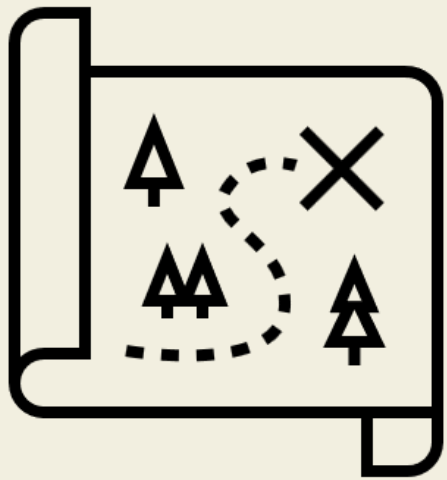


Trauma-Informed Care as a Road Map To Better Support

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Brief Introductions

- You are invited share in the chat:
 - Your name
 - Where are you are joining from
 - 1 thing that has brought you joy this week



Trauma-Informed Care In A Word

Use the Scantron or link in the chat to share 1 word you think of when you hear the term “**Trauma-Informed Care**”.





Agenda



- The nature of trauma-informed care, trauma & hope.
- Why and how it can be useful tool.
- How it can be used by individuals and the organizations.
- Some barriers to adopting this approach and things that help.

What is Trauma-Informed Care?

- Approach to care/service delivery.
- Integrates
 - The knowledge of the nature, prevalence & signs of trauma
 - The conditions that promote healing
 - Processes that identify and dismantle harmful policies & practices 1 & 2

1. Harris, M., & Fallot, R. D. (Eds.) (2011). *Using trauma theory to design service systems*. Jossey-Bass.

2. Substance Abuse and Mental Health Administration. (2014). *Concept of trauma and guidance for a trauma informed approach SAMSHA trauma and justice strategic initiative*. U.S.

Department of Health and Human Services, office of policy, Planning and Innovation. SAMHSA's Concept of Trauma and Guidance for a Trauma-Informed

Approach. <https://www.nasmhpd.org>

What TIC Is Not

- Trauma treatment or therapy.
- Magic pill to make everything better.
- Only for people who you know have been through hard experiences.
- Effortless.
- A check list with a clear “end point”.
- A strategy to use “on” someone.



TIC: “What it Is”

- **A shift in the way we think about & deliver human services.**
- **An integration of knowledge of the trauma, hope & healing.**
- **A universal, precautionary approach that assumes we all can benefit from conditions that help us feel safe.**
- **Sees the wellbeing and sense of safety for everyone in a system as being important and**

SAMHSA's Definition of TIC

- ***Realization*** of the impact of trauma and resources that support healing.
- ***Recognition*** of strengths, sources of resilience and the signs and symptoms of traumatic stress.
- Active ***resisting*** of policies and practices that cause harm.
- ***Responses*** that promote hope and healing.

The Evolution of TIC

- Adverse Childhood Experiences Study
- Response to knowing that systems designed to help sometimes hurt.



What Is Trauma?

- **SAMHA'S 3 E Model of Trauma**
 - **Events**
 - **Experience**
 - **Effects**
- **Difficulty feeling safe in our bodies, minds, relationships, and environment.**

Substance Abuse and Mental Health Administration. (2014). *Concept of trauma and guidance for a trauma informed approach SAMSHA trauma and justice strategic initiative*. U.S. Department of Health and Human Services, office of policy, Planning and Innovation. SAMHSA's Concept of Trauma and Guidance for a Trauma-Informed Approach. <https://www.nasmhpd.org>

Thriving & Surviving

- Connection & Collaboration
- Activation (Play, Flight, Fight, Fawn)
- Immobilization (Rest, Freeze, Shutdown)



Detection of Threat



Detection of Safety

Trauma, Mental Health, & I/DD

Services

- Exposure to potentially traumatic events is common.
- It is more common for people who use IDD & MH services, their families, and people who work in the field.
- Pain that is not transformed is transferred.

Austin, A., Herrick, H., Proescholdbell, S., & Simmons, J. (2016). Disability and exposure to high levels of adverse childhood experiences: Effect on health and risk behavior. *North Carolina Medical Journal*, 77(1), 30–36. <https://doi.org/10.18043/ncm.77.1.30>

⁴Keesler, J. M. (2018). Adverse childhood experiences among direct support professionals. *Intellectual and Developmental Disabilities*, 56(2), 119–132. <https://doi.org/10.1352/1934-9556-56.2.119>

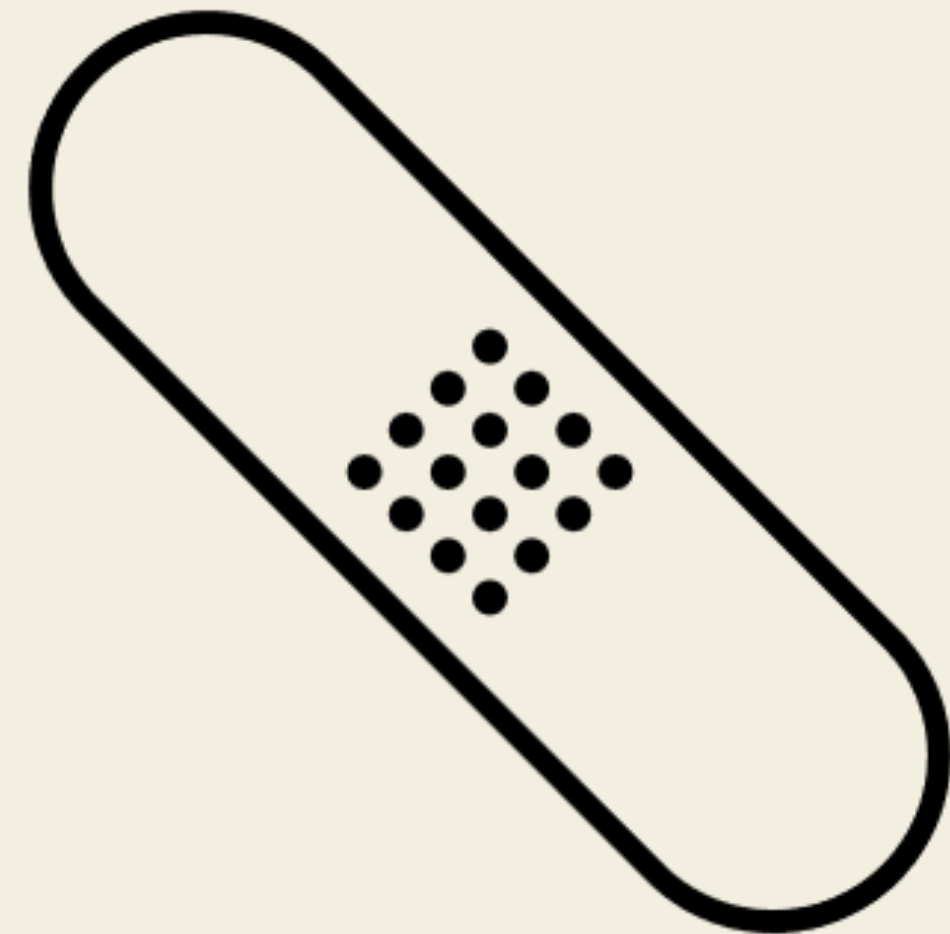
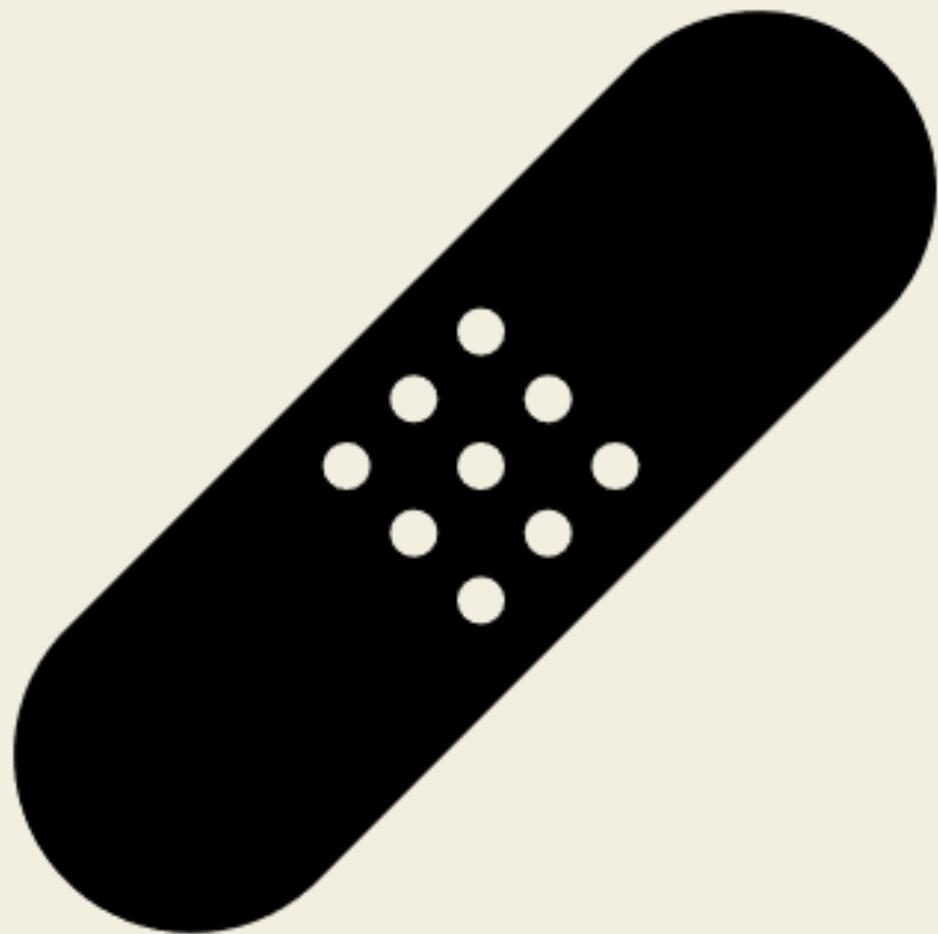
Signs of Trauma in Individuals

- Easily shift to fight, flight, fawn, or shutdown reactions
- Feeling “stuck”
- Intrusive thoughts/memories
- Agitation, avoidance, self-harm, or suicidal thoughts
- Changes in behavior
- Decreased sense of caring/connections
- Difficulty feeling safe

Signs of Trauma In Organizations & Teams

- Lack of engagement
- Punitive practices & policies
- Putting out fire after fire
- Frequent emotional spill-over
- High absenteeism & presenteeism
- Higher rates of workplace violence & injury
- Higher rates of turnover intention

Wounds and Healing



As we think about the conditions to help heal:

- **When/where you have agency try to stop the harming.**
- **Show up in community & solidarity when possible.**



Chat Waterfall

- **Share in the chat something that makes you feel safe—at work, at home, or in community?**
- **Write in the chat and wait for the count of 3 to hit send.**



Layers of Safety & Principles of TIC

- Safety
- Trust & Transparency
- Voice, Choice & Autonomy
- Connection
- Collaboration
- Cultural Humility



Benefits of TIC

- Benefits to providers & service users
- Decreased use of punitive practices
- Improved organizational culture
- Improved staff retention
- Increases in adaptive behavior

5. . Presnell, J., Keesler, J. M., & Thomas-Giyer, J. (2022). Assessing alignment between intellectual and developmental disability service providers and trauma-informed care: An exploratory study. *Intellectual and Developmental Disabilities*, 60, 351–368. <https://doi.org/10.1352/1934-9556-60.5.351>

• 6. Azeem, M. W., Aujla, A., Rammerth, M., Binsfeld, G., & Jones, R. B. (2011). Effectiveness of six core strategies based on trauma informed care in reducing seclusions and restraints at a child and adolescent psychiatric hospital. *Journal of Child and Adolescent Psychiatric Nursing*, 24(1), 11–15. <https://doi.org/10.1111/j.1744-6171.2010.00262.x>

7. Hales, T. W., Green, S. A., Bissonette, S., Warden, A., Diebold, J., Koury, S. P., & Nochajski, T. H. (2019). Trauma-informed care outcome study. *Research on Social Work Practice*, 29, 529–539. <https://doi.org/10.1177/1049731518766618>

8. Handran, J. (2015). Trauma-informed systems of care: The role of organizational culture in the development of burnout, secondary traumatic stress, and compassion satisfaction. *Journal of Social Welfare and Human Rights*, 3(2), 1–22. <https://doi.org/10.15640/jswhr.v3n2a1>.

9. Keesler, J. M., & Isham, C. (2017). Trauma-informed day services: An initial conceptualization and preliminary assessment. *Journal of Policy and Practice in Intellectual Disabilities*, 14(2),

Finding Safety Within Yourself

- **You and your wellbeing matter**
- **Self-compassion disrupts shame & reduces stress**
- **Develop language and skill around emotion**
- **Awareness of how to move through stress.**
 - **Stress vs. Stressors**

Organizations Supporting Safety

- **Safety:**

- How is safety being supported, & privacy being protected?
- How am I/others showing **non-judgement**, **validation**, and **curiosity** within points of contact?

- **Collaboration:**

- How do I collaborate with the person supported, their circle, other organizations & systems?
- Do I know who and how to help the person connect with if needed?

Organizations Supporting Safety 2

- **Trust & Transparency**
 - How am I establishing trust and transparency?
 - How do I show consistency and predictability in my interactions?
- **Connection/Peer Support**
 - How do I ensure each of my interactions is RICH (**R**espectful, **I**nformative, **C**onnected and **H**opeful)?
 - Are there opportunities for peer-support?

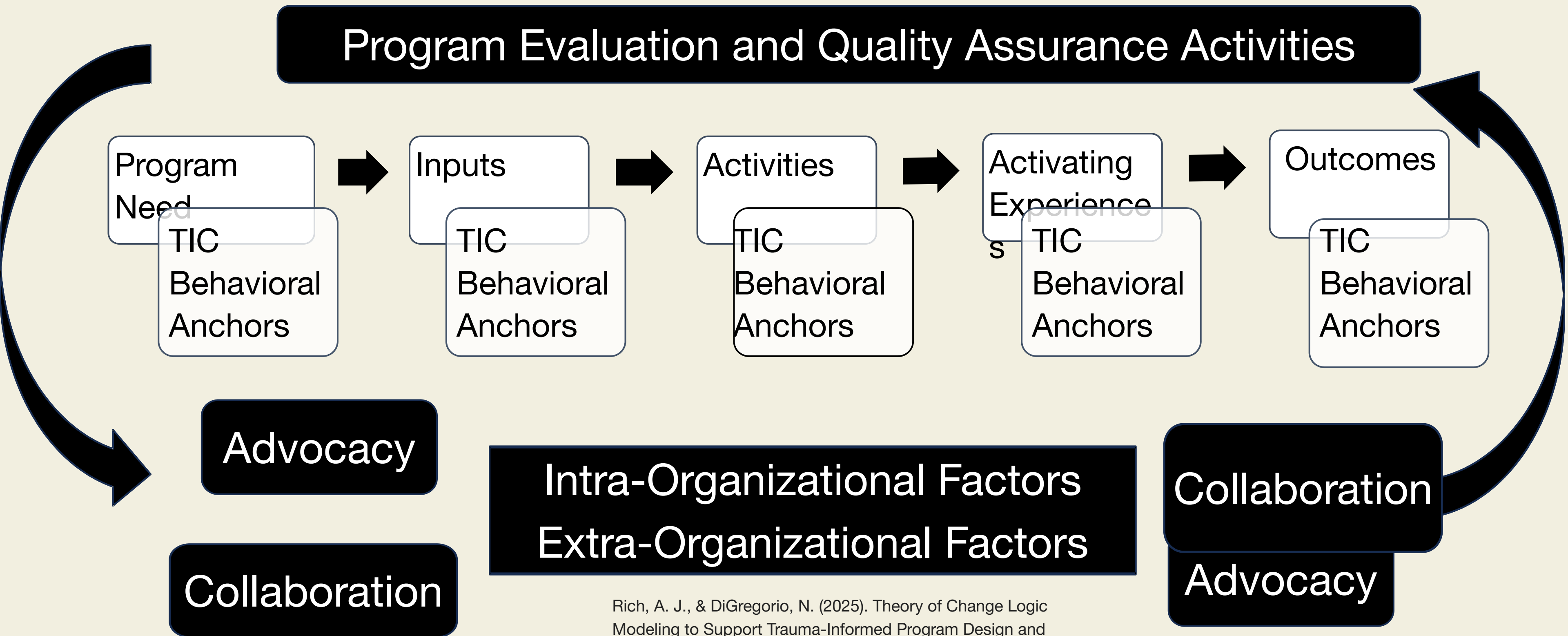
Organizations Supporting Safety 3

- **Choice & Autonomy**
 - How are choices being presented, and respected?
- **Cultural Humility**
 - How are people made to feel welcomed?
 - Is the material culturally relevant
- **Hope & Strengths**
 - How do I help identify, build and use strengths?
 - How do I help foster hope?

Logic Models As a Tool

- Logic Modeling involves identifying the what's, why's, how's and what-if's of programs
- Asking these questions about can help leaders
 - Create a shared understanding of TIC within the org
 - Connects daily activities with desired long-term impact

Trauma-Informed Planning



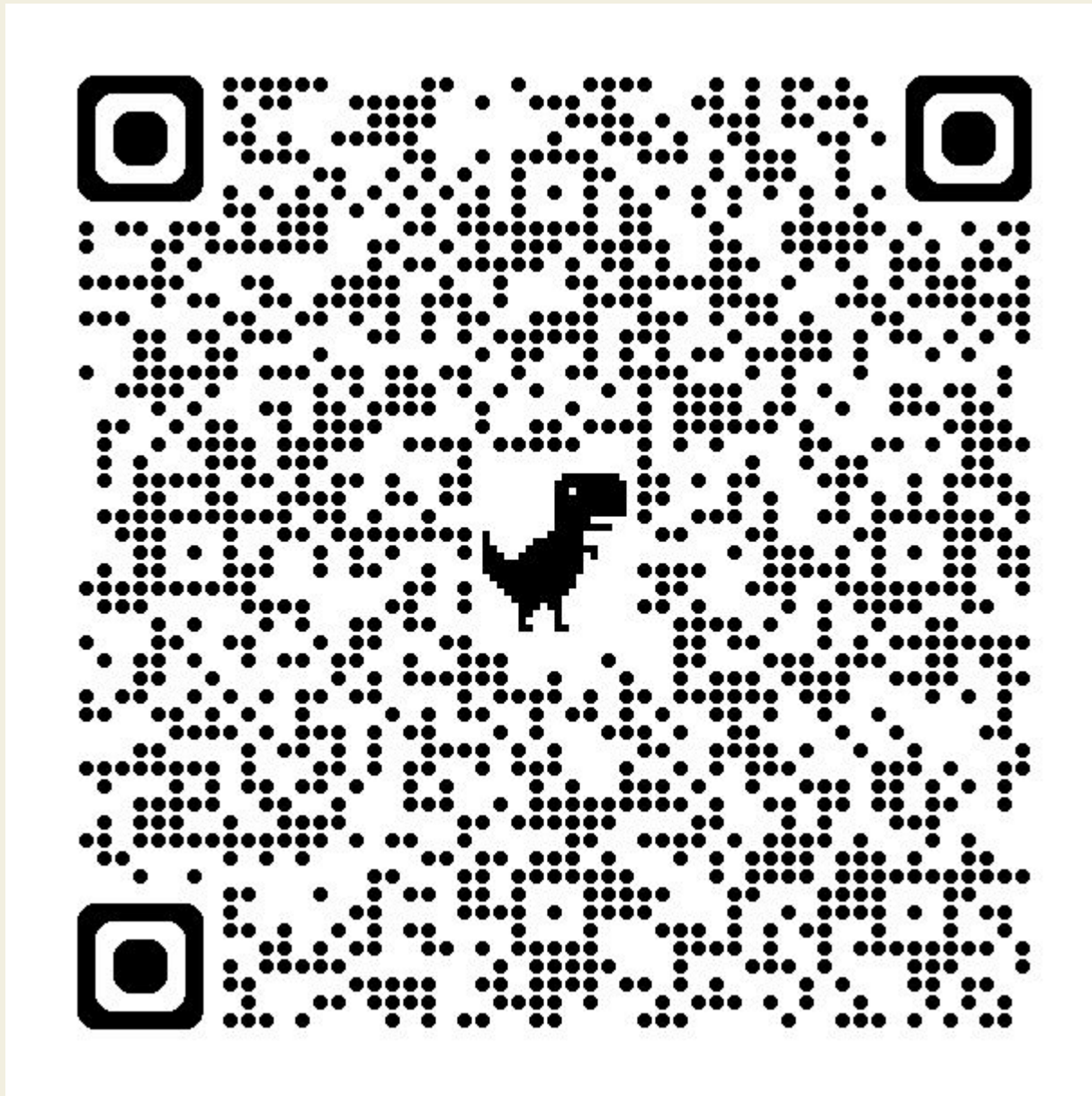
What Gets In the Way?

- Time, Money, & Staffing Issues
- Immediate Crisis
- Change Fatigue
- Old-Ways of Framing Behavior
- One-Shot Trainings Without Ongoing Support
- Lack of Champions Advocating for This Shift

Tools & Strategies For Organization

- Champions who see the value
- Leadership buy-in
- Resources including ongoing training and support
- Time to engage in reflective processes
- Feedback, quality assurance and program evaluation

Resources & Questions



What questions do you have?

Tools and resources as PDF
by request.

Contact me any time.

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