

Implementing the Principles of a Trauma Responsive Service System Webinar Series

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Learning Objectives

Explain why trauma-informed programs operate with the universal expectation that trauma has occurred

Explain each of SAMHSA's principles and why it is important

Give positive examples of the implementation of each principle

Name at least 3 changes that would make your own work setting more trauma-informed

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SAMHSA's Principles

- Six principles that guide a trauma-informed change process
- Developed by national experts, including trauma survivors
- Goal: Establish common language/framework
- Values-based
- *A way of being*

Slide 3

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SAMHSA's Six Key Principles of a Trauma-Informed Approach

- **Safety**
- **Trustworthiness and Transparency**
- **Peer Support**
- **Collaboration and Mutuality**
- **Empowerment, Voice, and Choice**
- **Cultural, Historical, and Gender Issues**

Slide 4

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Principle: Empowerment, Voice, and Choice



- Individuals' strengths and experiences are recognized and built upon; the experience of having a voice and choice is validated and new skills developed.
- The organization fosters a belief in resilience.
- Clients are supported in developing self-advocacy skill and self-empowerment

Slide 5

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Empowerment Voice, and Choice:

The STOP Violence Program and REST Project

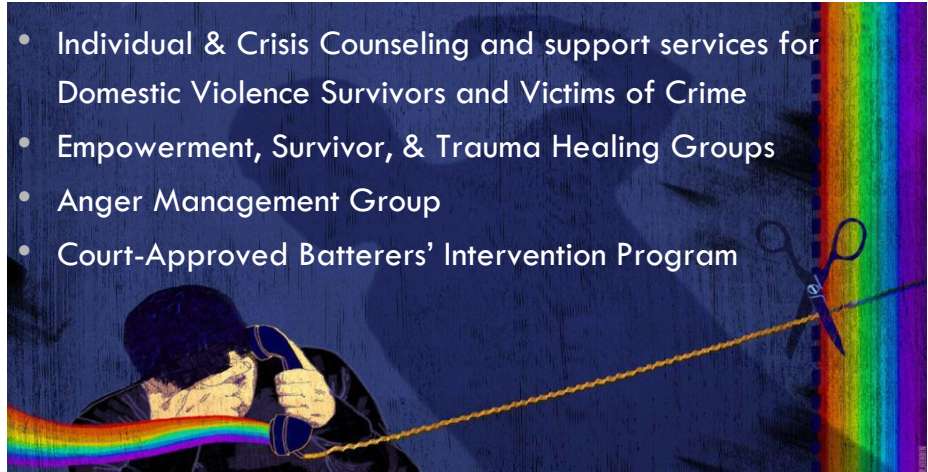
Devika Shankar
She, Her, Hers
Program Supervisor, STOP Violence Program
Los Angeles LGBT Center



STOP Violence Program (SVP)

Support,
Treatment/
Intervention,
Outreach/
Education,
Prevention

- Individual & Crisis Counseling and support services for Domestic Violence Survivors and Victims of Crime
- Empowerment, Survivor, & Trauma Healing Groups
- Anger Management Group
- Court-Approved Batterers' Intervention Program



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The REST Project



(**R**espect * **E**mpathy * **S**afety * **T**rust)

- Emergency Resources & Support Services for Domestic Violence Survivors and Victims of Crime
- Crisis Intervention & Counseling
- Advocacy and Assistance with Housing, Transportation, and Basic Needs

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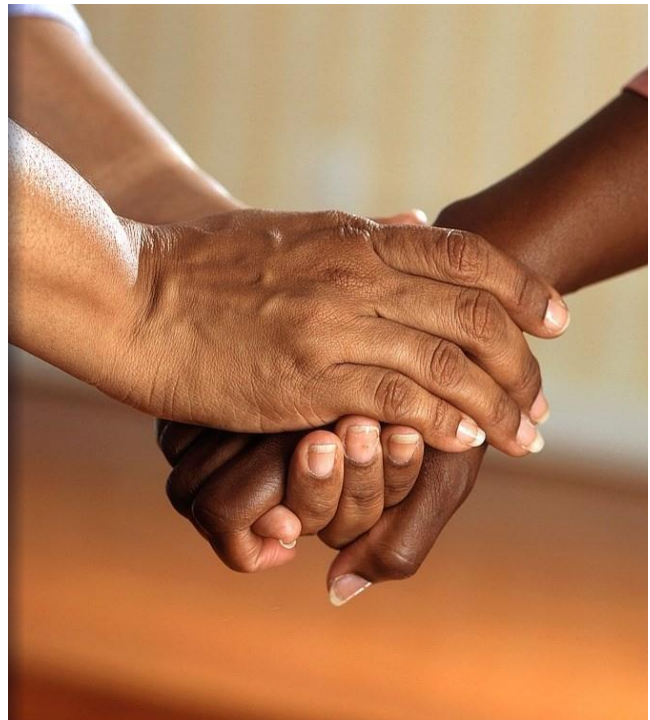
Empowerment, Voice, and Choice



- Understanding that trauma may be a unifying experience for all (clients, staff, leadership, etc.)
- Understanding significance of power differentials and working to level them
 - Individuals' strengths and experiences are recognized and built upon

Cultural Humility

- Removing the hetero/cis-normative lens
- Hiring staff from within LGBTQ communities
- Training for all new staff & interns on Trans & Bi identities
- Ongoing training for SVP staff on other intersecting identities
- Adaptations due to COVID





Empowerment, Voice, and Choice



- Belief in the primacy of the people served, in resilience, and the ability of individuals and communities to heal and promote recovery from trauma
- Clients are supported in shared decision-making, choice, goal-setting, and cultivating self-advocacy skills
 - Recovery is facilitated rather than controlled

Counseling & Support Services

- Safety planning centering client self-determination
- LGBTQ-specific Empowerment group for domestic violence survivors
- LGBTQ-specific Trauma Healing group for victims of crime/trauma survivors
- Flexibility in frequency, length, and number of sessions



Housing Navigation



Emergency housing support for survivors in the form of

- Short term hotel stays
- Finding stable housing and monthly rent payment assistance
- Public storage space rental

Key strategies:

- Building and maintaining relationships with hotel managers, landlords, property managers
- Providing options for privacy, location, and safety based on clients' needs

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Case Management

Collaborative goal-setting and support with self-advocacy skills

- Supporting clients with budgeting, finding and applying for employment opportunities, and support with basic needs

Basic needs assistance to offer maximum choice for clients:

- Grocery deliveries directly to clients
- Gift cards for grocery stores (Kroger, Trader Joes, Target)
- Gift cards to eateries (Subway, El Pollo Loco, In N Out, etc.)
- Gift cards for clothing, toiletries, basic needs, etc. (Target)
- Amazon deliveries directly to clients

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Transportation Assistance



Support with transportation to increase clients' mobility options and ability to participate in supportive services, attend important (health, legal, employment, and other) appointments:

- Lyft rides to and from appointments through an organizational dashboard that can be accessed any time
- LA Metro TAP cards and "refills"
- Gas gift cards for clients who own cars (provides an additional support to clients who drive for Lyft or Uber as their form of employment)

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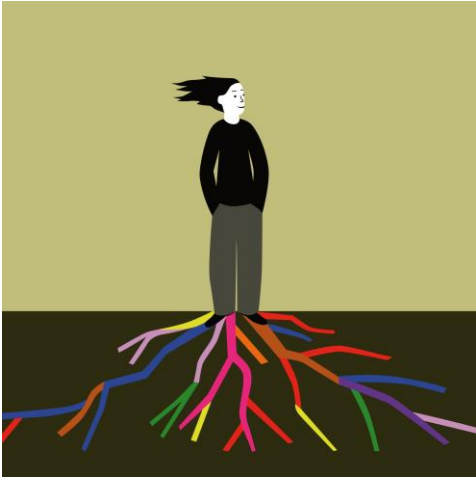


Empowerment, Voice, and Choice



- Belief in the primacy of the people served, in resilience, and the ability of individuals, organizations, and communities to heal and promote recovery from trauma
 - Empowerment for staff and clients alike
- Staff are empowered to do their work as well as possible through organizational support

The Resilience Toolkit



- System of stress-reduction that builds resilience and teaches an embodied awareness of one's own stress and relaxation cycles for effective self-regulation through stabilization and resourcing
- Trauma-informed that validates the cultural, historical, and system contributions to stress and trauma
- Includes mindfulness and movement practices that reduce stress and build personal capacity for resilience, healing, and change (personally or larger level - family, organization, community, systems)

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The Resilience Toolkit

3-5 virtual group sessions each week for SVP and other Center staff, which include:

- Defining resilience – what it means, and what it can look like, how we can build capacity for resilience
- Stabilization and resourcing – why it's important and how it impacts personal healing and growth
- Learning embodied awareness – of stress, trauma, and relaxation responses
- Learning Toolkit practices that use mindfulness and/or movement to practice settling stress activation
- Understanding behavior change cycle and how it impacts personal practice



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**LOS
ANGELES
LGBT
CENTER**

**STOP VIOLENCE
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Collaboration and Mutuality: ReCAST and Results Based Accountability

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Principle: Collaboration and Mutuality

- Partnering
- Leveling of power differences in systems
- Demonstrating that healing happens in relationships
- Meaningful sharing of power and decision-making
- Organization recognizes that everyone has a role to play in a trauma-informed approach

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Resiliency in Communities After Stress and Trauma

- Awarded by SAMHSA in 2016
- 1 of 7 Awardees
- Five million dollars annually
- Focus on community trauma
- Partners were designated without widespread community input and funding
- BCIITY Created (Baltimore City Intergenerational Initiative for Trauma and Youth)
- Participatory Approach

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Typical program implementation



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Results-Based Accountability

- Accessible
- Equitable
- Shared language
- Collective impact
- Results-based



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Shared language

- **Results**

- (previously: outcome or goal) is a population condition of well-being for children, adults, families and communities, stated in plain language
 - Healthy children
 - Children are ready for school
 - Children succeeding in school
 - A safe community

- **Indicator**

- (previously: benchmark) is a measure to help quantify the achievement of a result.
 - How would we recognize the result if we fell over it?
 - Third grade reading scores
 - Birth weight or apgar

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Shared language, cont'd

- **Strategy**

- (previously: programs) Coherent collection of actions that has a reasoned chance of improving results

- **Performance Measure**

- (previously: outcomes, indicators, goals, results) Measure of how well a program, agency, or services system is working.
 - How much
 - How well
 - Difference made

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Determining Results and indicators

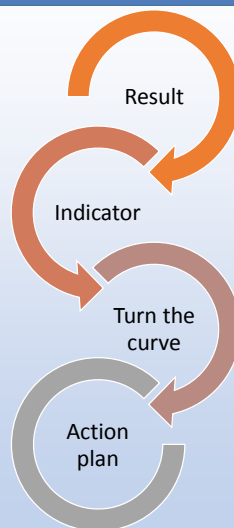
- Start with desired result
- Identify Indicator
- Identify Performance Measures
- Engage in action plan



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RBA Process



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Turn the Curve Thinking



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Action plan questions

- **How are we doing?**
 - 86.9% Average daily attendance in Baltimore City public schools
- **What is the story behind the curve?**
 - Youth are struggling with risk factors and daily challenges to attending school
- **Who are the partners?**
 - Parents
 - Youth
 - Community partners
- **What works to turn the curve?**
 - Case management
 - Strong relationships at the school

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Action plan

Action steps	Person responsible	Date
Work with school to get contact information for students	Mary Jane	08/26/2020
Assign students to attendance mentors	John Smith	9/1/2020
Call students	Attendance mentors	9/2/2020
Case management	Partner org of social workers	10/1/2020
Collect monthly attendance	Mary Jane	11/15/2020

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School Attendance Initiative

Result:

Youth attend school regularly

Indicator:

Average Daily Attendance

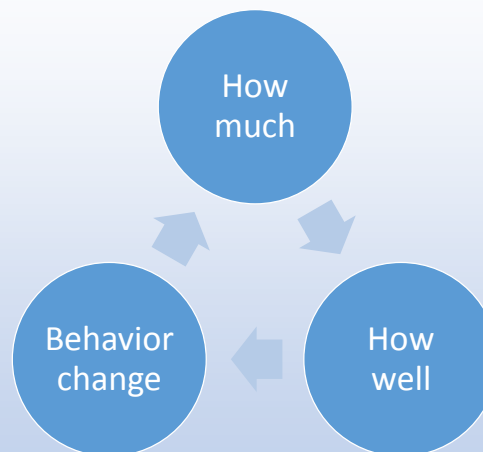
Strategy:

Daily calls to youth to ensure attendance in school.

Case management

Performance Measures:

- **How much:** attendance
- **How well:** Satisfaction survey
- **Difference made:** attendance

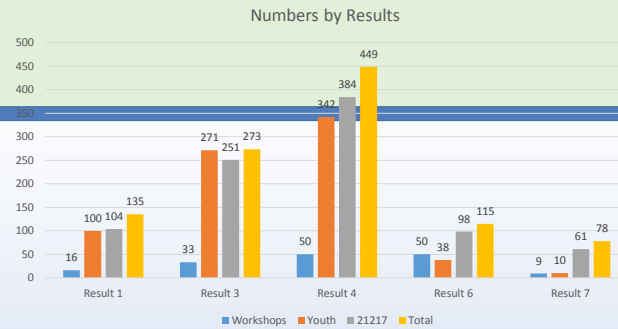


Results-Based Accountability Square

How much	How well
375 youth enrolled in program	89% received daily calls
Difference made (n)	Difference made (%)
371 youth showed improved attendance (average 12 additional days)	99% showed improved attendance



Result	Result statement	Indicator
1. Build a foundation to promote well-being, resiliency, and community healing through community-based, participatory approaches	Community members are healthy, resilient, and healed	Number of youth (18-24) who are employed, accessing health services, and engaged in healthy lifestyles
2. Create more equitable access to trauma-informed community behavioral health resources	Community members have equitable access to trauma-informed community behavioral health resources	Number of community members referred for trauma-informed community behavioral health resources
3. Strengthen the integration of behavioral health services and other community systems to address the social determinants of health	Behavioral health services are strong and can address social determinants of health	Number of emergency response calls, psychiatric hospitalizations, homicides, unemployment, and overdoses.
4. Create community change through community-based, participatory approaches that promote community and youth engagement, leadership development, improved governance, and capacity building	Community members and youth are engaged in civic activities	Number of community members and youth who are involved in civic activities
5. Ensure that program services are culturally specific and developmentally appropriate	Programs are culturally specific and developmentally appropriate	Number of clients receiving services who rate the program as being culturally and developmentally appropriate
6. Increase opportunities for youth to participate on community boards, student government associations, community organizing efforts, etc	Youth are leaders	Number of youth in leadership positions
7. Increase level of community participation/leadership in community organizations	Community members are leaders	Number of community members in leadership positions



Result 1: Building a foundation to promote well-being, resiliency, and community healing through community-based, participatory approaches.

Result 3: Strengthen the integration of behavioral health services and supports as well as other community systems to address the social determinants of health.

Result 4: Creating community change through community-based, participatory approaches that promote community and youth engagement, leadership development, improved governance, and capacity building.

Result 6: Increase opportunities for youth to participate on community boards, student government associations, community organizing efforts and other youth-led advisory or leadership boards and councils.

Result 7: Increase levels of community participation/leadership in community organizations.

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Benefits

- Accessible
- Low cost/No cost solutions
- Measures impact
- Collective Impact
- Alignment to the results



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Additional Resources

Visit our Webpage for more information on
Trauma-Informed Care and the 6 principles

<https://www.nasmhpd.org/content/national-center-trauma-informed-care-nctic-0>

8/12/2020

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