

Trauma-Informed Care 101

TRAUMA-INFORMED CARE SERIES: SESSION ONE

GWENDOLYN OLTON, MA, RN

CHERYL MARTIN, MA, RN, CASAC

ELIZABETH MEEKER, PSYD



ctac

THE COMMUNITY TECHNICAL
ASSISTANCE CENTER OF NEW YORK

How to Obtain Your Continuing Education Contact Hour for this Webinar

- ▶ Create a Username & Password at the NYU Silver CE Online Portal :
 - <https://sswforms.es.its.nyu.edu/>
- ▶ Log on to the “Continuing Education Online Portal for the NYU Silver School of Social Work” page, click on “All Events & Programs” tab
- ▶ Scroll down & select today’s webinar under “Online Learning”
- ▶ Click “Register”
- ▶ Fill in the billing information, click register, and pay the CE registration fee

Remember: Our system works best with Google Chrome or Mozilla Firefox

What do you think?

- ▶ Please Chat in your answers!
- ▶ *What makes this information (on trauma and trauma-informed care) important to you?*

Agenda

- ▶ **Introductions**
- ▶ **Welcome**
- ▶ **Review the ACE Study and trauma**
- ▶ **Discuss trauma-informed care**
- ▶ **Wrap up**
- ▶ **Q&A**

ACE Study in Brief

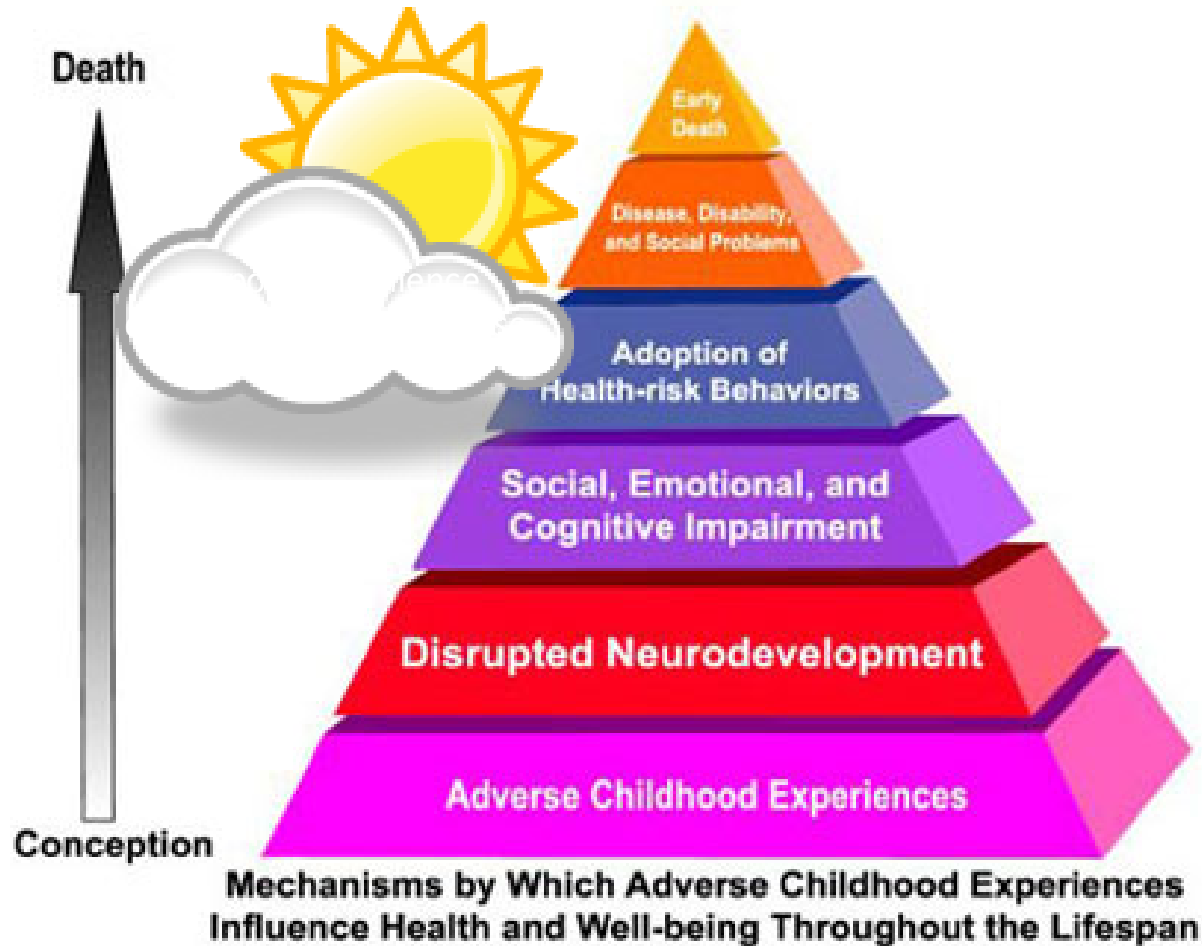
- ▶ **Developed by Drs. Felitti and Anda, collaborative between CDC and Kaiser Permanente**
- ▶ **Examination of links between childhood traumas and health**
- ▶ **Surveyed over 17,000 individuals**
- ▶ **78% Caucasian, 75% had attended college, all employed (part of HMO)**

What do you already know?

- *What statistic from the ACE study is the most impactful for you?*
- *Type your answer in the chat box and we will read them and learn from each other*

Adverse Childhood Experiences

(www.ACEstudy.org)



What is an ACE?

- Recurrent physical abuse
- Emotional abuse
- Sexual abuse
- Alcohol/drug abuser in household
- Incarcerated household member
- Household member who with chronic mental illness
- Violence between adults in the home
- Parental separation or divorce

Trauma – The 3 E's

- ▶ **Event** – exposure to an event or series of events that threatens the well-being of an individual or group
- ▶ **Experience** - respond to the event with intense fear, helplessness and/or horror
- ▶ **Effect** - shakes our basic beliefs about safety, predictability & trust

FIGHT

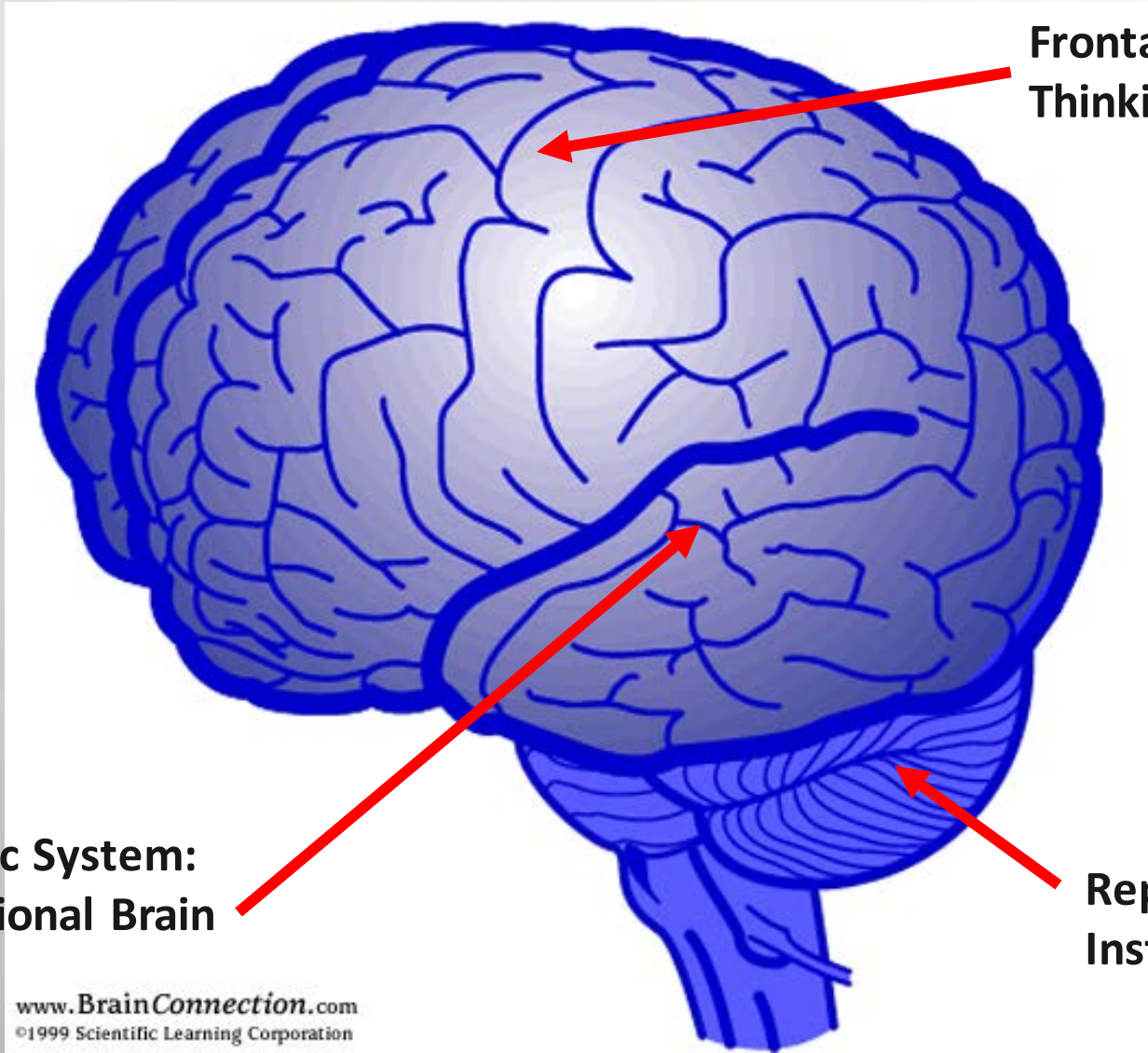


**F
L
I
G
H
T**



FREEZE





**Frontal Cortex:
Thinking Brain**

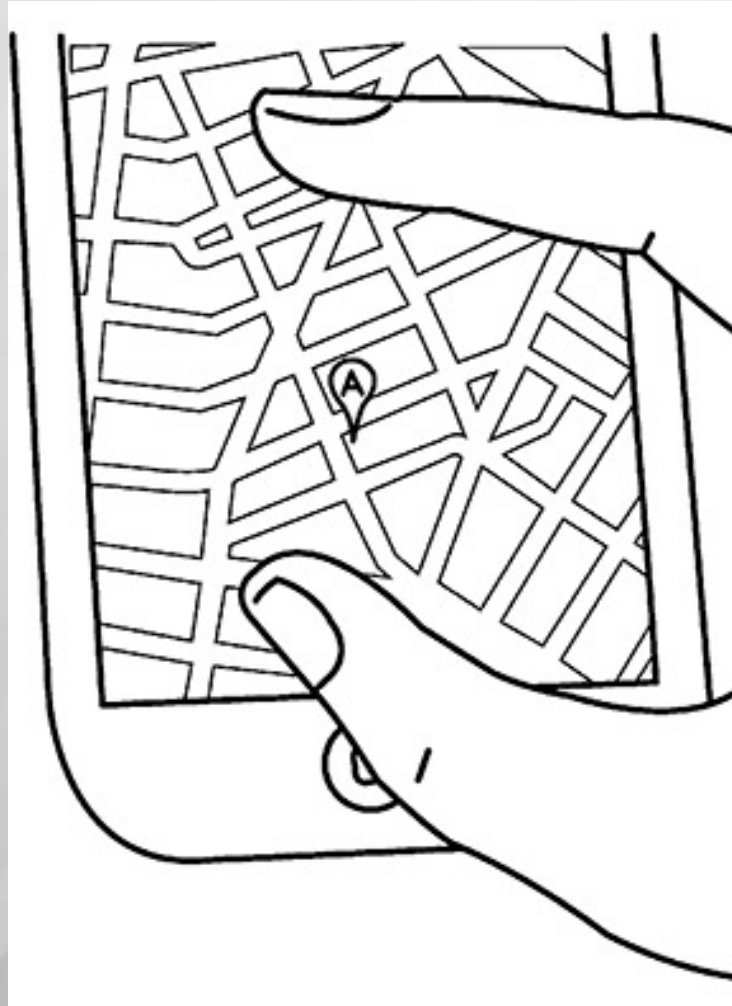
**Limbic System:
Emotional Brain**

**Reptilian Brain:
Instinctive Brain**

www.BrainConnection.com
©1999 Scientific Learning Corporation

Resiliency?

There's an app for that...



Why does this information matter?

- ▶ **Understanding the deep impact of trauma changes our interpretation of our own and other's behaviors**
- ▶ **Our interpretations impact our tone, body language, and facial expressions**
- ▶ **And our interpretations guide our behaviors, words, and interventions**

Does our interpretation matter?

Interpretation A

- ▶ Defiant, oppositional, non-compliant
- ▶ Uncooperative, resistant, over-sensitive
- ▶ Passive, unmotivated, compliant, doesn't care

Interpretation B

- ▶ May value autonomy, may feel unsafe. May be in fight mode
- ▶ May feel overwhelmed or unsafe. May be in flight mode
- ▶ May not trust their responses will impact receiver, may feel unsafe. May be in freeze mode

So What is Trauma-Informed Care?



ctac

THE COMMUNITY TECHNICAL
ASSISTANCE CENTER OF NEW YORK

Trauma Informed Care (TIC) is...

- ▶ A way of delivering services that takes into consideration the significant impact violence and trauma have on individuals, families, and communities.
- ▶ Or
- ▶ A worldview shift that happens when you allow knowledge of trauma's impact to shape your thoughts, beliefs, and actions

Five Core Principles of TIC

- 1) Safety
- 2) Choice
- 3) Collaboration
- 4) Trust
- 5) Restoring Power (Empowerment)

Safety:

TIC Inconsistent

- ▶ **Overhearing staff speak about recipients to one another**
- ▶ **Physical aggression dealt with on an ad hoc basis**
- ▶ **Unlit parking lot or other spaces at service delivery site**

TIC Consistent

- ▶ **Information shared on need-to-know basis and with respect**
- ▶ **Clear plan, created by all stakeholders for aggressive behaviors**
- ▶ **Parking lot and other spaces well-lit, secure**

Power Restoration

TIC Inconsistent

- ▶ Recipients' problems and barriers are discussed with high frequency during planning
- ▶ Administration does not advocate for requested changes because "it won't help"
- ▶ Staff spend great deal of time on tasks outside their scope of work

TIC Consistent

- ▶ Recipients' strengths are discussed and held as key components to their own problem-solving
- ▶ Administration advocates for needed changes and transparently communicates about their expectations for change
- ▶ Staff spend time supporting the work of the recipient

Choice

TIC Inconsistent

- ▶ Staff have no/low voice in scheduling
- ▶ Recipients have strict parameters around when and how to meet with providers
- ▶ Culture strongly discourages saying “no” to certain services, tasks, etc.

TIC Consistent

- ▶ Staff are given choice and reasonable flexibility with scheduling
- ▶ Recipients have choice around times and modes for meeting and communication
- ▶ People are able and even encouraged to say “no” to tasks, services, that are not a good fit for them

Collaboration

TIC Inconsistent

- ▶ All or most decisions made in top-down fashion
- ▶ Input on decisions from all stakeholders not solicited
- ▶ Input from some stakeholders solicited but not used

TIC Consistent

- ▶ Decision making happens with multiple stakeholders & there is transparency about how decisions are made
- ▶ Input on decisions is gathered from all stakeholders
- ▶ Input gathered is used to make decisions

Trust

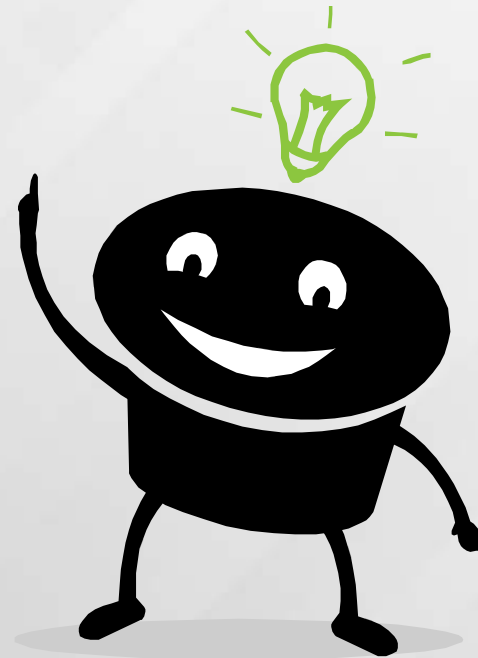
TIC Inconsistent

- ▶ **Communications shared privately are shared with others**
- ▶ **People frequently do not do what they say they will do**
- ▶ **People frequently report feeling micromanaged**

TIC Consistent

- ▶ **Confidentiality is discussed and maintained**
- ▶ **Folks do what they say they will do and are honest when they cannot**
- ▶ **People's autonomy is acknowledged and honored**

Thoughts & Questions



How to Obtain Your Continuing Education Contact Hour for this Webinar

- ▶ Create a Username & Password at the NYU Silver CE Online Portal :
 - <https://sswforms.es.its.nyu.edu/>
- ▶ Log on to the “Continuing Education Online Portal for the NYU Silver School of Social Work” page, click on “All Events & Programs” tab
- ▶ Scroll down & select today’s webinar under “Online Learning”
- ▶ Click “Register”
- ▶ Fill in the billing information, click register, and pay the CE registration fee

Remember: Our system works best with Google Chrome or Mozilla Firefox

How to Obtain Your Continuing Education Contact Hour for this Webinar, cont.

- ▶ After registering & within 24 hours, log back on to NYU Silver CE Online Portal
- ▶ Go to “Your Registrations” at the top of the page
- ▶ Next to the name of the webinar you attended, you will see “Take Assessment” in **red**
- ▶ Complete assessment
- ▶ Once done, you will be directed how to download your CE certificate
- ▶ For Questions: Call us at 212-998-5973 or email us at silver.continuingeducation@nyu.edu

Resources

- ▶ Link to original ACE Study publication:
[http://www.ajpmonline.org/article/S0749-3797\(98\)00017-8/abstract](http://www.ajpmonline.org/article/S0749-3797(98)00017-8/abstract)
- ▶ ACEs Too High site: <https://acestoohigh.com/>
- ▶ CDC site on ACE Study findings:
<http://www.cdc.gov/violenceprevention/cestudy/>
- ▶ Brief video primer on ACEs: <https://vimeo.com/139998006>
- ▶ Hand model of the brain:
<https://www.youtube.com/watch?v=qm9CIJ74Oxw>
- ▶ Link to Rachel Yehuda's bio and work:
<https://www.mountsinai.org/profiles/rachel-yehuda>
- ▶ SAMHSA's site on TIC: <http://www.samhsa.gov/nctic>

Contact Information

Gwen Olton, MA, RN

Training and Implementation Specialist

585-341-2200

golton@ccsi.org

Cheryl Martin, MA, RN, CASAC

Integrated Health Trainer and Clinical Consultant

585-753-2686

cmartin@ccsi.org

Elizabeth Meeker, PsyD

Director, Training & Practice Transformation

585-613-7645

emeeker@ccsi.org



The Trauma Informed Care Series:

<http://www.ctacny.com/trauma-informed-care-series.html>

- ▶ **Creating a Trauma Informed Environment: Promoting Physical & Emotional Safety**
 - June 22, 2016; 12:00pm-1:00pm
- ▶ **Trauma Informed Collaboration**
 - July 27, 2016; 12:00pm – 1:30pm
- ▶ **Trauma-Informed Supervision**
 - August 24, 2016; 12:00pm – 1:30pm
- ▶ **Building a Resilient Workforce**
 - September 21, 2016; 12:00pm – 1:30pm
- ▶ **Creating a Path for Resiliency**
 - October 26, 2016; 12:00pm – 1:30pm

Upcoming Webinars and Trainings:

- ▶ **Resilience Unleashed: Supporting Youth Guided Practice-** presented by Youth Power!
 - June 1st, 2016 from 1pm-2pm

- ▶ **Access the 2016 FPA Credentialing Certificate here:**
<http://www.ctacny.com/fpa-credentialing-march-registration.html>