

# 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

# GOVERNMENT

- 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?

ACEs  
Connection



## Superintendent of Schools and Local Leaders Implementing ACEs Science Respond to Drug Epidemic

BECKY HAAS ● 10/6/20 @ 10:45 AM \*



Haas and Smyth County District Superintendent, Dr. Dennis Carter



## Trauma-Responsive Education Is Changing School Culture

BECKY HAAS ● 3/30/18 @ 8:36 AM \*



*(l 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?



# CROSS-SECTOR COLLABORATION



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?

**Adverse Childhood Experiences**

## Understanding ACEs

ACEs (Adverse Childhood Experiences) are serious childhood traumas that can result in toxic stress. Prolonged exposure to ACEs can create toxic stress, which can damage the developing brain and body of children and affect overall health. Toxic stress may prevent a child from learning or playing in a healthy way with other children, and can cause long-term health problems.

**ACEs (Adverse Childhood Experiences) can include:**

- Abuse: Emotional/physical/sexual
- Bullying/violence of/by another child, sibling, or adult
- Homelessness
- Household: Substance abuse/mental illness/domestic violence/incarceration/parental abandonment, divorce, loss
- Involvement in child welfare system
- Medical trauma
- Natural disasters and war
- Neglect: Emotional/physical
- Racism, sexism, or any other form of discrimination
- Violence in community

**1 SURVIVAL MODE RESPONSE**

Toxic stress increases a child's heart rate, blood pressure, breathing and muscle tension. Their thinking brain is knocked off-line. Self-protection is their priority.

**ACEs Connection** WITH SUPPORT FROM **Family Hui**

Parents and caregivers can help. Turn over to learn about resilience.

UA 1

## Parenting to prevent and heal ACEs

(Adverse Childhood Experiences)

**Danica Jackson Nakazawa, *Childhood Disrupted: How Your Biography Becomes Your Biology & How You Can Heal***

"The main point is this: No matter how old you are -- or how old your child may be, there are scientifically supported and relatively simple steps that you can take to reboot the brain, create new pathways that promote healing, and come back to who it is you were meant to be."

- NURTURE & PROTECT KIDS AS MUCH AS POSSIBLE**  
Be a source of safety and support.
- MAKE EYE CONTACT**  
Look at kids (babies, too). It says, "I see you. I value you. You matter. You're not alone."
- SAY "SORRY"**  
We all lose our patience and make mistakes. Acknowledge it, apologize, and repair relationships. It's up to us to show kids we're responsible for our words and mistakes.
- MOVE AND PLAY**  
Dance. Stretch. Throw a ball. Dance. Move inside or outside for fun, togetherness and to ease stress.
- GIVE 20-SECOND HUGS**  
There's a reason we hug when things are hard. Safe touch is healing. Longer hugs are most helpful.
- HUNT FOR THE GOOD**  
When there's pain or trauma, we look for danger. We can practice looking for joy and good stuff, too.
- BE THERE FOR KIDS**  
It's hard to see our kids in pain. We can feel helpless. Simply being present with our kids is doing something. It shows them we are in their corner.
- HELP KIDS TO EXPRESS MAD, SAD & HARD FEELINGS**  
Hard stuff happens. But helping kids -- and ways to share, talk, and process helps. Our kids learn from us.
- KEEP LEARNING**  
Understand how ACEs impact you and your parenting. More tips & resources for parents on back.

**ACEs Connection** WITH SUPPORT FROM **Family Hui**

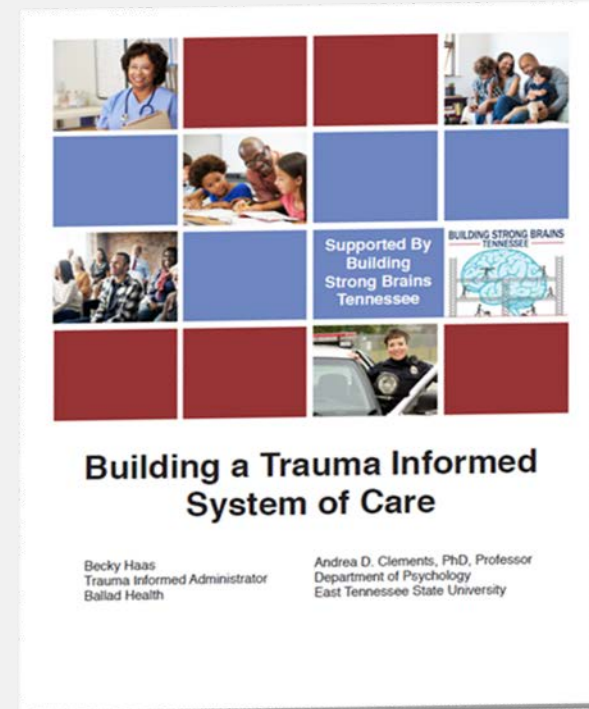
screenshot PWA1

# 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

# CONTACT INFORMATION

- Becky Haas
- <https://beckyhaas.com>
- [Becky@beckyhaas.com](mailto:Becky@beckyhaas.com)



# 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?



**Cultural,  
Historical,  
Gender  
relevance**

**Peer Support**



**1.Safety**

**Trust &  
Transparency**

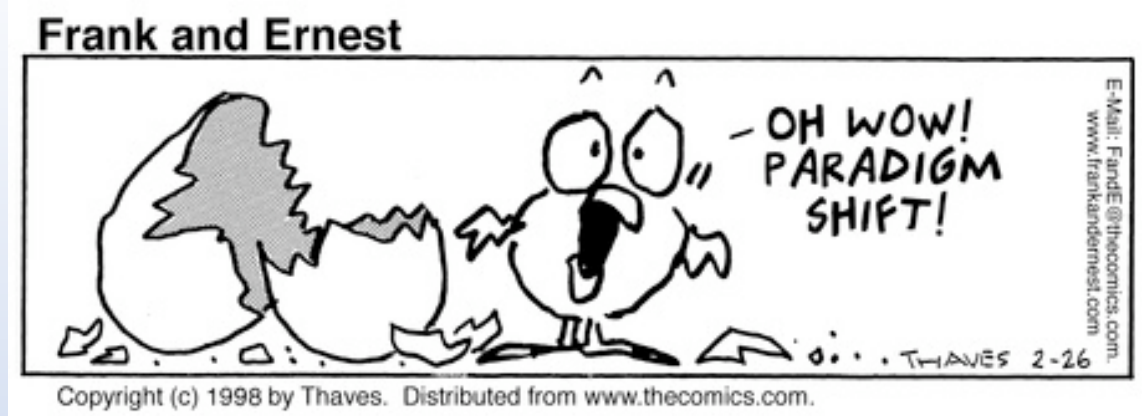
**Collaboration &  
Mutuality**

**Empowerment,  
Voice & Choice**



***SAMHSA***  
Substance Abuse and Mental Health  
Services Administration

# 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*
- OR
- *Things that contradict TIC Values*



# 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!

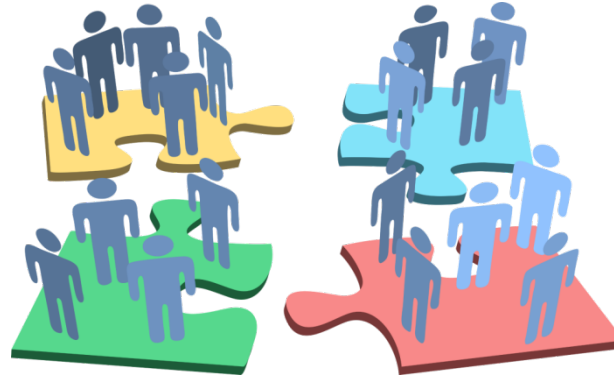
How do past or present traumagenic conditions translate to the current needs of your consumers?\*

- **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

&

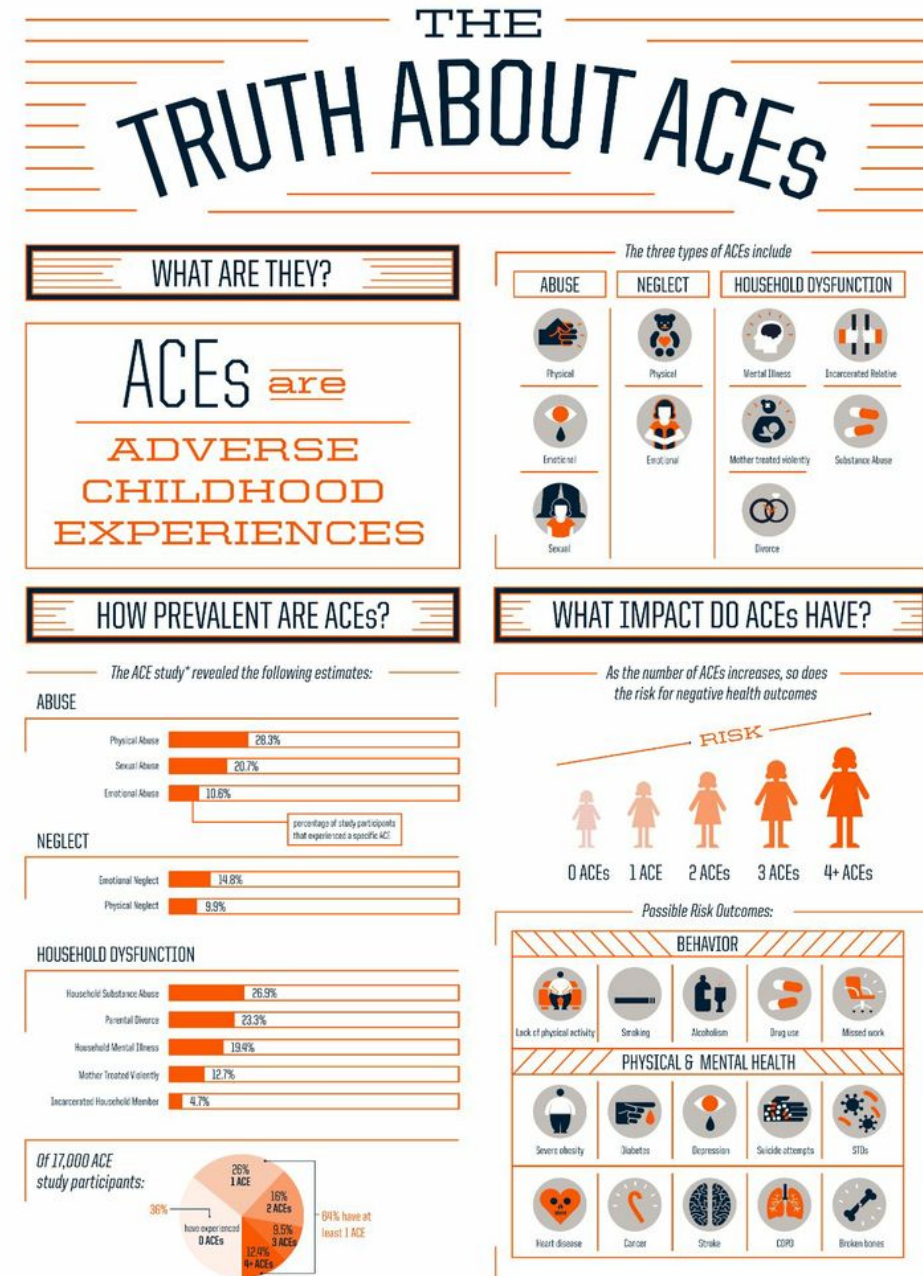
**Prevention sources: Let's  
prevent crime before it  
happens by preventing &  
treating TRAUMA**

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



[rwjf.org/vulnerablepopulations](http://rwjf.org/vulnerablepopulations)

\*Source: <http://www.cdc.gov/ace/prevalence.htm>

Intake & Diagnostic Assessment  
Risk Assessment\*  
Clinical Case Conceptualization

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



**Engagement &  
Trust-building**



**Structured  
Interview & Open-  
ended Questions**



**Framing questions  
in behavioral  
terms**



**Reviewing Records  
& Taking history**



**Trauma Screening  
Inventories**



**Case  
Conceptualization**

\*Remember, risk factors are often trauma-related symptoms (dysregulation) and survival strategies (maladaptive coping).

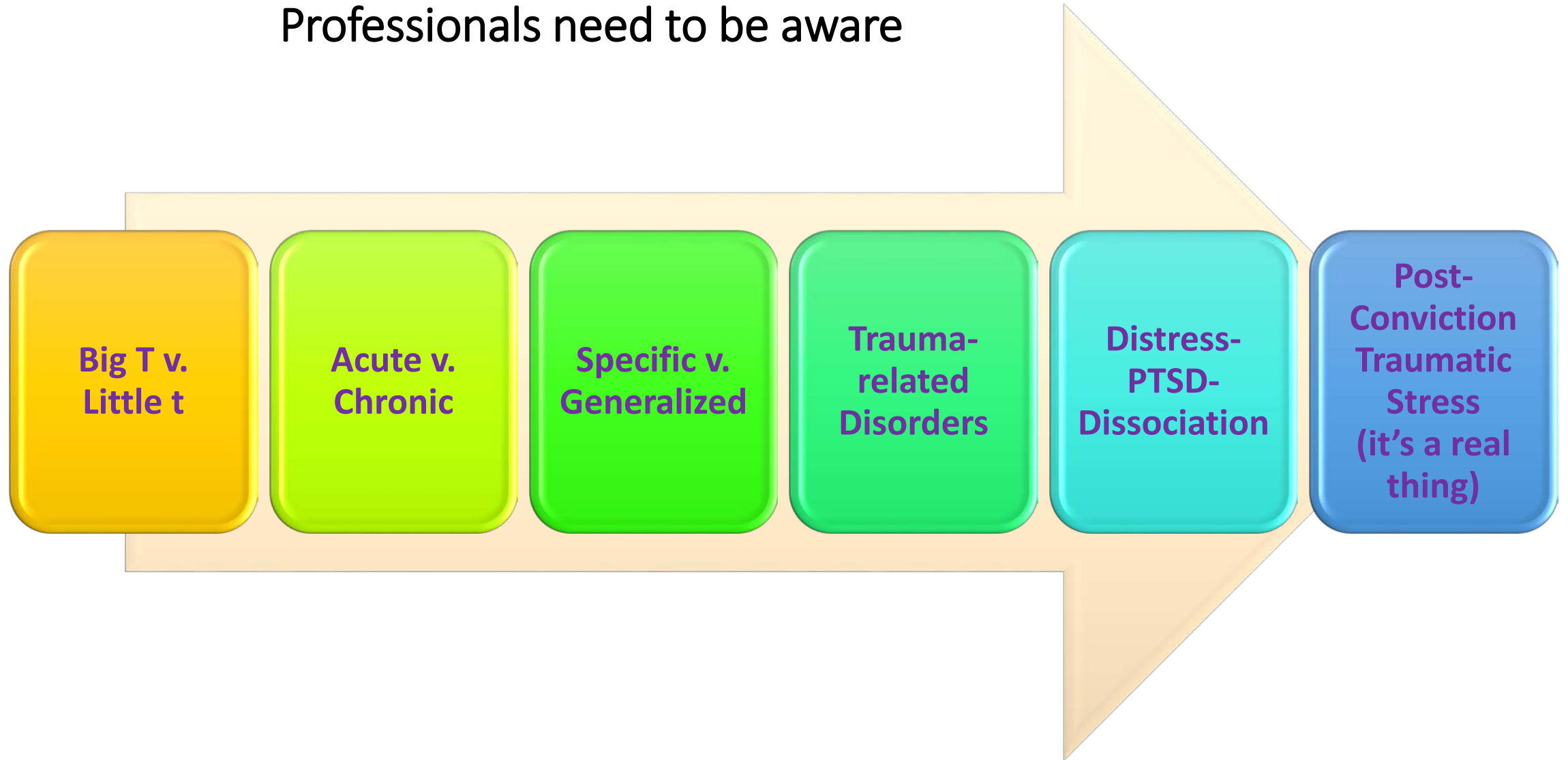
- ACE scale
- Life Event Checklist
- PTSD Checklist for DSM-5 (PCL-5)
- DES
- Strengths & Resilience

# Trauma Screening Assessment & Treatment

## 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



# Avoiding Re-Traumatization

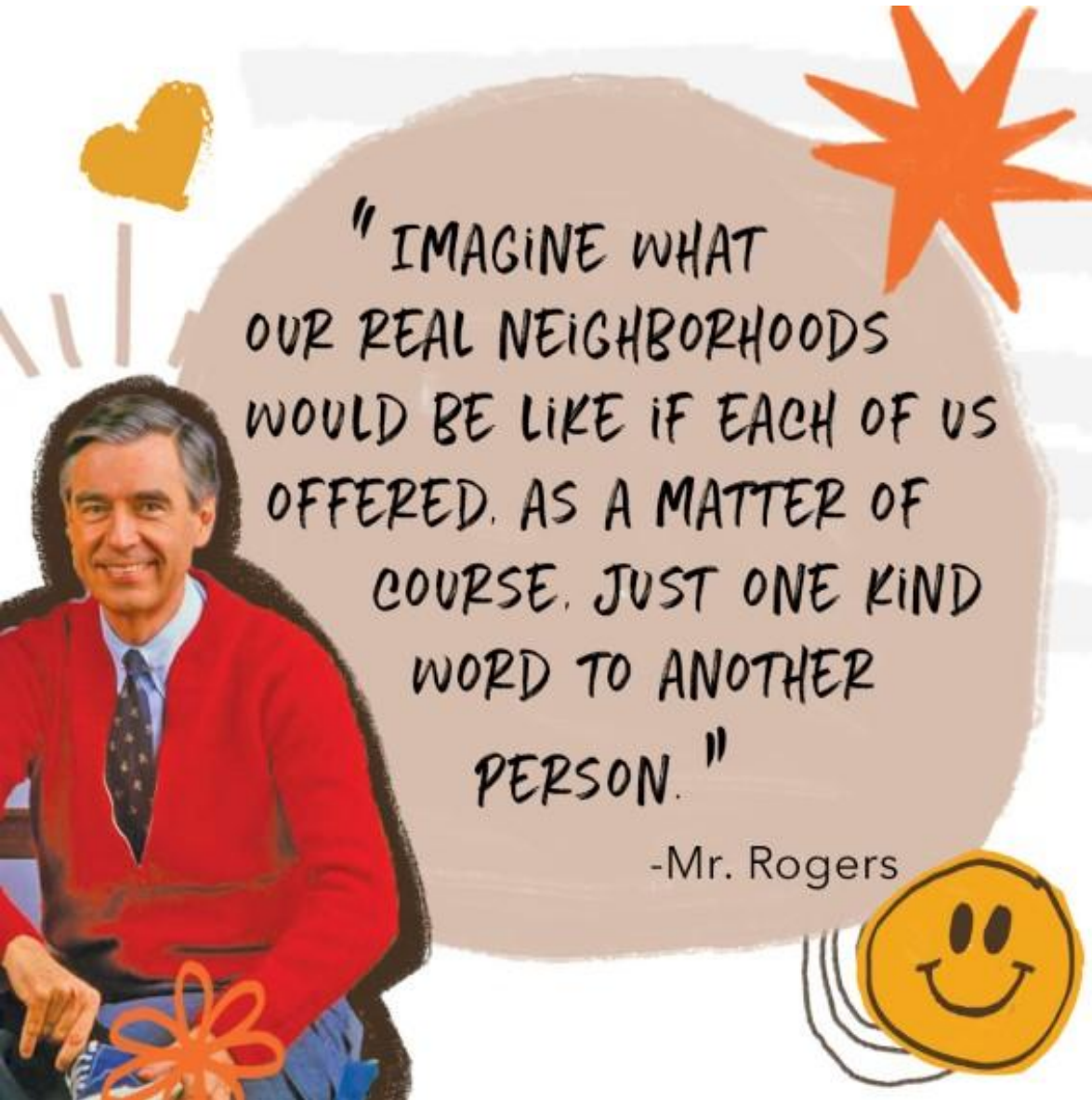
We learn by observing  
those around us,  
and we lead by example.

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

– Stephen Covey



# Focus on Strengths & Wellness, not Pathology



-Mr. Rogers



Adapted from Swarbrick, M. (2006). A Wellness Approach, *Psychiatric Rehabilitation Journal*, 29(4), 311-314.



Jill S. Levenson, PhD, LCSW  
[levenson.jill@gmail.com](mailto:levenson.jill@gmail.com)

# 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!"

600 x 488

## Perils of Change Management - Leadership



"I don't want to change. I want all of you to change!"

600 x 488

# 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?

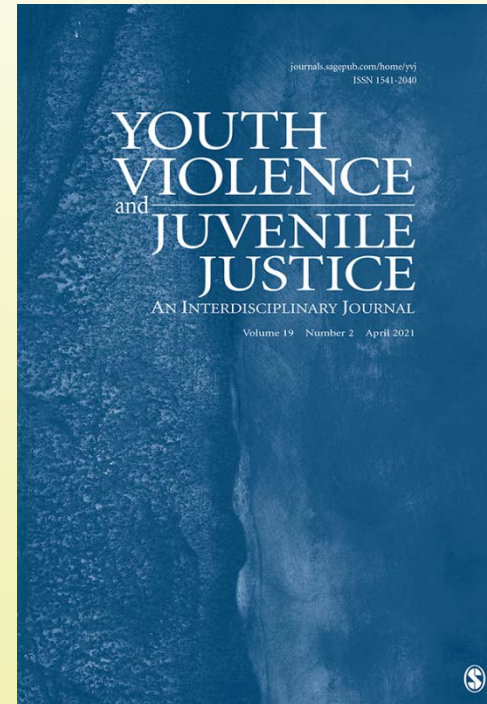
What would be different if you succeeded?

What do you already measure that might change?

How could you get consumer input on your changes?

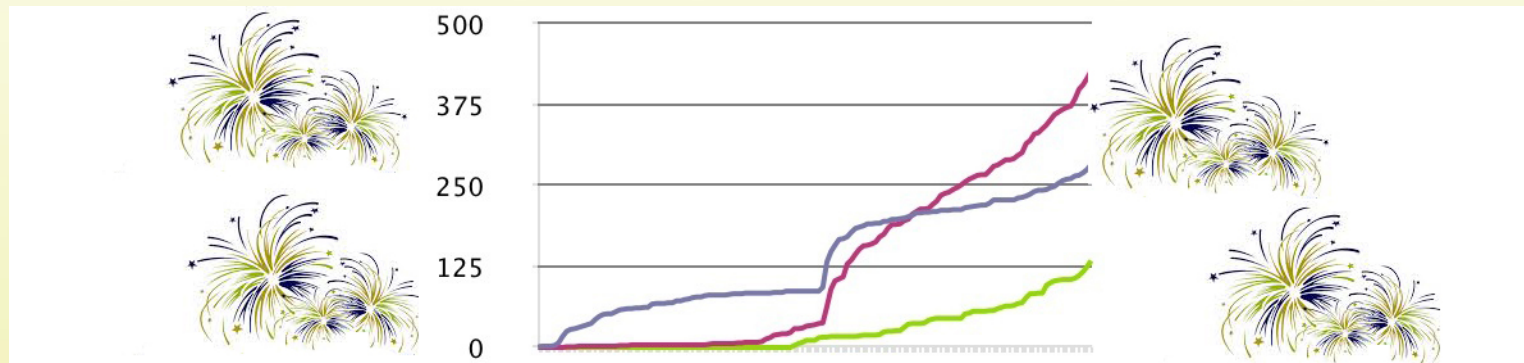
# Communication of Change

- 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?

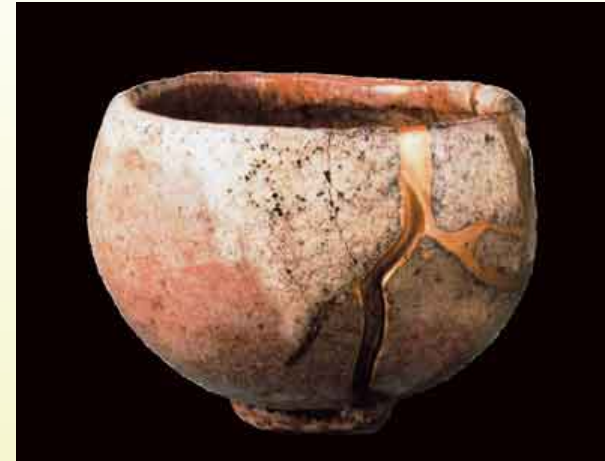


## For more information contact:

Patricia Wilcox, LCSW  
Klingberg Family Centers  
370 Linwood St.  
New Britain, CT. 06052  
patw@Klingberg.org

[www.traumaticstressinstitute.org](http://www.traumaticstressinstitute.org)

[www.klingberg.org](http://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*



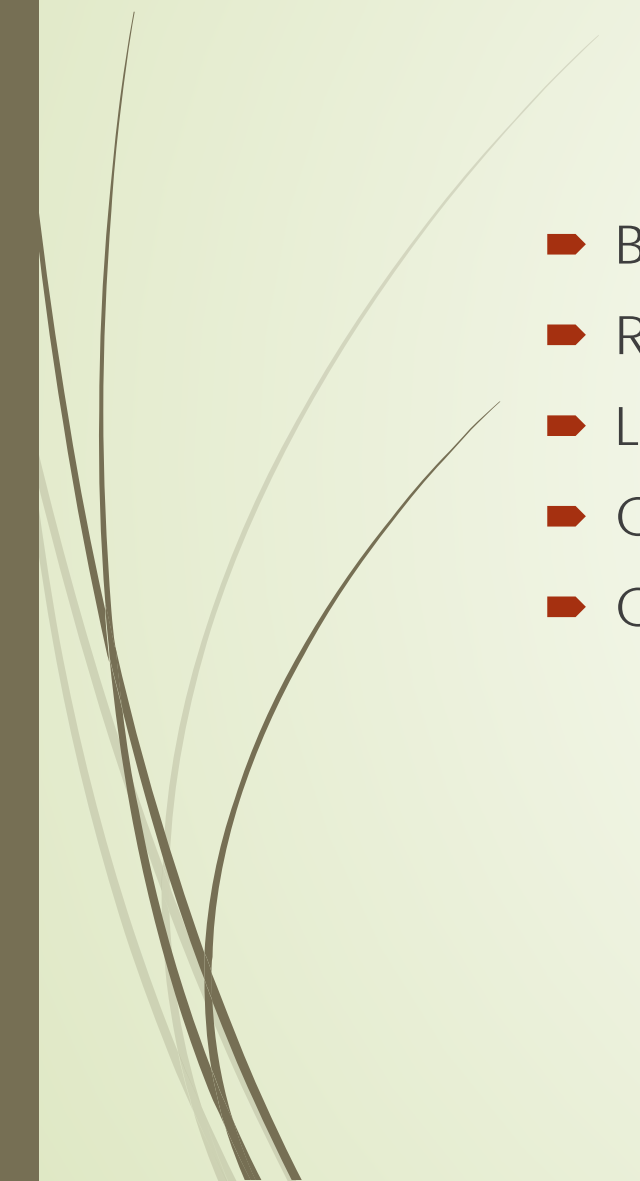
# Meetings



- 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

MAHONING MARK



**STAND GROW THRIVE**

MAHONING RESILIENCY MOVEMENT



# 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](#)

330.740.2244 x. 6445

[tdellick@mahoningcountyoh.gov](mailto:tdellick@mahoningcountyoh.gov)



# Q & A

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