

Trauma Informed Care

Integrating TIC Principles into Organizational Practices

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Presented by: Frontier Behavioral Health
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Agenda

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| 9:30 | Overview of TIC |
| 10:30 | Break |
| 10:45 | FBH's Journey to Becoming Trauma Informed |
| 12:00 | Lunch |
| 1:00 | The 7 Domains of TIC |
| 3:00 | Break |
| 3:15 | Implementation of TIC Concepts |
| 3:45 | Carrying the Work Forward |

MESSAGE FROM CEO JEFF THOMAS



The other week

I happened upon a post that grabbed my attention. It was written by a gentleman named Joshua Rogers, a writer and attorney who lives in Washington, D.C.

I was moved by Josh's message on several levels. For a certain number of those we serve in our system of care, it may be evident to the casual observer that they are struggling with a mental health-related condition – and, sadly, they may well experience others casting negative judgment on them due to the stigma that is still associated with mental illness throughout our society.

For many others who are struggling, however, their suffering may not be as evident – perhaps even to those closest to them. It could be that they are dealing with symptoms of depression or anxiety that make each day, if not every moment, a struggle that takes every ounce of their energy. They may have become addicted to substances that have taken control of their lives. Or they may be living with wounds associated with losses

they've experienced or relationships that ended, or living in an abusive relationship they can't see a way to escape.

It may be that they are dealing with the emotional impact of traumas they experienced at some point in their life. Or perhaps they are living with a chronic or even terminal physical illness. They may be enduring the hurt associated with prejudice and rejection by family members or others for their sexual orientation or gender identity.

Or it could be something else altogether – which is the point: we just don't know what it is that someone else might be going through. But as Joshua Rogers alluded to in his post, one thing is certain: in the course of each day every one of us will encounter others who are struggling, suffering or hurting in ways in which we are completely unaware. And for those individuals, each of us has something we can offer. Something that is meaningful and that could make all the difference in the world to them at that moment. Something that is very simple to do and costs us nothing. That something is our kindness.

Joshua Rogers Post

I sat in the Fox News Washington studio last fall and waited to be interviewed on "Fox & Friends" about a heartwarming op-ed I had written for Fox News.

My body was exhausted from an intense treatment for a chronic illness; a doctor had just reported that my dad would probably be dead in six months, and

I felt like I was failing as a dad because I was spending too much time at work. I was lost in a sea of depression and I couldn't find my way home.

When I heard the hosts' voices in my earpiece and I knew the camera was rolling, I did the same thing I had been doing for months: I put on a smile. And

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when the interview was over, I looked into the camera and concluded with a relaxed grin. All appeared to be well.

I pulled out my earpiece, thanked the producer, left the studio and felt the weight of the world creeping back onto my shoulders. I wasn't smiling anymore.

I went back to the grind of putting one foot in front of the other — just doing the next thing. It would be a couple of months before I began emerging from the heaviness of depression, thanks to what can only be described as divine intervention.

These days, I'm a lot more aware of the silent suffering of others and I'm less likely to assume the worst about people who are hard to be around. Along those lines, I posted a tweet last week that said, "We'll all meet someone today who's being crushed by life. We won't know who it is, so we might as well be gentle with everyone we meet. Because you never know."

Shannon Bream from "Fox News @ Night" shared the tweet and said, "So true. I remember being back on the treadmill at the gym a couple weeks after my dad died suddenly. It was all I could do to hold it together and it made me look around and think: who else here is in that kind of pain?"

A lot of people are.

I know a man who's waiting to find out

if his third round of chemotherapy worked. I know a woman who had three siblings die in less than a year. I know a woman whose husband puts her down all of the time. I know a man whose beloved son started hanging out with the wrong crowd and is now a drug addict.

These people just keep putting one foot in front of the other, doing the next thing — working, attending church, standing in line at the grocery store. They're not telling many people how they're feeling. It's too personal, too painful — they might start crying if they try to talk about it.

There's no way to know who's hurting the most, so we can take care of others in practical ways.

We can ask people how they're doing, follow up and give them a chance to respond honestly. We can avoid assuming our friends are doing well just because they're smiling and saying they're fine.

I can tell you from personal experience that it means a lot when you're depressed just to get a thoughtful text or email. So, let's be good to the cashier, our child's teacher, the person driving poorly in traffic, our co-worker and/or our parents. Let's give others the grace we all need.

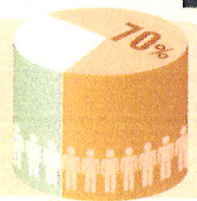
As it was once said, "Be kind. Everyone you meet is fighting a hard battle" — and those who are fighting the hardest battles may be right in front of you. ■

How to Manage Trauma

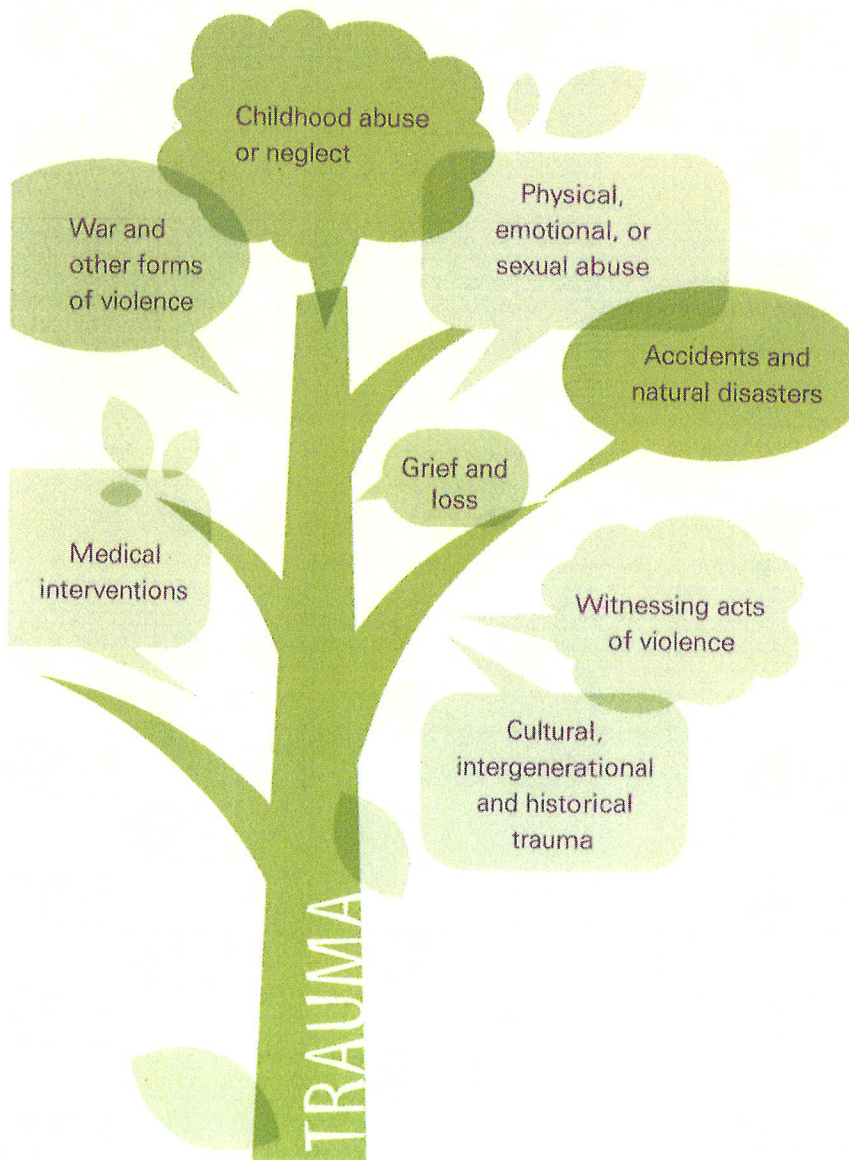
Trauma occurs when a person is overwhelmed by events or circumstances and responds with intense fear, horror, and helplessness. Extreme stress overwhelms the person's capacity to cope. There is a direct correlation between trauma and physical health conditions such as diabetes, COPD, heart disease, cancer, and high blood pressure.

HOW COMMON IS TRAUMA?

70% of adults in the U.S. have experienced some type of traumatic event at least once in their lives. That's **223.4 million people**.



TRAUMA CAN STEM FROM

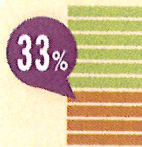


In public behavioral health, **over 90%** of clients have experienced trauma.

Trauma is a risk factor in nearly all behavioral health and substance use disorders.

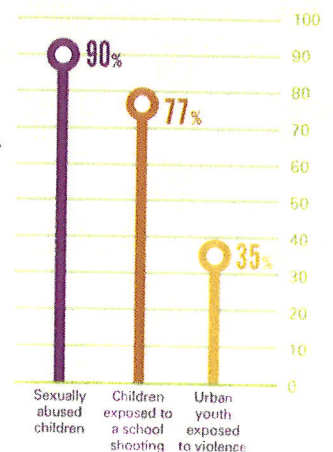


In the United States, a woman is **beaten every 15 seconds**, a forcible rape occurs every 6 minutes.



More than **33% of youths** exposed to community violence will experience Post Traumatic Stress Disorder, a very severe reaction to traumatic events.

Nearly all children who witness a parental homicide or sexual assault will develop Post Traumatic Stress Disorder. Similarly, 90% of sexually abused children, 77% of children exposed to a school shooting, and 35% of urban youth exposed to community violence develop Post Traumatic Stress Disorder.



Adverse Childhood Experience (ACE) Questionnaire

Finding your ACE Score ra hbr 10 24 06

While you were growing up, during your first 18 years of life:

1. Did a parent or other adult in the household **often** ...
Swear at you, insult you, put you down, or humiliate you?
or
Act in a way that made you afraid that you might be physically hurt?
Yes No If yes enter 1 _____
2. Did a parent or other adult in the household **often** ...
Push, grab, slap, or throw something at you?
or
Ever hit you so hard that you had marks or were injured?
Yes No If yes enter 1 _____
3. Did an adult or person at least 5 years older than you **ever**...
Touch or fondle you or have you touch their body in a sexual way?
or
Try to or actually have oral, anal, or vaginal sex with you?
Yes No If yes enter 1 _____
4. Did you **often** feel that ...
No one in your family loved you or thought you were important or special?
or
Your family didn't look out for each other, feel close to each other, or support each other?
Yes No If yes enter 1 _____
5. Did you **often** feel that ...
You didn't have enough to eat, had to wear dirty clothes, and had no one to protect you?
or
Your parents were too drunk or high to take care of you or take you to the doctor if you needed it?
Yes No If yes enter 1 _____
6. Were your parents **ever** separated or divorced?
Yes No If yes enter 1 _____
7. Was your mother or stepmother:
Often pushed, grabbed, slapped, or had something thrown at her?
or
Sometimes or often kicked, bitten, hit with a fist, or hit with something hard?
or
Ever repeatedly hit over at least a few minutes or threatened with a gun or knife?
Yes No If yes enter 1 _____
8. Did you live with anyone who was a problem drinker or alcoholic or who used street drugs?
Yes No If yes enter 1 _____
9. Was a household member depressed or mentally ill or did a household member attempt suicide?
Yes No If yes enter 1 _____
10. Did a household member go to prison?
Yes No If yes enter 1 _____

Now add up your "Yes" answers: _____ This is your ACE Score

Getting Started with TIC

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| <p>1. Who are the key stakeholders you would need to engage at the outset to successfully implement TIC initiatives within your organization?</p> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> | <p>2. Where might some of the best opportunities be within your organization to begin implementing TIC initiatives (possibly building upon processes in place or initiatives already underway at your agency)?</p> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> |
| <p>3. What potential challenges might you face within your organization in implementing TIC initiatives?</p> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> | <p>4. What are several key words you might want to include in a TIC vision statement for your organization?</p> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> |

DOMAINS: Things to Consider

Domain 1: Early screening and assessment

- Questions designed to sensitively and respectfully explore prior and current trauma related experiences
- Allows person to reveal personal histories and experiences at their own pace and in their own way
- Exploration of trauma related experiences is done within a calm, safe, secure and supportive setting by caring, interested and skilled practitioners; it is never confrontational, coercive or demanding.

Domain 2: Client-driven care and services

- Client representation throughout the organization: councils and advisory boards.
- Clients are employed in various positions within the organization that directly influence the provision of services.
- System in place to continuously gather client feedback, identify problem areas, make improvements as needed.
- Client voice and choice are respected and encouraged

Domain 3: Supporting a trauma-informed and responsive workforce

- Clear communication about the agency's commitment to TIC
- Hiring practices support candidates who have training and experience in trauma related interventions and services
- Job performance evaluations describe staff expectations and behaviors that are aligned with TIC principles.
- On-going training is provided to clinicians, supervisors and support staff
- Agency recognizes that staff success and satisfaction may be affected by their personal trauma histories, compassion fatigue, secondary trauma (vicarious trauma).

Domain 4: Evidence-based and emerging practices

- Emphasizes the role of traumatic life experiences as key contributing factor in the development of mental health, substance use and physical health problems rather on personal deficits, weaknesses and disorders.
- "What happened to you" rather than "What's wrong with you"
- Aligned with person centered recovery planning: includes key members of the client's support network; client is fully involved in decisions related to Treatment Plan; development of wellness plan to prevent/manage crises; offer an array of trauma specific services; work with the client determine what trauma related information is shared with others.

DOMAINS: Things to Consider

Domain 5: Creating safe environments

- Promote a safe and secure environment in order to avoid re-traumatization or re-victimization
- All staff contribute to a safe, secure, and recovery oriented environment
- A way for clients and staff to “safely” let agency know when practices, interpersonal interactions and/or the environment are unsafe and inconsistent with TIC without fear of reprisal.

Domain 6: Community outreach and partnership building

- Engage and educate community partners (courts, police, ED, primary care, hospitals, residences, MH and SUD programs, general public, etc.) about TIC.
- Invite community partners in service planning and coordination of care meetings.
- Build awareness through messaging to clients, family, community partners via social media, websites, newsletters, posters, billboards, etc.

Domain 7: Ongoing performance improvement and evaluation

- System to regularly measure performance on each of the Domains. Use data to track, analyze and address challenges and/or reinforce progress.