

Trauma-informed Services



‘Becoming Trauma-informed’
in
San Mateo County

The Need For Growth



Inspired for Action

Pivotal Indicators



- Trauma as core competency
- Trauma Training ~ #1 provider request
- Trauma not recognized as central problem
- Vicarious Traumatization of a system

Planting Seeds

Mission of Inquiry



“Questions are more important than answers, which means leadership is about getting the right people together in the right way.”

Community: The Structure of Belonging
by Peter Block

Prevalence



What is needed for our system
of care to become truly
trauma-informed?

Trauma Capability



How can we integrate
trauma-informed services into
the existing infrastructure?

Shared Lens



How are we communicating
the needs of our clients with
each other?

Identified Needs/ Gaps in Services

- Training in trauma sensitivity & assessment
- Coordinated efforts among different programs
- Non-profit trauma treatment facility
- Services for men
- Gender-responsive trauma curriculum
- Screening tools for trauma
- Trauma-informed framework for youth and families
- Transitioning care of clients with an awareness of fostering a secure attachment
- Consistently available referral sources for trauma recovery

Trauma Recovery Models



Trauma treatment models being implemented in SMCO programs and agencies;

- Seeking Safety
- Beyond Trauma
- Child Parent Psychotherapy
- Dialectical Behavior Therapy
- Somatic Experiencing

Nurturing Growth



Systematic Approach to
Culture Change

Intention



Create forums to collectivize the emerging
enthusiasm and interest
of
consumers & providers
to speak openly about trauma and
to discuss what to do
as a
system of care.

Trauma Informed Workgroup



Trauma-Informed Services
Workgroup of CCISC Change
Agents formed in 2008

Trauma-informed Trainings

FREE Consultation with Gabriella Grant of OnTrack
Consulting: Implementation and Troubleshooting for
Trauma Informed Services

Sample of **FREE** trainings facilitated by local providers;

- Trauma Informed Motivational Interviewing
- PTSD & Trauma within a Juvenile Justice Population
- Trauma in the Substance Abuse Treatment Setting
- Seeing Life Through The Eyes of a Trauma Survivor -
Then and Now
- Suggestions for Mindfulness Practices
- Attachment and Domestic Violence

Trauma Learning Collaborative



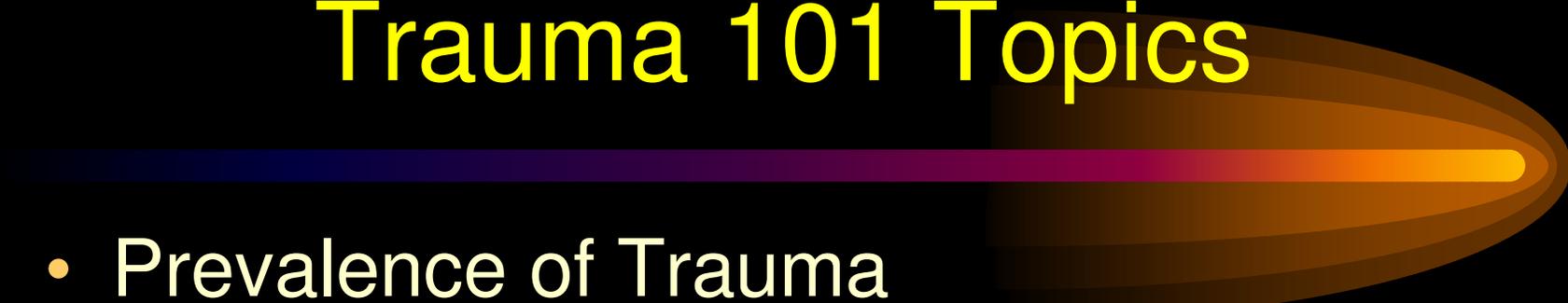
Trauma Learning Collaborative (TLC) is comprised of diverse and talented behavioral health providers who are passionate about offering trauma training countywide.

Understanding Trauma for a Trauma Informed System of Care

Trauma 101 was created as a framework and foundation training to;

- **Broaden** understanding of trauma
- **Recognize** trauma-related symptoms as adaptive responses to overwhelm
- **Develop** a shared lens and common language across diverse systems

Trauma 101 Topics



- Prevalence of Trauma
- Recognizing Trauma Symptoms
- Physiology of Trauma
- Crisis Prevention & Intervention
- Working with Trauma & Substance Recovery
- Culture and Trauma
- Trauma Informed Care
- Trauma Screening and Resources

Annual Trauma Conferences

- Hosted “Moving Toward a Trauma Informed System of Care Conference and Training” for 360 mental health and alcohol & other drug providers May 12, 2009.

Keynote: Stephanie Covington, Ph.D.

- Hosted “2nd Annual Trauma Conference: Practice is Progress: Expanding Skills in Trauma Work” for 500 diverse providers and consumers May 12, 2010. Awarded 2010 SAMHSA Conference Grant.

Keynote: Janina Fisher, Ph.D.

2nd Annual Trauma Conference Resources

Online Videos:

<http://smhealth.org/bhrs>

**Understanding the Prolonged Effects of Childhood Neglect
and Trauma** - Janina Fisher, Ph.D.

A Guided Tour Through the Halls of Shame

- Steve Frankel, Ph.D., JD

Broken Bonds: Attachment, Trauma and the Body

- Janina Fisher, Ph.D.

Harvesting Fruit



Signs of Culture Change

San Mateo County Charter Document

It is an expectation – *not the exception*- that our clients have complex/multiple challenges.

Any initiative to address individuals and families with complex needs must be grounded in

- hope
- resilience
- wellness and recovery
- respect for the role of culture

in the health and healing of individuals, families and communities.

Improving Service Delivery to Persons with Complex Conditions Through Systems Transformation

The San Mateo County Systems Transformation Charter Document was created to incorporate strategic action steps to build an integrated system of care.

The Charter Document seeks to create a shared vision and common language for a coordinated and comprehensive system of service delivery.

[http://www.co.sanmateo.ca.us/Attachments/health/pdfs/bhrs/
About/Publications/BHRSSharterDocWinter2009.pdf](http://www.co.sanmateo.ca.us/Attachments/health/pdfs/bhrs/About/Publications/BHRSSharterDocWinter2009.pdf)

Charter Document Strategic Action #4



Reads; “Promoting A Shared
Vision: to achieve countywide
recovery oriented, culturally
responsive, trauma-informed
and co-occurring capable
services.”

SAN MATEO COUNTY CHANGE AGENTS

A dynamic, action-oriented group dedicated promoting the wellness and recovery of individuals with co-occurring and complex conditions. All who share this passion are welcome and encouraged to participate in any capacity. Please contact any of the individuals below for more information.

Welcoming & Orientation Workgroup

Angel Cassidy
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Youth/TAY Workgroup

Katie Scherrman
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Criminal Justice Workgroup

Paula Nannizzi
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Co-Occurring CCISC Steering Committee

Monthly leadership meeting
Mary Taylor Fullerton
mfullerton@co.sanmateo.ca.us

CARE Team

Change Agent Leadership Team

Monthly Change Agent Meetings

schedule online at:
www.co.sanmateo.ca.us/bhrscodcalendar

Action Plan Consulting

CARE Committee:

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Trauma Informed Services Workgroup

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Trauma Learning Collaborative

Annual Trauma Conference

Keys to Success



- Consistent message
- Shared values
- Support of supervisors
- Flexibility
- Commitment
- Inclusion
- Readiness
- **What's special ?** allows for expression of each individual and unique talents

Other Indicators



- The **word 'trauma'** is used more frequently to encapsulate and refer to the injustices and abuses of the lived experiences of our clients.

Lessons Learned



It was crucial for 'becoming trauma-informed' to grow and spread based on **self-identified needs** rather than a top-down approach of mandating, forcing or flooding. The latter approach creates resistance, whereas the former **engenders receptivity, empowerment and choice** ~ the very same principles from which trauma-informed services are sourced.

Preventing Retraumatization in Crisis Residential



Emotional and Physical
Safety are the Priority!

<http://www.seekingsafety.org/>

Consumer Satisfaction Survey

Six Domains:

- Safety
- Trustworthiness
- Choice
- Collaboration
- Empowerment
- Trauma Screening

Fallot, Roger, Ph.D. and Harris, Maxine, Ph.D. Trauma-Informed Services: A Self-Assessment and Planning Protocol. Community Connections. Pages: 23-24. Contact: Rebecca Wolfson

rwolfson@ccdc1.org

AC-OK-COD Screen



Includes the following questions,

- 7 Mental Health
- 6 Substance Abuse
- 2 Trauma-related mental health

<http://www.maine.gov/dhhs/cosii/provider/pdf/AC-OK-ScreenPacket.pdf>

Personal De-escalation Plan

Identifies:

- Problem Behaviors
- Triggers
- Early Warning Signs
- Interventions (helpful/ not helpful)
- Strengths
- Skills
- Incentives

Boston Medical Center Intensive Residential Treatment Center Safety
Tool; **Google:** Massachusetts DMH; **Click:** Restraint/Seclusion
Reduction Initiative

Tension Reducing Behaviors



***“How do I understand
this person?”***

rather than

***“How do I understand this
problem or symptom?”***

“Above All, Do No Harm”



Healing from trauma
liberates creative human
potential