

Case Management Redesign

Trauma Informed Care

March 13, 2024



Public Meeting Notice

- Please note this meeting is open to the public and is being recorded.
- Anything said during this meeting may be part of the public record.

Agenda

- Introductions, Recording & Meeting Guidelines (5 min)
- Poll: Who is here? (2 min)
- Presentation: Trauma Informed Care (43 min)



Poll: Who Is Here Today?



Presenters



Karen Hill
she | her



Courtney Thompson
she | her



Deborah Rose
she | her



Megan Beers
she | her

Case Sample - Angela

- 46 years old, estranged from her two children but wants to reconnect
- History of early adversity
- Spanish is her first language
- Living with Bipolar disorder, high blood pressure, excessive alcohol and marijuana use
- Visual impairment
- She is a frequent victim of assault and violence
- Enjoys music and writes poetry
- Connected to her church



Chatter Fall

- Type your response into the Zoom chat, but **DO NOT** hit enter right away.
 - The presenter will ask everyone to hit enter at the same time.
-
- Trauma informed care requires a strength-based approach.
 - Given what we know about Angela let's identify strengths.



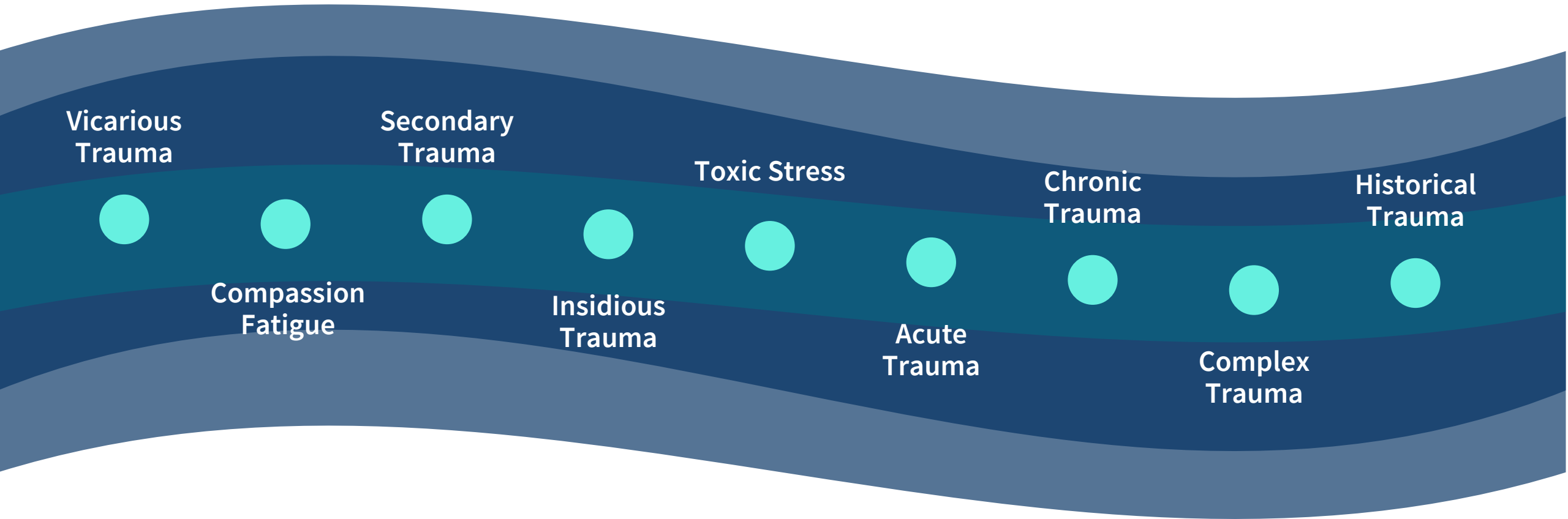
Background

- **What is Trauma?**
 - “Trauma results from an event, series of events, or a set of circumstances that an individual experiences as physically or emotionally harmful or threatening, which may have lasting adverse effects on the individual’s functioning and mental, physical, social, emotional, or spiritual well-being.”*
- **What is Trauma Informed Care?**
 - A set of key principles that promotes a culture of safety, empowerment, and healing.



*The Substance Abuse and Mental Health Services Administration (SAMHSA), 2023

Various Types of Trauma



Adverse Childhood Experiences (ACEs)

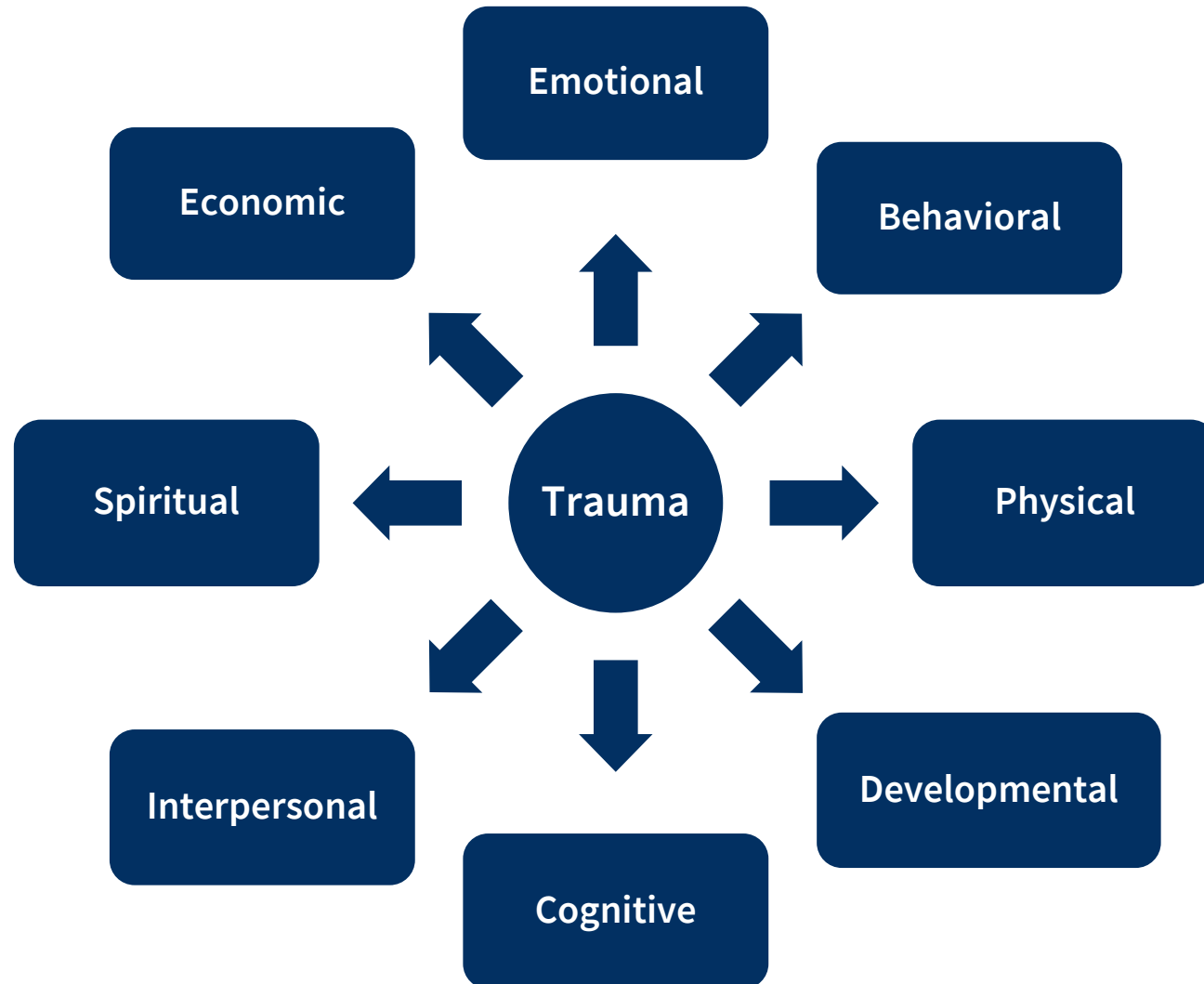


- **Potential traumatic events that occur in childhood (0 – 17 years of age):**
 - Household substance/alcohol misuse
 - Household mental illness
 - Parental separation/divorce
 - Family member incarceration
 - Intimate partner violence and/or violence against mother
 - Physical abuse
 - Emotional abuse
 - Neglect
 - Sexual assault
 - Household dysfunction

Disability and Trauma

- **Individuals with disabilities may have experienced trauma resulting from interactions with the system of care.**
- **Disability-related limitations can leave individuals more vulnerable to trauma.**
- **Complexities when caregivers or services have been the source of trauma.**

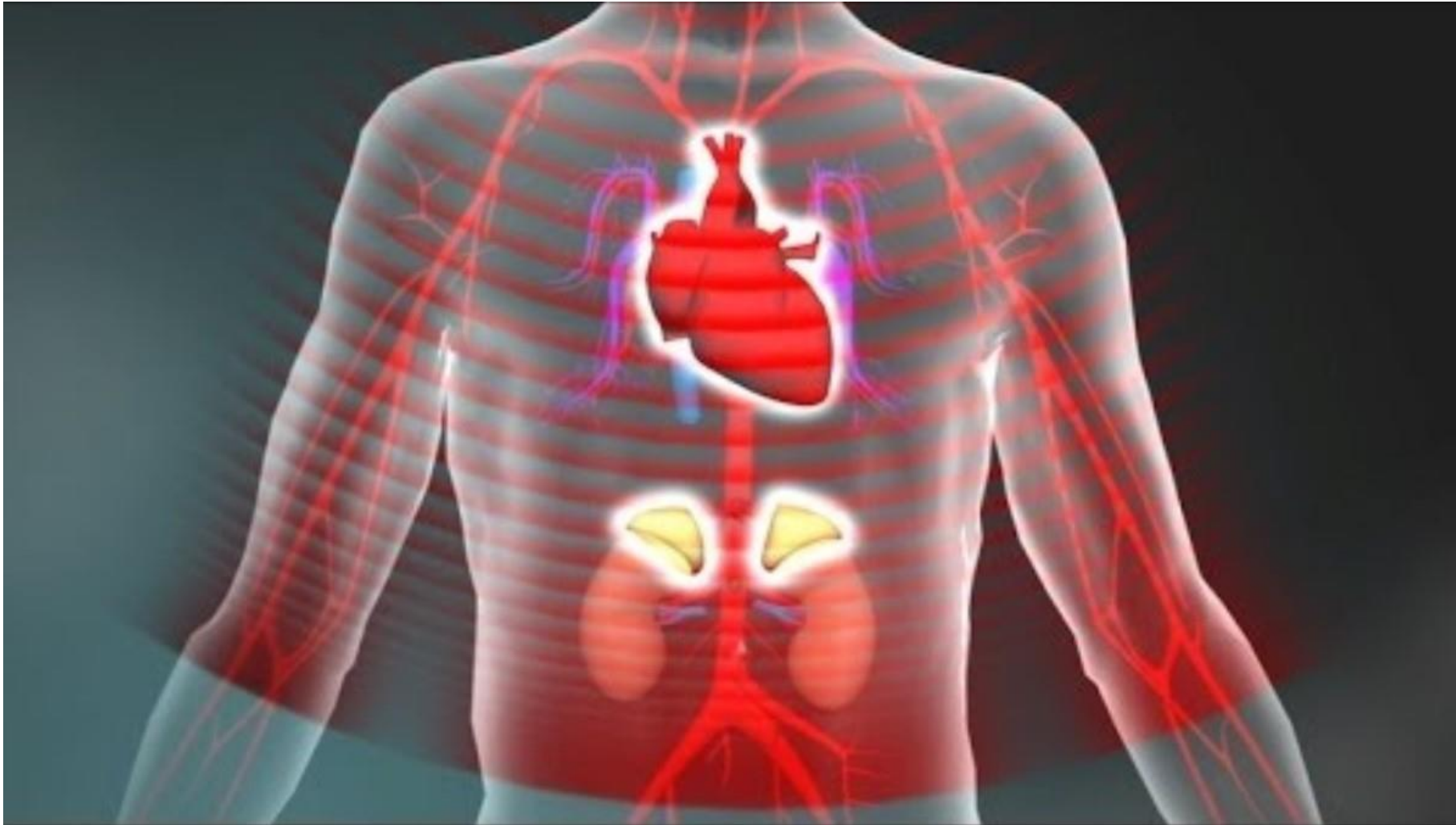
Impact of Trauma on Individuals



The Science of Trauma

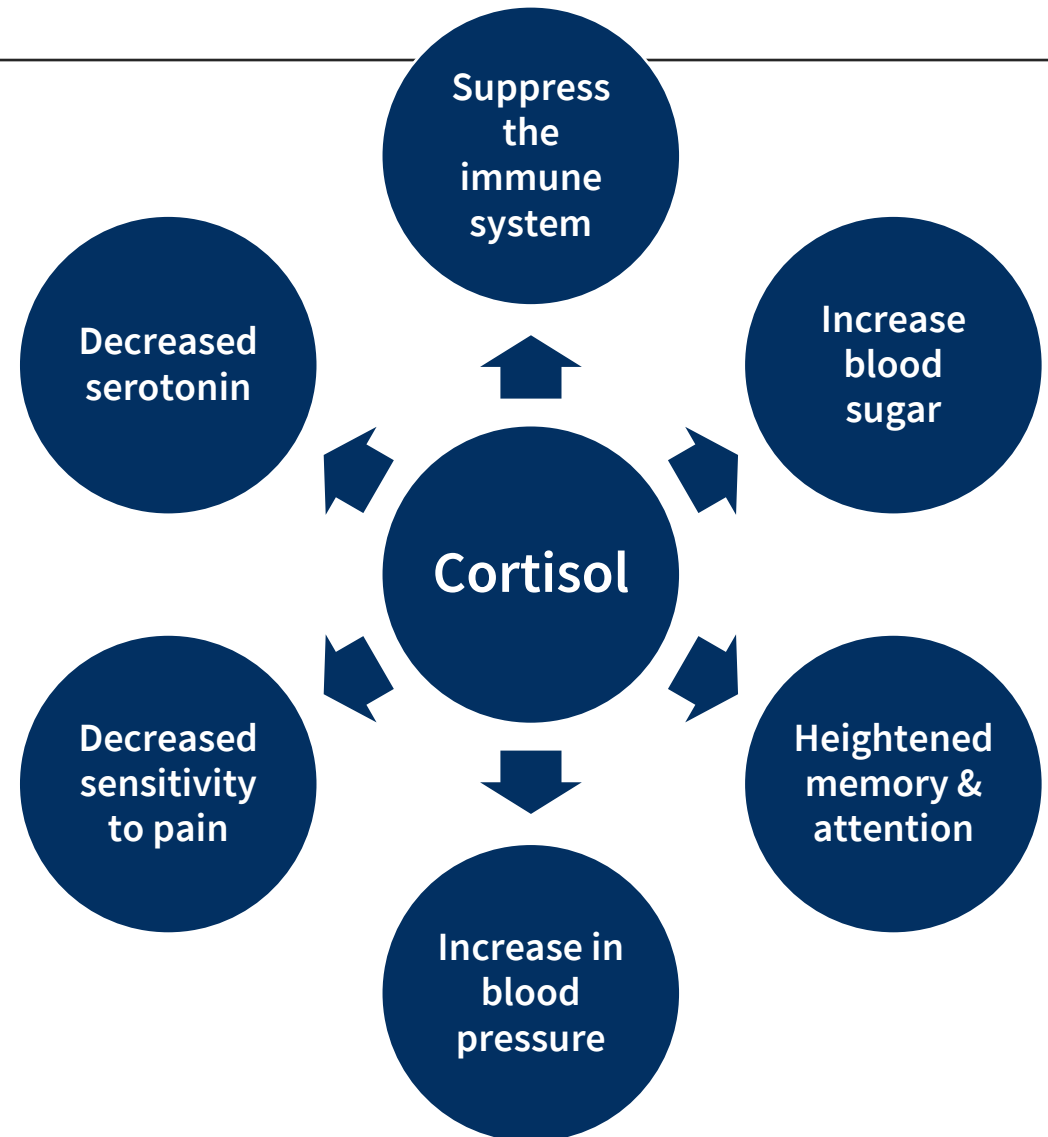


Video: Toxic Stress Derails Healthy Development








Trauma & Cortisol

- Cortisol is a hormone that your body releases to regulate stress experienced by the body.
- Experiences of trauma can overload the cortisol stress response system.
- An overabundance of the *protective measures* can impact the body mentally, physically and become *maladaptive* affecting ability:
 - to experience pleasure
 - to remember things
 - to process emotions



Misinterpreting the Stress Response

		 Looks like...	 Mislabeled as...
Fight		Trying to regain or hold power	Non-compliant or combative
Flight		Individual won't engage or runs away	Disengages or checks out emotionally
Freeze		Gives in to those in power and is not able to speak up	Passive or unmotivated

A Trauma-Informed Framework



Culture and Trauma-Informed Care

- Understanding culture is crucial to using trauma-informed approaches
 - Consider the individuality of each person's life experiences, their culture and how they identify socially.
 - Recognize aspects of culture can help create resilience but can also compound trauma.
 - No one enters into a relationship from a neutral space.



Cultural Humility

- **What is Cultural Humility?**
 - The ability to put your culture, values, assumptions aside; be other-oriented (or open to the other)
- **What does it look like?**
 - Recognizing that others are the expert of their own culture, values, and beliefs
 - Asking others to share their experiences, knowledge, and resources so that you can support their well-being
 - Collaboration and learning from each other
 - Lifelong commitment to reflection & self-evaluation; the ability to be humble and flexible
 - A set of key principles that promotes a culture of safety, empowerment and healing.



Focus on Cross Cultural Communication

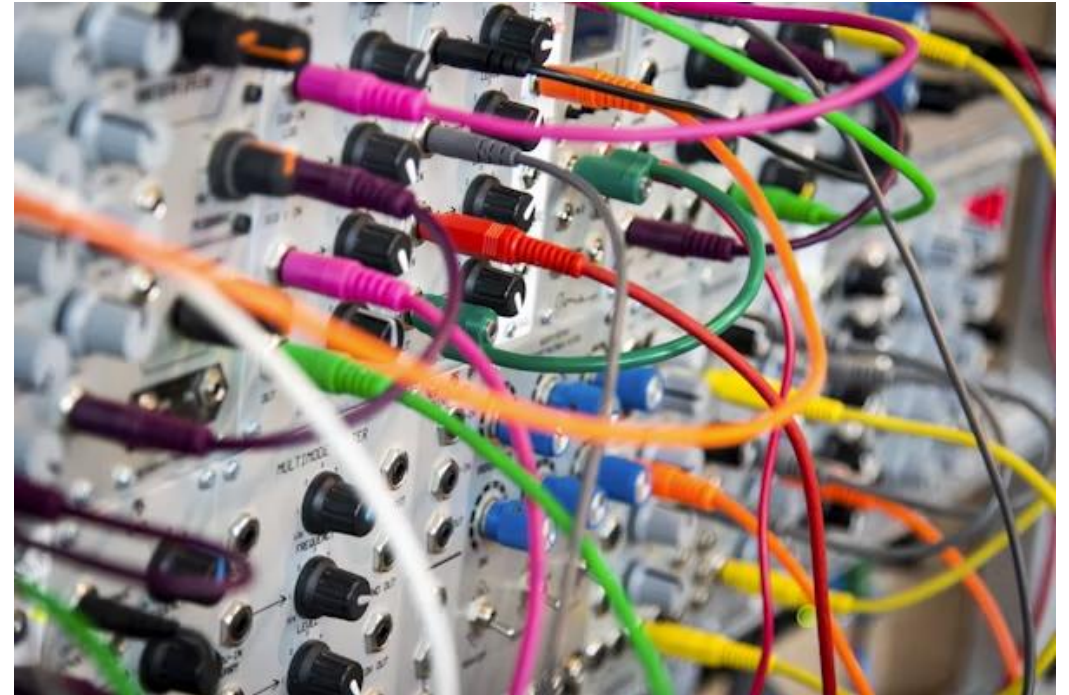


- **What is Cross Cultural Communication?**
 - The communication between individuals that belong to different cultures
- **What does it look like?**
 - Learn about a person's cultural norms regarding personal distance, gestures, eye contact and posturing
 - Become familiar with communication styles
 - Don't make assumptions
 - Ask if you don't understand
 - However, take time to learn on your OWN!

What Are Ways You Facilitate Cross Cultural Communication? *Let's Annotate!*

Complexity of Supporting Traumatized Individuals

- Stigma and implicit bias
- Comprehensive and interprofessional training
- Chronicity of health concerns
- Co-occurring psychosocial issues
- Co-morbid health conditions
- High need populations; time intensive nature of work



Goals of a Trauma-Informed Approach

- Understand the impact of trauma and recognize trauma symptoms
- Support recovery and optimal life and wellness outcomes
- Honor the individual and avoid re-traumatization



Practical Interventions



Consider Language: *What Does the Individual Prefer?*

- Instead of deficit based...
- Consider Person-First and Identify-First language
- One size does NOT fit all!



What Trauma-Informed Care Doesn't Mean

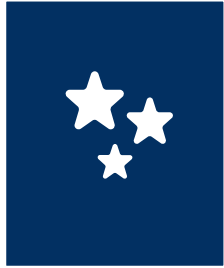
Not This

- Excusing, permitting or justifying unacceptable behavior
- Just being nicer
- Over focusing on the negative

But This

- Supporting resilience, accountability, responsibility
- Acting with compassion but without patronizing
- Building skills, empowerment, recognizing strengths

Take a Strengths-Based Approach



Develop and promote hope



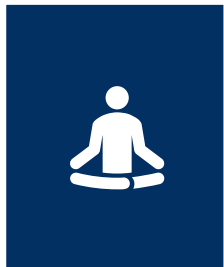
Support empowerment



Encourage people to ask for help



Allow for the experience of success or failure

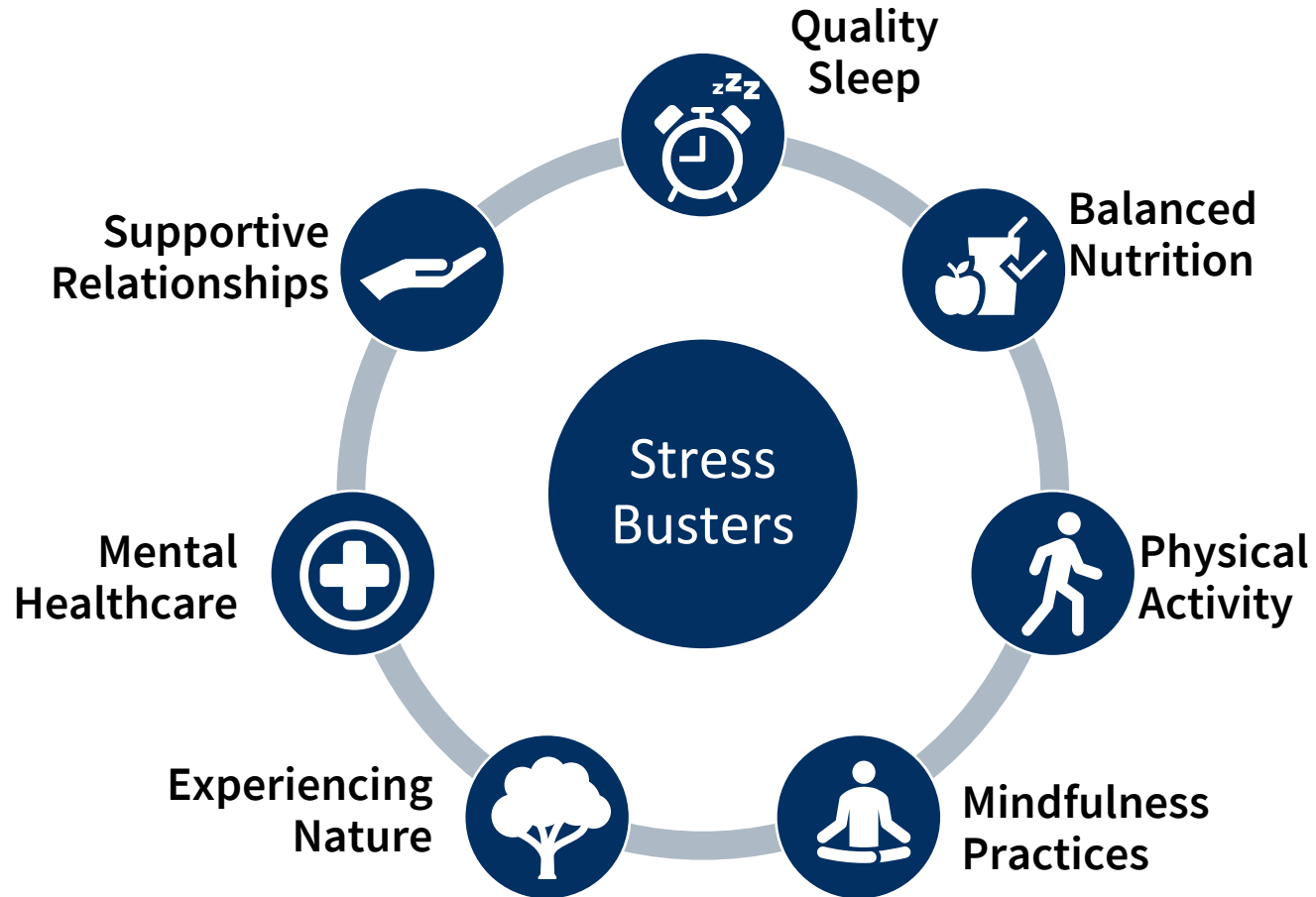


Encourage strategies for self-soothing



Tap into talents

Anticipate & Reduce Triggers



As a Case Manager, you can also be triggered by stress and trauma! Keep in mind how you can apply these strategies yourself.

Interventions



Leverage Strengths

Follow through, model trust and maintain boundaries
Emphasizes choice and informed consent



Eye contact, give explanations for policies and procedures,
respectful and diverse artwork
Say “hello” and “goodbye”
Refer to people by preferred name and pronouns



Remember the events that can re-traumatize
Move and speak quietly when possible

Interventions Continued

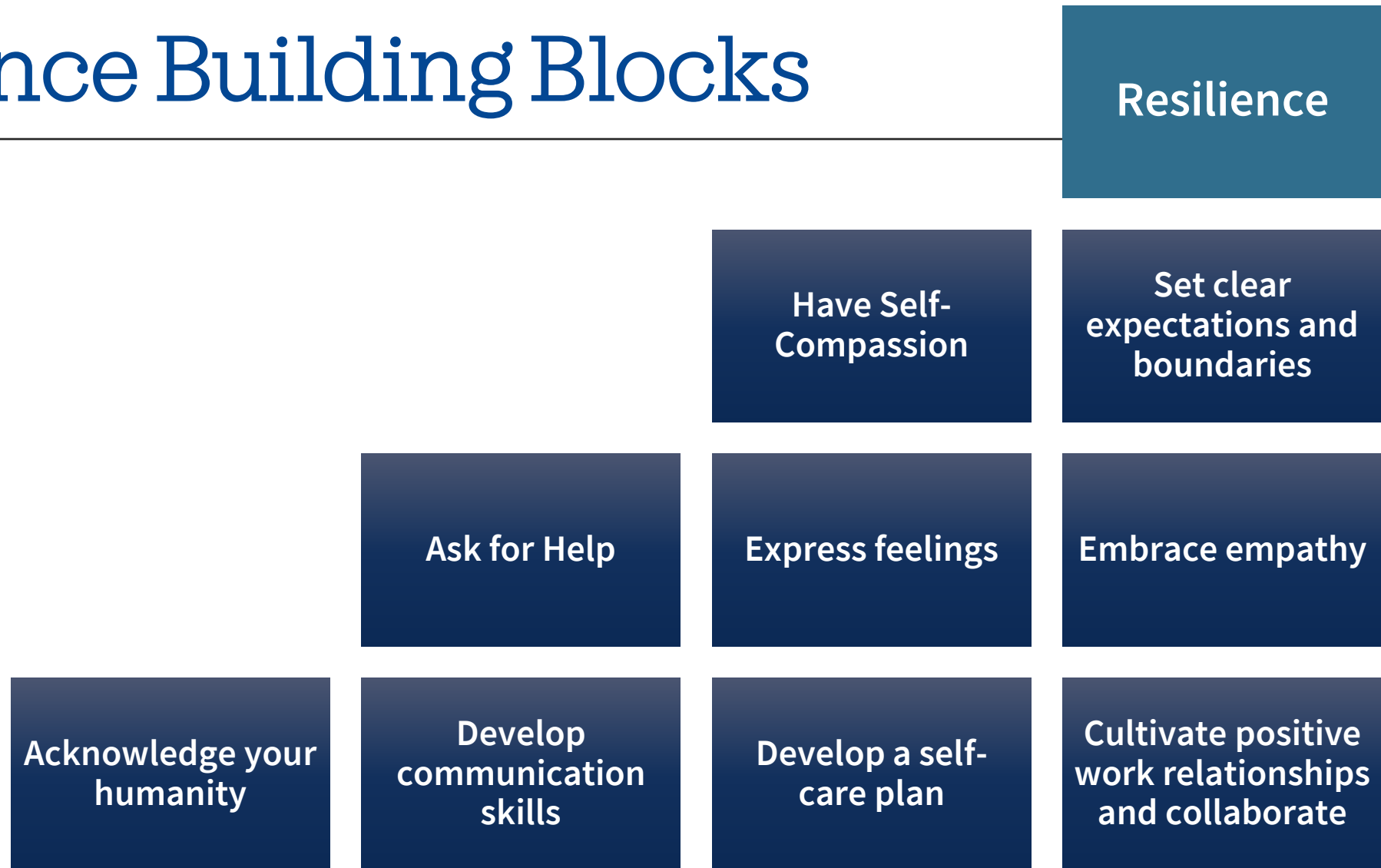


High quality sleep
High quality food (minimally processed)
Regular physical activity and exercise
Mindfulness and relaxation



Attention to mental health
Supportive relationships
Validation of existing strengths and protective factors

Resilience Building Blocks



Summary of a Trauma-Informed Approach

- Anticipate & reduce triggers
- Practice cultural humility
- Focus on cross-cultural communication
- Take a strengths-based approach
- Use trauma-informed listening skills
- Hold space for others
- Trauma is something that that happens to the person — they are NOT the trauma



Next Steps: Ask Yourself



- What will you start doing because it **MAY** work?
- What will you keep doing because it **IS** working?
- What are you going to stop doing because it is **NOT** working ?

Contacts

Please contact us if you have additional questions, suggestions, or ideas.

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- **Megan Beers**
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- **Courtney Thompson**
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Thank You!



Resource Slides



References/Resources

- [SAMHSA's National Center for Trauma-Informed Care](#)
- [SAMHSA's Practical Guide for Implementing a Trauma-Informed Approach](#)
- [Video: Toxic Stress Derails Healthy Development](#)
- [Trauma-Informed Care and Cultural Humility in the Mental Health Care of People From Minoritized Communities](#)
- [Person-Centered Language](#)
- [Strengths-Based Approach for Mental Health Recovery](#)
- [A Tiered Clinical Response Framework for Addressing Toxic Stress](#)
- [Resilient Individuals article](#) and [UCSF's Collaborative Approach study](#)
- [Trauma-Informed Care for Individuals with Intellectual](#)
- [The Impact of Trauma on Youth with Intellectual and Developmental Disabilities: A Fact Sheet for Providers](#)
- [Trauma-Informed Person-Centered Thinking and Support](#)
- [Writing Respectfully: Person-First and Identity-First Language](#)
- Photographs courtesy of Courtney Thompson, [Unsplash](#) and [Pexels](#)