PRACTICAL TIPS FOR IMPLEMENTING AND SUSTAINING TRAUMA-INFORMED CARE

Panel Discussion with:
Becky Haas,
Jill Levenson, Ph.D, LCSW
Patricia D. Wilcox, LCSW,
Hon. Theresa Dellick
BECKY HAAS
SAMHSA 10 DOMAINS

• Governance and leadership
• Policy
• Physical environment
• Engagement and involvement
• Cross-sector collaboration
• Screening, assessment and treatment
• Training and workforce development
• Progress monitoring and quality assurance
• Financing
• Evaluation
• How does leadership communicate its support and guidance for implementing a trauma-informed approach?
• How does the agency's mission statement, written policies and procedures include a commitment to providing trauma informed services?
• Does leadership demonstrate support for the voice and participation of people using services who have trauma histories?
Trauma-Responsive Education Is Changing School Culture

(I to r) Becky Haas, Melanie Riden-Bacon, and Andi Clements

Strong BRAIN Institute
East Tennessee State University

Strong BRAIN Institute
Building Resilience through ACEs Informed Networking
POLICY

- Include a focus on trauma and issues of safety and confidentiality?
- Awareness of the universal prevalence of trauma?
- Express a commitment to reducing re-traumatization and promoting well-being and recovery?
- How do human resources policies address the impact of working with people who have experienced trauma? (staff vicarious trauma)
PHYSICAL ENVIRONMENT

• In what way does the environment promote a sense of safety, calming, and de-escalation for clients and staff?

• Are environments welcoming and hospitable?
ENGAGEMENT AND INVOLVEMENT

• How do people with lived experience have provide feedback to the organization on quality improvement processes for better engagement and services?
ETSU, Ballad Health team up for institute to study adverse childhood experiences (WCYB)

KAREN CLEMMER (ACES CONNECTION STAFF)  ○  6/26/20 @ 7:52 PM
SCREENING, ASSESSMENT AND TREATMENT

- Universal precautions approach
- Pediatric screening
- Does the organization have the capacity to provide trauma-specific treatment or refer to appropriate trauma-specific services?
TRAINING AND WORKFORCE DEVELOPMENT
PROGRESS MONITORING AND QUALITY ASSURANCE

• How is agency progress monitored?
• Research to identify best practices
• Fidelity of content in training
FINANCING

- Grant funding – TN Building Strong Brains
- Ballad Health – Strong Brain Institute
- Professional Development

EVALUATION

- Training evaluations – changed perceptions, action steps
- Focus groups
• Becky Haas
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Practical Tips for Implementing and Sustaining Trauma-Informed Care

Jill Levenson, PhD, LCSW
Professor of Social Work, Barry University, Miami FL
Practitioner – Community Corrections
Demonstrate administrative buy-in

Screening & Intervention

Creating a task force & successes

SAMSHA DOMAINS

Engagement and involvement of people in recovery, trauma survivors, consumers, and family members receiving services

Cross-sector collaboration

Screening, assessment, and treatment services
Thinking about all you’ve learned about TIC, what do you think your agency needs to improve?
FIX the BEHAVIOR (What’s wrong with you?)
Through the Trauma Lens: What happened to You?

**Kids**
- Hyperactivity
- Inattention
- Aggression
- Defiance & Oppositional behavior
- Anxiety
- Sexualized behavior
- Delayed development
- Learning problems

**Adults**
- Anger & Aggression
- Drugs & Alcohol
- Neglectful or abusive parenting
- Frustration intolerance
- Non-compliant
- Adversarial
- Combative
- Cluster B Personality Traits:
  - Narcissistic, Antisocial, Borderline, Histrionic
Systematic Review of Language & Messaging

- What are you looking for?
- Themes & Words
- Consistency with TIC values
- Person-first Language
- Strengths-focused
- Resilience Building
- Things that contradict TIC Values

Levenson 2021
Incorporating feedback from Consumers

Who are your consumers?

What can we learn from them?

How can we ensure their inclusion in the change process?

Engagement
Collaboration
Trust

Ask, don’t tell!
How do past or present traumagenic conditions translate to the current needs of your consumers?*

• And how might they impact:
  • Resistance
  • Motivation
  • Expectations
  • Interpretations
  • Help-seeking behaviors (or help-avoidance)
  • Perceptions of helpers
  • Response to Authority Figures
  • Coping

* Arrest, incarceration, probation, & parole are traumagenic – and trigger old trauma...

Post-Conviction Traumatic Stress (Harris & Levenson, 2020)
Achieving commitment from ALL Stakeholders

Who are Your Stakeholders?

How do you get them invested in TIC?

- Courts
- Corrections
- Law Enforcement
- Victim Services
- Treatment Providers
- Medical
- Employers
- Community leaders
- Justice-involved persons
- Families
- CJ advocates

Prevention sources: Let’s prevent crime before it happens by preventing & treating TRAUMA
Trainings! Videos! Infographics! Discuss!

Trauma-Informed Care: A Change in Perspective

PTSD isn't about what's wrong with you, it's about what happened to you.

Levenson 2021
Assessment is an Ongoing Process, Not a one-time procedure.

*Remember, risk factors are often trauma-related symptoms (dysregulation) and survival strategies (maladaptive coping).
Trauma Screening Assessment & Treatment

- ACE scale
- Life Event Checklist
- PTSD Checklist for DSM-5 (PCL-5)
- DES
- Strengths & Resilience

Remember:
- Asking about trauma can be traumatic
- Sometimes people don’t think of experiences as “abuse” or “trauma”
- Trust takes time to build, especially with a history of relational trauma
- Not just a checklist of experiences or a “score” ---
- Explore the meaning attached to events & experiences.
Trauma impacts exist on a continuum & Professionals need to be aware

Big T v. Little t

Acute v. Chronic

Specific v. Generalized

Trauma-related Disorders

Distress-PTSD-Dissociation

Post-Conviction Traumatic Stress (it’s a real thing)
Avoiding Re-Traumatization

We learn by observing those around us, and we lead by example.

What you do has far greater impact than what you say.

- Stephen Covey
Focus on Strengths & Wellness, not Pathology

"Imagine what our real neighborhoods would be like if each of us offered, as a matter of course, just one kind word to another person."

-Mr. Rogers

Thank you!
Practical Tips for Implementing and Sustaining Trauma-Informed Care

Patricia Wilcox, LCSW
Vice President
Klingberg Family Centers
Where to Start?

- Choose training and consultation
- Ask how we understand this behavior
- Start talking about vicarious trauma
Perils of Change Management - Leadership

“I don’t want to change. I want all of you to change!”
“I don’t want to change. I want all of you to change!”
Choosing your training

• Not train and hope
• Coaching is key
• On going refreshers and training
• Administrative participation
Goals for Change

Why are you doing this?
What would be different if you succeeded?
What do you already measure that might change?
How could you get consumer input on your changes?
Communication of Change

• What stakeholders do you need to involve?
• How will you communicate with staff- what channels do you already have?
• How and to whom will you communicate your data?
• The larger mental health community- present and publish
Sharing your successes

• How will you celebrate your successes?
• Who needs to know?
For more information contact:

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www.klingberg.org
www.klingberg.org
Building a Trauma Informed Community

Hon. Theresa Dellick, Mahoning County Juvenile Court
Benefits of Having a Trauma Informed Community

- Speak the Same Language
- Culture Change
- Empowering Many People to Make a Difference
- Resilience Will Increase
- Reduction in Re-Traumatization
- More People Will Be Helped
- Building Community
How It Started

- ACEs test at Court
- Opioid Summits
- Mental Health and Recovery Board
- OHMHAS
Next Step

- Held Introduction Meeting to determine interest
- Invited community partners
- Hired a Point Person

No beginning is too small nor any amount of progress insignificant
Meetings

- Check-in – why here, why still coming
- Agenda
- Sign-in sheets
- Email listserv
- Same meeting location/time
- Refreshments
Meetings

- Break-out Groups per discipline
- Report outs/Summaries
- Leadership Team
- Cast a wide net
- Check-out - how are we doing? What else do we need to do?
Repeat

- Kept Momentum Going
- Media Coverage
- Invite Legislative Representatives
- Encourage discussion and dialogue
- Keep a pulse
- Evaluations
Vision and Mission Statements

- **MISSION**: As a county, we will support resiliency and healing while dispelling myths surrounding trauma.

- **VISION**: Mahoning County is a community that enhances and supports each individual's ability to grow from their experiences and thrive.
Develop Logo
And then there was the pandemic....

- Cancelled March 2020 meeting
- Virtual meetings
- Leadership meetings
- Added Law Enforcement Team
- First in-person meeting on May 17, 2021
  - Old North Church Canfield Ohio
New Additions

- Created a Speakers Bureau
  - Team to present to community
  - Spread the word

- Presenting at State Conference
Funding

- Juvenile Court
  - Banner
  - Flyers
  - Giveaways
Thank you. Questions?

- Theresa Dellick
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Q & A

PLEASE USE THE CHAT OR Q&A TO ASK QUESTIONS.