

From Crisis to Resilience



*Healing-Centered Support Approaches for
Workforce Development and Education Systems*



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WELCOME TO

From Crisis to Resilience

*Healing-Centered
Support Approaches for
Workforce Development
and Education Systems*



Vickie Choitz

Director of Trauma & Resilience at Work
CSW



Linsey Gillery

Senior Project Manager, Learn to Earn
**Detroit Employment Solutions
Corporation**



Jim Hollis

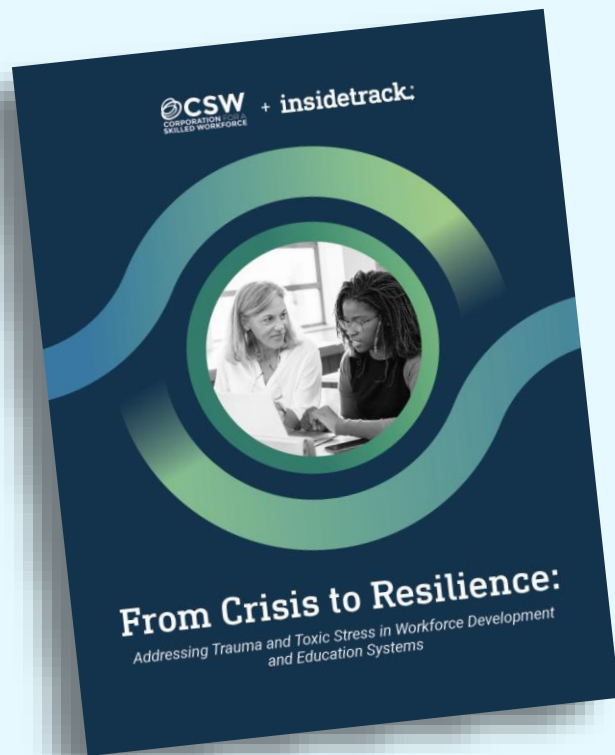
Founder and Executive Director
Calculus Roundtable



Mo McKenna

MODERATOR
Associate VP of Partner Success
InsideTrack

A new white paper from CSW & InsideTrack



From Crisis to Resilience

Addressing Trauma and Toxic Stress in
Workforce Development and Education Systems



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Mental health is the defining
public health crisis of our time.

— Dr. Vivek H. Murthy, U.S. Surgeon General

What is trauma?



Trauma is an experience, series of experiences, or set of circumstances that an individual perceives as physically or emotionally harmful or threatening. This can have lasting negative effects on a person's functioning and overall well-being, including their mental, physical, social, emotional and spiritual health. Trauma can affect not only individuals, but also entire generations or communities. (SAMHSA)

What is toxic stress?

While trauma is often associated with a single event or series of events, **toxic stress** arises from the prolonged exposure to heightened stressors. These stressors, though potentially manageable in isolation, can become overwhelming when intense and/or prolonged.



Trauma and Adverse Childhood Experiences (ACEs)

A seminal study by the **CDC and Kaiser Permanente** offered a significant contribution to understanding trauma exposure in individual or household ACEs.

Later, the **Philadelphia Expanded ACEs Survey** specifically targeted urban Black and Hispanic families, broadened the scope of ACEs by incorporating community-level experiences such as witnessing violence, neighborhood safety, racism, foster care and bullying.

90%

of adults report exposure to at least one traumatic event in their lifetime

(SAMHSA)



In the United States, two out of five adults report symptoms of anxiety or depression, the two most common mental health conditions.

(Panchal, N., Kamal, R., et al.)

63.9%

of individuals had experienced at least one Adverse Childhood Experience (ACE)

(Felitti V.J., Anda R.F. et al.)



Maryland has been at less than 3% unemployment since May 2022, and the Department of Labor has recognized that it is imperative to bring more individuals into the workforce. We see trauma and mental health challenges as a primary barrier for many individuals and have begun to put resources to solve this issue.

— Kristen Patterson, Disability and Youth Services Coordinator, Division of Workforce Development and Adult Learning,
Maryland Department of Labor

The impact of trauma and toxic stress on workforce and education participants

With the vast majority of individuals facing at least one or more ACEs or traumatic events in their life, their experiences entering education, training or job opportunities are certainly impacted by these traumas and stressors.

1.5x

more likely to experience
job difficulties

1.4x

more likely to miss work

1.8x

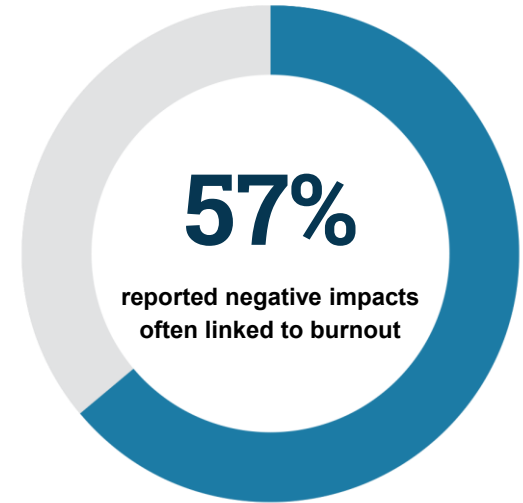
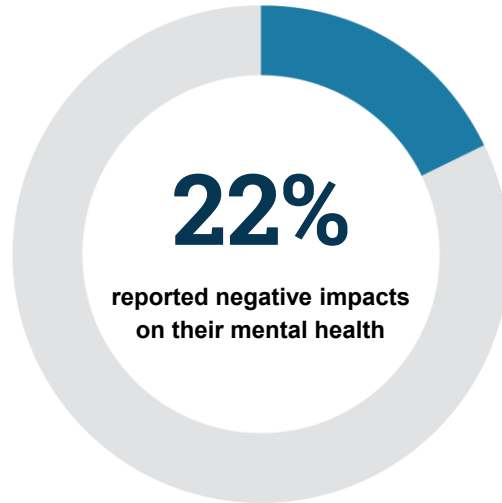
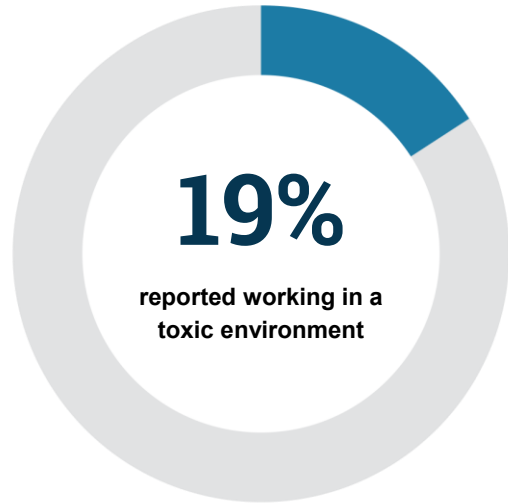
more likely to face
financial problems



Before the pandemic, customers would come into our American Job Centers with maybe two to three barriers. We are now regularly seeing folks come through the door with five to six barriers. If before, it was just transportation and childcare needs, now it's also mental health needs, housing needs and more. It takes a lot more support from our Career Consultants and Youth Career Coaches to serve these individuals.

— Martin Copeland III, Coordinator for Learning and Development at Employ Prince George's

The impact of trauma and toxic stress in frontline staff



Per The American Psychological Association's (APA's) [2023 Work in America workforce survey](#)

The need is clear

**Trauma-informed, healing-centered frameworks
are critical for supporting workforce and
education program participants — and the staff
members who serve them.**

Two trauma-informed, healing-centered support approaches



CSW Trauma-Informed Framework

- Safety, Respect and Structured Interaction
- Trust and Transparency
- Peer Support and Belonging
- Collaboration and Mutuality
- Empowerment, Voice, Choice and Flexibility
- Cultural Humility and Critically Engaging Difference



Two trauma-informed, healing-centered support approaches



InsideTrack Trauma-Informed Framework

- Holistic, evidence-based coaching informs the **CLEAR** framework:
 - **Confirm**
 - **Legitimize**
 - **Evaluate**
 - **And**
 - **Respond**



Confirm

"I hear you..."



Legitimize

"That's valid..."



Evaluate

"I want to fully understand..."



And Respond

"Now that I understand, I want to..."



I am guided by the words, not for the community, not to the community, but *with* the community. It's essential to center workers' voices in research, especially when it comes to studying trauma and resilience. By listening to their experiences and how they tackle challenges, we gain a fuller, more accurate view of the issues, which leads to better and more practical policies.

— Kysha Wright Frazier, President and CEO, Corporation for a Skilled Workforce

Thank you!



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insidetrack®

skilledworkd.org | info@skilledwork.org



insidetrack.org | hello@insidetrack.org

