

# TRAUMA-INFORMED APPROACHES TO CRISIS AND DE-ESCALATION IN YOUTH AND FAMILIES



On January 25, 2024, the Community Technical Assistance Center of New York (CTAC) organized a workshop focused on introducing trauma-informed approaches to de-escalation and offered practical tips and strategies for both preventing and responding to such situations. The workshop provided attendees with valuable insights into how trauma impacts young individuals and families, often leading to crises. The presentation was led by Jackie Garlock, LCSW and Daniel Tanh, LCSW. Results from the pre and post evaluation are illustrated below from this event.

## PARTICIPATION OVERVIEW

## EVALUATION TAKEAWAYS

- 451 participants attended
- 188 individuals completed the pre and post surveys (42%)
- 261 individuals (58%) completed the post-training feedback survey

Participation in the workshop led to significant increases in knowledge, understanding, and confidence in attendees' ability to respond to crises.

## TRAINING IMPACT

### Knowledge

23% increase in providers' understanding of the types of interventions they can focus on before, during, and after a crisis

23%

### Confidence

23% increase in providers' confidence to prevent and respond to escalations

23%

### Understanding

24% increase in providers' understanding of the trauma-informed strategies that can be used during escalations

24%

98% of participants were mostly or very satisfied with this training

## PARTICIPANT TAKEAWAYS

### Learner Feedback

Specifically, after the training, participants were more likely to agree that they:

- Understood the relationship among stress, trauma, and crisis
- Understood how trauma can predispose youth and families to experiencing crisis
- Understood the importance for mental health practitioners to self-regulate

"The training was one of THE BEST that I have ever participated in. THANK YOU SO MUCH "

"Really enjoyed the exercise on problem lens vs trauma lens for evaluating crises and plan on doing the exercise with my staff at our next meeting."