


Welcome to


## Trauma-Informed Care Foundations: Building Safe, Resilient Environments for Staff & Clients

THE TRAINING WILL BEGIN SHORTLY! WHILE YOU'RE WAITING...



**Icebreaker Question**  
(answer in the chat)




What is your favorite morning beverage?




**Survey & Certificate of Completion**

Available following the training.  
CEUs available for LCSWs, LMFTs, LPCCs, and LEPs

Connect With us!

VISIT [CALTRIN.ORG](https://caltrin.org) & SCAN TO LEARN MORE



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## Hi, We're CalTrin!

*Who we are*

- The California Training Institute
- Funded by the State of California, Dept. of Social Services, Office of Child Abuse Prevention (OCAP) to support child abuse prevention through professional development and extended learning opportunities.
- Designed for staff of family strengthening and child abuse prevention organizations in California, including Family Resource Centers, Child Abuse Prevention Councils, community-based organizations, and other child and family serving systems.

*What we offer*

- Live webinars & small group training
- Virtual, self-paced courses
- Job aids & other resources



This training was made possible with funding from the California Department of Social Services, Office of Child Abuse Prevention. Any opinions, findings, conclusions, and/or recommendations expressed are those of the CCEBC, CalTrin and do not necessarily reflect the views of the California Department of Social Services.

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## UPCOMING TRAININGS

mark your calendars!

Visit [caltrin.org](https://caltrin.org) to view and register for upcoming webinars or workshops



**October 9** | Resolve to Evolve With EQ



**October 15** | Drug Endangered Children: Often the Forgotten Ones



**October 21** | Protective Factor of the Month: Concrete Support



**October 22** | Leveraging CalTrin for Staff Onboarding



**October 23** | Shaken Baby Syndrome: Mechanisms, Risk, & Prevention Across Care Systems



**October 29** | Understanding EMDR Therapy for Children: A Trauma-Informed Guide



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## Before We Begin...


**DURING**




The notetaking slides and participant guide are in the chat now!



Review interactive features for today's session. Locate the controls on the toolbar at the bottom of your screen.




This presentation is being recorded.




External AI assistants are not allowed in CalTrin trainings due to California privacy laws.

**AFTER**



Complete the survey to receive your Certificate of Attendance. CEUs available for LCSWs, LMFTs, LPCCs, and LEPs.



A follow-up email will be sent to all participants within two days.

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## TRAINING RESOURCES


Workbook Page # 



**Trauma-Informed Care Foundations: Building Safe, Resilient Environments for Staff & Clients**  
Participant Guide



**Notetaking PPT Slides**



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## Trauma-Informed Care Foundations: Building Safe, Resilient Environments for Staff & Clients

Presented by Lisa Conradi, PsyD



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## Speaker SPOTLIGHT



**Lisa Conradi, PsyD**  
President & Founder,  
Lisa Conradi, LLC

- Former Executive Director of the Chadwick Center, a children's advocacy center which houses one of the largest trauma treatment centers in the nation
- Partners with individuals and organizations to cultivate leadership practices rooted in resilience, compassion, and nervous system awareness
- Licensed clinical psychologist with training in multiple evidence-based, trauma-focused treatment practices and a sought-after speaker and consultant on trauma-informed leadership and systems transformation

ICHD is not responsible for the creation of content and any views expressed to its materials and programming.

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# Trauma-Informed Care Foundations:

## Building Resilience in Ourselves, Our Work, and Our Communities

Lisa Conradi  
President and Founder, Lisa Conradi, LLC  
[lmc@lisaconradi.com](mailto:lmc@lisaconradi.com)

October 1, 2025

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## Overview and Objectives

In our time together today, participants will be able to:



Identify the six guiding principles of trauma-informed care and name at least two ways each principle can be applied in child- and family-serving settings.



List at least three strategies for creating a safe and supportive environment for both staff and clients within an organizational culture.



Explain the difference between primary trauma, secondary traumatic stress, and burnout, and identify at least two interventions to address secondary traumatic stress at the individual and organizational levels.



Select at least three practical actions they can personally implement within their role to strengthen trauma-informed practices and promote resilience in their work setting.

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## ICEBREAKER

In one word, what brought you here today?

*Type it in the chat.*

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## Quick Polls

What type of organization and/or system do you represent?

- Child abuse prevention organizations
- Child Welfare
- Mental Health
- Other – type in the CHAT

What is your role?

- Organizational Leader
- Supervisor
- Front-line staff
- Other – type it in the CHAT

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## GROUP AGREEMENTS FOR TODAY'S SESSION

 **Be prepared to reflect.** Have a pen and paper nearby for journaling or note-taking. You are welcome to capture anything meaningful to you.

 **Participate in a way that feels right for you.** You are invited—but never required—to share your insights after reflection sessions. You can share in the chat, out loud, or in a private chat to me that I can share with the group. If you don't feel like sharing, that's 100% fine. Listening is participating, too.

 **Honor personal boundaries.** Everyone gets to decide what to share (or not share). Let's respect each other's limits without judgment or pressure.

 **Practice confidentiality.** What's shared in this space stays here. Please don't repeat personal stories or experiences outside the group.

 **Remember: we're impacted differently.** There's no "right" way to feel. Let's honor the diversity of responses in the room—with curiosity, not assumptions.

**Care for your nervous system.** It's okay to step away, stretch, or pause if you feel overwhelmed. Your well-being comes first.

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### SAMHSA's Definition of Trauma

Trauma results from an **event, series of events, or set of circumstances** that is:

- **Event** → Threat or harm that overwhelms
- **Experience** → How the person interprets and makes meaning of it
- **Effect** → Lasting impact on functioning, well-being, or sense of safety

(Source: SAMHSA, 2014)

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### Trauma Prevalence: Why This Matters

- Widespread Impact**
  - 61% of adults report at least one Adverse Childhood Experience
  - 2/3 children report at least one traumatic event by 16
- ACE Study – Higher ACE scores are linked to increased risk for:**
  - Chronic health conditions
  - Mental health concerns (depression, anxiety, PTSD)
  - Substance use and risky behaviors
- Workforce Relevance**
  - Individuals seeking human services are more likely to have experienced trauma
  - Trauma exposure contributes to challenges with trust, regulation, and engagement in services

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## Types of Trauma

- Acute Trauma - Single overwhelming event (e.g., natural disaster, accident)
- Chronic Trauma - Repeated, prolonged exposure (e.g., abuse, violence, systemic oppression)
- Complex Trauma - Multiple traumas over time, often interpersonal and occurring early in life
- Historical & Intergenerational Trauma - Cumulative, collective trauma passed across generations (e.g., colonization, racism, forced migration)



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## Journaling Prompt

- Think about a time when a stressful situation impacted your ability to focus or connect. How might that help you understand clients' experiences?



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## Impact of Trauma on Brain, Body, and Behavior



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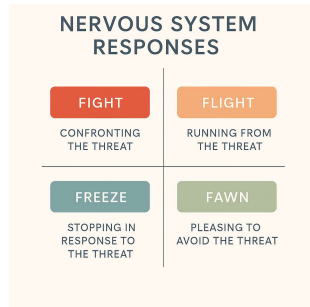
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## Nervous System Responses



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## Long-Term Health and Relational Impacts of Trauma



- Health and Development – Higher risk of chronic conditions, mental health challenges, and substance use
- Daily Functioning – Difficulty with concentration, memory, and decision-making. Related to challenges in school, work, and maintaining stability
- Relationships & Connection – Struggles with trust, boundaries, and attachment. Heightened sensitivity to rejection or conflict. Risk of intergenerational trauma.

**Key Takeaway:** Trauma is not just about *what happened in the past* – it can shape health, behavior, and relationships across the lifespan.

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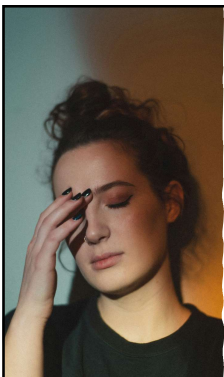
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## How Trauma Shows Up in Our Work



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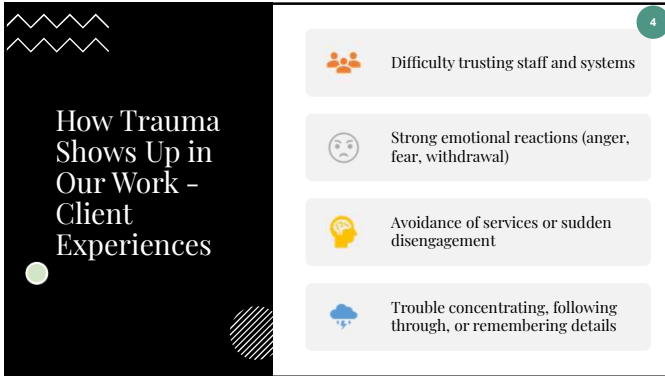
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### How Trauma Shows Up in Our Work - Client Experiences

- Difficulty trusting staff and systems
- Strong emotional reactions (anger, fear, withdrawal)
- Avoidance of services or sudden disengagement
- Trouble concentrating, following through, or remembering details

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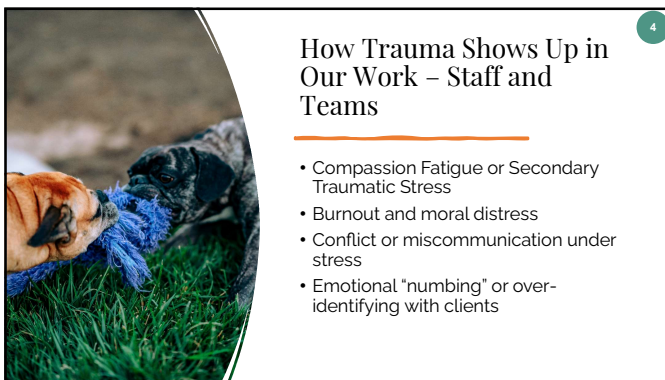
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### How Trauma Shows Up in Our Work - Staff and Teams

- Compassion Fatigue or Secondary Traumatic Stress
- Burnout and moral distress
- Conflict or miscommunication under stress
- Emotional "numbing" or over-identifying with clients

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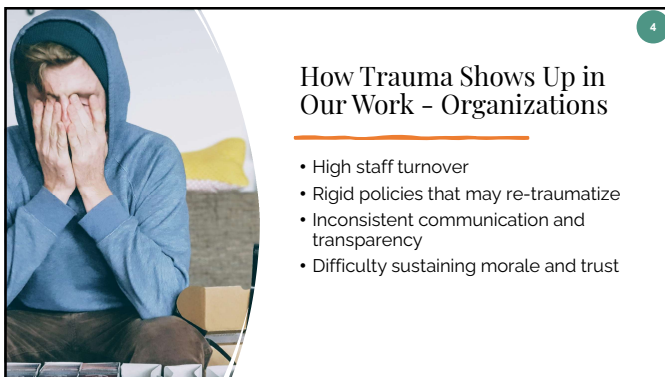
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### How Trauma Shows Up in Our Work - Organizations

- High staff turnover
- Rigid policies that may re-traumatize
- Inconsistent communication and transparency
- Difficulty sustaining morale and trust

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**Key Takeaway:** *Trauma doesn't just affect clients – it can shape interactions, teams, and entire organizations. Recognizing the signs helps us respond with compassion and care.*

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**Chat Prompt**

*What's one behavior you've seen that might be better understood through a trauma lens?*

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**60-Second Grounding Exercise**

- Place one hand on your heart, one on your belly.
- Take 3 slow breaths, noticing rise and fall.
- Look around:
  - Name 3 things you see, 2 things you hear, 1 thing you feel.

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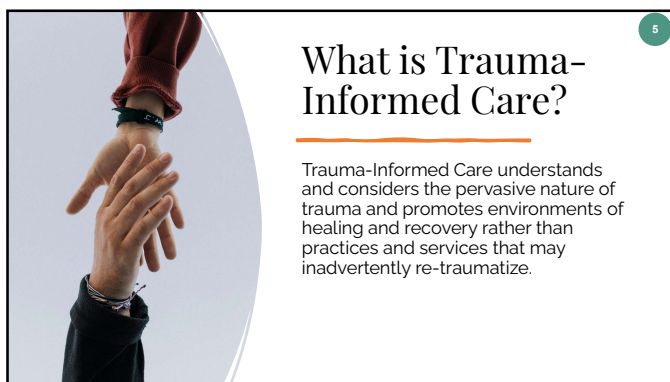
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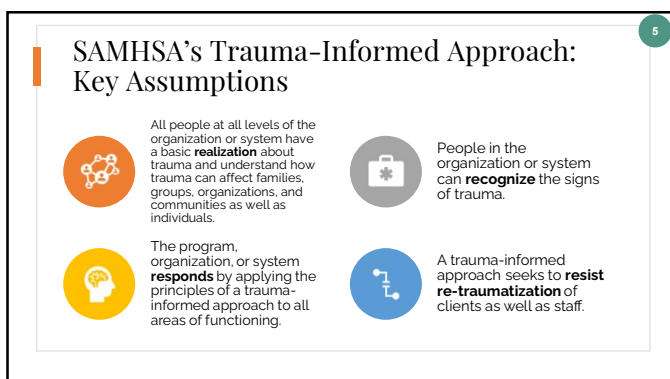
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### Why Trauma-Informed Care Matters for Everyone

- Workplace Burnout & Well-Being
- Secondary Trauma & Compassion Fatigue
- Trauma Among Professionals & the General Population
- Service Quality and Retention



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### SAMHSA'S PRINCIPLES OF A TRAUMA-INFORMED APPROACH

Safety	Trustworthiness and Transparency	Peer Support
Collaboration and Mutuality	Empowerment, Voice, and Choice	Cultural, Historical, and Gender Issues

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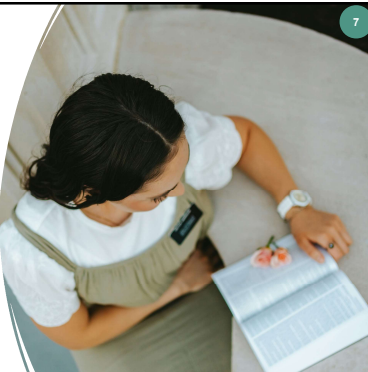
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### Journaling Prompt

*Which Trauma-Informed Care principle feels most important in your role?*



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## Practical Applications of Trauma-Informed Care



Safety



Boundaries



Empowerment



Trust

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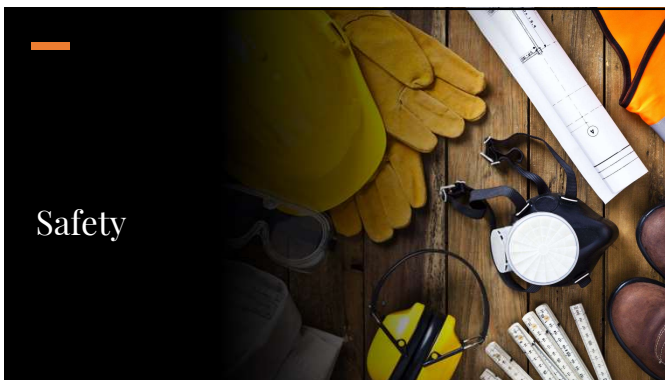
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## Safety

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## What is Safety?

- Feeling physically, emotionally, and psychologically protected.
- Requires predictability, clarity, and respect in interactions and environments.

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## Why Safety Matters in Trauma-Informed Care

- Individuals who have experienced trauma and adversity may:
  - Have valid fears about their own safety or the safety of loved ones
  - Have difficulty trusting others to protect them
  - Be hyperaware of potential threats
  - Have problems controlling their reactions to perceived threats

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## Trauma Reminders

When faced with people, situations, places, or things that remind them of these events, individuals may re-experience the intense and disturbing feelings tied to the original trauma

These "trauma reminders" can lead to behaviors that seem out of place in the current situation, but were appropriate – and perhaps even helpful – at the time of the original traumatic event

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## Video: What is Psychological Safety and Why is it Important?



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## How to Cultivate Safety with Clients:

- Create predictable routines; explain what will happen next.
- Use calm voice and body language.
- Design environments that reduce triggers (lighting, privacy, noise).



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## How to Cultivate Safety on Your Teams

- Promote psychological safety – staff can speak without fear of punishment.
- Be consistent and transparent about policies and decisions.
- Model respect in meetings and communication.



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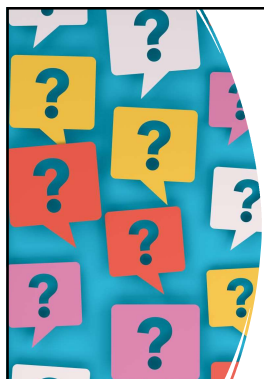
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## Chat Prompt:

What's one practice you use (or could use) to help someone feel safe in your role?

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## Boundaries



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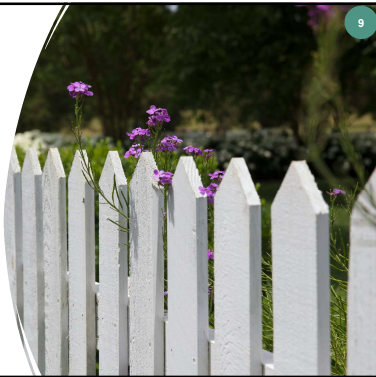
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## What Are Boundaries?

- Clear, consistent limits around roles, responsibilities, and expectations.
- A balance of compassion with self-protection.



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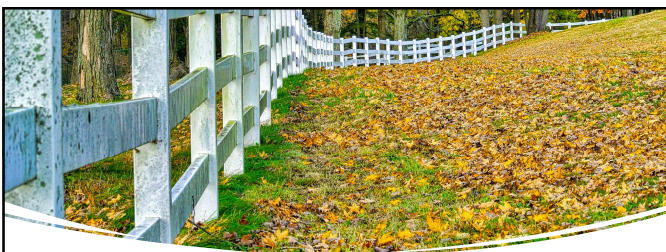
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## Why Do Boundaries Matter in Trauma-Informed Care?

- Trauma can blur or violate boundaries.
- Healthy boundaries build trust, reduce stress, and prevent re-traumatization.



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### Without Boundaries, We Often Experience:

- Emotional exhaustion
- Resentment or frustration
- Feeling "used up" by the end of the day
- Difficulty saying no, even when over capacity
- Disconnect from our purpose and values

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### With Healthy Boundaries, We Can:

- Greater clarity about what's ours to carry
- Increased connection with others, "space vs. spaciousness"
- More consistent emotional regulation
- Increased energy and presence
- Stronger alignment with our values
- Protection from compassion fatigue

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### Myths and Truths About Boundaries

Myths	Truths
✓ "Setting boundaries is selfish."	Boundaries honor both your needs and others' by creating clear expectations and healthier relationships.
✓ "If I set boundaries, people will be upset with me."	Healthy relationships can tolerate and even grow from clear boundaries. Discomfort is normal but not a sign you're doing something wrong.
✓ "Good leaders are always available to their teams."	Good leaders model sustainable work by setting limits on their availability—this encourages others to do the same.
✓ "Boundaries mean saying "no" to everything."	Boundaries are about discernment—deciding what to say "yes" to and where "no" protects your time, energy, and values.
✓ "Once I set a boundary, it will always hold."	Leaders with strong boundaries are more resilient, effective, and better able to support their teams long term.
✓ "Boundaries push people away."	

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### How to Cultivate Boundaries with Clients

-  Respect personal limits on disclosure or participation.
-  Clearly state confidentiality and service boundaries.
-  Normalize saying "no" or asking for breaks.

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### How to Cultivate Healthy Boundaries with Teams



Encourage staff to set limits on workload and availability.



Leadership models healthy boundaries (not emailing at midnight).



Protect staff from role creep by defining clear responsibilities.

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### Journaling Prompt:

- Think of a recent situation where you had to set a boundary. How did it affect your ability to stay present and connected?

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### How to Cultivate Empowerment in Clients

- Offer meaningful choices (e.g., order of tasks, treatment options).
- Celebrate small successes and acknowledge courage.
- Collaborate on goals instead of prescribing solutions.

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### How to Cultivate Empowerment in Staff and Teams

- Involve staff in decisions that impact their work.
- Recognize professional expertise and lived experience equally.
- Encourage innovation and autonomy while providing support.

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### Journaling Prompt

- What's one small way you could offer more choice or voice in your role this week?

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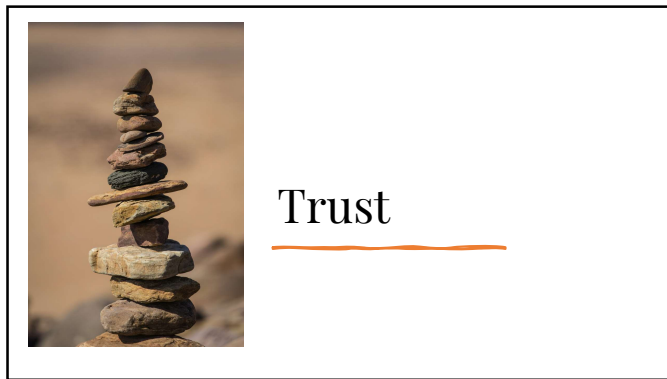
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## How to Cultivate Trust in Clients

- Be transparent about what you can and cannot do.
- Follow through on commitments consistently.
- Share information openly and honestly, even when the answer may not be what someone wants to hear.
- Example: "I don't have that answer yet, but I'll find out and let you know by the end of the day."



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## How to Cultivate Trust in Staff and Teams

- Leadership shares decisions and rationale, not just outcomes.
- Admit mistakes and repair ruptures quickly.
- Build consistency in supervision, feedback, and recognition.

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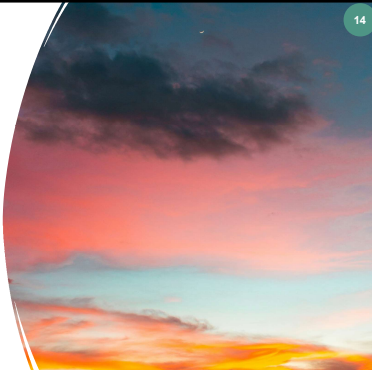
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## Journaling Prompt

- Who is someone in your work who trusts you — and what did you do to build that trust?

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## Chat Prompt

Which of these four areas—safety, boundaries, empowerment, or trust—do you already practice regularly?

Which feels like an area for growth?

*Type it in the chat*




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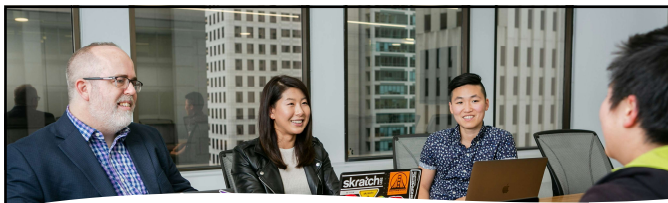
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## Workforce Well-Being and Organizational Culture

- Trauma doesn't only affect clients — it impacts staff and organizations, too.
- Exposure to client trauma can lead to secondary traumatic stress, compassion fatigue, and burnout.
- Organizational culture can either buffer stress or amplify it.

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## Getting Stuck in Our Existing Culture



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## Common Challenges

- High caseloads and limited resources.
- Moral distress from working within systemic barriers.
- Stigma around asking for help or admitting overwhelm.
- Staff turnover when well-being isn't prioritized.



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## Protecting Staff Well-Being

- Normalize conversations about stress and resilience.
- Encourage use of grounding, reflection, and peer support.
- Provide access to supervision and Employee Assistance Programs (EAPs).
- Emphasize collective care rather than only "self-care."



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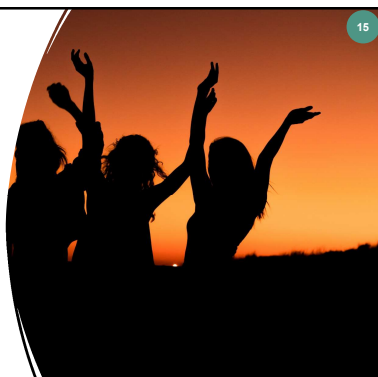
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## Trauma-Informed Leadership

- Recognizes that trauma impacts staff as well as clients.
- Creates cultures of psychological safety, trust, and care.
- Balances accountability with compassion.
- Models boundaries, transparency, and cultural humility.
- Shifts from "managing people" → to supporting humans.



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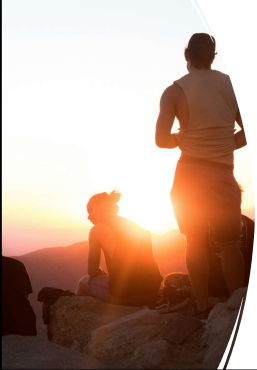
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## Core Practices of Trauma-Informed Leadership

- Safety & Boundaries – Model healthy limits; normalize self-care.
- Reliability & Trust – Follow through consistently; communicate clearly.
- Empathy & Compassion – Lead with curiosity, not judgment.
- Transparency & Accountability – Own mistakes and repair ruptures.
- Cultural Humility – Recognize power, privilege, and systemic inequities.

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## Practical Trauma-Informed Practices for Any Role

- Clear communication and expectations.
- Creating predictable routines.
- Offering choices wherever possible.
- Pausing before reacting.
- Normalizing breaks and self-care.

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## Scenario Practice:

Every role has trauma-informed choices.  
Let's practice noticing them.

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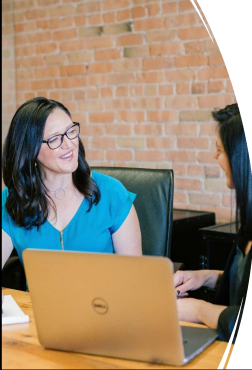
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## Scenario #1 Practice

- A client misses their third appointment and arrives upset, saying, *"No one here cares about me anyway."*

**In the Chat:**

- How might you respond in the moment?
- What would a trauma-informed response look or sound like?

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## Scenario #2 Practice

- A colleague snaps in a meeting: *"We're wasting time; nothing ever changes here."*

**In the Chat:**

- How could you respond in a way that supports both the colleague and the team?



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## Key Takeaways

- Trauma is common, not rare – Many clients and staff carry trauma histories
- Trauma-informed care is a shift in perspective – From "What's wrong with you?" → "What happened to you?" → "What's strong with you?"
- Core principles guide our work
- Impacts are long-term and relational – Trauma shapes health, behavior, and relationships across the lifespan
- Healing happens in relationship – Every interaction is an opportunity to build trust, resilience, and hope.

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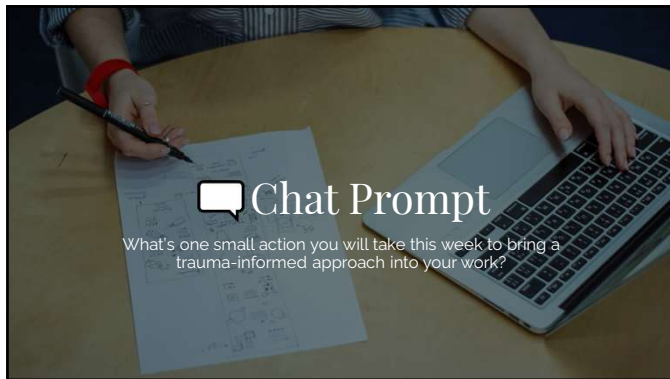
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## Resources


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- National Child Traumatic Stress Network – [www.nctsn.org](http://www.nctsn.org)
- Trauma-Informed Systems, Trauma Transformed – [www.traumatransformed.org](http://www.traumatransformed.org)
- SAMHSA's Definition of a Trauma-Informed Approach - [https://www.caltrn.org/wp-content/uploads/2025/09/samhsa\\_trauma.pdf](https://www.caltrn.org/wp-content/uploads/2025/09/samhsa_trauma.pdf)
- The Institute of Trauma and Trauma-Informed Care: <http://socialwork.buffalo.edu/social-research/institutes-centers/institute-on-trauma-and-trauma-informed-care/what-is-trauma-informed-care.html>
- Rise & Revitalize Program: <https://riseandrevitalize.systeme.io/information>

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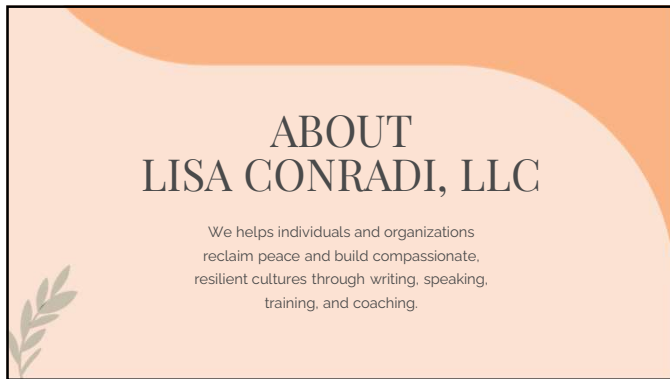
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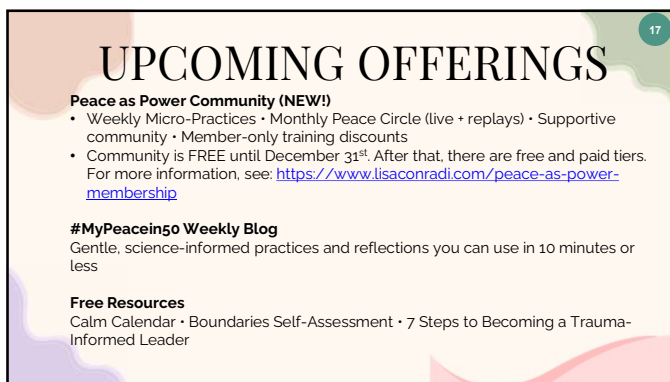
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**Thanks for joining us!**

**WHAT'S NEXT?**

- Survey and certificate in the chat now
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