TRAUMA-INFORMED CARE: RESEARCH TO PRACTICE
2020 VIRTUAL REGIONAL TRAINING

Delivering Trauma Informed Services Through a Culturally Responsive Lens

Presenter
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Change Matrix
This training is offered through the Community Prevention Initiative (CPI), which is funded by the California Department of Health Care Services and administered by the Center for Applied Research Solutions.
Learning Objectives

▪ Increase understanding of trauma-informed principles as they apply to services, organizations, and systems.

▪ Understand the connection between trauma-informed and culturally responsive principles.

▪ Learn best practices for applying trauma-informed principles to an organization.
AGENDA

- Definitions of relevant terms
- Trauma-informed care and cultural responsiveness
- Culturally responsive trauma-informed care in services, organizations, and systems
- Summary
Definitions
A trauma-informed approach to the delivery of behavioral health services includes an understanding of trauma and an awareness of the impact it can have across settings, services, and populations. It involves viewing trauma through an ecological and cultural lens and recognizing that context plays a significant role in how individuals perceive and process traumatic events, whether acute or chronic.
CULTURE

Culture, at its most basic definition, is a powerful social system based on a group’s values, norms, and expectations. It is a communication and interaction guide for a group’s way of thinking, feeling, and acting. Culture informs how a group perceives health, wellness, disease, health care, and prevention.

Sockalingam, S. 2009
Cultural competence is defined as a set of congruent behaviors, attitudes, and policies that come together in a system, agency, or among professionals and enables that system, agency, or those professionals to work effectively in cross-cultural situations.


Operationally defined, cultural competence is the integration and transformation of knowledge about individuals and groups of people into specific standards, policies, practices, and attitudes used in appropriate cultural settings to increase the quality of services; thereby producing better outcomes.

Davis, 1997 referring to health outcomes.
TRAUMA-INFORMED CARE AND CULTURAL RESPONSIVENESS
RELATIONSHIP BETWEEN TRAUMA-INFORMED AND CULTURALLY COMPETENT CARE

- Culturally Responsive Trauma-Informed Care
  - Inform lived experience
  - Inform values, beliefs, practices related to access and utilization of care and individual health outcomes

- Culturally Responsive Care
- Adverse experiences
- Trauma-Informed Care
- Cultural experiences
Services that are culturally responsive and trauma-informed

<table>
<thead>
<tr>
<th>Culturally Responsive Care</th>
<th>Trauma-informed</th>
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<tbody>
<tr>
<td>Awareness of diversity</td>
<td>Realization of impact of trauma</td>
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<tr>
<td>Cultural competence self-assessments</td>
<td>Recognition of the signs and symptoms of trauma</td>
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<tr>
<td>Managing the dynamics of difference</td>
<td>Resist re-traumatization</td>
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<tr>
<td>Institutionalization of cultural knowledge and support to practice in a responsive way</td>
<td>Respond by integrating knowledge about trauma into policies, procedures, and practices</td>
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<tr>
<td>Adaption of policies, programs, and processes that are culturally responsive</td>
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Shifts in values, beliefs, and behaviors
PRINCIPLES OF A TRAUMA-INFORMED APPROACH

- Safety
- Trustworthiness
- Peer Support
- Collaboration/Mutuality
- Empowerment, Voice, and Choice
- Cultural, Historical, and Gender Issues
## Principles of Culturally Responsive and Trauma-Informed Care

<table>
<thead>
<tr>
<th>Culturally Responsive</th>
<th>Trauma-Informed Care</th>
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<tbody>
<tr>
<td>Acknowledgment of unique issues of cultural status</td>
<td>Safety</td>
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<tr>
<td>Concept, intent, and effort to practice responsively</td>
<td>Trustworthiness and transparency</td>
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<tr>
<td>Working with natural, informal support systems</td>
<td>Peer support and mutual self-help</td>
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<tr>
<td>Inclusive participation at all organizational levels</td>
<td>Collaboration and mutuality</td>
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<tr>
<td>Support of self-determination for the broader minority community</td>
<td>Empowerment, voice, and choice</td>
</tr>
<tr>
<td>Understanding the dynamics of difference</td>
<td>Cultural, historical, and gender issues</td>
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Safety

- Staff and the people they serve feel physically and psychologically safe. The physical setting is safe and interpersonal interactions promote a sense of safety.

- Acknowledgment of unique issues of cultural status are incorporated into services and practices.

"There is no more effective neurobiological intervention than a safe relationship"

- Bruce Perry
Organizational operations and decisions are conducted with transparency. The goal is to build and maintain trust among staff, program participants, and family members of individuals being served by the organization.

Concept, intent, and effort is to increase cultural trustworthiness internally and externally.

Trust = \frac{Consistency}{Time}
Peer Support

- Opportunities for peer support are offered, increasing safety, trustworthiness, and empowerment.

- Working with natural, informal support systems increases the likelihood of culturally responsive services.
COLLABORATION

- True partnering and leveling of power differences exists between staff and program participants, and among organizational staff from direct service staff to administrators. All voices are elicited and validated recognizing their strengths and showing respect for their lived experience.

- Inclusive participation exists at all levels of the organization.
Empowerment means providing the opportunity for individuals to be included in making decisions that impacts them; maximizing choice and control over the process. It provides opportunities to enhance skills and confidence to further personal and professional development and involves participants and communities in creation of services.

Support self-determination for the broader oppressed community.
CULTURE AND HISTORY

- The organization actively moves past cultural stereotypes and biases by addressing cultural, historical, and gender issues. The healing value of traditional cultural connections are offered, historical trauma is recognized and addressed, and gender-responsive services are offered.

- The dynamics of difference related to culture, history, and gender are understood.
Benefits of Culturally Responsive and Trauma-Informed Approaches

- Increases safety for all
- Improves the social environment
- Cares for the caregivers
- Promotes organizational wellness
- Improves the quality of services for all
- Creates a community of hope, healing, and recovery
- Increases success and satisfaction at work
- Improves the bottom line
TRAUMA-INFORMED ORGANIZATIONS AND SYSTEMS
AN ORGANIZATIONAL TRAUMA-INFORMED APPROACH

General Wellness
- Encourages and incentivizes culturally-relevant wellness activities like yoga, meditation/prayer, and exercise.

Organizational
- Fosters a culture that allows staff to seek support; keep caseloads manageable; and provide sufficient mental health benefits or services.

Education
- Provides targeted trainings that create awareness of culture, chronic emotional stress, and the importance of self-care.

Supervision
- Facilitates staff wellness through management strategies such as reflective supervision, a practice in which staff and supervisor meet regularly to address feelings regarding services provided.
“A physically safe environment, although necessary, was not sufficient. So there had to be other kinds of safety, which I have termed psychological safety, social safety, and moral safety.”

-Sandra L. Bloom, Creating Sanctuary, 2013
Culturally-Responsive
Trauma-Informed
Organizations!
# What Does a Culturally Competent, Trauma-informed Organization Include?

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<tr>
<th>Safe, calm, and secure environment with culturally-sensitive supportive care for staff and program participants.</th>
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<tr>
<td>System-wide understanding of trauma prevalence, impact and culturally competent, trauma informed care</td>
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<td>Cultural competence and humility</td>
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<td>Diverse consumer and staff voice, choice and advocacy</td>
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<td>Recovery oriented, consumer driven, culturally relevant, trauma specific services</td>
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<td>Healing, hopeful, honest and trusting relationships</td>
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ADOPTION OF CULTURALLY RESPONSIVE TRAUMA-INFORMED PRACTICES: CHANGE PROCESS

Committed Leadership → Consensus → Core Implementation Team (CIT)

Shared Vision → Communicate → Assess

Plan → Know what works → ACT
A Trauma-Informed System…

- Realizes the impact of trauma
- Recognizes signs and symptoms of trauma
- Responds through policy and practices
- Resists re-traumatization
A Trauma-Informed System...

- Is aware of or realizes the widespread impact of trauma and potential paths for healing.

- Recognizes the signs of trauma in program participants, staff, and others touched by the system.

- Responds by integrating knowledge about trauma into policies, procedures, and practices in order to avoid re-traumatizing.

- Shifts the mindset from “What’s wrong with you?” to “What happened to you?”

- Provides services that directly addresses trauma and its impact to facilitate healing.
IN SUMMARY
**Well-Being for All**

Principles of Trauma-Informed Care and organizations are aligned with Culturally Responsive practices.

- They are applied to service delivery
- They show up internally in organizations
- They are shared throughout the entire system
- They are a way of being
How have you made changes in your prevention services in the last month?
No epidemic has ever been resolved by paying attention to the treatment of the affected individual.

– Dr. George Albee
Poll

Head: What did you learn?

Heart: How do you feel?

Feet: What will you do?
Questions
Presenter Information

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Visit the CPI website for more no-cost resources, webinars, and trainings on prevention topics:
www.ca-cpi.org

MORE IS AVAILABLE FOR YOU!
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