-Based Practices

- Scientific Ratings and Relevance to Child Welfare Ratings

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Core Components of Trauma-Focused, Evidence-Based Treatment

- Building a strong therapeutic relationship
- Psych education about normal responses to trauma
- Parent support, conjoint therapy, or parent training
- Emotional expression and regulation skills
- Anxiety management and relaxation skills
- Trauma processing and integration

Creating trauma-informed change

IMPLEMENTATION PLANNING

AREA OF TRAUMA-INFORMED SYSTEM CHANGE:						
[Write area here]						
Overarching Goal #1:						
[Write goal here]						
Objectives:						
1.						
2.						
How We Get There:						
Objective	Action Steps and Tasks	Who is Responsible?	Expected Resources	Targeted Timeframe for Completion	ACTS Phase	Measurement of Success
[Objective #1]	1.					
	2.					
[Objective #2]	1.					
	2.					

Compassion satisfaction

Acknowledging Success

- Tell me about your successes this month?
- In which ways can you give yourself credit for the successes?
- What did you do or say that helped lead to changes?
- What makes you feel proud or successful in your role?

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Thank You