

The Urgency to Address Trauma in Our Services What It Means to be Trauma-Informed

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ORLANDO



Karen Johnson, LCSW
Director of Trauma-Informed Services
National Council for Behavioral Health

- 19 years working in child welfare and community-based mental health
- Certified in the ChildTrauma Academy's Neurosequential Model of Therapeutics
- Parent of an adult child with severe and chronic mental illness



The National Council for Behavioral Health

2,759

member organizations

Serving 10 million adults,
children and families



*Healthier and safer communities by improving the
care for people with mental illness and/or
addictions...*

Overview for Today

- Brief overview of trauma
- Becoming a Trauma-Informed Organization
- Compassion in our work and world







Impact of Trauma

Playing Chess in a Hurricane

- Hypervigilance
- Hyperactivity and impulsivity
- Difficulty regulating emotions
- Difficulty paying attention
- Defiance
- Aggression
- Withdrawal
- Perfectionism



The Heart of Teaching and Learning

<http://k12.wa.us/CompassionateSchools/pubdocs/TheHeartofLearningandTeaching.pdf>

Survival Mode Response



Inability to

- Respond
- Learn
- Process

Trauma Shapes our Beliefs



Worldview

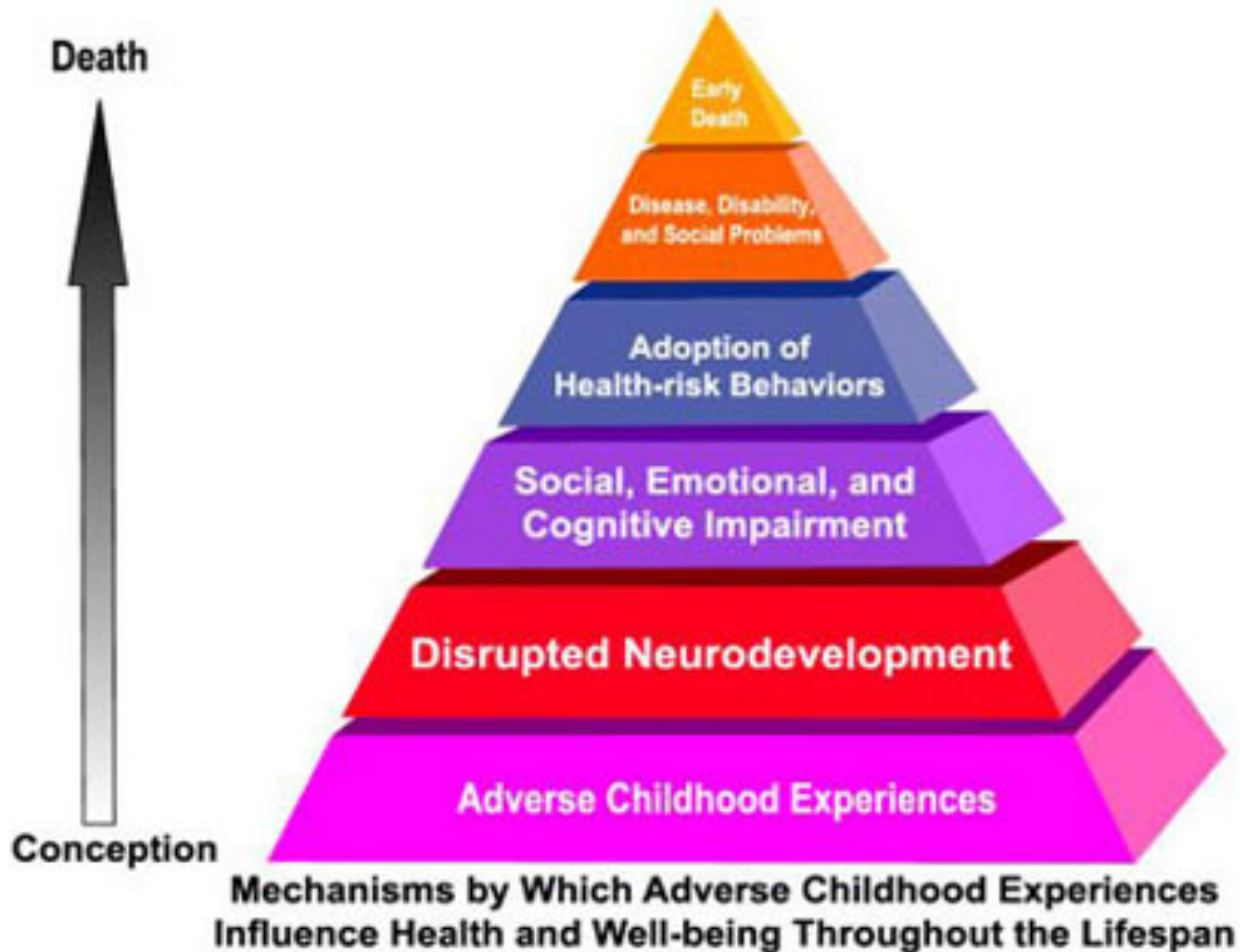


Spirituality



Identity

The ACEs Study





Therefore, we need to exercise...



Paradigm Shift

We change the question

**“What is wrong with you?”
to
“What happened to you?”**

**We ask,
“What’s strong?”
not
“What’s wrong?”**



Becoming a Trauma-Informed Organization

What Does a Trauma-Informed Organization Include?

Safe, calm, and secure environment with supportive care

System-wide understanding of trauma prevalence, impact and trauma-informed care

Cultural competence and humility

Consumer voice, choice and advocacy

Recovery, consumer-driven and trauma specific services

Healing, hopeful, honest and trusting relationships



S A F E T Y

Healing Happens in Relationships



Promote Resilience





Ability to adapt well
to stress, adversity,
trauma or tragedy



Three Statements of Resilience

I Have...

a recognition of what is available

I Am...

a recognition of my value

I Can...

a recognition of mastery, sense of the future

Strengthening the Human Spirit by Edith Grotberg, PhD 1995



TALK

less ..

LISTEN

more ..

COMPLIANCE



IMPACT

Language Matters



“Non-compliant”

“Manipulative”

“No show”

“Resistant”

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Jargon



Not an illness

Usual response to an extreme situation

Triggers, hyperarousal, flash backs are common

Honor the Family and Consumer Voice



Screen and Assess for Trauma

Develop a
respectful
screening
and
assessment
process

- Competently done
- Culturally relevant
- Never confrontational, coercive or demanding
- Completed in safe and supportive setting



EVERYONE



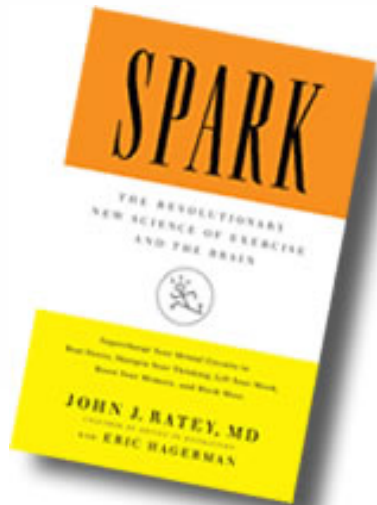
Refer to Trauma-Informed, Evidence Based and Emerging Best Practices

Research informed treatment services that
address effects associated with trauma and
honor the core principles of trauma-informed care

EMDR	PCIT
TFCBT	WRAP
NMT	TREM
CBITS	Seeking Safety

Collaborative documentation
Shared decision making
Person-centered
Holistic

Understand the Mind/Body Connection



Community Outreach and Partnership Building

We assume a leadership role in educating and engaging partners

Legislators and policy advisors
Child welfare
Corrections
Courts
Public health
Emergency care
Domestic violence services
Treatment services
Consumer run services
Home visiting programs
Parenting programs

Food pantries
Housing services
Faith based organizations
Schools
Early childhood programs
Child care
Community centers
Public health
Veterans organizations
Senior services
And many more....

Outcomes Associated with TIC Initiatives

Decrease in

- # of psychiatric diagnosis
- # of medications prescribed and dosage
- seclusion and restraints
- critical incidents
- staff turn-over
- staff use of sick time
- staff injury
- length of stay
- recidivism
- detentions/arrests
- emergency room visits
- school suspensions/office referrals

Increase in

- patient satisfaction
- staff satisfaction
- diagnosis of PTSD
- voluntary treatment
- external customer satisfaction
- internal customer satisfaction
- engagement

What Can I Do Next?

What Do I/We Need to....

- Stop Doing
- Start Doing
- Do More of



Compassion in our Work and World



“That which is to give light must endure
burning” - Viktor Frankl



“Empathy? Compassion? I have medication for that.”

Work Force Concerns

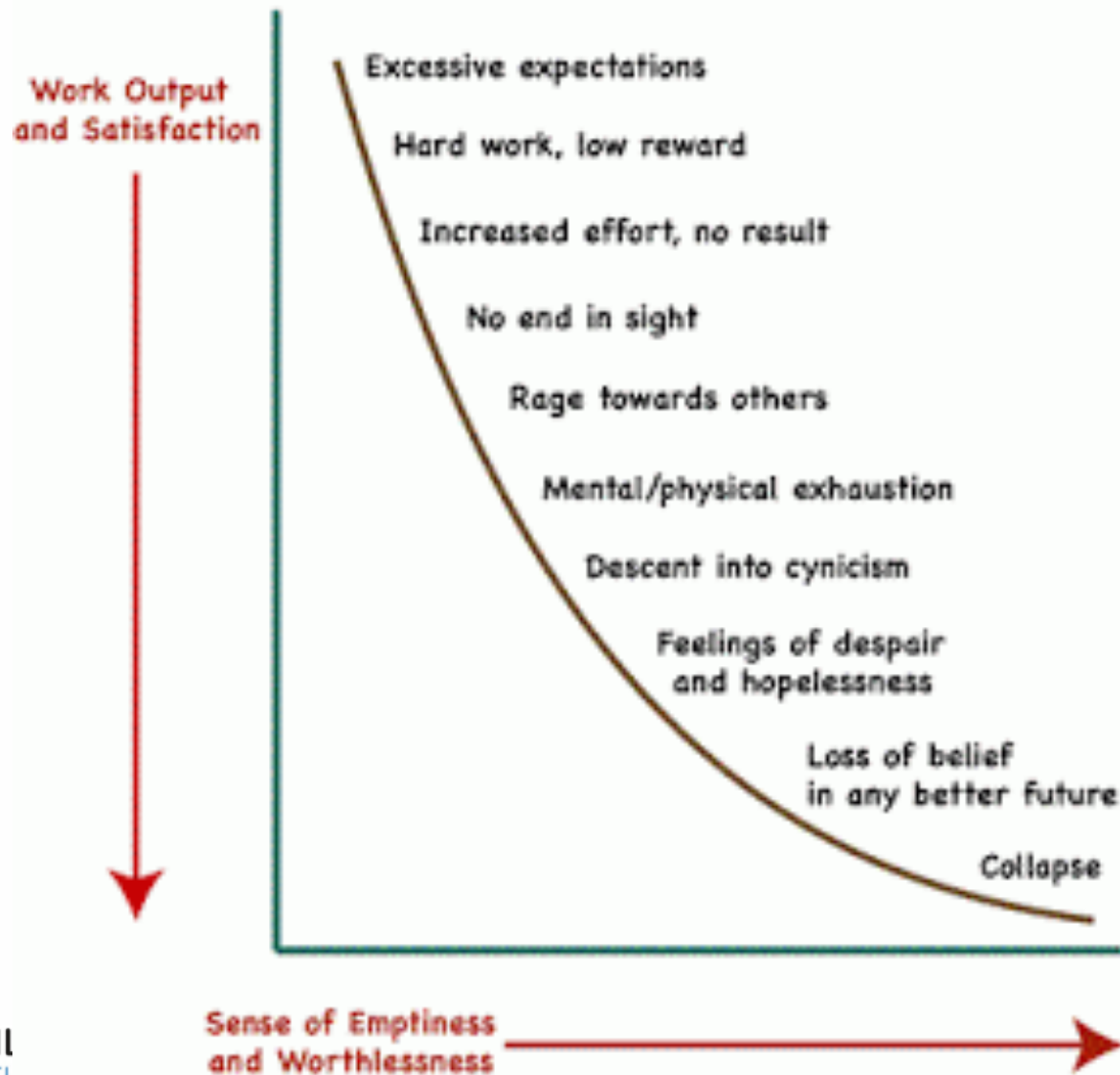
Compassion Fatigue

Secondary Traumatic Stress

Vicarious Trauma

Burnout

THE BURNOUT CURVE



Warning Signs

- Being afraid to take time away from your daily activities
- Thinking the worst in every situation
- Reacting disproportionately
- Never taking a vacation
- Forgetting why you do your job
- Decreased performance at work
- Constantly not getting enough sleep
- Increased arguments with your family
- Decreased social life

Compassion Satisfaction

“The pleasure you derive from being able to do your work well...to help others through your work...to contribute to the work setting or...the greater good of society”

Beth Hudnall Stamm, PhD



What To Do?

We need to prioritize self-care at the individual, professional and organizational levels

Safety Is Paramount

Physical

Psychological

Social

Moral

(Bloom, 2013)



Physical Self-Care

- Eat regularly (e.g., breakfast and lunch)
- Eat healthfully
- Exercise
- Get enough sleep
- Practice martial arts
- Get regular medical care for prevention
- Get medical care when needed
- Take time off when you're sick
- Get massages or other body work
- Do physical activity that is fun for you
- Wear clothes you like
- Take vacations
- Take day trips, or mini-vacations
- Get away from stressful technology such as cell phones and e-mail
- Other:_____

Emotional Self-Care

- Spend time with others whose company you enjoy
- Stay in contact with important people in your life
- Treat yourself kindly (supportive inner dialogue or self-talk)
- Feel proud of yourself
- Reread favorite books, review favorite movies
- Identify and seek out comforting activities, objects, people, relationships, places
- Allow yourself to cry
- Find things that make you laugh
- Express your outrage in a constructive way
- Play with children
- Other: _____

Spiritual Self-Care

- Make time for prayer, meditation, reflection
- Spend time in nature
- Participate in a spiritual gathering, community or group
- Be open to inspiration
- Cherish your optimism and hope
- Be aware of nontangible (nonmaterial) aspects of life
- Be open to mystery, to not knowing
- Identify what is meaningful to you and notice its place in your life
- Sing
- Express gratitude
- Celebrate milestones with rituals that are meaningful to you
- Remember and memorialize loved ones who have died
- Nurture others
- Have awe-full experiences
- Contribute to or participate in causes you believe in
- Read inspirational literature
- Listen to inspiring music
- Other: _____



Workplace/Professional Self-Care

- Take time to eat lunch
- Take time to chat with co-workers
- Identity projects or tasks that are exciting, growth-promoting, and rewarding for you
- Set limits with clients and colleagues
- Balance your workload as much as possible
- Arrange your workspace so it is comfortable and comforting
- Get regular supervision or consultation
- Negotiate for your needs
- Delegate – learn to ask for help
- Have a peer support group
- Have a transition from work to home
- Other: _____

Mathieu, F, Volk, K.T. et al., 2008

Feeling Connected in the Work Place

“The need to belong is often overlooked in the workplace. We don’t do enough to facilitate connection, while we often implement programs, systems, and structures that have a tendency to alienate and cause divisiveness.”



“The impact of failing to create a sense of belonging with our employees not only affects how much they enjoy their work; it has a significant effect on their ability to be productive.”

Why Belonging Is Key in Today’s Workplace, Switch and Shift, July 2016

Caregiver Health

When is the last time you experienced
JOY at work?



Provider Resilience App



Web Resources

www.self-compassion.org

www.mentalhealthrecovery.com

www.proqol.org/CProQOL Compassion Fatigue

www.intentionalpeersupport.org

http://www.balintinternational.com/downloads/Balint_in_a_Nutshell.pdf

Federal Disaster Resources

- SAMHSA Disaster Technical Assistance Center (DTAC) – website and Disaster Phone App - <http://store.samhsa.gov/apps/disaster/>
- SAMHSA Disaster Distress Helpline
- SAMHSA Crisis Counseling Program (CCP)
- FEMA/ACF Disaster Case Management
- HHS Assistant Secretary for Preparedness and Response (ASPR)
- Center for Disease Control and Prevention (CDC)
- FEMA - Office of Disability Integration and Coordination (ODIC)

National Disaster Resources

- American Red Cross (ARC)
- American Psychological Association (APA)
- National Child Traumatic Stress Network (NCTSN)
- Psychological First Aid (PFA) On-line Course and Phone App
- National Center for Post-Traumatic Stress Disorders (NCPTSD)
- National Voluntary Organizations Active in Disaster (VOAD)

Resources

- Adverse Childhood Experiences Study." *Centers for Disease Control and Prevention*. Centers for Disease Control and Prevention, 01 Apr. 2016. Web. 18 Apr.
- Bloom, Sandra L., and Brian J. Farragher. *Restoring Sanctuary: A New Operating System for Trauma-informed Systems of Care*. Oxford: Oxford UP, 2013. Print
- Grotberg, Edith H. *A Guide to Promoting Resilience in Children: Strengthening the Human Spirit*. The Hague, Netherlands: Bernard Van Leer Foundation, 1995. Print.
- Substance Abuse and Mental Health Services Administration. *Trauma-Informed Care in Behavioral Health Services*. Treatment Improvement Protocol (TIP) Series 57. HHS Publication No. (SMA) 13-4801. Rockville, MD: Substance Abuse and Mental Health Services Administration, 2014.

Contact Information

Karen Johnson

Director of Trauma-Informed Services

National Council for Behavioral Health

karenj@thenationalcouncil.org

www.thenationalcouncil.org

202-684-7457