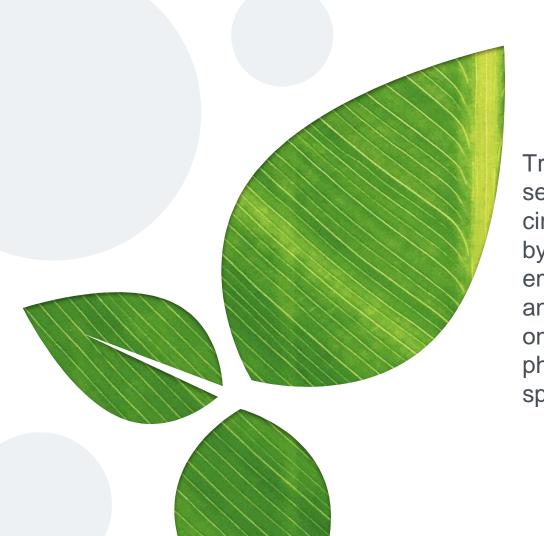




HEALTH
HEARTLAND HEALTH OUTREACH, INC

Trauma-informed Care in an Integrated Healthcare and Housing Provider:
Implementation and Participant-voiced Needs

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Trauma

Trauma results from an event, series of events, or set of circumstances that is experienced by an individual as physically or emotionally harmful or threatening and that has lasting adverse effects on the individual's functioning and physical, social, emotional, or spiritual well-being (SAMHSA, 2014)



Trauma can influence one's:

- Feelings
- Judgment
- Beliefs
- Memory & Perception
- Body & Brain



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

Responds by fully integrating knowledge about trauma into policies, procedures, and practices Seeks to actively resist re-traumatization

- Can occur at the <u>program</u>, <u>organization</u>, or <u>systems</u> level
- Must involve participation at all levels
- Must include responses for both <u>staff and service recipients</u>



Trauma-Informed Care for People with Lived Experience of Homelessness

Research and Practice



Why trauma-informed care research is needed

- No single model or set of guiding principles exists
 - What exactly are we talking about here?
- Limited research on the topic
- Limited information on adapting models for homeless populations

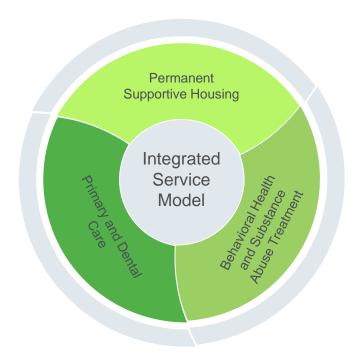


Heartland Alliance Health

Overview



Heartland Alliance Health





HAH's Philosophies of Care



Study Purpose

Identify the needs of survivors of trauma in their service organizations

Identify the trauma-informed policies and practices occurring at HAH

***From the perspectives of individuals participating in homeless services





Views on HAH: Practices Policies Improvements

"What do you think people who experience trauma need when they come to a service organization like HAH as participants or staff?"

Study Approach

- Open-ended qualitative interviews with 17 HAH service participants
 - General ideas on the needs of individuals with trauma histories
 - Perspectives on HAH's trauma-informed policies and practices
- Participants recruited from supportive housing and behavioral health programs
- Interviews were coded inductively
- Coding team identified themes, or common ideas, emerging from the data





- Transparency of services
- Positive staff relationships and teamwork
- Participant input at the organizational level
- Therapeutic environment
- Perceived staff experiences





...they always keep you, um, posted about what's goin' on...they always tell you, um, this is gonna happen this day or that time...and they...usually they come through so [laughs]...don't worry about that...So then you know that...you gonna get some help.

Structure and routine

Impacts:

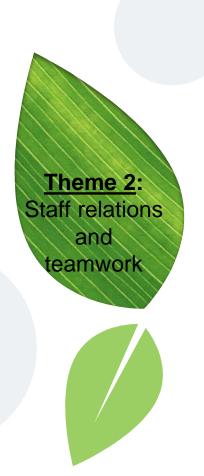
- Increases trust with staff
- Provide reassurance
- Reduces a "trauma state of mind"





How HAH Promotes Transparency

- Signage advertising groups, outings, etc.
- Motivational Interviewing training for staff reinforces transparency in practice
- Collaborative service planning
- Written expectations and responsibilities of participants
- Written participant rights



Renae, 48

They like each other though! They talk to each other. ... You gotta like each other to be able to work in the same environment.

Cynthia, 46

I think that everybody...comes together, and they're like specialized in different areas but they're all together a team...and like...everybody brings something different to the plate.

Impacts:

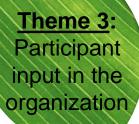
- Promotes feeling that participants can "talk to anyone"
- Promotes awareness of care coordination





How HAH Promotes Teamwork

- Clinical care meetings
- Specialized staff roles
- Integrated care model
- Monthly trauma-informed care and harm reduction consultation groups





Consumer advisory council is where they talk about changes in the resource center that need to be made ... It's where we talk about things that need to be changed. And the resource center. Usually...staff are kind of like asking questions from the clients. They get their...opinions on things that they feel that would make help the resource center.



How HAH Promotes Participant Input in the Organization

- Community Meetings
- Community Advisory Board
- Annual satisfaction surveys and focus groups
- Active responses to participant concerns
- Clear grievance policy



Atmosphere

Sandra, 53

They have a milieu where you can relax and um get rest if you're homeless on the couches... If you want to rest between groups you can take the coffee in the milieu and sit in there and have conversations. with people and have conversations and stuff.



L Tracy, 54

You can always brighten it [the space] up... I mean like a lot of the times, you know, they have you do art and stuff and they hang...participants' stuff on the wall or whatever and, you know, brighten it up.

Shirley, 48

You get to know people and sometimes maybe it's a good thing that I might be able to help somebody else when they- in, in their state...when they goin' through a crisis ... Just bei'n able to talk to 'em and be open... and communicate with 'em.

Impacts:

- Promotes feeling that participants can "talk to anyone"
- Promotes awareness of care coordination

Participant mutual support

Physical space



How HAH Promotes a Therapeutic Environment

- Common social areas
- Food provided in multiple services
- Updates to physical spaces
- Group therapy options, including Seeking Safety
- Signage and literature





I feel like some of them have been through trauma themselves in order to deal with my trauma, or any other participants trauma, and to understand how they feel because they pretty much been through the same things themselves, that's what makes them such a good person and good staff, to be able to do it, you got to understand that person first.



Donald, 55

That's kind of hard when you got both knowledge but you don't have practical experience— how do you give someone that you know that umm... that education. There is one thing called you know wisdom is the perfect word, right? You can't teach wisdom. I mean you can study all you want but until you're actually faced with a situation it's kind of difficult.

Shirley, 48

...if you don't know anything or haven't been educated on how to deal with people, how could you help them?

Lived experience

Impacts:

- Staff with lived experience are more understanding and make participants feel more comfortable
- Work experience promotes ability to support people with trauma



Formal education



How HAH Promotes Staff Experience

- Peer support specialists/Prosumers on staff
- Annual internal trainings and consultation groups for staff
- Up to 40 hours training time for staff
- Staff promoted from within



Conclusion

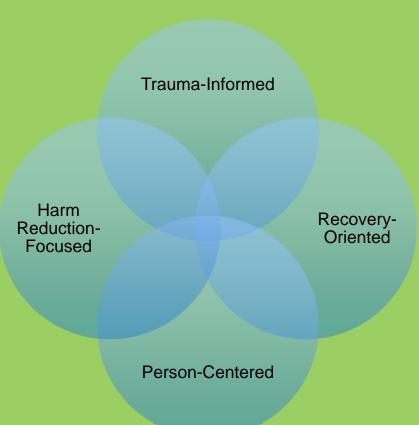
- Themes identified are tangible to implement
- Consistency across staff and services is key
 - Participants expressed varying perspectives on each of these themes



Where to go from here?

Many Overlapping Concepts

- Many of the themes identified by participants were not specific to trauma-informed care
- Several are represented within other philosophies of care
- Further, literature on traumainformed care has not welldistinguished it
- Is a distinct model necessary?



Bassuk et al. (2017); Mihelicova, Brown, & Shuman (2018)