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Trauma-Informed Care and Practice in a CAC Setting Webinar Series

Assessing and Improving Trauma-Informed Care in Children's Advocacy Centers



Western Regional Children's Advocacy Center
 October 20, 2020 | 2 - 3:30 p.m. ET

<http://www.westernregionalcac.org/>



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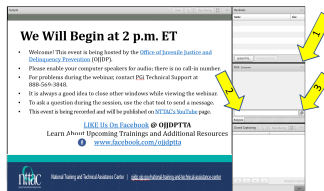
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
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Agenda

| | |
|---|---|
|  | Opening Remarks William Moore, OJJDP's NTAC |
|  | Moderator Salli Kerr, State Liaison, Western Regional Children's Advocacy Center |
|  | Presenter Jennifer Hossler, Project Manager, Project Intersect Georgia Center for Child Advocacy |
|  | Question and Answer Jennifer Hossler, Project Manager, Project Intersect Georgia Center for Child Advocacy |
|  | Next Steps and Conclusion William Moore, OJJDP's NTAC |

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Moderator




Salli Kerr
State Liaison
Western Regional
Children's Advocacy Center
skerr@rchsd.org

Salli Kerr has over 5 years of experience as an Executive Director and CEO in the nonprofit sector and was instrumental in the formation and accreditation of the state chapter of children's advocacy centers in Nevada. As Executive Director, she led a multi-service center that housed the Nye County Children's Advocacy Center, the Children's Advocacy Centers of Nevada and other service organizations for victims of domestic violence, sexual assault, stalking and other crimes.

Ms. Kerr's background of providing direct services, including foster-parenting, provides her with a unique perspective on the impact of trauma in the lives of victims and the positive influence that a coordinated response has on victims' recovery and wellness.



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Trauma-Informed Care and Practice in a CAC Setting Webinar Series

Funding for this training is provided through the U.S. Department of Justice, Office of Juvenile Justice and Delinquency Prevention, Grant #2019-CI-FX-K002






Attribution

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Disclaimer


The opinions, findings, and conclusions or recommendations expressed in this program are those of the author(s) and do not necessarily reflect those of the Department of Justice.





Welcome to a series of three webinars for professionals working with Children's Advocacy Centers. This series will examine:

- A trauma-informed approach to investigating child abuse allegations and responding to child victims,
- Ways for multi-disciplinary professionals to incorporate trauma-informed practices and skills in the systems that respond to those children and youth, and
- The use of a Trauma-Informed Organizational Assessment tool to inform changes a CAC can implement to improve staff skills and services provided to children and families.



Slide 10

TN [2]22 Do we have sources for photos and statistics? Need alt text for images and charts for 508 compliance
TeSelle, Nancy, 10/13/2020



This webinar will focus on the assessment of children’s advocacy centers as trauma-informed providers of care to children and youth experiencing trauma. We will review the use of the National Child Traumatic Stress Network (NCTSN) Trauma-Informed Organizational Assessment (TIOA) tool to assess a children’s advocacy center (CAC) and rely on the lessons learned during a beta use of the assessment to discuss how changes in a CAC can improve staff skills and services provided to children and youth that have experienced trauma.



Presenter



Jennifer Hossler, MSW
Project Manager, Project Intersect
Georgia Center for Child Advocacy
jenniferh@gacfa.org

Jennifer Hossler, MSW, is the Project Manager for Project Intersect at the Georgia Center for Child Advocacy. She has over 20 years of social work experience, with extensive expertise in child welfare practice, training, and system change across the country. She has worked with traumatized children and their families in child advocacy centers, residential treatment centers, and hospitals in Minnesota, California, and most recently, in Atlanta, Georgia.

Ms. Hossler has been an active member of the National Child Traumatic Stress Network since 2013 and has provided multiple trainings across the country on trauma-informed practices and secondary traumatic stress for child welfare workers, supervisors, and caregivers. She received her bachelor of arts degree in Psychology and Social Work from Luther College in Decorah, Iowa; and her master’s degree in Social Work from San Diego State University.



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Assessing and Improving Trauma-Informed Care in Children’s Advocacy Centers

Jennifer Hossler, MSW
Project Manager – Project Intersect
Georgia Center for Child Advocacy
Atlanta, GA
October 20, 2020



- Atlanta CAC serving Fulton and DeKalb Counties
- 34 staff in 2 locations
- Non-profit, community-based, FREE
- Prevention, Forensic Interviews, Therapy, Family Advocacy, Training, Development & Fundraising, 2 federal grants with CSEC focus
- Leader in statewide initiatives
- 14,000+ adults trained in Stewards of Children; 1,000 trained in Connections Matter



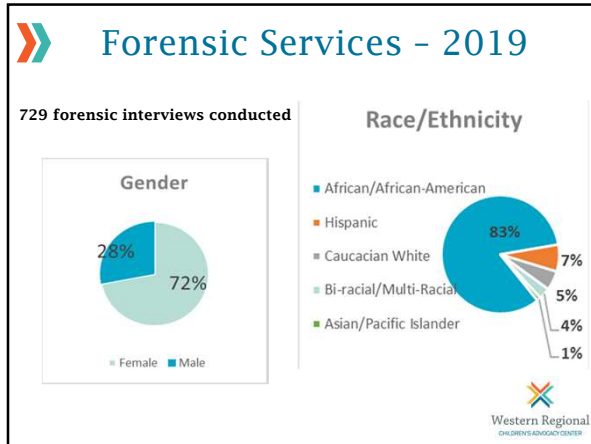
GEORGIA CENTER FOR CHILD ADVOCACY



New Training Space




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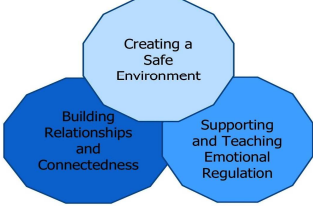
- ### Clinical Services - 2019
- 139 children engaged in TF-CBT treatment
 - 72% female
 - 73% African American
 - 1,342 therapy sessions completed
 - Problematic Sexual Behaviors – ages 7-12
 - 30 foster parents trained in trauma-informed parenting
 - 100 therapists trained in TF-CBT
 - 12 Envision events for CSEC youth
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What does a Trauma-Informed Child- and Family-System mean to you?


A trauma-informed child- and family-service system is one in which all parties involved recognize and respond to the impact of traumatic stress on those who have contact with the system including children, caregivers, and service providers. Programs and agencies within such a system infuse and sustain trauma awareness, knowledge, and skills into their organizational cultures, practices, and policies. They act in collaboration with all those who are involved with the child, using the best available science, to maximize physical and psychological safety, facilitate the recovery of the child and family, and support their ability to thrive.




Components of Trauma-Informed Care



.Substance Abuse for Mental Health Services Administration, 2014






Why Use a TI Assessment?


In general...


- Good fit for CAC
- Best practice
- Enhance TI culture
- Identify areas of strength and growth



@ GCCA

- Organizational strategic plan
- Aligns with other GCCA initiatives
 - Prevention training
 - Grant-funded projects







National Child Traumatic Stress Network

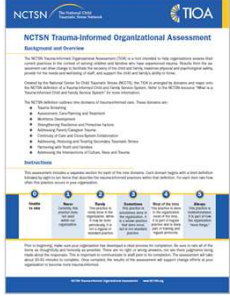
- In 2018, GCCA served as the beta test site for the newly-developed NCTSN Trauma-Informed Organizational Assessment (TIOA)
- Recently completed pilot testing of the tool
- Updating the TIOA based on pilot findings
- Will be available online and FREE

Questions about the TIOA?
 Contact Carrie Purbeck Trunzo - tioa@nctsn.org
www.nctsn.org







NCTSN Trauma-Informed Organizational Assessment (TIOA)




- Free and will be available online
- Considers what can be done at practice, programmatic and organizational levels
- Based on NCTSN experience and expertise (beta and pilot tested)
- Uses an implementation framework
- Implementation support at multiple stages
- Specific to child-serving organizations & used across child-service systems






TIOA Domains


1. Trauma Screening
2. Assessment, Care Planning & Treatment
3. Workforce Development
4. Resilience & Protective Factors
5. Parent & Caregiver Trauma
6. Cross-System Collaboration
7. Secondary Traumatic Stress
8. Partnering with Youth & Families
9. Intersection of Culture, Race & Trauma





Designed to.....

- Measure where your organization is at a given point in time
- Create a common language around TIC at all levels of staff
- Highlight growth areas for your organization to address related to TIC
- Create a roadmap for organizational change related to TIC
- Identify specific NCTSN tools, resources, and strategies to help your organization better serve children and families
- Help your organization assess progress and improvement over time



Screening

Screening refers to the process of identifying children and youth who may have experienced one or more traumatic events, reactions to their exposures, or specific mental or behavioral health needs. Although some organizations do not engage in a formal screening process, a trauma-informed organization (TIO) would have a way of identifying children and youth who need a comprehensive, trauma-informed mental health assessment. TIOs have a clear protocol that involves the screening and referral process. Protocols are sensitive to all persons being screened, fully inform participants of the purpose and outcomes of the screen, and a timely response to high needs identified, and support staff that facilitate through the process. The recommended screening tools for disaster triage, monitoring, supervision and support for areas who conduct the screenings; training topics include how to engage families, conduct screenings, understand child trauma, and support next steps.

TIO RATING SCALE

1. **1** **2** **3** **4** **5**

1. The organization systematically screens children and youth (and families where applicable) for both trauma exposure and trauma symptoms.

2. The organization ensures that all staff who conduct trauma screening demonstrate skills such as how to build safety and trust, how to recognize reactions and warning signs, and how to help regulate feelings.

3. The trauma screening process is sensitive to gender/gender identity, culture, language, age differences, and abilities.

4. Before administering a trauma screening, the organization ensures that children, youth, and families understand the purpose, the right to consent or refuse, how the results will be used, and who has access to the results.

5. The organization uses trauma screening tools that have been tested to ensure that they consistently measure what they are intended to measure for the service population.

6. The organization uses family-friendly, non-technical language to discuss screening results with children, youth and families.

7. The organization provides timely responses to the needs of children, youth, and families identified by the screening (e.g., trauma symptoms, engagement, safety concerns).

8. The organization ensures that children, youth, and families are connected with timely trauma assessment when the trauma screening indicates the need.

9. The organization ensures that staff at all levels receive supervision to guide the screening process, communication of results, and planning.

10. The organization regularly monitors and evaluates trends from all of their screening results to inform staff, organizations, and community responses to the needs of the service population.

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Process

Develop your team

- Project lead
- Trauma champions
- Across locations, departments and roles
- Regular meetings and progress



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Process (cont.)

Take the survey – decide who will participate

****All GCCA staff completed survey****


A Team:

- Summarized each domain
- Department-specific meetings
- Prioritized domains
- Identified tasks for 2020
- Ongoing
- REMEMBER OUR WHY

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Timeline

- Summer, 2018
 - Developed the A Team
 - Monthly meetings
- Nov/Dec, 2018
 - Administered TIOA
 - Received TIOA report
- Jan, 2019
 - NCTSN site visit, 3 domains reviewed
 - A Team planning



Timeline (cont.)

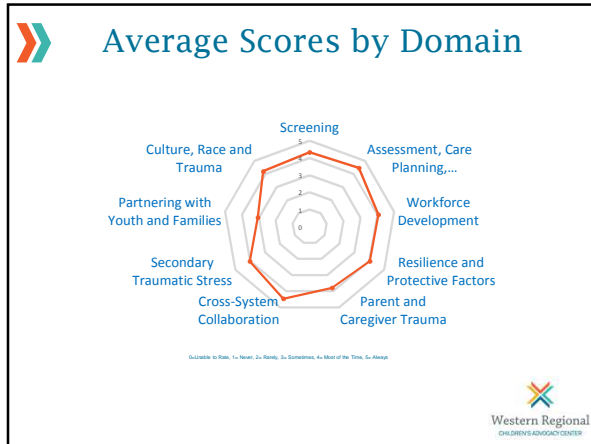
- Jan-March, 2019
 - A Team review of 6 remaining domains
 - Multiple A Team meetings
- April, 2019
 - Staff meeting presentation
 - A Team priorities
- May-Dec, 2019
 - A Team planning and strategies
 - Developed tasks for 2020



And then...

**WHEN DOES SEASON 2 OF 2020 START?
I DO NOT LIKE SEASON 1.**

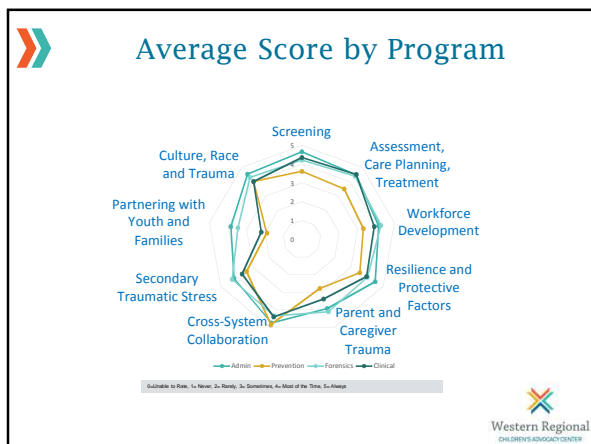


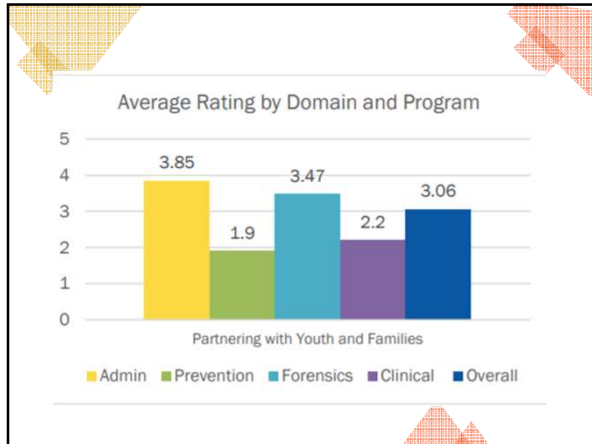


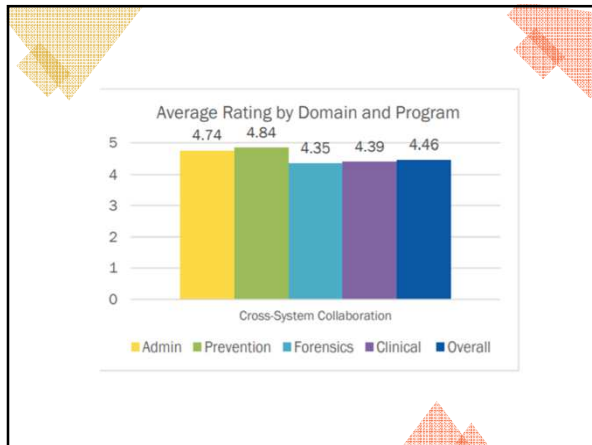
Overall Score by Domain

| Domain | Overall Mean Score |
|---|--------------------|
| 1. Trauma Screening | 4.33 |
| 2. Assessment, Care Planning & TX | 4.47 |
| 3. Workforce Development | 4.04 |
| 4. Resilience & Protective Factors | 4.05 |
| 5. Parent & Caregiver Trauma | 3.80 |
| 6. Cross-System Collaboration | 4.46 |
| 7. Secondary Traumatic Stress | 4.03 |
| 8. Partnering with Youth & Families | 3.06 |
| 9. Intersection of Culture, Race & Trauma | 4.21 |

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A Team Priorities - 2019

| Workforce Development | Secondary Traumatic Stress |
|---|---|
| <ul style="list-style-type: none"> No standardized trauma training/onboarding for new staff Professional development opportunities Trauma champions Resources & tools for our community-based staff Enhancing psychological safety | <ul style="list-style-type: none"> Enhancing GCCA commitment to staff well-being Need for resources for all staff – vicarious trauma group, EAP More support & tools needed when working in the community No method for obtaining staff feedback or monitoring/managing STS |



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Tasks for 2020

1. Develop trauma training protocol
2. Develop trauma-informed tour & elevator pitch – common language
3. Partner list
4. Define psychological safety and develop message board
5. Research STS response and critical incident response
6. **Pandemic response**



Takeaways

- Strengths – collaboration
- Challenge areas – partnering with youth & families
- Need leadership buy in
- Identified knowledge and practice gaps
- What about caregivers?
- Not a quick or easy process
- Timing matters



GCCA Wins

- Changes in MH coverage
- Employee Assistance Program
- New building
- Connections Matter
- Common language
- STS – all staff training, STSI-OA
- Opportunities for new grants
- New focus on antiracism





Considerations for Other CACs

1. GCCA is located in large, urban area with access to resources
2. Our services are free
3. Staff dedicated to the cause
4. Strong community partners
5. NCTSN partner
6. Grants





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Tuesday, November 3, 2020 3-4:30 p.m. ET



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