TRAUMA-INFORMED PRACTICES IN VICTIM SERVICES

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Over the Next Hour

We'll define trauma-informed care and practices

How to be trauma-informed

What's next and how trauma-informed practices decreases vicarious trauma

Trauma

- SAMHSA: "Individual trauma results from an event, or 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, social, emotional, or spiritual well-being."

- ACEs: "three kinds of adversity including: physical and emotional abuse, neglect, and household dysfunction."
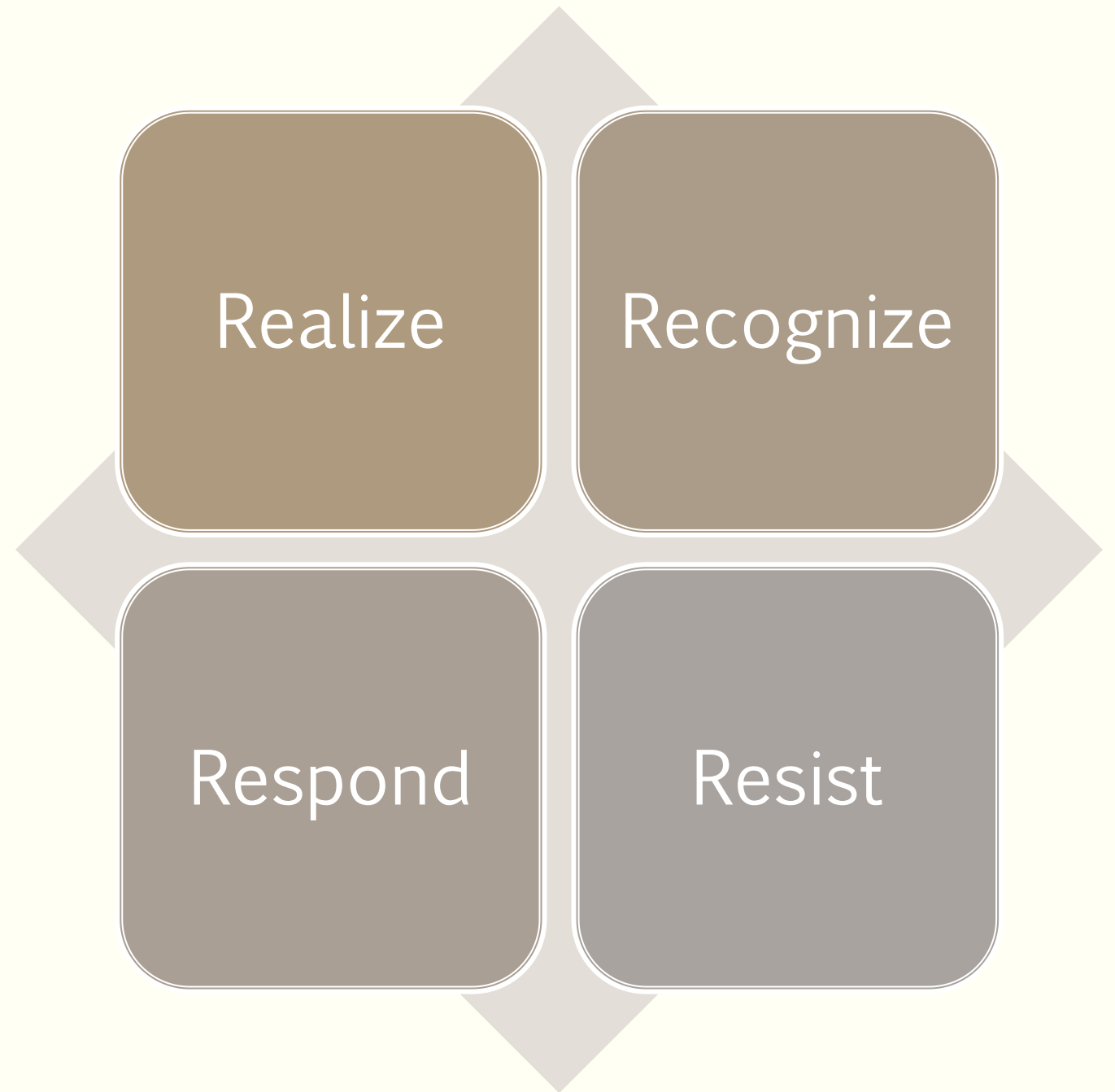
Defining Trauma-Informed

Realize

Recognize

Respond

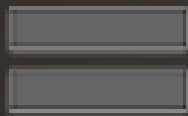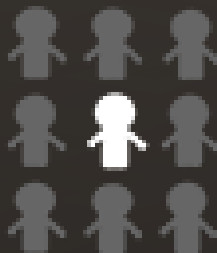Resist

Being Trauma-Informed

• Being trauma-informed means being aware of the ways in which the people you are serving have been traumatized and the ways that traumatization has shaped their life trajectory (Randall and Haskell, 2013).

70% of adults in the US have experienced some type of traumatic event at least once in their life.

5 = # OF CHILDREN WHO EXPERIENCE TRAUMA EACH YEAR

MILLION

ALMOST **13%** OF WOMEN AND **17%** OF MEN HAVE EXPERIENCED MORE THAN **3** TRAUMATIC EVENTS IN THEIR LIFE.

1 OUT OF 9 WOMEN

DEVELOP PTSD

MILLION

35 CHILDREN HAVE EXPERIENCED

ONE OR MORE TYPES OF TRAUMA IN THEIR LIFETIME

How Montana Ranks

Adverse childhood experiences - 8 items
Children age 0-17 years
Montana vs. Nationwide

	No ACEs	1 ACE	Two or More ACEs
Montana	60.4%	17.2%	22.4%
Nationwide	66.7%	19.2%	14.1%

□ Montana □ Nationwide

Total $254,114

$9,350.88 $8,163.87
$9,678.79
$12,741.30

$39,504.08

$174,675.60

- Productivity losses
- Childhood healthcare
- Adult medical costs
- Special education costs
- Child welfare costs
- Criminal justice costs
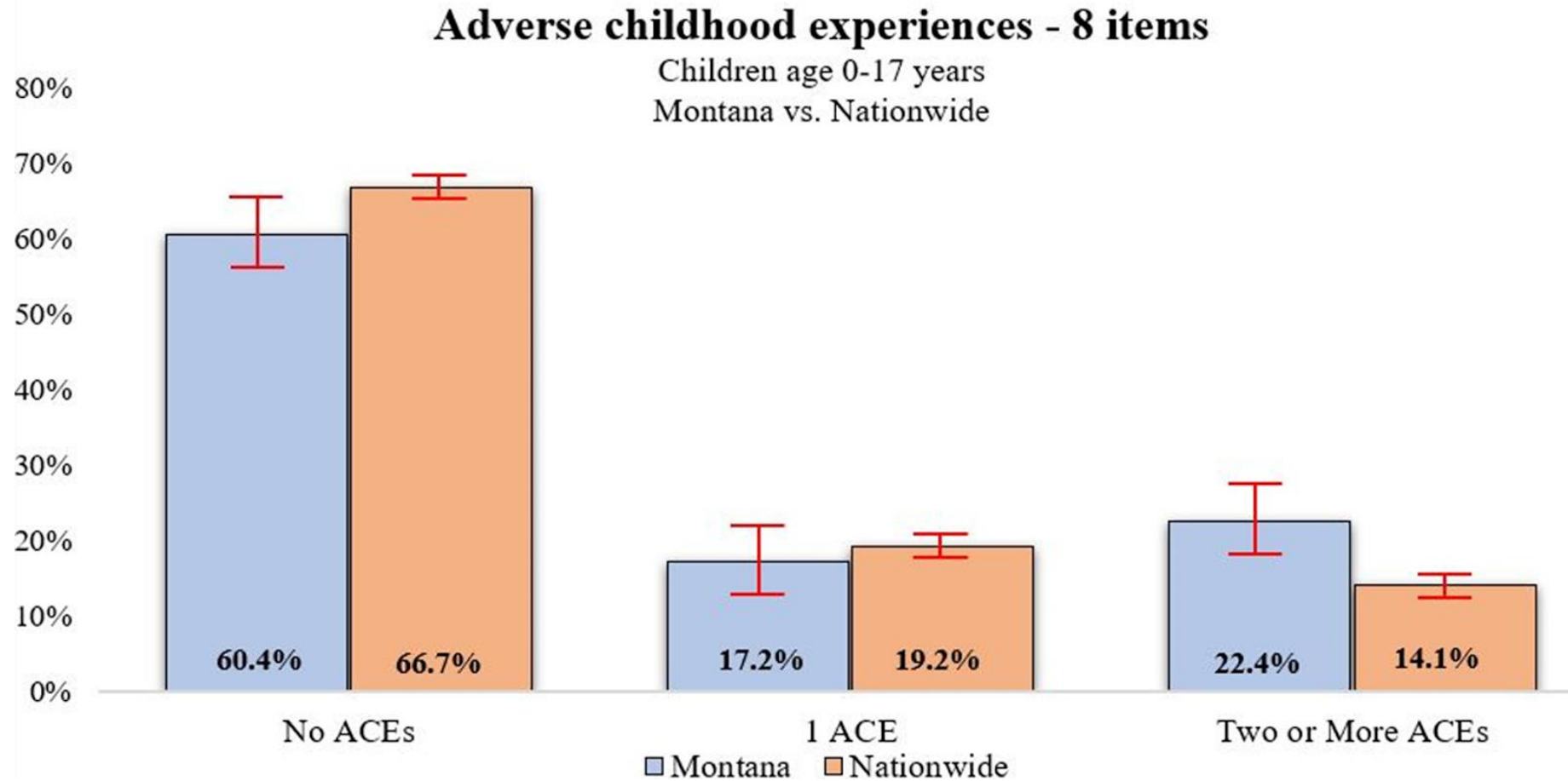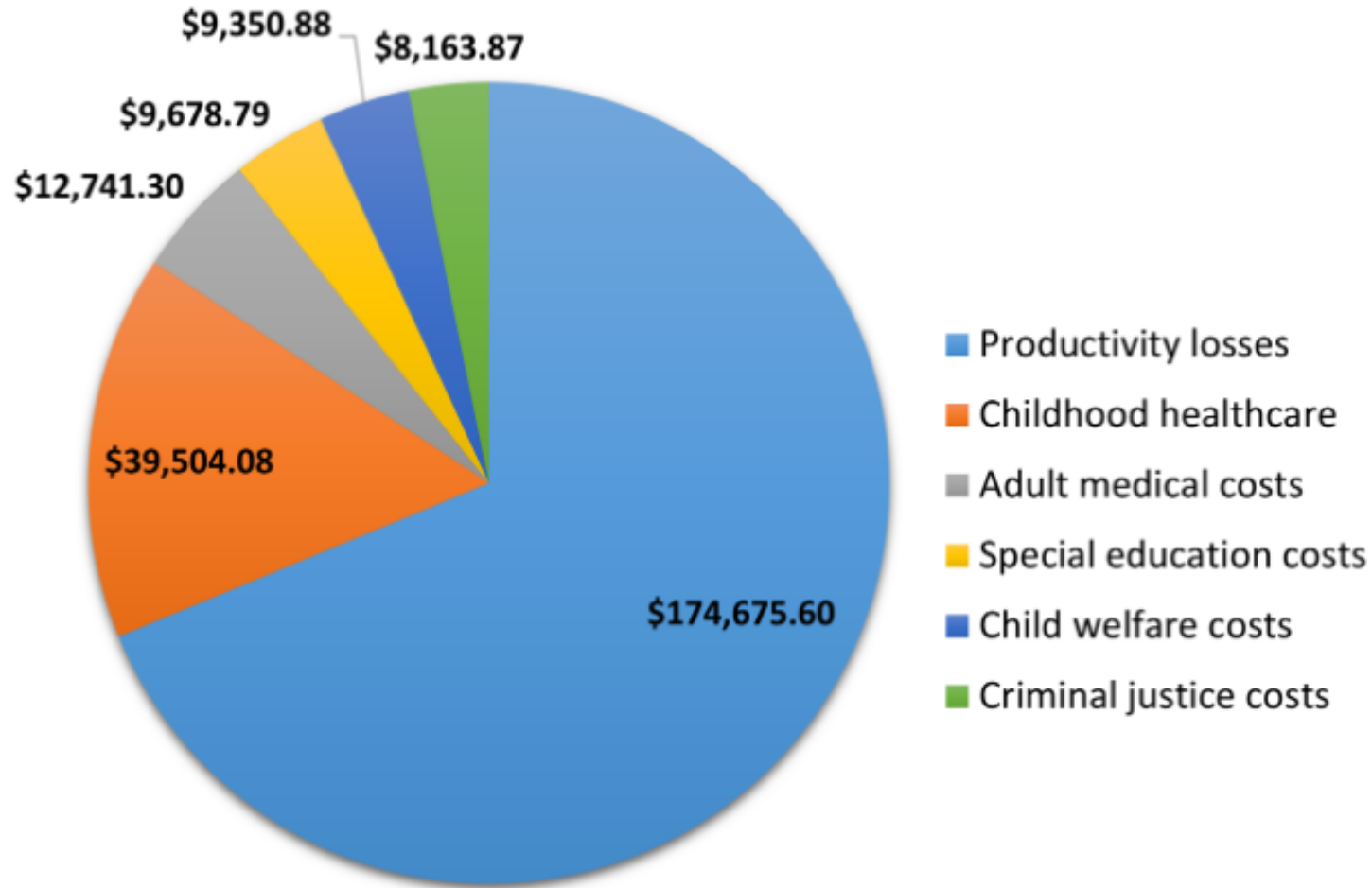
Societal Costs of Trauma

Seven Key Principles of a Trauma-Informed Approach

Physical and Emotional Safety
- Ensuring that staff and those being served feel physically and emotionally safe.

Trustworthiness and Transparency
- Organizational or programmatic operations and decisions are conducted with transparency with the goal of building and maintaining trust with clients, among staff, and others partnered with the program.

Peer Support
- Peer can refer to "trauma survivor" and is key for establishing safety and hope, building trust, enhancing collaboration, and utilizing their stories and lived experience to promote recovery and healing.

Collaboration and Mutuality
- A program should recognize that everyone has a role to play in a trauma-informed approach. This includes involving all staff from custodial to clerical, and also including clients and those being served in decisions.

Empowerment, Voice, and Choice
- Operations and services should be organized to foster empowerment for staff and clients alike.
- This is a parallel process as staff need to feel safe, as much as people receiving services.

Equity for High-Risk Populations
- Specifically, calling attention to populations that may be at a greater risk of victimization and trauma.

Leadership, Administrative Support, and Policies
- TIC Champions and leadership should work together to review and revise policies to ensure they are in alignment with a trauma-informed apprach.

Why Collaboration and Mutuality are Important

- Trauma-informed agencies and organizations can develop a strong sense of collaboration and mutuality between direct service staff and administrators to meet the needs of their clients by:
  - provide ongoing training;
  - build strong teams; and
  - continuously work to improve skills and service delivery.

The Importance of Empowerment, Voice, and Choice with Trauma Survivors

Trauma is a loss of power

Trauma symptoms reinforces the feeling of a loss of control

Secondary adversities that happen as a result of the trauma also reinforce the loss of power

Regaining a sense of control is essential for recovery

Everyone's traumatic experience and way of being affected by that trauma is unique, only they can tell you what they can handle and what they need for their recovery

Empowerment is defined as:

The capacity of individuals, families, groups or communities, to gain control of their circumstances and achieve their own goals, thereby being able to work towards helping themselves and others to maximize the quality of their lives and their ability to thrive

Voice is defined as:

"The ability to express one's thoughts, emotions, or opinions, and have them heard by the intended audience or recipient." I want to point out that there are two very important parts of this concept. The first involves the ability to express one's thoughts, emotions, or opinions. For children who develop in a typical way, grow up in a home where this is a safe thing to do, and who are taught to match emotion words to their feelings, this part can be easy. For children who may have a disorder such as autism or live in a home where it is not safe to express thoughts, emotions, or opinions, this can be extremely difficult.

The second concept behind "Voice" that we'd like to highlight is the importance of having thoughts, emotions, or opinions heard by the intended audience.

Choice is defined as:

Being able to select or decide when faced with two or more possibilities. Being able to make choices is a way of beginning to retake control of one's life.

Staff: Empowerment, Voice, and Choice

Employees who feel empowered at work are associated with:

Stronger job performance

Higher job satisfaction and satisfaction with leadership

Stronger commitment to the organization

Less burnout and turnover

Better productivity

Better ability to connect with clients

How is this done:

Delegating authority and decision-making

Sharing information

Asking for input

Develop training responsive to staff needs

What does trauma have to do with this?

Secondary Traumatic Stress often involves a sense of helplessness; lack of power, choice, and voice

One must have power to share power

What does secondary traumatic stress mean to you?

What does self-care mean to you?

Addressing Secondary Traumatic Stress

Think of self-care as having three basic aspects:

Awareness	The first step is to seek awareness. This requires you to slow down and focus inwardly to determine how you are feeling, what your stress level is, what types of thoughts are going through your head, and whether your behaviors and actions are consistent with the who you want to be.
Balance	The second step is to seek balance in all areas of your life including work, personal and family life, rest, and leisure. You will be more productive when you've had opportunities to rest and relax. Becoming aware of when you are losing balance in your life gives you an opportunity to change.
Connection	The final step is connection. It involves building connections and supportive relationships with your co-workers, students, friends, family, and community. One of the most powerful stress reducers is social connection.

A Vicarious Trauma-Informed Organization

> *The expectation that we can be immersed in suffering and loss daily and not be touched by it is as unrealistic as expecting to be able to walk through water without getting wet.*
>
> —(Remen 2006).

- A vicarious trauma-informed organization recognizes the challenges faced by direct service providers and proactively addresses the impact of vicarious trauma through policies, procedures, practices, and programs.

- Individual self-care is not the only answer!

Organizational Strategies for Victim Services

- Leadership and Mission
- Management and Supervision
- Employee Empowerment and Work Environment
- Training and Professional Development
- Staff and Health Wellness

Thank you!

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She/Her/Hers

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