What is Trauma?

Three key elements:

*Individual trauma results from an event, series of events, or set of circumstances that is experienced by an individual as overwhelming or life-changing and that has profound effects on the individual’s psychological development or well-being, often involving a physiological, social, and/or spiritual impact.*

-SAMHSA experts 2012
Why Trauma Informed Care?

Under Reporting
> Estimated 1 in 30 instances of sexual abuse against a person with a developmental disability are successfully reported
> 1 in 5 for the general population
> Estimated only 3% of sex abuse cases are reported for this population
James, 1988 Valenti-Hein and Schwartz, 1995

Higher Incidents of Abuse for People with Any Disability
> 1.2 to 2 times more likely to suffer from maltreatment than their nondisabled peers
> 3 to 4 times as likely to be neglected
> 4 times more likely to be the victims of crime
Sobsey, 1996 Westat, Inc., 1993; Goldson, 2002

Higher Incidents of Abuse for People with Developmental Disabilities
> Meta-analysis shows people with developmental disabilities suffer 2.5 to 10 times the abuse and neglect of non-disabled peers
> More than 90% of adults reported sexual abuse within their lifetime
> 49% of that sample reported 10 or more abusive incidents
Valenti-Hein & Schwartz 1995
SAMHSA’s Four R’s

A program, organization or system that is trauma informed:

- **Realizes** the widespread impact of trauma and understands potential paths for recovery;
- **Recognizes** the signs and symptoms of trauma in clients, families, staff, and others involved with the system;
- **Resists** re-traumatization, and
- **Responds** by fully integrating knowledge about trauma into policies, procedures, practices, and settings.
Principles of a Trauma Informed Approach

• Safety
• Trustworthiness and transparency
• Collaboration and mutuality
• Empowerment
• Voice and choice

-Fallot 2008, SAMHSA, 2012
Why is Trauma-Informed Care Important?

We need to understand:

- The life situations that may be contributing to the person's current problems.
- That current problems faced by the people we serve may be related to traumatic life experiences.
- There is heightened sensitivity to situations that remind us of the people, places or things involved in our traumatic event.
- These reminders, also known as triggers, may cause a person to relive the trauma and view our organization as a source of distress and not as a healing and welcoming environment!

And that:

- We might unintentionally cause harm by practices, policies and activities that are insensitive to the needs of individuals receiving services.
  - Re-victimizing or re-traumatizing someone unintentionally is a real possibility
- None of us are immune from adverse experiences in the present or the past.
- Understanding trauma also means recognizing that our personal traumatic experiences or the stress associated with working in human services may impact our emotional and physical well-being as well as our work success and satisfaction.
National Council for Behavioral Health Learning Community

- National collaborative
- Year-long process
- Guided by TIC experts
- Social learning
NHS TIC Initiative Overview

- Core implementation team
- Pilot sites
- Organizational Self-Assessment
- Goal setting
- Progress monitoring
- Sustain and spread

NHS is committed to a culture of compassion and safety where everyone thrives!
Locations - Adult Training Facilities

• NHS Capital Region - Harrisburg, PA

• NHS Virginia - Richmond, VA

• NHS Cambrian Hills - Portage, PA

• NHS Northeastern PA (NEPA) - Carbondale, PA
Kick-off Training

• Defining trauma
• Understanding ACES
• Resilience
• Trauma Informed Care
• Compassion in our work and world
Organizational Self-Assessment

ORGANIZATIONAL SELF-ASSESSMENT©:
ADOPTION OF TRAUMA-INFORMED CARE PRACTICE

NAME OF ORGANIZATION: Click here to enter text.

The Organizational Self-Assessment is designed for organizations interested in improving their policies, procedures, practices and social and physical environment to reflect the core principles and values of a trauma-informed care organization. It is designed primarily as a performance improvement resource to increase an organization’s awareness of the key components of a trauma-informed care organization and to engage in a self-reflective process that assists them in identifying what they need to: 1) keep doing and reinforcing, 2) stop doing and, 3) start doing, in order to advance their efforts to become a continually improving trauma-informed care organization.

The Organizational Self-Assessment instrument consists of six (6) trauma-informed care domains, characteristic of a trauma-informed care organization, along with a set of performance standards for each. These domains and standards reflect a compilation of commonly recognized aspects of a trauma-informed care organization, influenced by the work of leaders in the field. A seventh domain was added to assist an organization in assessing its readiness to measure and evaluate performance improvement. It is recommended that the Organizational Self-Assessment be independently completed by a range of stakeholders including leadership, supervisors, practitioners, and support staff. This will ensure a comprehensive assessment of the organization from a broad perspective. Please utilize the Consumer-Focused Organizational Self-Assessment to elicit feedback from persons engaged in your services.

The domains and standards were designed to reflect the following core values and principles of trauma-informed care:

A Trauma-Informed Care Organization Includes:
- Safe, calm and secure environment with supportive care
- System wide understanding of trauma prevalence, impact and trauma-informed care
- Cultural Competence
- Consumer voice, choice and self-advocacy
- Recovery, consumer-driven and trauma specific services
- Healing, hopeful, honest and trusting relationships

www.thenationalcouncil.org
The 7 Domains of Trauma-Informed Care

- **Domain 1**: Early Screening & Comprehensive Assessment of Trauma
- **Domain 2**: Consumer Driven Care & Services
- **Domain 3**: Trauma Informed, Educated & Responsive Workforce
- **Domain 4**: Trauma Informed, Evidence-Based and Emerging Best Practices
- **Domain 5**: Safe and Secure Environment
- **Domain 6**: Community Outreach and Partnership Building
- **Domain 7**: Ongoing Performance Improvement
Service Recipient Survey

**Trauma Informed Care**

**Service Recipient Survey**

**Instructions:** NHS is committed to becoming a trauma-informed organization. Your thoughts are very valuable to us and will help us accomplish this goal. Please answer the following questions honestly.

1. When I first came to NHS I felt comfortable talking about my life.  
   - [ ] Strongly Disagree  
   - [ ] Disagree  
   - [ ] Not sure  
   - [ ] Agree  
   - [ ] Strongly Agree

2. Staff have helped me understand how my past may affect my current physical and mental health.  
   - [ ] Strongly Disagree  
   - [ ] Disagree  
   - [ ] Not sure  
   - [ ] Agree  
   - [ ] Strongly Agree

3. I am fully involved in choices related to my services and wellness planning.  
   - [ ] Strongly Disagree  
   - [ ] Disagree  
   - [ ] Not sure  
   - [ ] Agree  
   - [ ] Strongly Agree

4. Staff make me feel safe and welcome.  
   - [ ] Strongly Disagree  
   - [ ] Disagree  
   - [ ] Not sure  
   - [ ] Agree  
   - [ ] Strongly Agree

5. Staff appear to be rested, relaxed and engaged in their jobs.  
   - [ ] Strongly Disagree  
   - [ ] Disagree  
   - [ ] Not sure  
   - [ ] Agree  
   - [ ] Strongly Agree
Staff Survey

Trauma Informed Care
Staff Survey

Instructions: The intent of this survey is to assess your level of awareness of and confidence in trauma-informed care. Please answer all of the following questions honestly.

1. I can explain what trauma is.

   □ □ □ □ □ □
   Strongly Disagree  Disagree  Not sure  Agree  Strongly Agree

2. I can describe the connection between trauma and behavioral health conditions.

   □ □ □ □ □ □
   Strongly Disagree  Disagree  Not sure  Agree  Strongly Agree

3. I can recognize the signs and symptoms of trauma.

   □ □ □ □ □ □
   Strongly Disagree  Disagree  Not sure  Agree  Strongly Agree

4. I am comfortable talking about traumatic experiences.

   □ □ □ □ □ □
   Strongly Disagree  Disagree  Not sure  Agree  Strongly Agree

5. I am confident in my ability to use trauma specific approaches to support the individuals served in my program.

   □ □ □ □ □ □
   Strongly Disagree  Disagree  Not sure  Agree  Strongly Agree
Implementation Methods

- Local TIC Advisory Committee
- Routine meetings
- Variety of activities
NHS Capitol Region

- Domain 3 - Trauma Educated and Responsive Workforce
  - Biweekly staff meetings
  - Individual monthly supervisions
  - Quarterly trainings relevant to trauma
  - Creating fun activities
NHS Virginia

- Domain 5 - A safe and secure physical and emotional environment
  - ID’s with safety plans
  - Therapy ball
  - Trauma tree - word of the day
  - Use of ABLE link to find quotes and imagery
NHS Cambrian Hills

- Domain 5 - A safe and secure physical and emotional environment
  - Security system
  - Begin the day with positive comments
  - Inspirational words/quotes
  - ID’s with safety plans
  - Community outreach
  - IDD Awareness Month activity
Every day may not be good, but there is something good in “Every day”.

Patience

Why be NEGATIVE
When you can be POSITIVE

Attitude is everything so pick a good one!

People Rise to Your Expectations

Your life does not get better by CHANCE
It gets better by CHANGE

Judging a person does not define who they are.
It defines who YOU are.

Everyday Is A 2ND Chance

Don’t let anyone ever dull your sparkle !!!!!!!

You only live ONCE
But if you do it right
ONCE IS ENOUGH!!!

Don’t judge my path if you haven’t walked my JOURNEY

We have 2 🎉’s and 1 🎈 so we can listen twice as much as we speak.

Kindness does matter

Life is like riding a bicycle. To keep your balance, you must keep moving.

- Albert Einstein

There is no “I” in team
Emoji Activity

Group check-in using emojis

- Have everyone sit in a circle
- Pass out the Emoji check off sheet and pencils
- Use the Emojis located on the hangers
- Ask the 3 TIC questions:
  1. How do you feel today?
  2. What are your goals for today (or what do you want to do today)?
  3. Who can help you with your goals (that) today?
Emoji Activity
Emoji Activity

https://youtu.be/lTmmUdOPpD4
Emoji Activity

https://youtu.be/sh1RQyxoM7o
NHS NEPA

• Domain 5 - A safe and secure physical and emotional environment
  ▫ Trauma Tree
  ▫ Worksheets with trauma-related topics
  ▫ Community service
  ▫ Bulletin boards
  ▫ Front windows
Pet Therapy
Putting Together The Pieces Of What Makes Us Happy
Staff/Individual Interviews

https://youtu.be/WsWDbMMf1Y
Staff/Individual Interviews

https://youtu.be/xV5iZqS1xpw
ABCs of Recovery
Just Keep Swimming
Outcomes

- Culture change
- Satisfaction differences (4 non-pilot sites completed surveys)
- Measuring success of goals
# Trauma-Informed Care

## Global KPIs - Turnover (Pilot Sites)

<table>
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<tr>
<th></th>
<th># of employees</th>
<th>15 Total</th>
<th>16 Total</th>
<th>Total Δ</th>
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<tbody>
<tr>
<td>Pilot Site A</td>
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<tr>
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<td>-50.0%</td>
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<tr>
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<td>30.2%</td>
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<td>29.9%</td>
<td>30.4%</td>
<td>0.5%</td>
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<td><strong>Grand Total</strong></td>
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<td><strong>44.0%</strong></td>
<td><strong>37.9%</strong></td>
<td><strong>-6.1%</strong></td>
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## Trauma-Informed Care

### Global KPIs - Staff Satisfaction (Organizational Culture Survey)

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<th>2016 Satisfaction Approval Rating (SA + A)</th>
<th>793 Respondents</th>
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<tbody>
<tr>
<td>Total</td>
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<td>57.58%</td>
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<tr>
<td>Pilot Sites</td>
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<td>61.92%</td>
</tr>
<tr>
<td>Non-Pilot Sites</td>
<td></td>
<td>48.39%</td>
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"We don’t heal in isolation, but in community."

S. Kelley Harrell
TRAUMA INFORMED CARE IS FOR ALL OF US
Questions?