

Trauma-Informed Care/Approach in Organizations and Systems

What it takes...

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SCHOOL OF SOCIAL WORK
University at Buffalo The State University of New York

**Take a moment to consider your life
experiences...**

**Take a moment to consider other's life
experiences...**

(friends, family, colleagues, community)

Providing Trauma-Informed care

*YOU are positioned uniquely in your
work...*

How do you do the work?

What do you notice works in helping
individuals?

What works in managing the impact of
the work on you? Your colleagues?

Your role

We are each in a position of witnessing:

*Individual trauma/adversity, inequity, the -isms,
re-traumatization, historical trauma...*

While informing our responses to all sides/circumstances with the:

Values/principles of trauma-informed practice



What is Trauma?



The impact of trauma can be felt...



Physically



Emotionally



Behaviorally



Cognitively

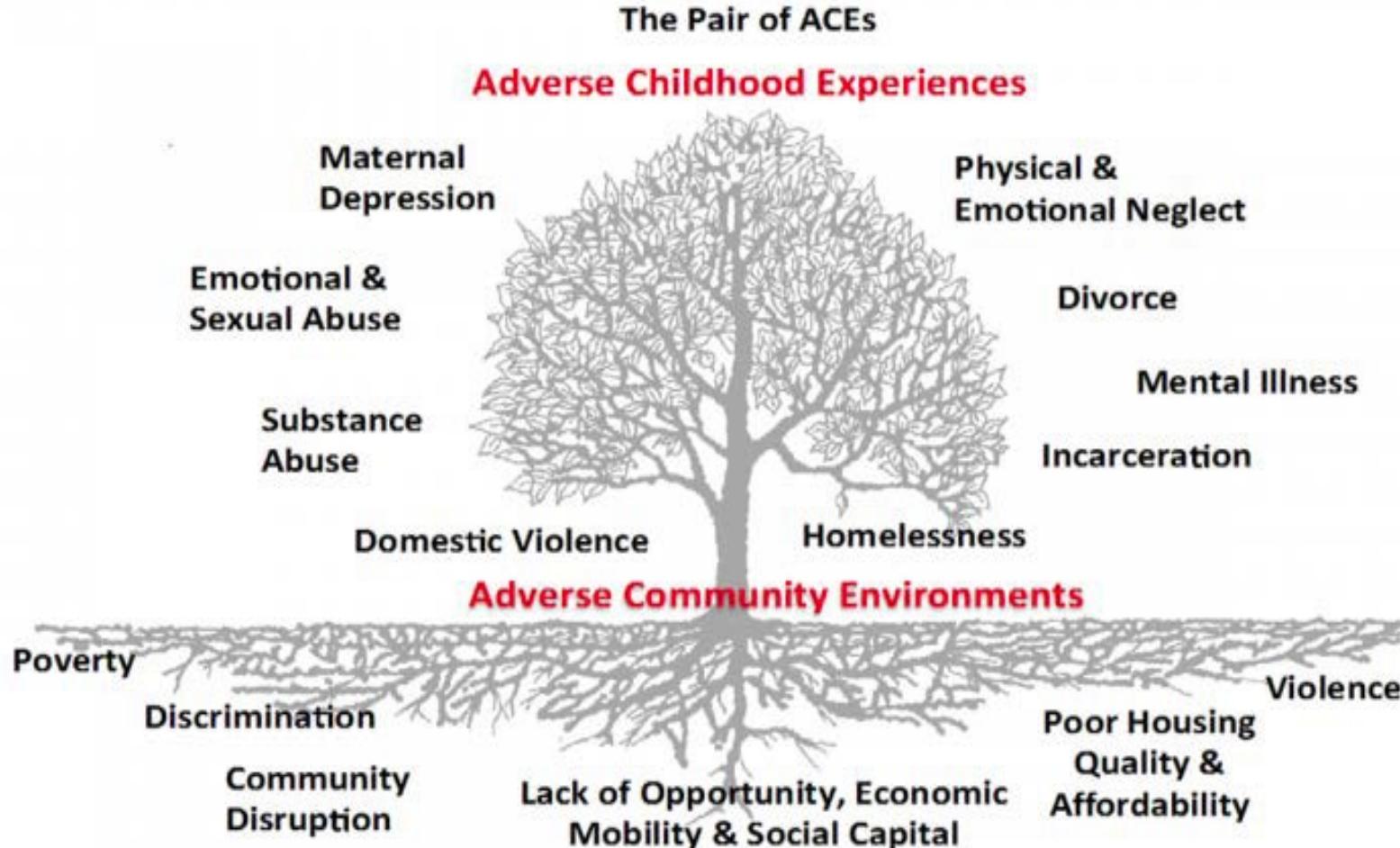
Spiritually

Bottom line....

“Trauma” may influence...

- the *how*
- the *what*
- the *considerations*

...in one's work



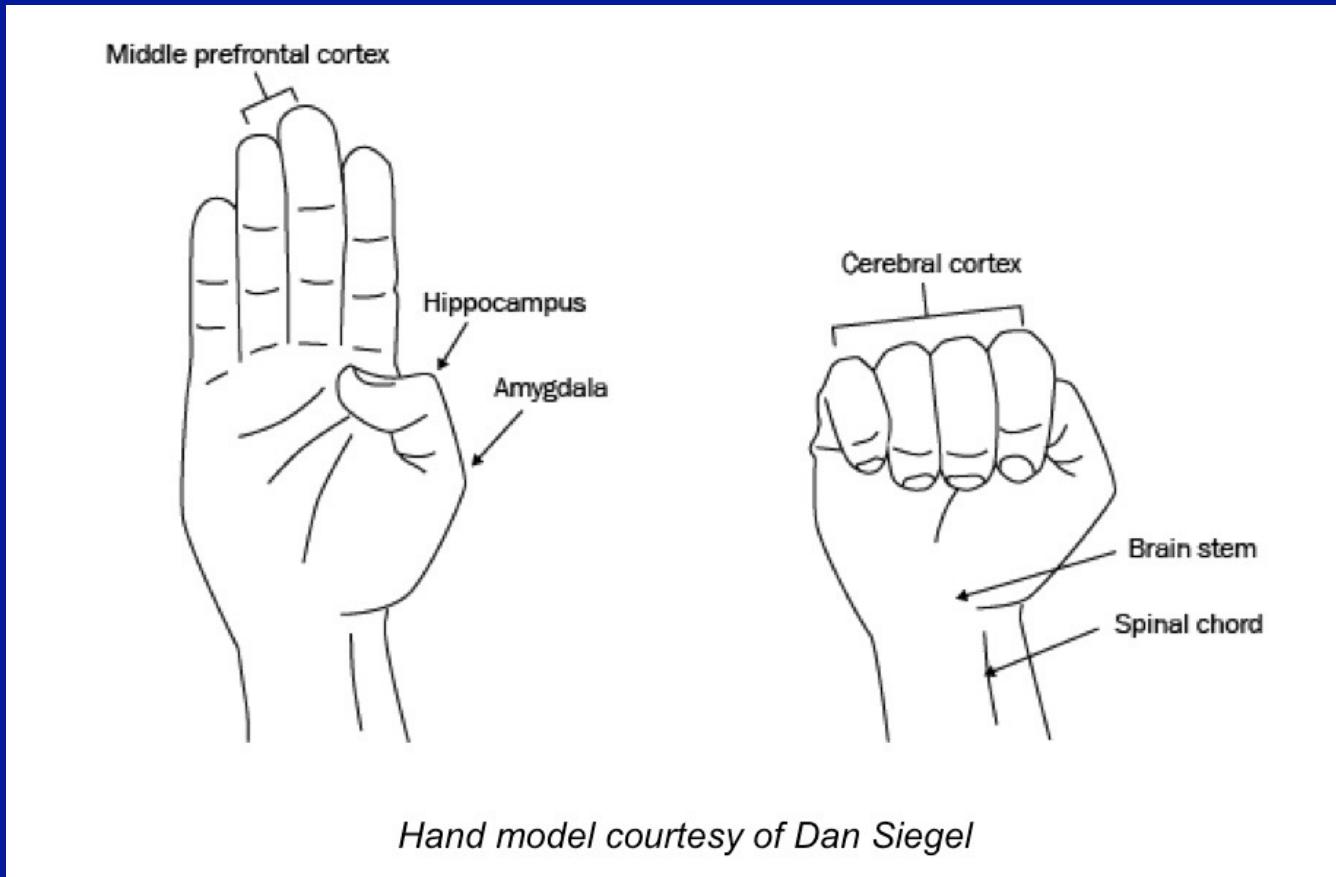
Ellis, W., Dietz, W. (2017) A New Framework for Addressing Adverse Childhood and Community Experiences: The Building Community Resilience (BCR) Model. *Academic Pediatrics*. 17 (2017) pp. S86-S93. DOI information: 10.1016/j.acap.2016.12.011



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Impact on the Brain



What is Re-traumatization?

- A situation, attitude, interaction, or environment that **replicates the events or dynamics of the original trauma** and triggers the overwhelming feelings and reactions associated with them
- Can be **obvious** - or **not so obvious**
- Is **usually unintentional**
- Is **always hurtful** exacerbating the very symptoms that brought the person into services





Retraumatization



WHAT HURTS?

SYSTEM (POLICIES, PROCEDURES, "THE WAY THINGS ARE DONE")	RELATIONSHIP (POWER, CONTROL, SUBVERSIVENESS)
 HAVING TO CONTINUALLY RETELL THEIR STORY	 NOT BEING SEEN / HEARD
 BEING TREATED AS A NUMBER	 VIOLATING TRUST
 PROCEDURES THAT REQUIRED DISROBING	 FAILURE TO ENSURE EMOTIONAL SAFETY
 BEING SEEN AS THEIR LABEL (I.E ADDICT, SCHIZOPHRENIC)	 NONCOLLABORATIVE
 NO CHOICE IN SERVICE OR TREATMENT	 DOES THINGS FOR RATHER THAN WITH
 NO OPPORTUNITY TO GIVE FEEDBACK ABOUT THEIR EXPERIENCE WITH THE SERVICE DELIVERY	 USE OF PUNITIVE TREATMENT, COERCIVE PRACTICES AND OPPRESSIVE LANGUAGE

(Institute on Trauma and Trauma-Informed Care, 2015)



Re-Traumatization & Current Reality



Doing the Work

Possible Impact of the Work	Description
Secondary Traumatic Stress (STS)	Experience of trauma-related symptoms in a worker as a result of witnessing the trauma/adversity of another; typically quick in onset.
Vicarious Trauma (VT)	Development of negative changes in world view as a result of the cumulative impact of witnessing trauma/adversity over time.
Burnout	Feelings of hopelessness, fatigue and being overwhelmed from excessive workloads and unsupportive work environments; develops gradually over time.
Compassion Fatigue (CF)	Experiencing the combination of STS, VT and/or burnout.

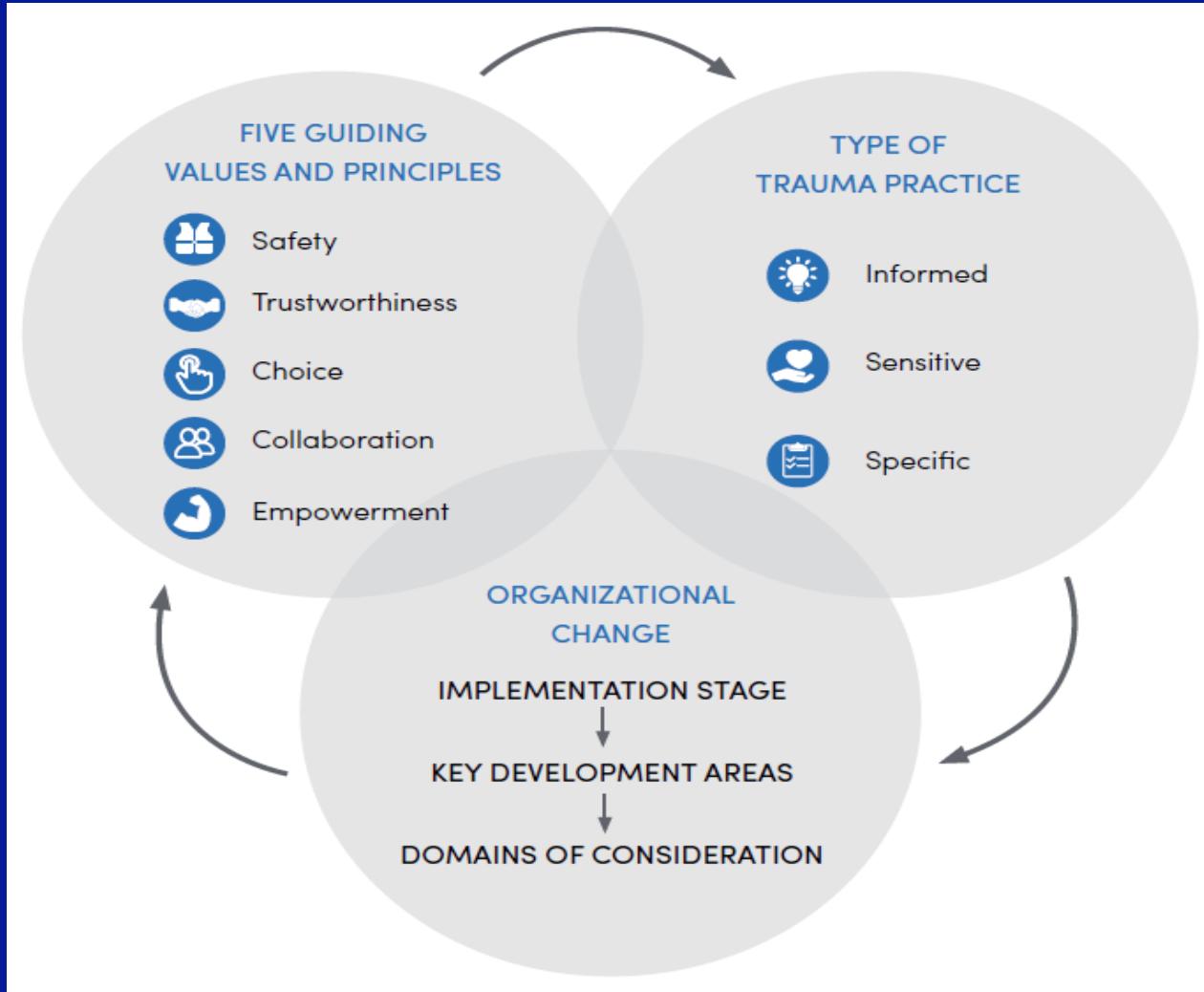
(Krause & Green, 2015)

Doing the Work

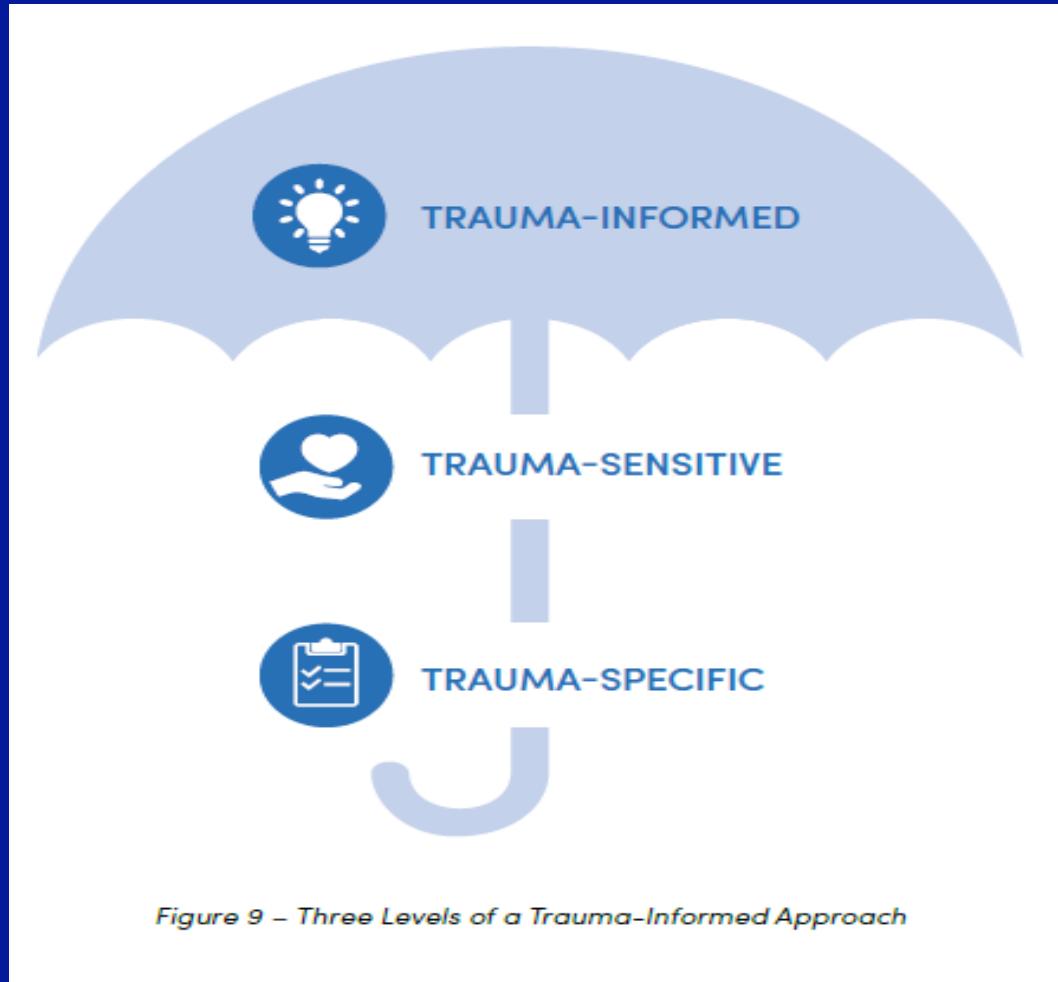
Possible Impact of the Work	Description
Vicarious Resilience (VR)	Positive meaning-making and shift of an individual's experience as a result of witnessing the resilience of others.
Vicarious Post-Traumatic Growth (VPTG)	Development of positive changes and growth in an individual's world view as a result of witnessing others' growth after trauma.

(Krause & Green, 2015)

** Universal Precaution **

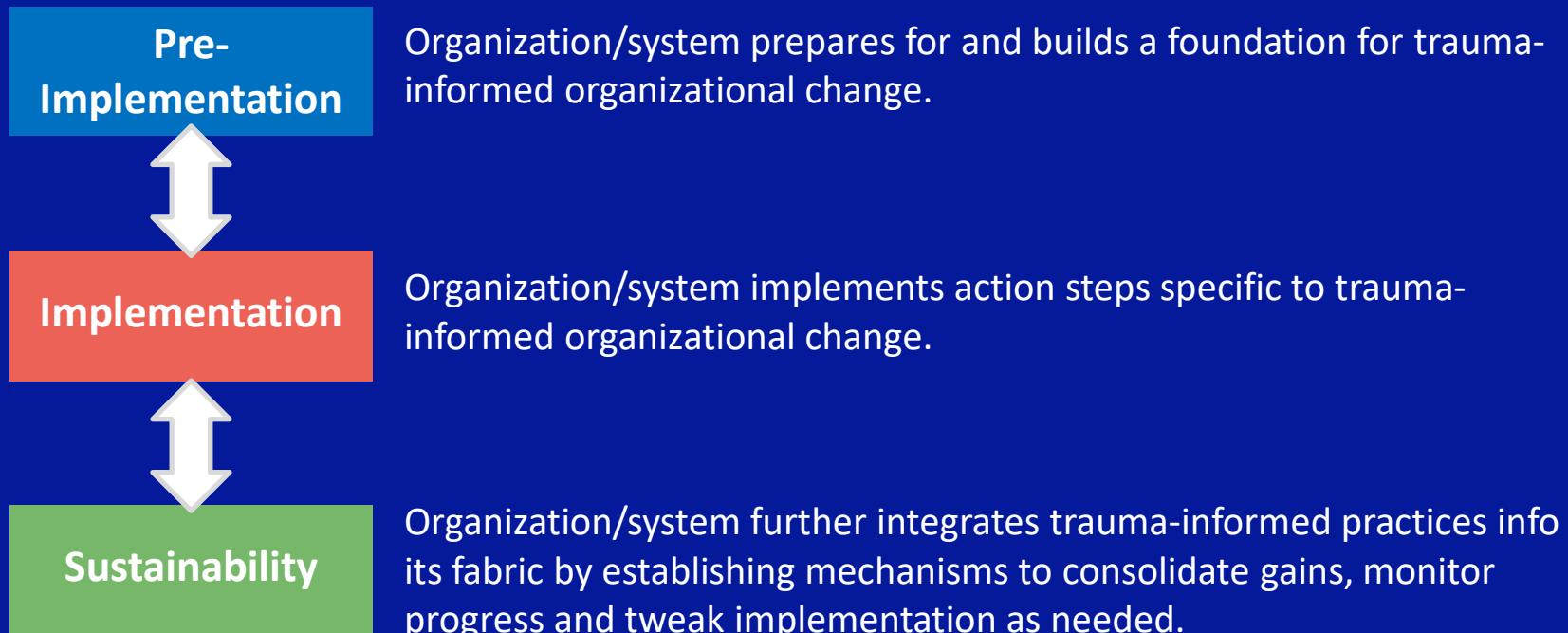


The Institute on Trauma and Trauma-Informed Care (2019)



** see manual pages 25 & 26 **

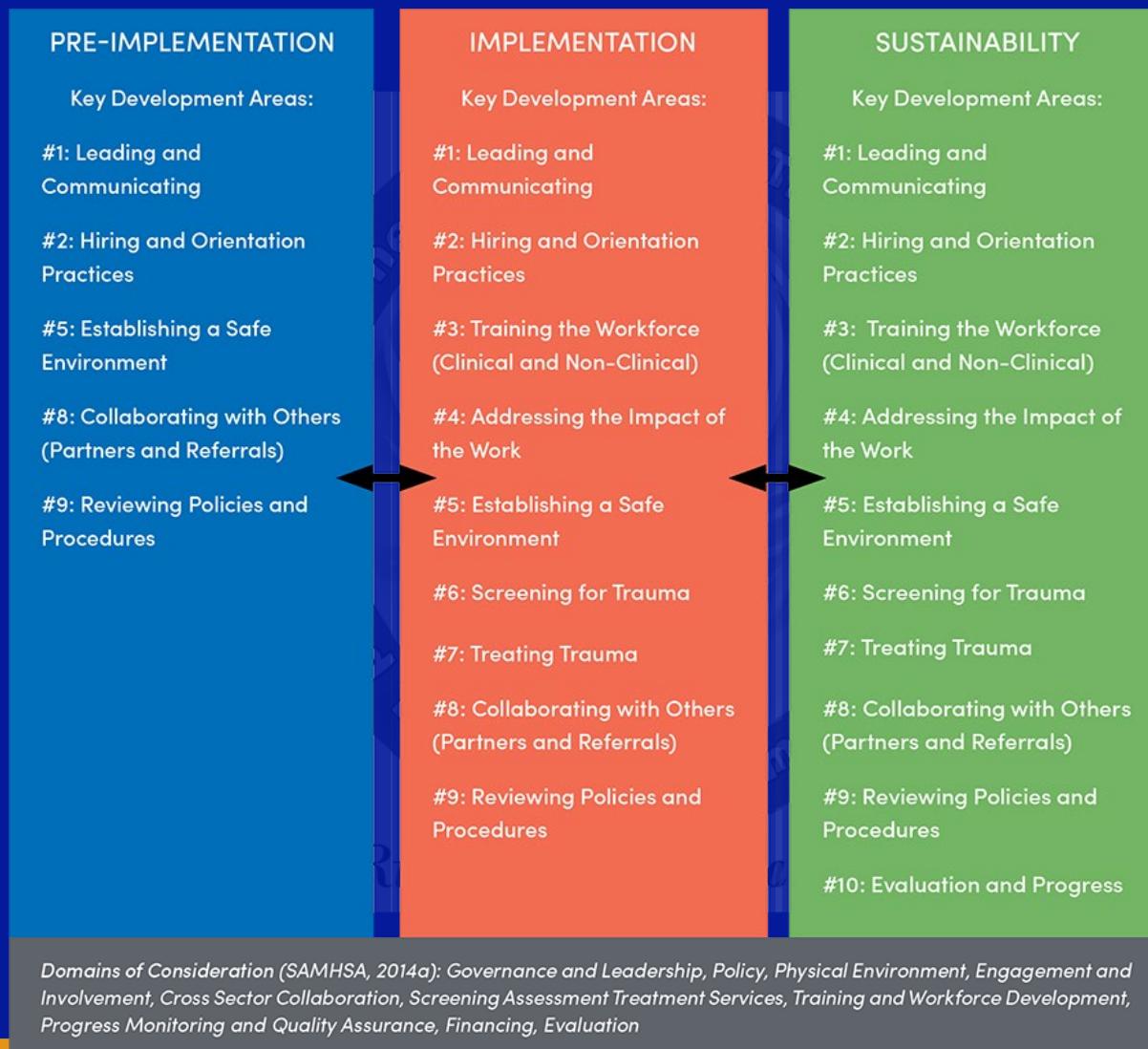
Stages of the Trauma-Informed Organizational Model



** Stages are **flexible** and **dimensional**

Trauma-Informed Organizational Model

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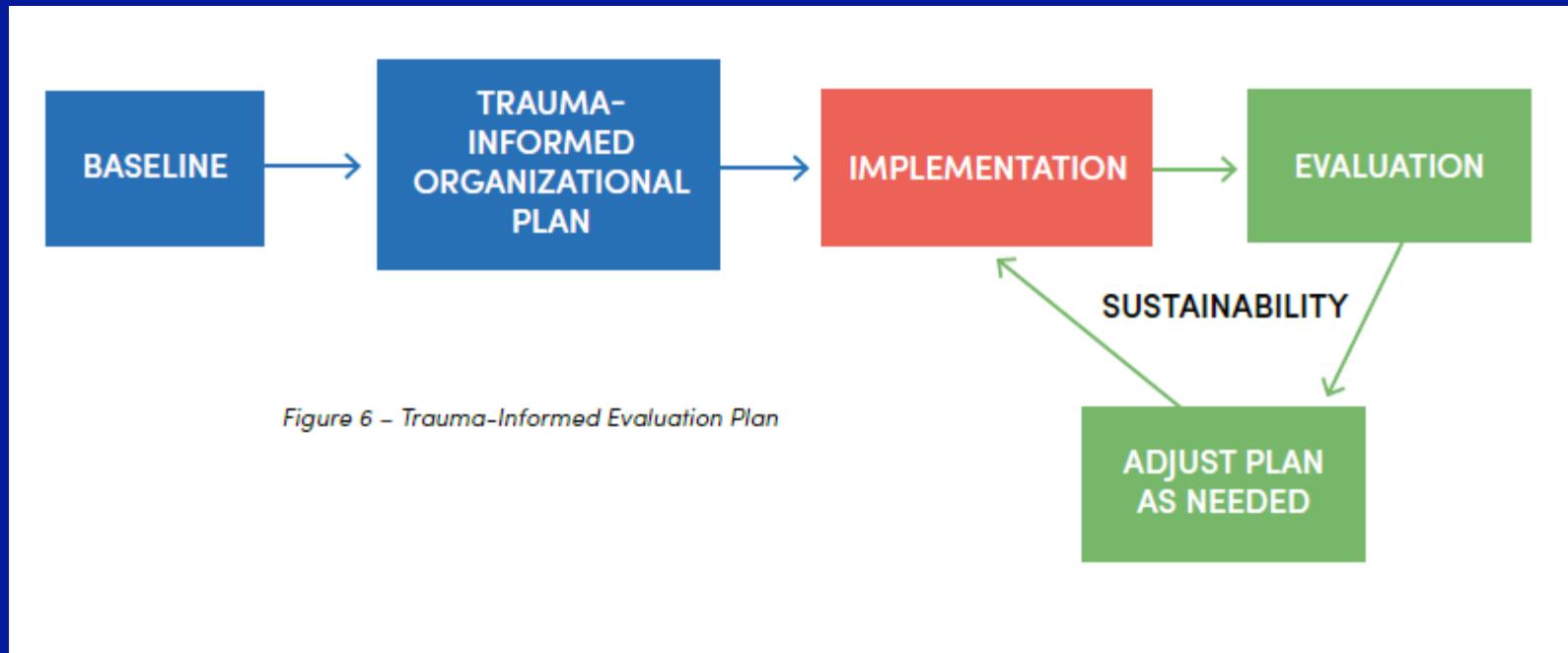
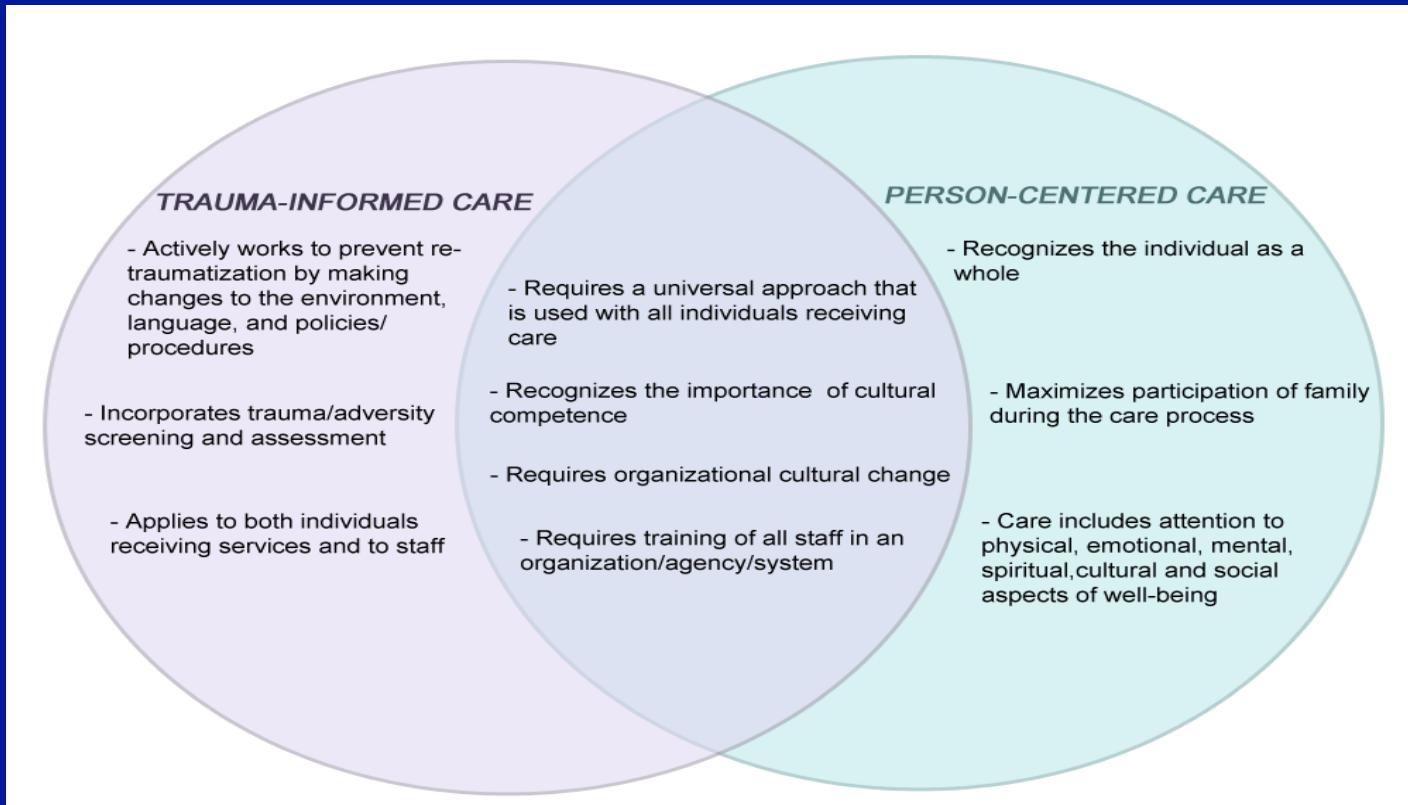
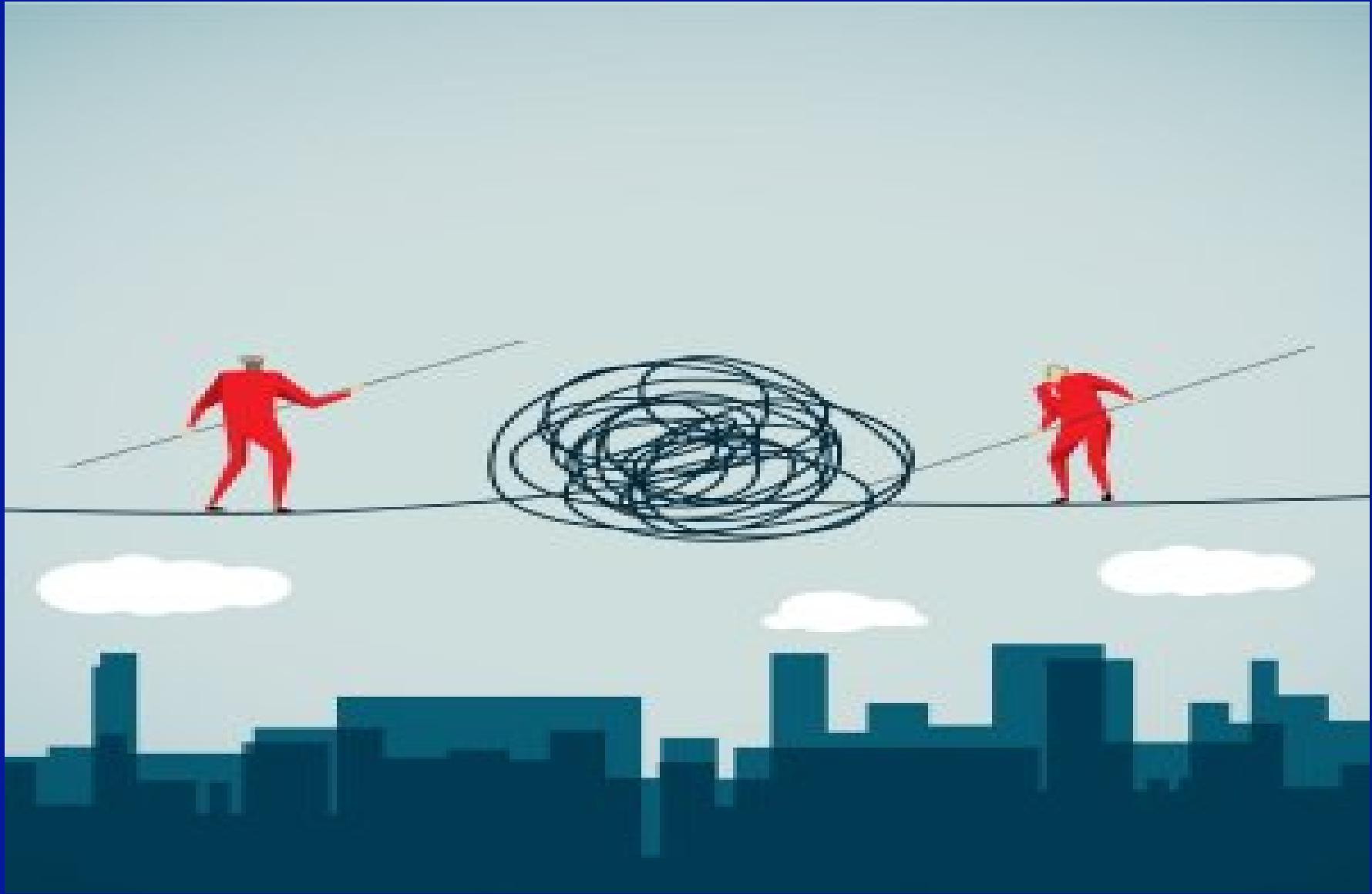


Figure 6 – Trauma-Informed Evaluation Plan

** see manual pages 90-91 **

Trauma-informed and Person-centered care





How do you

In your position :

- balance many competing needs ?
- decide what to pay attention to ?



Even a small start....



Strategies for PCTIC Sustainability

- Incorporation of PCTIC into policies, forms & signage
- Consistent messaging from administration
- Having PCTIC as part of every meeting agenda (even if only 5-10 minutes)
- Recognizing and acknowledging when staff are using PCTIC in their work
- Regular evaluation/assessment of progress

Questions/thoughts?