From the Roots of Trauma to the Flowering of Trauma-Informed Care: A Conversation with Texas Muslim Women’s Foundation

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Panelists:
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Hosted by:
Asian Pacific Institute on Gender-Based Violence

Agenda

• Welcome & Introductions
• Learning from TMWF
  • History of TMWF
  • Why trauma-informed care
  • The project
  • Plan, implementation, result
  • Lessons learned
  • Sustainability
• Questions & discussion

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From the Roots of Trauma to the Flowering of Trauma-Informed Care

January 2014

by Dheeshana S. Jayasundara, Ph.D., Hind El-Jarrah, Ph.D., Chic Dabbi, & Durdana Ahmed

Deepening Trauma-Informed Care for Asian, Including Muslim Survivors

Mona Kafeel, Durdana Ahmed, & Dheeshana S. Jayasundara, Ph.D
What is Trauma-Informed care

Trauma-informed care is being mindful of lifetime trauma, understanding its impact, and providing services that reflect this understanding.

The notion of trauma-informed care has gained traction in recent years and is being widely adopted within systems and in community-based-organizations serving survivors of domestic violence and other forms of gender-based violence.

Outline of today’s conversation

- History of TMWF
- Why Trauma-Informed care
- The Project
- Plan, implementation, result
- Lesson Learned
- Sustainability
HISTORY TMWF

- 2020 – 2 Shelter – 27 Transitional Housing – 43 Employees
- 2019 – Second DV Shelter opened
- 2014 – Transitional Apartments added
- 2012 – First DV Shelter opened
- 2010 – First Full Time employees hire.
- 2008 – First part time employee hire.
- 2005 – TMWF Established

What Trauma Informed Care means for Clients
Overview of the Project

Phase I

Planning stage began by:
- Identification of most common types of trauma survivors have undergone
- Identifying staff knowledge of trauma and well-being
- Initial training

Self-assessment
Initially looked at some of the items from:
- Trauma Responsive Systems Implementation Advisor (TReSIA)
- Gender-Responsive Program Assessment (G Parks)
- Accessing Safety and Recovery Initiative (ACSRI)
- Trauma Informed Domestic Violence Agency Readiness Assessment (TIDVARA)
Phase I

Self-assessment:
• Physical and sensory environment assessment
  • To see if we are welcoming, inclusive, and healing
• Programmatic environment assessment
  • To see if we are responsive to both individual and collective needs
• Cultural environment assessment
  • To identify if the agency’s culture is conducive to healing
• Relational environment assessment
  • To ensure that the agency is caring, respectful and empowering in its interaction with key stakeholders

Implementation Plan

Categories for the Implementation Plan
• Areas identified as strengths
• Actions already taken
• Areas identified for change
• Barriers
• Action Steps for Implementation for the Domain
Phase II

- Implementation: Phase II of the process involved implementation of the action plan. This meant ensuring that the criteria identified for implementation was met.
- By the start of Phase II all preparatory work was completed. This meant that TMWF was providing enhanced services due to all the planning and action that occurred in Phase I.

Evaluation

- Process Evaluation: Captured the process used to identify implement areas for improvement.
- TICAT results: Results showed that staff felt the agency has successfully become trauma informed in areas identified with room for improvement in some areas.
- TIPS results: Results showed that survivors felt the agency was trauma informed in its practice with room for improvement in some areas.
- Well-being Scale: Results showed improvements in all areas with improvements still needed in receiving physical resources for survivor well-being.
Products Created As Part of This Grant

- TICAT
- Well-being Scale
- Resource Manual
- Training Manual of becoming Trauma Informed & Lessons Learned

Lessons Learned
Summary of Transformation in Practice:

A Cultural Agency Becoming Trauma Informed

<table>
<thead>
<tr>
<th>Cultural Approach to Practice</th>
<th>Cultural and Trauma Informed Approach to Practice</th>
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<tbody>
<tr>
<td>Emphasis on cultural lenses for services provision</td>
<td>Emphasis on the cultural lenses for healing</td>
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<tr>
<td>Empowerment of survivors matter</td>
<td>Empowerment of survivors matter</td>
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<tr>
<td>Not just here to fix your problem</td>
<td>You are here to support you</td>
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<tr>
<td>All clients relationship is hierarchical</td>
<td>You guide and support people through their healing journey</td>
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<td>Hierarchical order of administration</td>
<td>A sense of shared leadership and reflective supervision</td>
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<td>Required only for domestic violence</td>
<td>Required for any trauma</td>
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<td>How staff understand victim trauma and risk considered</td>
<td>Webster of how staff can retrigger survivors trauma</td>
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<td>Physical location had paintings of abuse</td>
<td>Well-being based paintings</td>
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<tr>
<td>Emphasis on reaching culturally relevant goals</td>
<td>Emphasis on reaching culturally relevant goals, healing and well-being</td>
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<td>“Us and them” approach to services</td>
<td>You are all here as a team</td>
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<td>Self-care is central to holistic</td>
<td>Emphasis is based on staff through self-care</td>
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<td>Recovery is a journey that can sometimes lead setbacks</td>
<td>Recovery is a lifelong journey with many trials and triumphs</td>
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<td>Respect for survivors</td>
<td>Respect and how you are matters</td>
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<td>Emphasis on speaking in languages comfortable to survivors</td>
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<td>Outreach presentations have focused on impact of DV</td>
<td>Outreach presentations have focused on impact of DV and lifetime trauma</td>
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<td>Survivors were still viewed as difficult clients, or something wrong</td>
<td>What happened to you, rather than what is wrong with you</td>
</tr>
<tr>
<td>People who sought services were called clients</td>
<td>People who sought services are called survivors</td>
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</tbody>
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Sustainability

* Trainings improved staff understanding trauma informed care process
  * Continuing need to foster a culture of trauma informed care if it is to be sustained
  * TA provider quote: “culture eats strategy for breakfast each time”
  * Incorporate the approach for future grants
We recognize that trauma is any event, action, or process that leads to a significant negative impact on a person. We also recognize that trauma is pervasive and is ongoing throughout the course of our lifetime. Trauma and experiences of resilience shape us for who we are today, and those who we are matters as we are. We also recognize that in the name of services, we can re-trigger trauma, or directly traumatize the very people who seek services from us. We understand that staff also undergo trauma and our interactions with the survivors can re-trigger trauma in both parties involved. We are extremely mindful of our communications with the survivors, ourselves, and with our stakeholders. To this end, we put heavy emphasis on self-care, individually, and as an organization. Additionally, we emphasize the importance of reflective supervision, and shared leadership. As part of our approach to trauma-informed care, we emphasize the importance of culture on an individual's life; including the importance of spirituality, language, and other customs and traditions. We believe that without being mindful of an individual's culture, we cannot be mindful of the healing process. We believe healing is a process and we are here to empower, assist and guide individuals through healing journeys. We also believe that as an agency, as we go through this process of becoming trauma-informed, we will make mistakes, but we will strive to learn lessons from them as we continue through this process. Our ultimate goal is to create a culture of cultural sensitivity and trauma-informed care as an agency.

**TMWF key commitments to the trauma informed approach:**

- Who we are matters
- Mindfulness of pervasiveness of trauma and its impact
- Mindfulness of survivor trauma triggers
- Emphasis on the importance of culture lenses for healing
- Reflective practice
- Reflective supervision
- Shared leadership
- Attention to the impact of trauma on staff through self-care
- Facilitating safety, healing and well-being

Questions & Comments?
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Trauma-informed care for AAPI survivors series