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
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

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
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.

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)**

- 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

**Support, Treatment/Intervention, Outreach/Education, Prevention**

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**The REST Project**

(Respect * Empathy * Safety * Trust)

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

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
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)

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)

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
Collaboration and Mutuality: ReCAST and Results Based Accountability

William Kellibrew IV
Director
Office of Youth and Trauma Services
Baltimore City Health Department
**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

**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
Typical program implementation

Results-Based Accountability

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

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
Determining Results and indicators

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

RBA Process
Turn the Curve Thinking

Action Plan

How are we doing?

Story behind the curve

What works?

Partners?

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
## Action plan

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

## School Attendance Initiative

**Result:**
Youth attend school regularly

**Indicator:**
Average Daily Attendance

**Strategy:**
Daily calls to youth to ensure attendance in school.

**Performance Measures:**
- **How much:** attendance
- **How well:** Satisfaction survey
- **Difference made:** attendance
## Results-Based Accountability Square

<table>
<thead>
<tr>
<th>How much</th>
<th>How well</th>
</tr>
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<tbody>
<tr>
<td><strong>375 youth enrolled in program</strong></td>
<td><strong>89% received daily calls</strong></td>
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<thead>
<tr>
<th>Difference made (n)</th>
<th>Difference made (%)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>371 youth showed improved attendance (average 12 additional days)</strong></td>
<td><strong>99% showed improved attendance</strong></td>
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### Result

<table>
<thead>
<tr>
<th>Result</th>
<th>Result statement</th>
<th>Indicator</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Build a foundation to promote well-being, resiliency, and community healing through community-based, participatory approaches</td>
<td>Community members are healthy, resilient, and healed</td>
</tr>
<tr>
<td>2.</td>
<td>Create more equitable access to trauma-informed community behavioral health resources</td>
<td>Community members have equitable access to trauma-informed community behavioral health resources</td>
</tr>
<tr>
<td>3.</td>
<td>Strengthen the integration of behavioral health services and other community systems to address the social determinants of health</td>
<td>Behavioral health services are strong and can address social determinants of health</td>
</tr>
<tr>
<td>4.</td>
<td>Create community change through community-based, participatory approaches that promote community and youth engagement, leadership development, improved governance, and capacity building</td>
<td>Community members and youth are engaged in civic activities</td>
</tr>
<tr>
<td>5.</td>
<td>Ensure that program services are culturally specific and developmentally appropriate</td>
<td>Programs are culturally specific and developmentally appropriate</td>
</tr>
<tr>
<td>6.</td>
<td>Increase opportunities for youth to participate on community boards, student government associations, community organizing efforts, etc</td>
<td>Youth are leaders</td>
</tr>
<tr>
<td>7.</td>
<td>Increase level of community participation/leadership in community organizations</td>
<td>Community members are leaders</td>
</tr>
</tbody>
</table>
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.

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