



Becoming a Trauma Responsive Agency

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Objectives

- Provide an understanding of the difference between trauma informed and trauma responsive
- Provide tools and opportunity for assessing agency trauma responsive status
- Provide tips for creating nurturing environments that support trauma responsive behaviors for clients and staff
- Provide tools and opportunity to create action plans to incorporate trauma responsive policies and procedures in programming and personnel management
- Provide overview of broad strategies for continued assessment and evaluation of agency's trauma responsive approach

Trauma Informed vs Trauma Responsive

Trauma Informed

- Trains direct care/clinical staff to understand ties between trauma and behavior.

Trauma Responsive

- Trains all agency staff on trauma informed care

Trauma Informed vs Trauma Responsive

Trauma Informed

- Trains staff to be aware of how responses can trigger past trauma

Trauma Responsive

- Includes trauma assessments at all intakes
- Builds individual intervention plans for clients

Trauma Informed vs Trauma Responsive

Trauma Informed

- Trains staff to understand the importance of developmentally appropriate interventions
- KNOWING

Trauma Responsive

- Creates and implements developmentally appropriate programs and interventions
- Continually assesses staff and programs, including, but not limited to, client feedback.
- ACTING

What is Trauma Responsive?

“Trauma-responsive environment deliberately sets about to minimize the risk of making things worse for the individuals or families who have experienced trauma and maximize the possibility of improvement while helping to guarantee safety and even recovery, for the workforce involved in providing services.”

(SOURCE: The Sanctuary Model, Dr. Sandra Bloom)

Trauma Responsive Ready?

Individual Agency Assessment Exercise

Agency Trauma Responsive Elements

- Leadership and Governance through Policies
- Supporting Staff and Staff Development
- Creating a Safe and Supportive Environment
- Client Assessment and Developmentally Appropriate Levels of Intervention
- Involving Clients
- Planning of Trauma Informed Services

Agency Trauma Responsive Elements

Leadership and Governance through Policies

- Support and Investment in Implementation
- Identified Point of Responsibility
- Inclusion of Staff and Client Voice
- Written P & P's to establish TIC as part of organizational mission
 - Cross agency protocols
 - Partnerships with like-minded Community Partners
 - Measureable actions

Agency Trauma Responsive Elements

Supporting Staff and Staff Development

- Trauma-informed hiring principles
 - Identifying trauma histories of staff
 - Behavior-based questions to identify trauma-informed approach
- TIC training at orientation
- Ongoing, multi-leveled training for staff
- Trauma-informed supervision and staff evaluation
- P & P's to reduce and address secondary trauma

Agency Trauma Responsive Elements

Recognizing Symptoms of Secondary Trauma

- Inability to embrace complexity
- Inability to listen, avoidance of clients
- Anger and cynicism
- Fear
- Chronic exhaustion
- Physical ailments
- Minimizing
- Guilt

Agency Trauma Responsive Elements

Prevention of Secondary Trauma:

- Psychoeducation
- Clinical Supervision
- Ongoing Skills Training
- Informal/Formal Self-Report Screening
- Workplace Self-care Groups (yoga, meditation)

Agency Trauma Responsive Elements

Prevention of Secondary Trauma:

- Balanced caseload
- Flextime scheduling
- Self-care Accountability Buddy System
- Use of Evidence-based practices
- Exercise and good nutrition

Agency Trauma Responsive Elements

Creating a Safe and Supportive Environment

- Physical Safety
 - Environmental measures – free from physical or sexual attacks, physical hazards, coercion or threats
 - Key – without physical safety, other forms of safety are difficult to achieve
- Psychological Safety
 - Free from:
 - Sarcasm
 - Lecturing
 - Put-downs
 - Public humiliation
 - Blaming/Shaming
 - Rescuing
 - Flexible
 - Consistent
 - Equitable but Fair
 - Empowering/Self-Directed
 - Developmentally Appropriate
 - Appropriate, Clear, and Known Rules

Agency Trauma Responsive Elements

Creating a Safe and Supportive Environment

- **Social Safety**
 - Free from abusive relationships
 - Inclusive
 - Emotion is successfully managed
 - Emotional intelligence is high
 - Values diversity
 - Boundaries are clear, firm and flexible
 - Reasonable expectations
 - Encourages awareness of group dynamics
 - Encourages productivity & creativity
- **Moral Safety**

Self evaluative of:

 - Therapeutic assumptions
 - Training
 - Rationalizations
 - Fixed beliefs
 - Standard Practices

Agency Trauma Responsive Elements

Client Assessment and Developmentally Appropriate Levels of Intervention

- Staff are trained in evidence-based interventions
- Culturally competency present throughout agency
- Trauma screening and assessment
- Trauma specific interventions are available or referrals to appropriate trauma-informed services are made
- Treatment plans are individualized and address trauma history

Agency Trauma Responsive Elements

Involving Clients and Staff

- Mechanisms in place to gather feedback from people in recovery, trauma survivors, clients receiving services and their family members, and staff
- Clients are allowed opportunities to make informed choices regarding services

Agency Trauma Responsive Maintenance

Planning of Services

- Needs Assessment
- Identification of Appropriate Evidence-Based Interventions
- Financing
 - Resources available for:
 - Staff training
 - Safety measures
 - Trauma Screening
 - Appropriate interventions
- Clinically Trained Staff or Appropriate Service Partners in Place

Agency Trauma Responsive Planning

Small Group Exercises

Agency Trauma Responsive Maintenance

Continual Assessment of Services

- Progress Monitoring and Quality Assurance
 - Ongoing assessment, tracking and monitoring
 - Assessment of effective use of evidence-based interventions
 - Staff evaluations include assessment of trauma-informed practices
 - Staff supervision includes regular assessment of secondary trauma
- Evaluation
 - Adherence and use of EBP evaluation tools and assessments
 - Regular and planned evaluation of client surveys and staff feedback
 - Regular and planned evaluation of outcome measures and progress



Q & A

Questions?