

FOSTERING TRAUMA-INFORMED LEADERSHIP SKILLS FOR CONSUMERS

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AGENDA

8:30 – 8:45

• Introduction

8:45 – 9:30

• What is Trauma?

9:30 – 9:45

• Break

9:45 – 10:30

• Trauma – Informed Approaches

10:30 – 10:45

• Break

10:45 – 11:30

• Practical Applications Part 1

11:30 – 11:45

• Break

11:45 – 12:30

• Practical Application Part 2

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GOALS

Explain the basics of trauma

Outline principles and practices of trauma-informed approaches

Share strategies and tools for creating trauma-informed interactions and spaces



WHY IS TRAUMA-INFORMED CARE IMPORTANT FOR CONSUMERS ?

- Create safe engagement spaces
- Foster growth
- Model positive behaviors
- Shared decision making
- Informed participation in feedback





WHAT IS TRAUMA?

KEITH BELTON AND RODNEY DAWKINS

LEARNING OBJECTIVES

Define trauma

Discuss how to identify traumatic stress reactions

Explain value of support systems



TRAUMA IS...

Events

- Can be singular or multiple events to individuals or groups of people
- Natural or human-caused

Experience

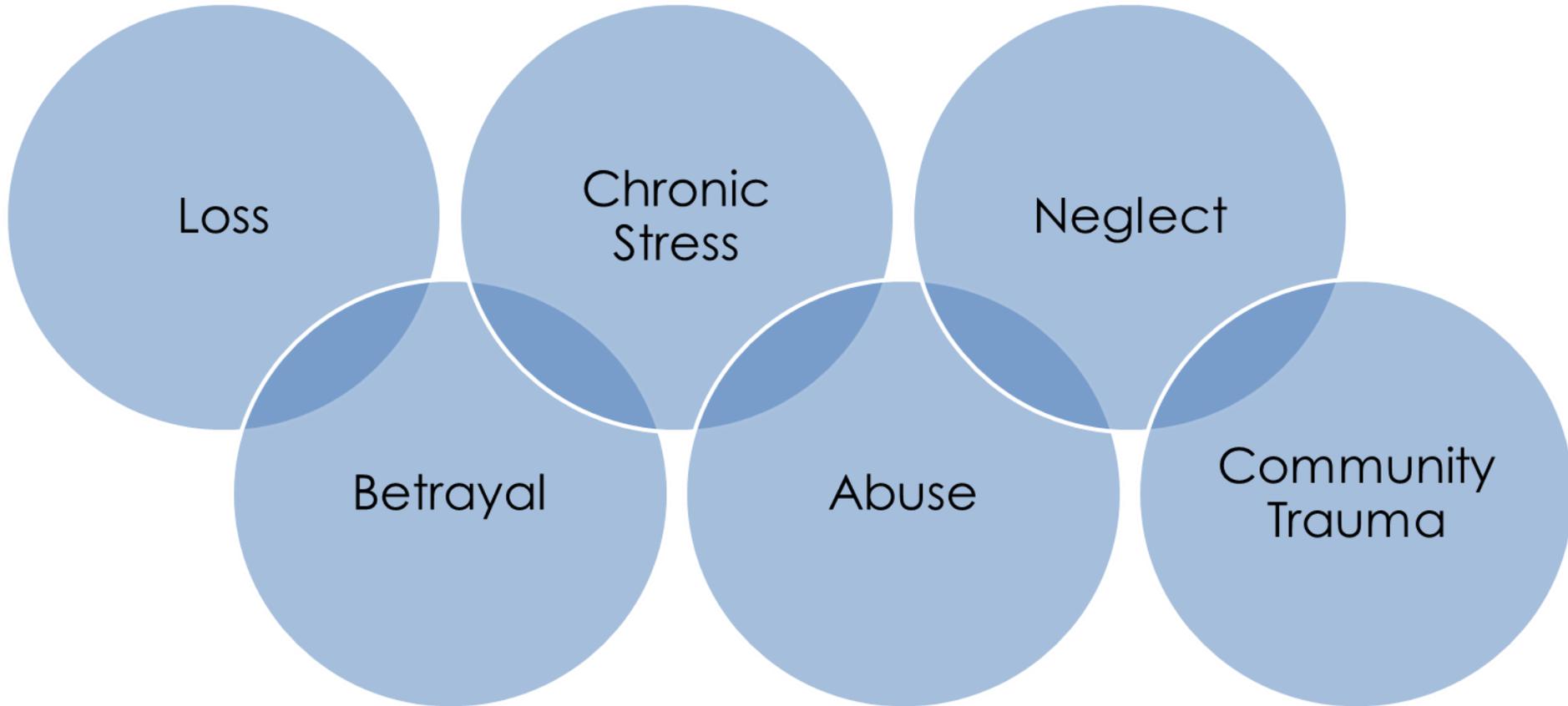
- How a person interprets or assigns meaning to the event
- Done subconsciously

Effects

- Physically or emotionally harmful
- Lasting negative effects on functioning and wellbeing (mental, physical, social, emotional, spiritual)

*Adapted from SAMHSA TIP 57

POSSIBLE TRAUMATIC EVENTS



HOW INDIVIDUALS EXPERIENCE TRAUMA IS AFFECTED BY..

- The event itself
- Personal Characteristics and History
- Developmental Factors
 - Childhood Experiences
- Culture

Not everyone experiences trauma the same.

Two individuals will experience trauma differently.

IMPACTS OF TRAUMA

Thoughts

- Personal Purpose
- View of others or the world
- Sense of safety or fairness
- Vision for the Future

Behaviors

- Aggression
- Self-Harm
- Substance Use
- Self-Destructive Behaviors
- Impulsivity
- Hypervigilance

Feelings

- Agitation
- Anger
- Depression
- Sadness
- Guilt
- Hopelessness
- Shame

Relationships

- Distrust
- Withdrawal
- Dependency
- Avoidance

Body

- Sleep Disturbances
- Hypertension
- Physical Ailments
- Nightmares
- Flashbacks

KEY FACTORS OF RECOVERY

NORMALIZING SYMPTOMS



GAINING A SENSE OF
EMPOWERMENT AND CONTROL



KEY FACTORS OF RECOVERY

REBUILDING SOCIAL SUPPORT

SAFE TREATMENT SPACES



HOW I RECOVERED FROM MY TRAUMA

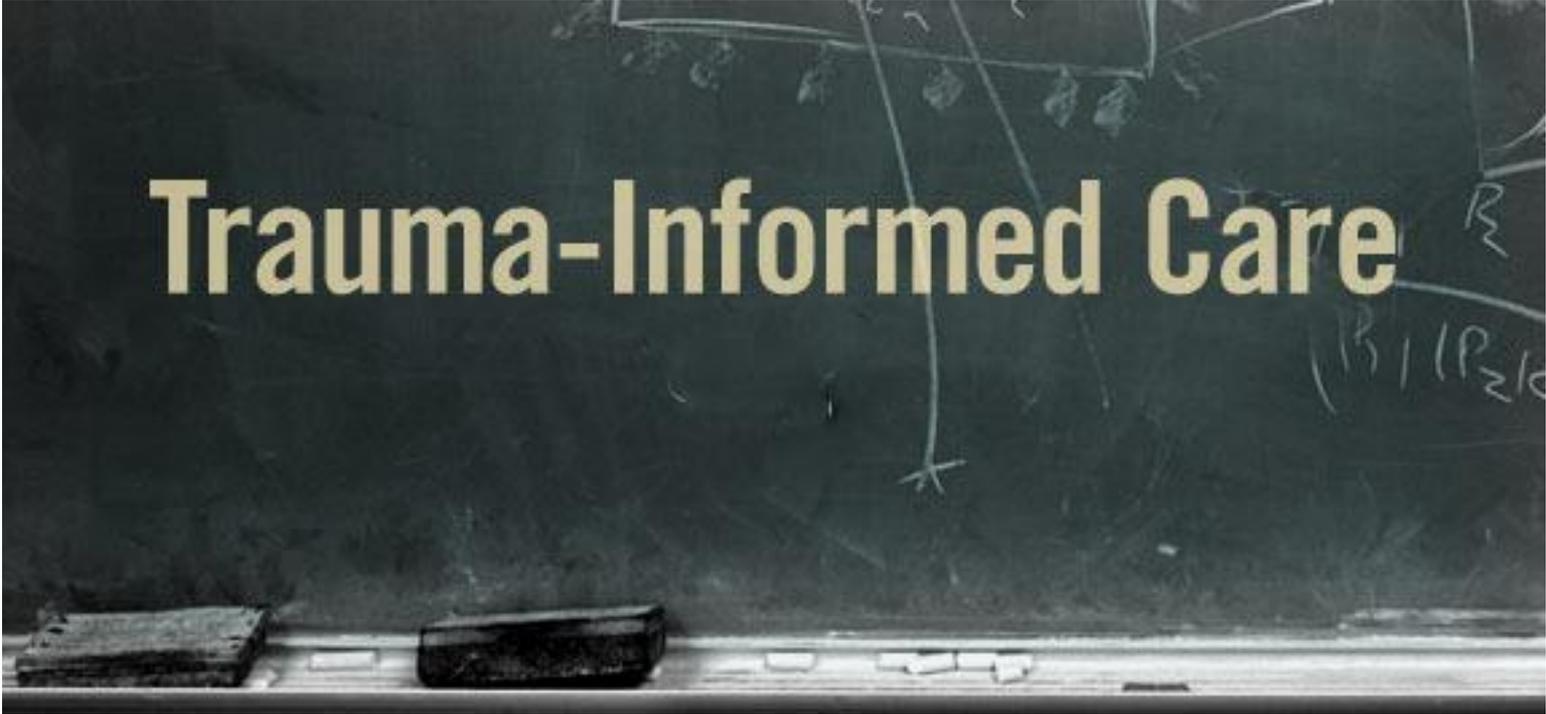
KEITH BELTON



NATIONAL
HEALTH CARE
for the
HOMELESS
COUNCIL



"It's a new anti-depressant—instead of swallowing it, you throw it at anyone who appears to be having a good time."



Trauma-Informed Care

WHAT ARE TRAUMA-INFORMED APPROACHES?

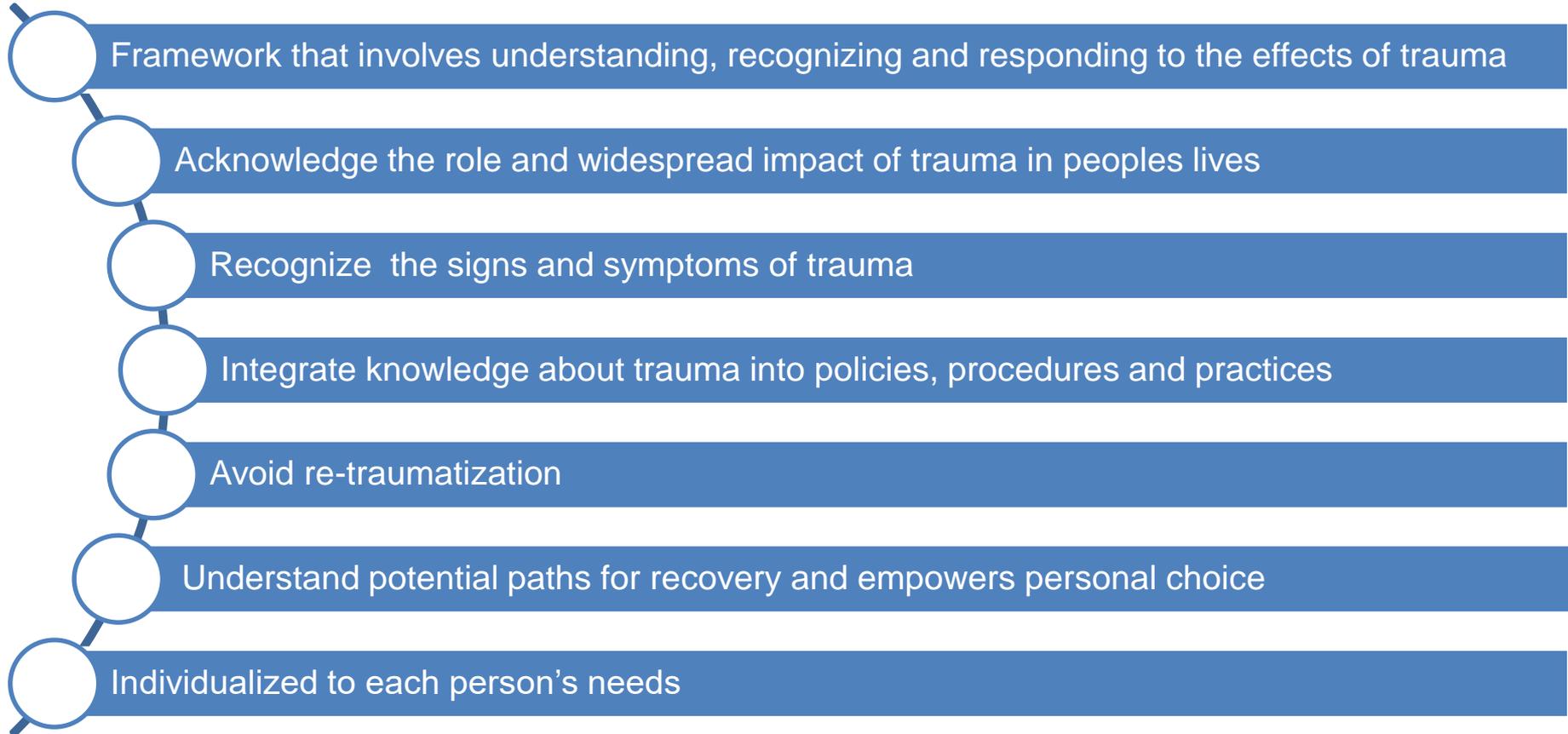
DEIDRE YOUNG AND AMY GRASSETTE

LEARNING OBJECTIVES

DESCRIBE TRAUMA-INFORMED APPROACHES



TRAUMA-INFORMED APPROACHES...



WHAT ARE TRAUMA INFORMED APPROACHES

What is wrong with you?



What happened to you?

How do I understand this problem?



How do I understand this person?

TRAUMA-INFORMED DIFFERENCE

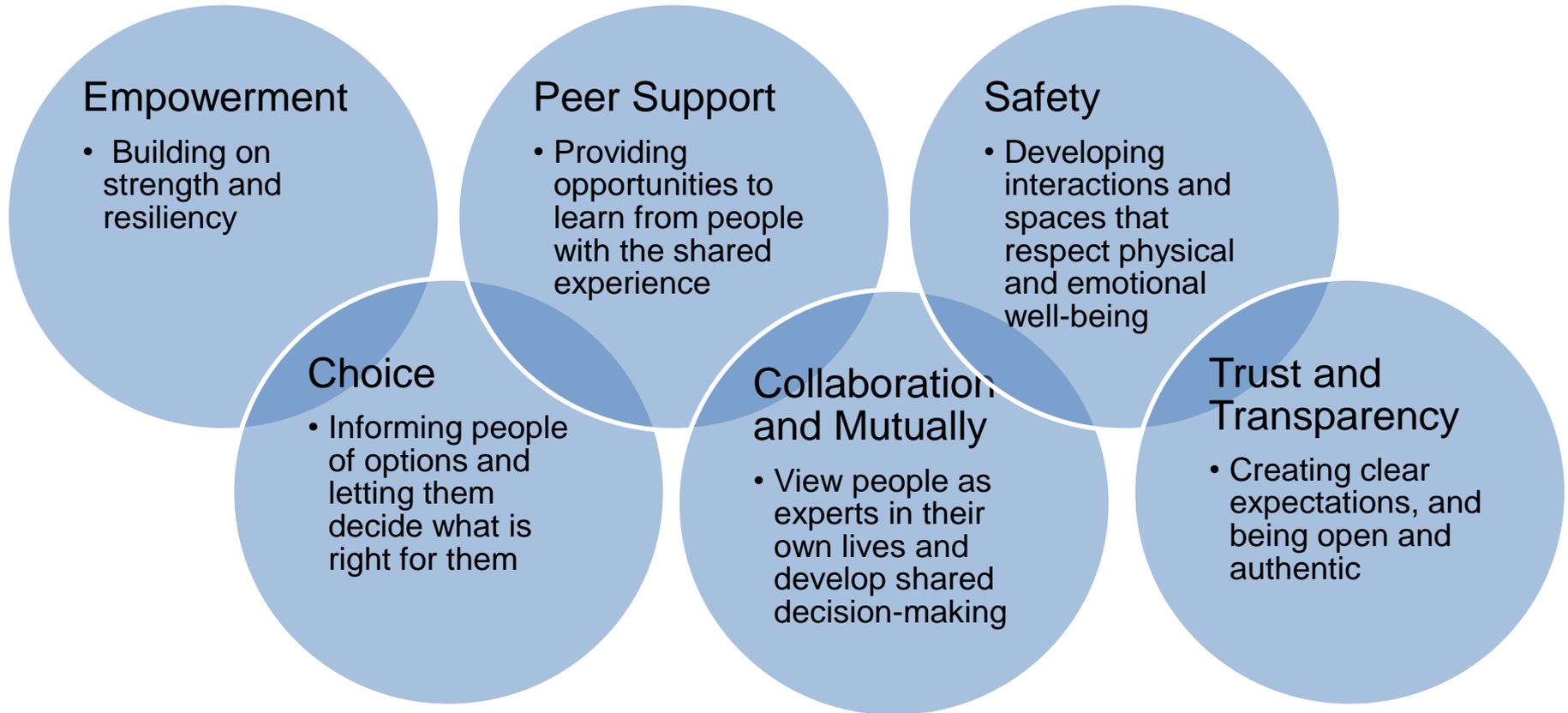
Traditional Perspectives

- Challenging behaviors are personal deficits
- Difficult behaviors are disruptive and maladaptive
- Punitive approaches

Trauma-Informed Perspectives

- Challenging behaviors are ways of coping
- Difficult behaviors may be an automatic stress response
- Strengths-based

COMPONENTS OF TRAUMA-INFORMED APPROACHES



Communication

- Active, Patient Listening
- Be empathetic, non-judgmental, and open
- Only 7% of communication is what you say. Pay attention to tone and body language.

Emotional Intelligence

- Be aware of other's emotions – and pay attention to your own
- Approach people with consideration for what they have or may be going through

Group Participation And Facilitation

- Learn about the group and it's members
- Understand and manage group dynamics
- Find common ground and engage participation to build consensus

Conflict Resolution and De-Escalation

- Create open participation and outline guidelines for meetings
- Allow for respectful disagreement
- Understanding members may help anticipate where tensions may arise

Cultural Humility

- Allow individuals to define their own culture and identity
- Suspend ideas about what you think you know based on generalizations

TRAUMA-INFORMED PRINCIPLES

- Approach everyone with care and consideration for what they may have or may be going through
- Create environment based on values of dignity and respect for people and diversity
 - Pay attention to physical space, tone, culture and atmosphere
 - Prioritize the emotional climate over achieving tasks
- Support personal choices and shared decision-making
- Be empathetic, non-judgmental and open

CREATING SAFE ENVIRONMENTS

Invalidating Spaces

- Non-responsive to needs
- Experiences are trivialized
- Tells people they are wrong
- Doesn't tolerate emotions
- Dismissive language

Validating Spaces

- Authentically validate
- Help people identify and communicate needs
- Use active listening
- Welcoming and Respectful
- Culturally competent

AVOIDING RE-TRAUMATIZATION

- Work to understand people and possible triggers
- Minimize potential triggers
 - Develop safe physical spaces (well-lit, comfortable, natural light, calming colors, relaxing noises)
- Maintain supportive, empathetic relationships
- Provide clear and consistent messages

WHAT IS DE-ESCALATION?

Objective of De-Escalation: Reduce the level of emotions to encourage the possibility for discussion.

- Pay attention to behaviors as they can clue you in to how people may be feeling or how you may need to respond.
- Never judge or dismiss behaviors. People behave in ways they have learned to manage their feelings, instability, needs, or trauma.
- Empathize with the emotions that are causing the behaviors.

DE-ESCALATION TIPS

Give the person undivided attention.

Be empathic and nonjudgmental.

Clarify messages.

Avoid overreacting.

Focus on feelings.

Allow silence for reflection.

Allow time for decisions.

Respect personal space.

Use nonthreatening non-verbals.

SECONDARY TRAUMA

Secondary trauma is emotional stress that happens when someone hears about the first hand trauma experiences of another.

Secondary trauma can lead to chronic fatigue, disturbing thoughts, poor concentration, emotional detachment, exhaustion, avoidance, absenteeism, and physical illness.



PTSD by cta



PRACTICAL APPLICATION FOR CONSUMER-LED SPACES

VALARIE DOWELL
KANDI PATTERSON

JOANNE GUARINO
DAVID PEERY



FIRST SCENARIO: CUTTING IN LINE AT A HEALTH FAIR Joanne Guarino





SECOND SCENARIO: CAB MEETING Valarie Dowell





THIRD SCENARIO: ANXIETY/PANIC ATTACK IN HEALTH CENTER LOBBY

Kandi Patterson





客戶服務中心
Customer Services
Centre
住院登記
Registration

FOURTH SCENARIO: SURVEY TAKING

David Peery





WARNING
Watch the Gap

Advertisement for 'speed case for' featuring various smartphone models and a person's face. The text 'speed case for' is visible at the bottom right of the ad.

TRAUMA-INFORMED RESPONSES

- Approach everyone with care and consideration for what they may have or may be going through
- Pay attention to physical space, body language, tone, culture and atmosphere
- Be empathetic, non-judgmental and open. Don't take anything personally.
- Never judge or dismiss behaviors. People behave in ways they have learned to manage their feelings, instability, needs, or trauma.
- Respect the dignity of the consumer without regard to sex, race, age, sexual orientation



*The
End*

REFERENCES

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Kim Kehl. Creating Environments of Resiliency and Hope. Ohio Mental Health and Addictions Services. April 2016.

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