

Creating a Trauma Informed Agency
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TIROCC and UMADAOP

Objectives

- Gain and increased knowledge of how to develop a trauma informed agency
- Gain tools to implement trauma practice, self and agency evaluation
- Encourage professional courage to begin the process in your agency and community

SAMHSA's Concept of Trauma

- Individual trauma results from an event, series of events, or set of circumstances that is experienced by an individual as physically or emotionally harmful or life threatening and that has lasting adverse effects on the individual's functioning and mental, physical, social, emotional, or spiritual well-being.

Six Key Principles of a Trauma-Informed Approach

- 1. Safety
- 2. Trustworthiness and Transparency
- 3. Peer Support
- 4. Collaboration and Mutuality
- 5. Empowerment, Voice and Choice
- 6. Cultural, Historical and Gender Issues

Was it Really Traumatic?

- 3 E's of Trauma
- THE THREE "E'S" OF TRAUMA:
 - EVENT(S),
 - EXPERIENCE OF EVENT(S),
 - AND EFFECT

The Four "R's": Key Assumptions in a Trauma-Informed Approach

Realization

- In a trauma-informed approach, all people at all levels of the organization or system have a basic realization about trauma and understand how trauma can affect families, groups, organizations, and communities as well as individuals.

Recognize

- People in the organization recognize the signs of trauma.

Responds

- The program, organization, or system responds by applying the principles of a trauma-informed approach to all areas of functioning.

Resist Re-traumatization

- A trauma-informed approach seeks to resist re-traumatization of clients as well as staff.

What is TIROCC

Richland County's Recovery Oriented System of Care (ROSC) with the twist of developing a trauma informed community

Richland County's Vision of TIROCC is to create systematic change that impacts the community, the consumers of our systems, their family, friends and the professionals working in the systems.

ROSC Overview

It is a way of thinking about service delivery for those with mental illness and/or substance use disorders that focuses on consumers and family members.

Emphasizes the importance of peer supports, employment supports, housing and transportation. It calls for services that are culturally appropriate and delivered in an accountable, effective and efficient manner.

Recognizes that local management of behavioral health services is vital and that local communities are in the best position to design and manage their ROSC.

Richland County MHRS Board

One of eight ROSC 'pilot' boards in Ohio

MHRS Board Objective

- To Change the Conversation
 - MH and Use Disorders are chronic illnesses
 - Mental illnesses and use disorders can be successfully treated
 - Recovery is worth celebrating
 - Address issues of stigma and engage people in healthy conversations to reduce stigma

Implementation of ROSC

- Richland County MHRS approached to develop and implement a plan relative to a state structured survey to assess compliance with core ROSC principles:
 - Focusing on clients and families
 - Ensuring timely access to care
 - Promoting health, safe and drug-free communities
 - Prioritizing accountable and outcome-driven financing of local system of care

Trolian Epiphany

- Efforts made multiple times to implement TIC in community
- Trained community professionals over the years but it did not really stick, (Went away with trained staff who left for other positions)
- Can't just teach TIC as a skill has to become a belief system
- HOW DO WE MAKE IT STICK? Change the belief system!
- Thus the idea of incorporating the TIC piece into the mandate of ROSC. (Tie it to the money)
- Wanted to make it fertile ground!

What is Trauma Informed Care?

- An organizational structure and treatment framework that involves understanding, recognizing and responding to the effects of all types of trauma.
- A shared language
- An understanding of what trauma looks like, how to respond to it and the skills to resist retraumatizing people
- Best Practice

What/Who is TIROCC

- CACY
- Catalyst Life Services
- Family Life Counseling
- NAMI
- Mansfield UMADAOP
- Richland County Juvenile Justice
- Richland County Job and Family Services
- Richland County 211
- Community Service Providers who were willing to participate in TIROCC

TIROCC is Impacting

- Prevention
- Assessment
- Mental Health Treatment
- Substance Abuse Treatment
- Peer Services
- Jail Services
- Community Advocacy

Who TIROCC is Impacting

People with lived experience	Family Members	Friends	Professionals
Service Providers	Systems	Community	

TIROCC Process

Hired a consultant

Providers assessed

Reports compiled

Turning the opportunities for growth into active goals

Five Year strategic plan

Long term change

- Including the Board, included staff, consumers and the community
- Strengths
- Opportunities for growth
- Organizational
- Community
- Clients focused

TIROCC BENEFITS:



- Trauma Informed Behavioral Health System
 - Providers Clinical Services
 - Community Partners/Staff, Therapist, Psychiatrist
- Trauma Informed Community Partners
 - Providers businesses, family services (children services, JFS), criminal justice system, etc
 - Community Partners/Indirect service providers such as secretaries, maintenance, security, teachers, police (MPD)

Becoming a TIROCC Organization

TIROCC Seal

Contracted Services

Funding

MHRS Board Strategic Plan



- Consist of:
 - Goals - developed from outcome of evaluation from consultant
 - Objectives - commitment to embracing opportunities of growth
 - Interventions- method of addressing areas of identified opportunities of growth
 - Measurable - monitored for follow through

Goal 1: Community Health and Safety

Assuring that board staff, partnering organizations, and people served feel physically, psychologically, emotionally and morally safe.

Interactions between and within organizations and the community should promote a sense of health, wellness and security.

Goal 1 Objectives



- Integrate both language and action that acknowledge the impact of trauma, chronic stress and adversity.
- Develop a "universal precautions" approach to trauma, chronic stress and adversity and promote a formalized practice of self care.
- Increase connection between staff and management by establishing a process that includes training, leadership development, trauma-informed resources and technical assistance
- Establish forums for internal opportunities to address concerns regarding physical and psychological safety through reflective individual supervision, group settings, and face to face engagements
- Designed and implement a symbolic way in which people who seek our services can identify those partner organizations as being TIROCC - Gold Seal

Example Goal 1: Objective 2

Develop	Develop a universal precautions approach to trauma, chronic stress, and adversity.
Promote	Promote a formalized practice of self-care.
Adapt	Adapt internal policies to promote wellness and encourage partner entities to consider doing the same.

**Goal 2:
Individually
Focused and
Supportive
Systems**

Support and promote an individually focused system of healing and recovery.

Acknowledging the uniqueness of everyone's story is critical and critical to healing and recovery

Establish consistent care that recognizes and acknowledges individual differences including, but not limited to

- Race
- Gender
- Sexual orientation
- The effects of historical trauma

**Goal 2
Objectives**

Develop and implement communication techniques that support the collaborative spirit of community that honors individual and collective voices and choices

Define a formal trauma-informed and recovery-oriented process to strengthen care in the quality of interactions in both work life and culture. View each encounter as an opportunity to heal at all levels of community interaction.

Encourage the development of care committees to increase the voice of the constituents and the community

Focus on interventions that promote the enhancement of contact with familiar people and connections within existing social and supportive networks

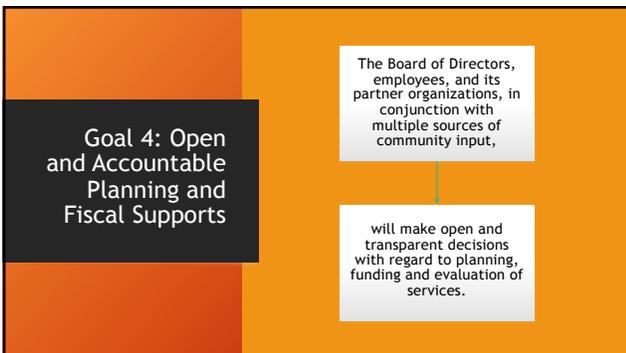
Engage people in a trauma-informed and recovery-oriented manner who demonstrate persistent disruptive behaviors to ensure safety across all domains

**Goal 3: Effective
and Timely Access
to Services that
meet the self-
identified needs of
those seeking help**

Assure people served and the general community, have timely and convenient access to a full continuum of services.

All organizations have unique services to offer, and the community's highest priority should be to help individuals reach the best services to address their identified needs in a timely manner.

Goal 3 Objectives	
Promote	Promote the reduction of trauma and enhancement of recovery by assuring adequate and timely access to appropriate and individually focused programming. (211 warm line/one page resource)
Identify and implement	Identify and implement the utilization of a trauma and recovery specific screening tool to be used with people who seek our services. <ul style="list-style-type: none"> • PTSD screen (abbreviated) at time of assessment
Deliver	Deliver continually evolving and improving trauma-informed and recovery-oriented services for people served, employees, and stakeholders.



Goal 4 Objectives	
Assure	Assure all employees are actively involved in all aspect of operations and are given the opportunity to regularly give feedback and gain ongoing learning with regard to organizational processes.
Initiate	Initiate coordination between community funding organizations to eliminate gaps and duplicative financial support.
Transition	Transition current funding practices to address trauma-informed recovery-oriented driven financing.

KNOW IT BEFORE YOU NEED IT and Beyond

- Campaign to inform the community of available resources before they need them to reduce trauma.
- Face book page, partnerships with participating agencies.
- Development of warm line and quick access resource list
- TIC trainings provided ongoing
- Committee actively developing criteria for TIROCC 'Gold Seal'
- Original committee will evaluate other agencies, serve as consultant for becoming TIC Certified.
- Other agencies invited to the process
- Funding considerations for those who do not

Questions???

- Break
- Return to Discuss implementation

Mansfield UMADAOP

Urban Minorities Alcohol and Drug Abuse Outreach Programs
 Executive Director Dennis Baker
 Clinical Director Mack Sanders



Our Mission

- The mission of the Mansfield Urban Minority Alcoholism and Drug Abuse Outreach Program is to ensure that alcohol and other drug prevention and treatment services are available, accessible and affordable to the African-American and Hispanic populations, as well as other populations affected by alcohol and drug abuse issues.
- We strive to deliver these services in a manner that is reflective of and responsive to the cultures of these populations. Our services include treatment, intervention and prevention.
- Mansfield UMADAOP provides an atmosphere where at risk youth, adults and families receive prevention, intervention and treatment services to combat alcohol, tobacco, and other drugs abuse, help reduce violence and resolve other crime-related problems. It is our intention to provide a safe, chemically free community environment in which at risk youth, adults and families are educated on chemical dependency, sobriety, relapse prevention, and family reunification skills.



The Honorable William L. Mallory

The Urban Minority Alcoholism and Drug Abuse Outreach Programs (UMADAOP) of Ohio were established in 1980 via legislation spearheaded by former State Representative Williams L. Mallory. Representative Mallory was informed by Don Turner of Cincinnati, a professional in the field of substance abuse, that the culturally specific needs of African Americans were not being met.

In the early years of UMADAOP, the main programming emphasis was on community outreach and education. It was important, then as it is now, to work around cultural barricades and get people to see that they could exist without alcohol and to develop the total individual so that they could live a life independent of substances.

There's a saying: "None of us is free until all of us are free." To that end, the Urban Minority Alcoholism and Drug Abuse Outreach Programs of Ohio will continue to service Ohio's underserved populations by providing culturally appropriate substance abuse prevention and community outreach services to African and Hispanic Americans.
