

# FOSTERING TRAUMA-INFORMED LEADERSHIP SKILLS FOR CONSUMERS

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# AGENDA

8:30 – 8:45

- Introduction

8:45 – 9:30

- What is Trauma?

9:30 – 9:45

- Break

9:45 – 10:30

- Trauma – Informed Approaches

10:30 – 10:45

- Break

10:45 – 11:30

- Practical Applications Part 1

11:30 – 11:45

- Break

11:45 – 12:30

- Practical Application Part 2

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# GOALS

Explain the basics of trauma

Outline principles and practices of trauma-informed approaches

Share strategies and tools for creating trauma-informed interactions and spaces



# WHY IS TRAUMA-INFORMED CARE IMPORTANT FOR CONSUMERS ?

- Create safe engagement spaces
- Foster growth
- Model positive behaviors
- Shared decision making
- Informed participation in feedback

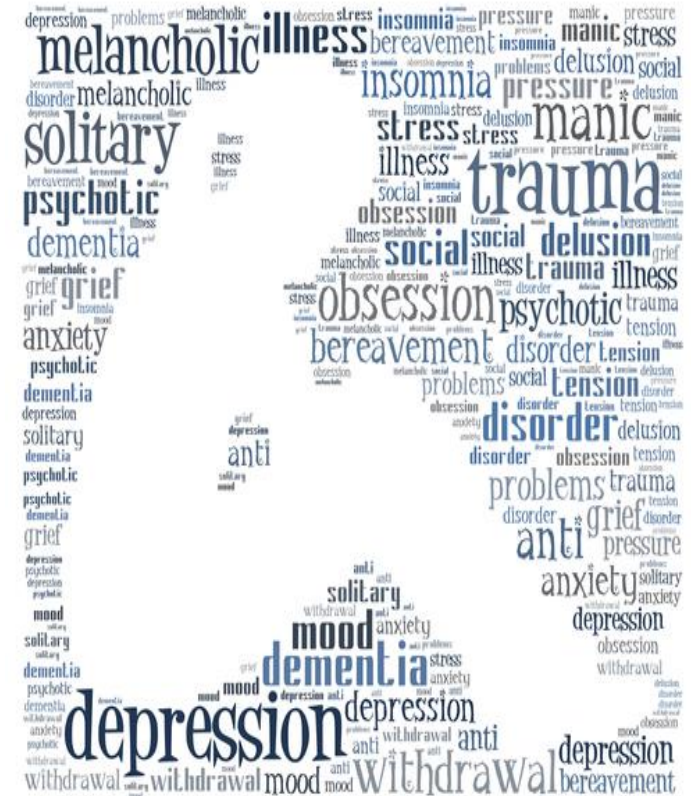


# SELF CARE

This workshop may talk about intense topics and could cause stress reactions in some.

## Care for yourself today:

- Take breaks (walk around, sit outside)
- Breathe deeply
- Ask for support





# WHAT IS TRAUMA?

## KEITH BELTON AND RODNEY DAWKINS

# LEARNING OBJECTIVES

Define trauma

Discuss how to identify  
traumatic stress reactions

Explain value of support  
systems





# TRAUMA IS...

## Events

- Can be singular or multiple events to individuals or groups of people
- Natural or human-caused

## Experience

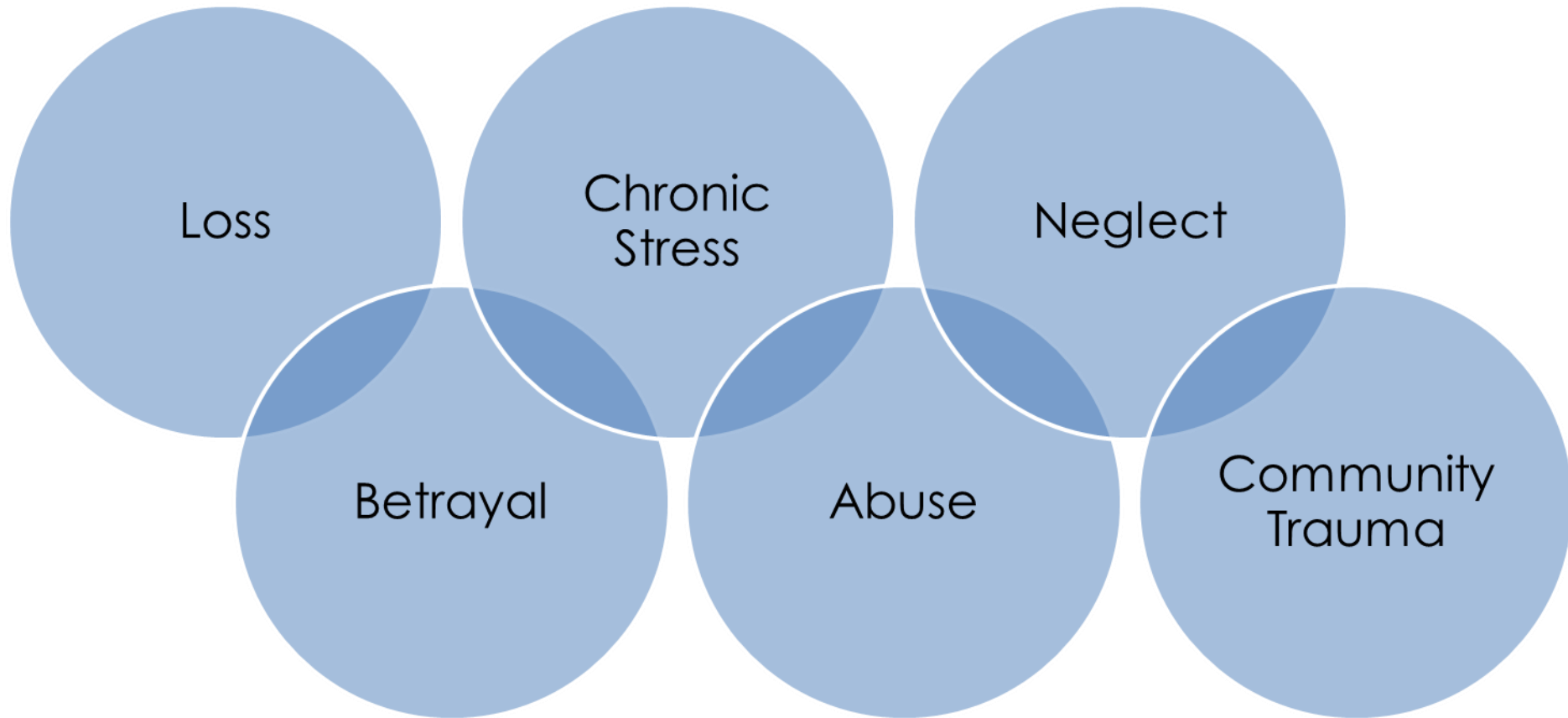
- How a person interprets or assigns meaning to the event
- Done subconsciously

## Effects

- Physically or emotionally harmful
- Lasting negative effects on functioning and wellbeing (mental, physical, social, emotional, spiritual)

\*Adapted from SAMHSA TIP 57

# POSSIBLE TRAUMATIC EVENTS



# HOW INDIVIDUALS EXPERIENCE TRAUMA IS AFFECTED BY..

- The event itself
- Personal Characteristics and History
- Developmental Factors
  - Childhood Experiences
- Culture

**Not everyone experiences trauma the same.**

**Two individuals will experience trauma differently.**

# IMPACTS OF TRAUMA

## Thoughts

- Personal Purpose
- View of others or the world
- Sense of safety or fairness
- Vision for the Future

## Behaviors

- Aggression
- Self-Harm
- Substance Use
- Self-Destructive Behaviors
- Impulsivity
- Hypervigilance

## Feelings

- Agitation
- Anger
- Depression
- Sadness
- Guilt
- Hopelessness
- Shame

## Relationships

- Distrust
- Withdrawal
- Dependency
- Avoidance

## Body

- Sleep Disturbances
- Hypertension
- Physical Ailments
- Nightmares
- Flashbacks

# KEY FACTORS OF RECOVERY

NORMALIZING SYMPTOMS



GAINING A SENSE OF  
EMPOWERMENT AND CONTROL



# KEY FACTORS OF RECOVERY

REBUILDING SOCIAL SUPPORT

SAFE TREATMENT  
SPACES



NATIONAL  
HEALTH CARE  
*for the*  
HOMELESS  
COUNCIL

**Healing begins when people feel safe,  
empowered, and connected**

# HOW I RECOVERED FROM MY TRAUMA

KEITH BELTON



NATIONAL  
HEALTH CARE  
*for the*  
HOMELESS  
COUNCIL





*"It's a new anti-depressant—instead of swallowing it, you throw it at anyone who appears to be having a good time."*





# Trauma-Informed Care

## WHAT ARE TRAUMA-INFORMED APPROACHES?

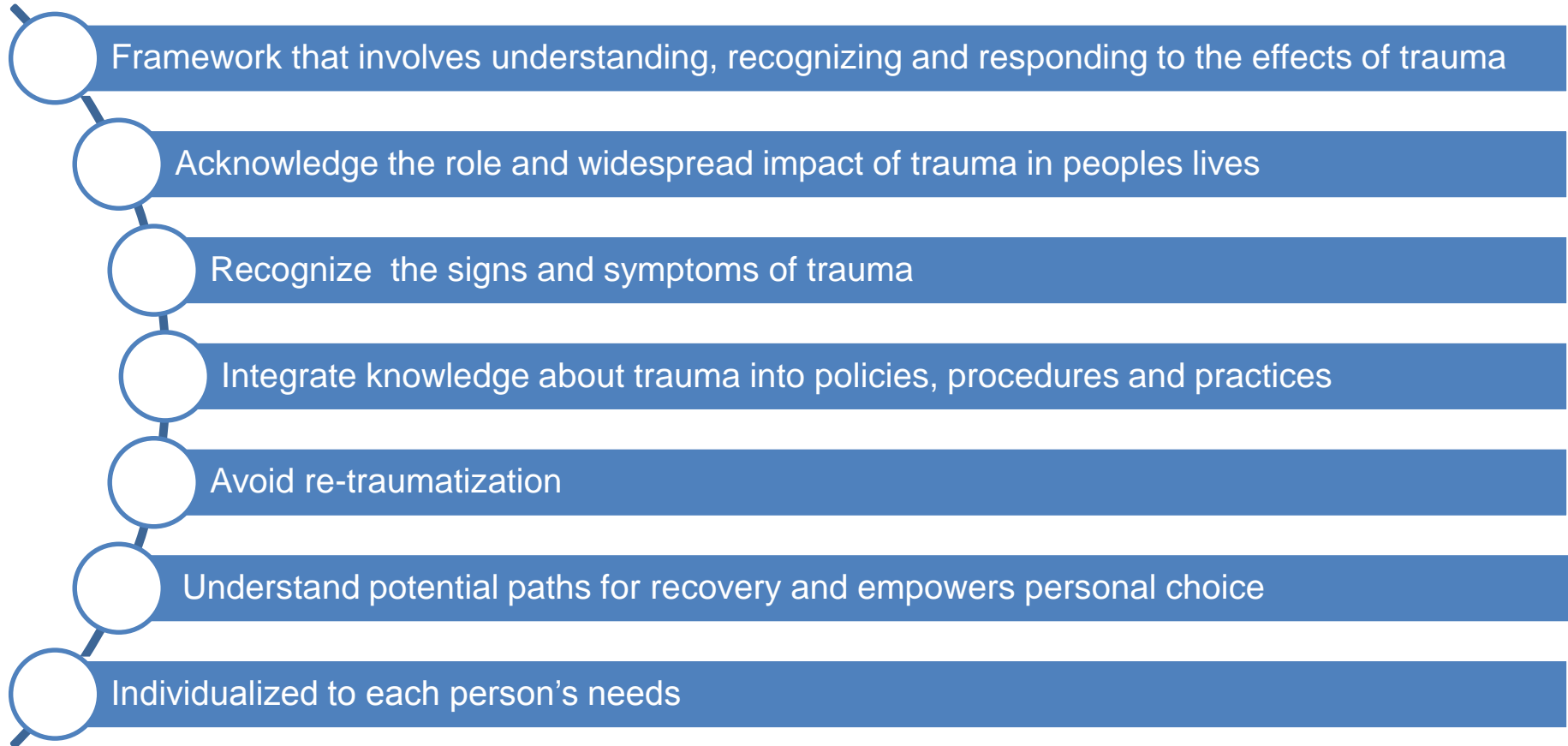
DEIDRE YOUNG AND AMY GRASSETTE

# LEARNING OBJECTIVES

## DESCRIBE TRAUMA-INFORMED APPROACHES



# TRAUMA-INFORMED APPROACHES...



# WHAT ARE TRAUMA INFORMED APPROACHES

What is wrong with you?



What happened to you?

How do I understand this problem?



How do I understand this person?

# TRAUMA-INFORMED DIFFERENCE

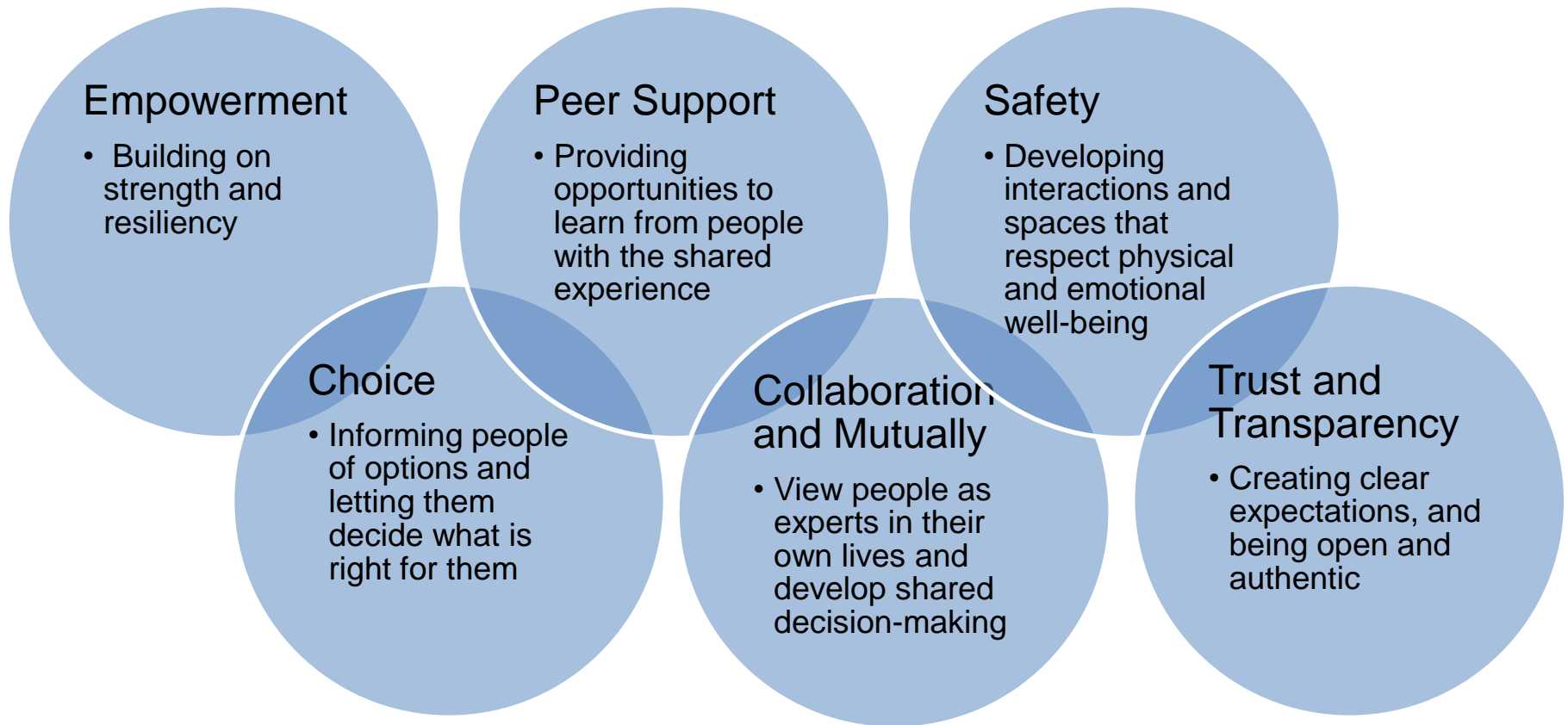
## Traditional Perspectives

- Challenging behaviors are personal deficits
- Difficult behaviors are disruptive and maladaptive
- Punitive approaches

## Trauma-Informed Perspectives

- Challenging behaviors are ways of coping
- Difficult behaviors may be an automatic stress response
- Strengths-based

# COMPONENTS OF TRAUMA-INFORMED APPROACHES



## Communication

- Active, Patient Listening
- Be empathetic, non-judgmental, and open
- Only 7% of communication is what you say. Pay attention to tone and body language.

## Emotional Intelligence

- Be aware of other's emotions – and pay attention to your own
- Approach people with consideration for what they have or may be going through

## Group Participation And Facilitation

- Learn about the group and it's members
- Understand and manage group dynamics
- Find common ground and engage participation to build consensus

## Conflict Resolution and De-Escalation

- Create open participation and outline guidelines for meetings
- Allow for respectful disagreement
- Understanding members may help anticipate where tensions may arise

## Cultural Humility

- Allow individuals to define their own culture and identity
- Suspend ideas about what you think you know based on generalizations

# TRAUMA-INFORMED PRINCIPLES

- Approach everyone with care and consideration for what they may have or may be going through
- Create environment based on values of dignity and respect for people and diversity
  - Pay attention to physical space, tone, culture and atmosphere
  - Prioritize the emotional climate over achieving tasks
- Support personal choices and shared decision-making
- Be empathetic, non-judgmental and open



# CREATING SAFE ENVIRONMENTS

## Invalidating Spaces

- Non-responsive to needs
- Experiences are trivialized
- Tells people they are wrong
- Doesn't tolerate emotions
- Dismissive language

## Validating Spaces

- Authentically validate
- Help people identify and communicate needs
- Use active listening
- Welcoming and Respectful
- Culturally competent

# AVOIDING RE-TRAUMATIZATION

- Work to understand people and possible triggers
- Minimize potential triggers
  - Develop safe physical spaces (well-lit, comfortable, natural light, calming colors, relaxing noises)
- Maintain supportive, empathetic relationships
- Provide clear and consistent messages

# WHAT IS DE-ESCALATION?

**Objective of De-Escalation:** Reduce the level of emotions to encourage the possibility for discussion.

- Pay attention to behaviors as they can clue you in to how people may be feeling or how you may need to respond.
- Never judge or dismiss behaviors. People behave in ways they have learned to manage their feelings, instability, needs, or trauma.
- Empathize with the emotions that are causing the behaviors.

# DE-ESCALATION TIPS

Give the person  
undivided  
attention.

Be empathic and  
nonjudgmental.

Clarify  
messages.

Avoid  
overreacting.

Focus on  
feelings.

Allow silence for  
reflection.

Allow time for  
decisions.

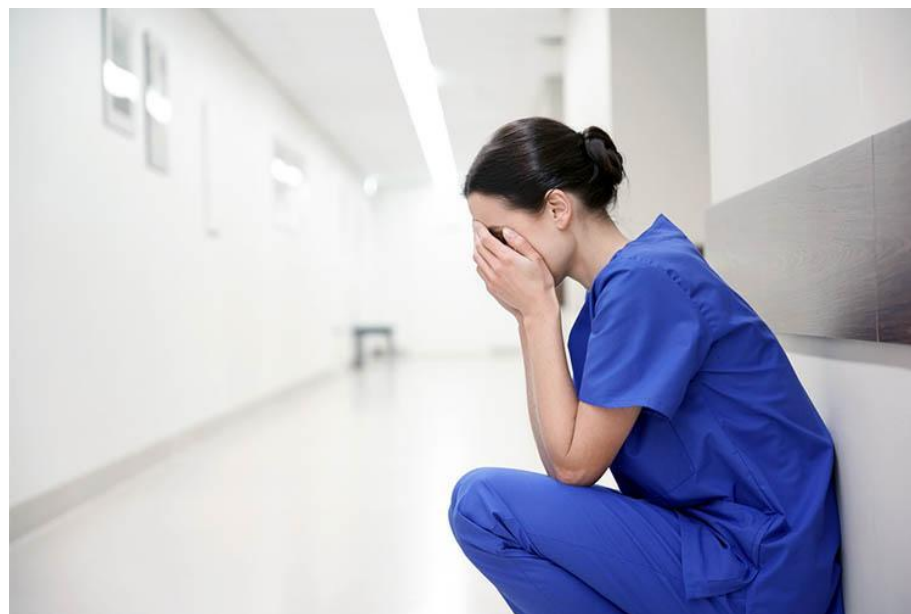
Respect  
personal space.

Use  
nonthreatening  
non-verbals.

# SECONDARY TRAUMA

Secondary trauma is emotional stress that happens when someone hears about the first hand trauma experiences of another.

Secondary trauma can lead to chronic fatigue, disturbing thoughts, poor concentration, emotional detachment, exhaustion, avoidance, absenteeism, and physical illness.



# SELF-CARE

We must care for ourselves by first acknowledging our condition, create a realistic plan of care and acting upon it.

Self-care should not be an “emergency response plan” to be used only when stress becomes overwhelming.



## PTSD by cta



www.funnytimes.com

# PRACTICAL APPLICATION FOR CONSUMER-LED SPACES

VALARIE DOWELL  
KANDI PATTERSON

JOANNE GUARINO  
DAVID PEERY





# FIRST SCENARIO: CUTTING IN LINE AT A HEALTH FAIR

## Joanne Guarino









# SECOND SCENARIO: CAB MEETING Valarie Dowell





[illegible]





客戶服務中心  
Customer Services  
Centre  
住院登記  
Registration

# FOURTH SCENARIO: SURVEY TAKING

## David Peery









# TRAUMA-INFORMED RESPONSES

- Approach everyone with care and consideration for what they may have or may be going through
- Pay attention to physical space, body language, tone, culture and atmosphere
- Be empathetic, non-judgmental and open. Don't take anything personally.
- Never judge or dismiss behaviors. People behave in ways they have learned to manage their feelings, instability, needs, or trauma.
- Respect the dignity of the consumer without regard to sex, race, age, sexual orientation



*The  
End*

# REFERENCES

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