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

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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
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

Mechanisms by Which Adverse Childhood Experiences Influence Health and Well-being Throughout the Lifespan
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
SAFETY
Healing Happens in Relationships
Promote Resilience

Building Relationships
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 ..
Language Matters

“Non-compliant”

“Manipulative”

“No show”

“Resistant”

“Jargon”
Usual response to an extreme situation

Not an illness

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 a safe and supportive setting
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
- TFCBT
- NMT
- CBITS

- PCIT
- WRAP
- TREM
- 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
- 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

Work Output and Satisfaction

Excessive expectations
- Hard work, low reward
- Increased effort, no result
- No end in sight
- Rage towards others
- Mental/physical exhaustion
- Descent into cynicism
- Feelings of despair and hopelessness
- Loss of belief in any better future
- Collapse

Sense of Emptiness and Worthlessness
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

PROFESSIONAL QUALITY OF LIFE

It's been 30 days since your last update.

COMPASSION SATISFACTION

Average Score
You’ve scored in the average range of Compassion Satisfaction. Approximately 25% of individuals completing this scale...

BURNOUT

Low Score
Your score associated with Burnout is in a range that is lower than approximately 75% of the scores of those who have taken this...

SECONDARY TRAUMATIC STRESS

Average Score
Your Secondary Traumatic Stress score is in the average range. Approximately 25% of individuals completing this scale scored hi...
Web Resources

www.self-compassion.org
www.mentalhealthrecovery.com
www.proqol.org/CProQOL_Compassion_Fatigue
www.intentionalpeersupport.org
Federal Disaster Resources

- SAMHSA Disaster Technical Assistance Center (DTAC) – website and Disaster Phone App - [http://store.samhsa.gov/apps/disaster/](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


Contact Information

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