



# Trauma Informed Community (TIC) Initiative


Building Capacity in Great Falls, Montana



# What is 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.



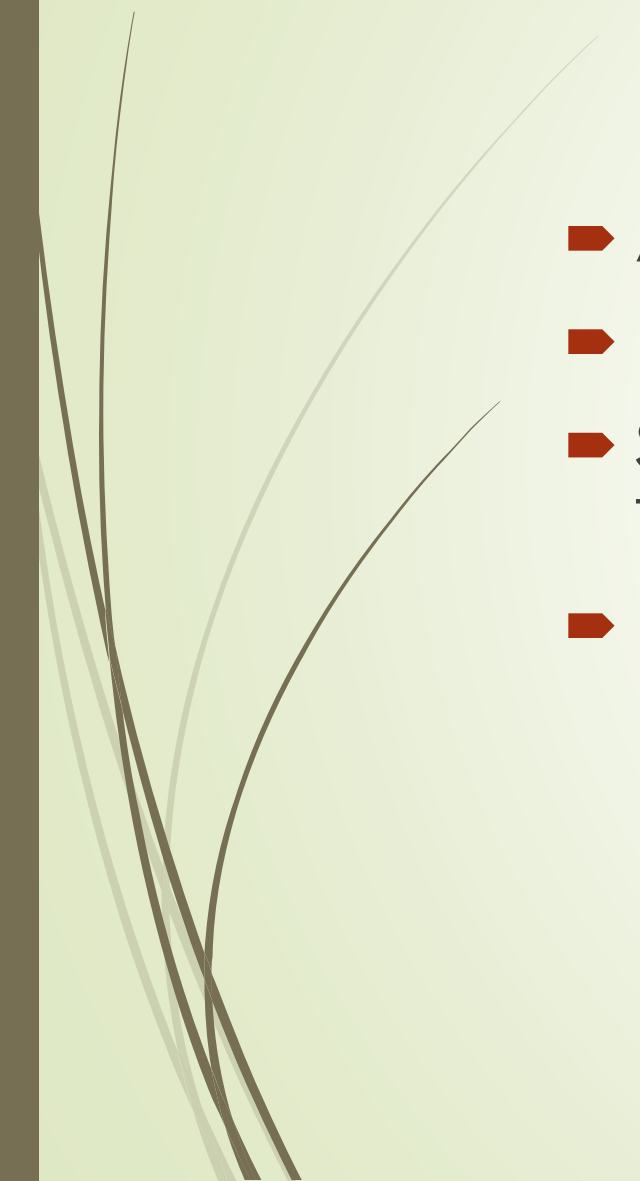


# Trauma Informed Approaches...Trauma Specific Services or Systems...What's the Difference?

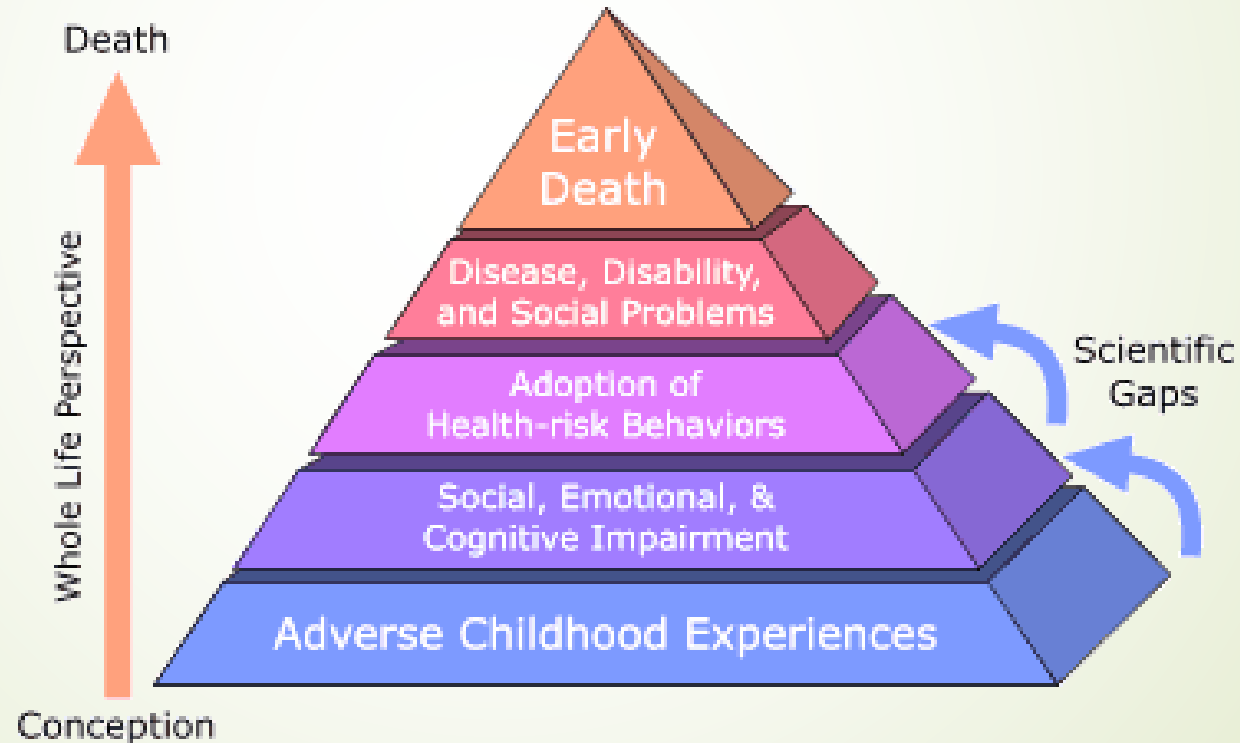
- ▶ A trauma informed approach is inclusive of trauma-specific interventions, whether assessment, treatment or recovery supports **AND** its organizational culture is infused with and guided by key trauma principles
- ▶ A program, organization, or system that is trauma-informed **realizes** the widespread impact of trauma and understands potential paths for recovery; **recognizes** the signs and symptoms of trauma in clients, families, staff, and others involved with the system; and **responds** by fully integrating knowledge about trauma into policies, procedures, and practices, and seeks to actively **resist** re-traumatization.



# The Yellow Brick Road to TIC

- ACES
  - NCTSN-Community Learning Collaboratives
  - SAMHSA's Concept of Trauma and Guidance for a Trauma Informed Approach, 2014
  - Key Partnerships
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# Adverse Childhood Experiences Study (ACES)



# National Child Traumatic Stress Network – Community Learning Collaboratives



The screenshot shows the homepage of the National Child Traumatic Stress Network (NCTSN). The header includes the NCTSN logo, navigation tabs (Home, Trauma Types, Resources, About Us, Treatments That Work, Products), and social media links for Twitter and Facebook. The main content area features a large blue banner for new training, a 'What's New' section with recent articles, and several resource toolboxes. At the bottom, there are icons for different user groups: Parents & Caregivers, Professionals, Military Children & Families, Educators, Media, and Spanish information.

**NCTSN** The National Child Traumatic Stress Network

Home Trauma Types Resources About Us Treatments That Work Products Search

**New NCTSN Training!**  
Supporting Children with Intellectual and Developmental Disabilities Who Have Experienced Trauma  
*The Road to Recovery*

**What's New?**  
Trinka and Sam and the Swirling Twirling Wind (English & En Español)  
Testifying in Court about Trauma: Following the Hearing  
Racial Injustice and Trauma: African Americans

**Public Awareness**  
Human Trafficking Awareness Month (January 2017)

**Upcoming Events**  
Initial Therapist Training in PCIT at the University of Florida (January 17-20, 2017)


**Terrorism & Disasters** | Tools, PFA, and SPR.  
Readiness, Response, Recovery

**LEARNING CENTER** | Education and online community.  
FOR CHILD AND ADOLESCENT TRAUMA

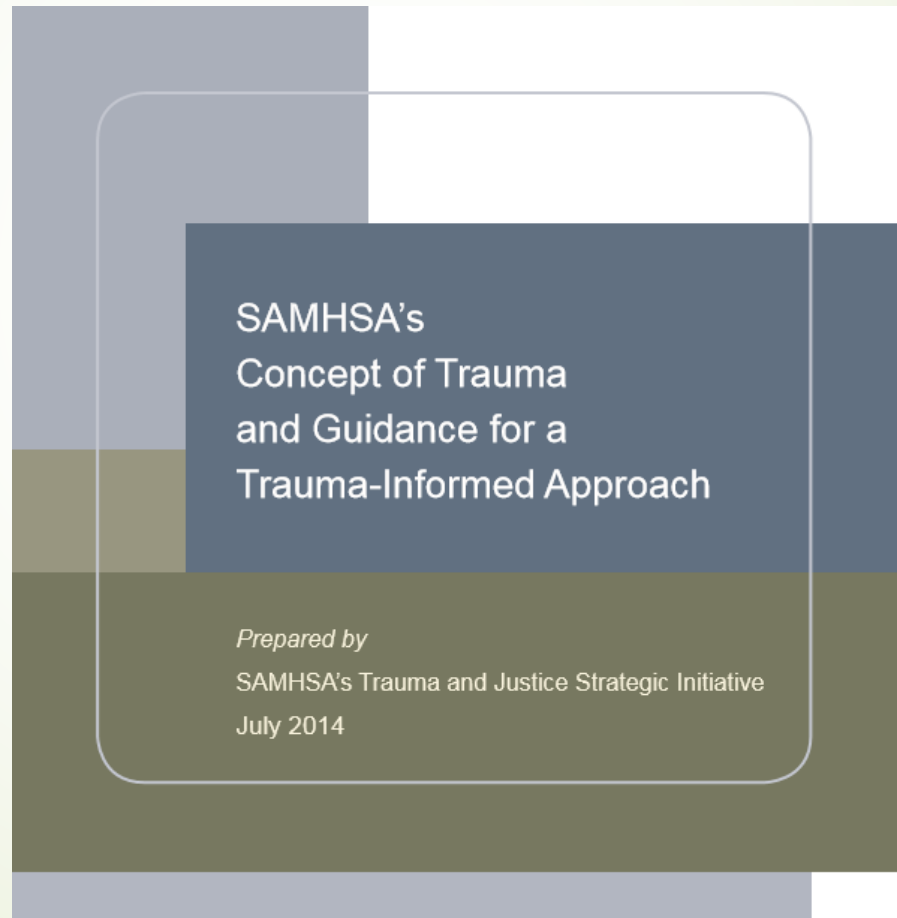
**Information Resource Tools**  
Knowledge Bank  
Measures Review Database  
Military Families Knowledge Bank

**Understanding Child Traumatic Stress** | What it is. Why it matters.

For Parents & Caregivers | For Professionals | Military Children & Families | For Educators | For the Media | Información en Español



# SAMHSA's Concept of Trauma and Guidance for a Trauma Informed Approach, 2014



# Strategic Partnerships





# Capacity Building Process

1. Trauma Informed Approaches Assessment
2. Report of Findings and Recommendations
3. Short-Term Action Plan
4. Training and/or Coaching
5. Follow-Up Support



# Development of the Assessment

## Six Key Principles of a Trauma Informed Approach

- ▶ Safety
- ▶ Trustworthiness and Transparency
- ▶ Peer Support
- ▶ Collaboration and Mutuality
- ▶ Empowerment, Voice and Choice
- ▶ Cultural, Historical, and Gender Issues

## Ten Operational Domains – Organizational Change Management

- ▶ Governance and Leadership
- ▶ Policy
- ▶ Physical Environment
- ▶ Engagement and Involvement
- ▶ Cross Sector Collaboration
- ▶ Screening, Assessment, Treatment Services
- ▶ Training and Workforce Development
- ▶ Progress Monitoring and Quality Assurance
- ▶ Financing
- ▶ Evaluation



# Domain 1: Governance and Leadership

KEY PRINCIPLES					
Safety	Trustworthiness and Transparency	Peer Support	Collaboration and Mutuality	Empowerment, Voice, and Choice	Cultural, Historical, and Gender Issues
<b>Governance and Leadership</b>	<ul style="list-style-type: none"><li>• How does agency leadership communicate its support and guidance for implementing a trauma-informed approach?</li><li>• How do the agency's mission statement and/or written policies and procedures include a commitment to providing trauma-informed services and supports?</li><li>• How do leadership and governance structures demonstrate support for the voice and participation of people using their services who have trauma histories?</li></ul>				

1. Agency leadership communicates its support and guidance for implementing a trauma-informed approach.
2. The agency's mission statement and/or written policies and procedures include a commitment to providing trauma-informed services and supports.
3. Leadership and governance structures demonstrate support for the voice and participation of people using their services who have trauma histories.

# Domain 2: Policy

KEY PRINCIPLES					
Safety	Trustworthiness and Transparency	Peer Support	Collaboration and Mutuality	Empowerment, Voice, and Choice	Cultural, Historical, and Gender Issues
<b>Policy</b>	<ul style="list-style-type: none"><li>• How do the agency's written policies and procedures include a focus on trauma and issues of safety and confidentiality?</li><li>• How do the agency's written policies and procedures recognize the pervasiveness of trauma in the lives of people using services, and express a commitment to reducing re-traumatization and promoting well-being and recovery?</li><li>• How do the agency's staffing policies demonstrate a commitment to staff training on providing services and supports that are culturally relevant and trauma-informed as part of staff orientation and in-service training?</li><li>• How do human resources policies attend to the impact of working with people who have experienced trauma?</li><li>• What policies and procedures are in place for including trauma survivors/people receiving services and peer supports in meaningful and significant roles in agency planning, governance, policy-making, services, and evaluation?</li></ul>				

1. The Agency's written policies and procedures recognize the pervasiveness of trauma in the lives of people using services, and express a commitment to reducing re-traumatization and promoting well-being and recovery.
2. Agency's staffing policies demonstrate a commitment to staff training on providing services and supports that are trauma-informed as part of staff orientation and in-service training.
3. Human resource policies attend to the impact of working with people who have experienced trauma.

# Domain 3: Physical Environment

KEY PRINCIPLES					
Safety	Trustworthiness and Transparency	Peer Support	Collaboration and Mutuality	Empowerment, Voice, and Choice	Cultural, Historical, and Gender Issues
<b>Physical Environment</b>	<ul style="list-style-type: none"><li>• How does the physical environment promote a sense of safety, calming, and de-escalation for clients and staff?</li><li>• In what ways do staff members recognize and address aspects of the physical environment that may be re-traumatizing, and work with people on developing strategies to deal with this?</li><li>• How has the agency provided space that both staff and people receiving services can use to practice self-care?</li><li>• How has the agency developed mechanisms to address gender-related physical and emotional safety concerns (e.g., gender-specific spaces and activities).</li></ul>				

1. The physical environment promotes a sense of safety, calming, and de-escalation for clients and staff.
2. Staff members recognize and address aspects of the physical environment that may be re-traumatizing, and work with people on developing strategies to deal with this.
3. The agency provides space that both staff and people receiving services can use to practice self-care.

# Domain 4: Engagement and Involvement

KEY PRINCIPLES					
Safety	Trustworthiness and Transparency	Peer Support	Collaboration and Mutuality	Empowerment, Voice, and Choice	Cultural, Historical, and Gender Issues
<b>Engagement and Involvement</b>	<ul style="list-style-type: none"><li>• How do people with lived experience have the opportunity to provide feedback to the organization on quality improvement processes for better engagement and services?</li><li>• How do staff members keep people fully informed of rules, procedures, activities, and schedules, while being mindful that people who are frightened or overwhelmed may have a difficulty processing information?</li><li>• How is transparency and trust among staff and clients promoted?</li><li>• What strategies are used to reduce the sense of power differentials among staff and clients?</li><li>• How do staff members help people to identify strategies that contribute to feeling comforted and empowered?</li></ul>				

1. People with lived experience have the opportunity to provide feedback to the organization on quality improvement processes for better engagement and services.
2. Staff members keep people fully informed of rules, procedures, activities, and schedules, while being mindful that people who are frightened or overwhelmed may have difficulty processing information.
3. Transparency and trust among staff and clients is promoted.
4. Strategies are used to reduce the sense of power differentials among staff and clients.
5. Staff members help people identify strategies that contribute to feeling comforted and empowered.

# Domain 5: Cross Sector Collaboration


KEY PRINCIPLES					
Safety	Trustworthiness and Transparency	Peer Support	Collaboration and Mutuality	Empowerment, Voice, and Choice	Cultural, Historical, and Gender Issues
<b>Cross Sector Collaboration</b>	<ul style="list-style-type: none"><li>• Is there a system of communication in place with other partner agencies working with the individual receiving services for making trauma-informed decisions?</li><li>• Are collaborative partners trauma-informed?</li><li>• How does the organization identify community providers and referral agencies that have experience delivering evidence-based trauma services?</li><li>• What mechanisms are in place to promote cross-sector training on trauma and trauma-informed approaches?</li></ul>				

1. There is a system of communication in place with other partner agencies working with the individual receiving services for making trauma-informed decisions.
2. Collaborative partners are trauma informed.
3. The organization identifies community providers and referral agencies that have experience delivering evidence-based trauma services.
4. Mechanisms are in place to promote cross-sector training on trauma and trauma-informed approaches.

# Domain 6: Screening, Assessment and Treatment Services

KEY PRINCIPLES					
Safety	Trustworthiness and Transparency	Peer Support	Collaboration and Mutuality	Empowerment, Voice, and Choice	Cultural, Historical, and Gender Issues
<b>Screening, Assessment, Treatment Services</b>	<ul style="list-style-type: none"> <li>• Is an individual's own definition of emotional safety included in treatment plans?</li> <li>• Is timely trauma-informed screening and assessment available and accessible to individuals receiving services?</li> <li>• Does the organization have the capacity to provide trauma-specific treatment or refer to appropriate trauma-specific services?</li> <li>• How are peer supports integrated into the service delivery approach?</li> <li>• How does the agency address gender-based needs in the context of trauma screening, assessment, and treatment? For instance, are gender-specific trauma services and supports available for both men and women?</li> <li>• Do staff members talk with people about the range of trauma reactions and work to minimize feelings of fear or shame and to increase self-understanding?</li> <li>• How are these trauma-specific practices incorporated into the organization's ongoing operations?</li> </ul>				





# Screening, Assessment and Treatment Services

1. An individual's own definition of emotional safety is included in treatment plans.
2. Timely trauma-informed screenings and assessments are available and accessible to individuals receiving services.
3. The organization has the capacity to provide trauma-specific treatment or refer to appropriate trauma-specific services.
4. Peer supports are integrated into the service delivery approach.
5. The agency addresses gender-based needs in the context of trauma screening, assessment, and treatment. For instance, gender-specific trauma services and supports are available for both men and women.
6. Staff members talk with people about the range of trauma reactions and work to minimize feelings of fear or shame and to increase self-understanding.
7. Trauma-specific practices are incorporated into the organization's ongoing operations.

# Domain 7: Training and Workforce Development

KEY PRINCIPLES					
Safety	Trustworthiness and Transparency	Peer Support	Collaboration and Mutuality	Empowerment, Voice, and Choice	Cultural, Historical, and Gender Issues
<b>Training and Workforce Development</b>	<ul style="list-style-type: none"> <li>• How does the agency address the emotional stress that can arise when working with individuals who have had traumatic experiences?</li> <li>• How does the agency support training and workforce development for staff to understand and increase their trauma knowledge and interventions?</li> <li>• How does the organization ensure that all staff (direct care, supervisors, front desk and reception, support staff, housekeeping and maintenance) receive basic training on trauma, its impact, and strategies for trauma-informed approaches across the agency and across personnel functions?</li> <li>• How does workforce development/staff training address the ways identity, culture, community, and oppression can affect a person's experience of trauma, access to supports and resources, and opportunities for safety?</li> <li>• How does on-going workforce development/staff training provide staff supports in developing the knowledge and skills to work sensitively and effectively with trauma survivors.</li> <li>• What types of training and resources are provided to staff and supervisors on incorporating trauma-informed practice and supervision in their work?</li> <li>• What workforce development strategies are in place to assist staff in working with peer supports and recognizing the value of peer support as integral to the organization's workforce?</li> </ul>				



# Training and Workforce Development

1. The agency addresses the emotional stress that can arise when working with individuals who have had traumatic experiences.
2. The agency supports training and workforce development for staff to understand and increase their trauma knowledge and interventions.
3. The organization ensures that all staff (direct care, supervisors, front desk and reception, support staff, housekeeping and maintenance) receive basic training on trauma, its impact, and strategies for trauma-informed approaches across the agency and across personnel functions.
4. Work force development/staff training addresses the ways identity, culture, community, and oppression can affect a person's experience of trauma, access to supports and resources, and opportunities for safety.
5. Ongoing workforce development/staff training provides staff supports in developing the knowledge and skills to work sensitively and effectively with trauma survivors.
6. Training and resources are provided to staff and supervisors on incorporating trauma-informed practices and supervision in their work.
7. Workforce development strategies are in place to assist staff in working with peer supports and recognizing the value of peer support as integral to the organization's workforce.

# Domain 8: Progress Monitoring and Quality Assurance

KEY PRINCIPLES					
Safety	Trustworthiness and Transparency	Peer Support	Collaboration and Mutuality	Empowerment, Voice, and Choice	Cultural, Historical, and Gender Issues
<b>Progress Monitoring and Quality Assurance</b>	<ul style="list-style-type: none"><li>• Is there a system in place that monitors the agency's progress in being trauma-informed?</li><li>• Does the agency solicit feedback from both staff and individuals receiving services?</li><li>• What strategies and processes does the agency use to evaluate whether staff members feel safe and valued at the agency?</li><li>• How does the agency incorporate attention to culture and trauma in agency operations and quality improvement processes?</li><li>• What mechanisms are in place for information collected to be incorporated into the agency's quality assurance processes and how well do those mechanisms address creating accessible, culturally relevant, trauma-informed services and supports?</li></ul>				

1. There is a system in place that monitors the agency's progress in being trauma-informed.
2. The agency solicits feedback from both staff and individuals receiving services.
3. The agency uses strategies and processes to evaluate whether staff members feel safe and valued at the agency.
4. The agency incorporates attention to trauma in agency operations and quality improvement processes.

# Domain 9: Financing

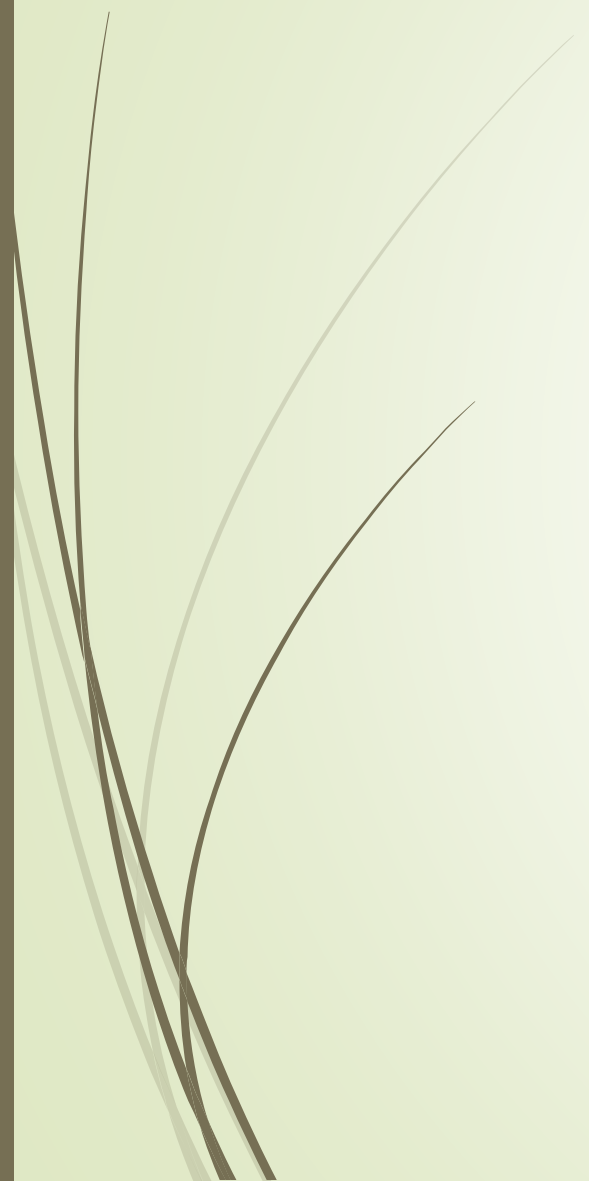
KEY PRINCIPLES					
Safety	Trustworthiness and Transparency	Peer Support	Collaboration and Mutuality	Empowerment, Voice, and Choice	Cultural, Historical, and Gender Issues
<b>Financing</b>	<ul style="list-style-type: none"><li>• How does the agency's budget include funding support for ongoing training on trauma and trauma-informed approaches for leadership and staff development?</li><li>• What funding exists for cross-sector training on trauma and trauma-informed approaches?</li><li>• What funding exists for peer specialists?</li><li>• How does the budget support provision of a safe physical environment?</li></ul>				

1. The agency's budget includes funding support for ongoing training on trauma and trauma-informed approaches for leadership and staff development.
2. Funding exists for cross-sector training on trauma and trauma-informed approaches.
3. The budget supports provisions of a safe physical environment.

# Domain 10: Evaluation

KEY PRINCIPLES					
Safety	Trustworthiness and Transparency	Peer Support	Collaboration and Mutuality	Empowerment, Voice, and Choice	Cultural, Historical, and Gender Issues
10 IMPLEMENTATION DOMAINS					
<b>Evaluation</b>	<ul style="list-style-type: none"><li>• How does the agency conduct a trauma-informed organizational assessment or have measures or indicators that show their level of trauma-informed approach?</li><li>• How does the perspective of people who have experienced trauma inform the agency performance beyond consumer satisfaction survey?</li><li>• What processes are in place to solicit feedback from people who use services and ensure anonymity and confidentiality?</li><li>• What measures or indicators are used to assess the organizational progress in becoming trauma-informed?</li></ul>				

1. The agency conducts a trauma-informed organizational assessment or has measures or indicators that shows their level of implementing a trauma-informed approach.
2. Processes are in place to solicit feedback from people who use the agency's services while ensuring anonymity and confidentiality.
3. Measures or indicators are used to assess the organizational progress in becoming trauma-informed.





# Local Strategic Partners



- ▶ AWARE, Children's Services
- ▶ Center for Mental Health
- ▶ City County Health Department
- ▶ Department of Child and Family Services
- ▶ Great Falls Public School District, Indian Education Program
- ▶ Great Falls Public School District, Paris Gibson Education Center
- ▶ Great Falls Public School District, West Elementary School
- ▶ Great Falls Public School District, Pre-School Program
- ▶ Great Falls Public School District, Student (Prevention) Services Director
- ▶ Early Head Start
- ▶ Head Start
- ▶ Kairos Group Homes
- ▶ Private Practitioners
- ▶ Youth Court Services
- ▶ Young Parents Education Center





# On the Horizon...

## Local

- ▶ **Benefis Health System**
- ▶ **Early Childhood Education Association**
- ▶ **Great Falls Clinic**
- ▶ **Great Falls Public School District**
- ▶ **Interfaith Association-Faith Community**
- ▶ **Justice System**
- ▶ **UGF and GFC-MSU**
- ▶ **Adult Social Service Agencies**

## National

- ▶ **National Behavioral Health Council**
  - ▶ **Instrument Validation**
  - ▶ **Replicate and Scale**
  - ▶ **Development of “Community Learning Collaborative” Model**



# Alliance for Youth, Inc.

[www.allianceforyouth.org](http://www.allianceforyouth.org)

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