

*COMMUNITY OF PRACTICE*

# STAGES OF CHANGE AND TRAUMA INFORMED CARE

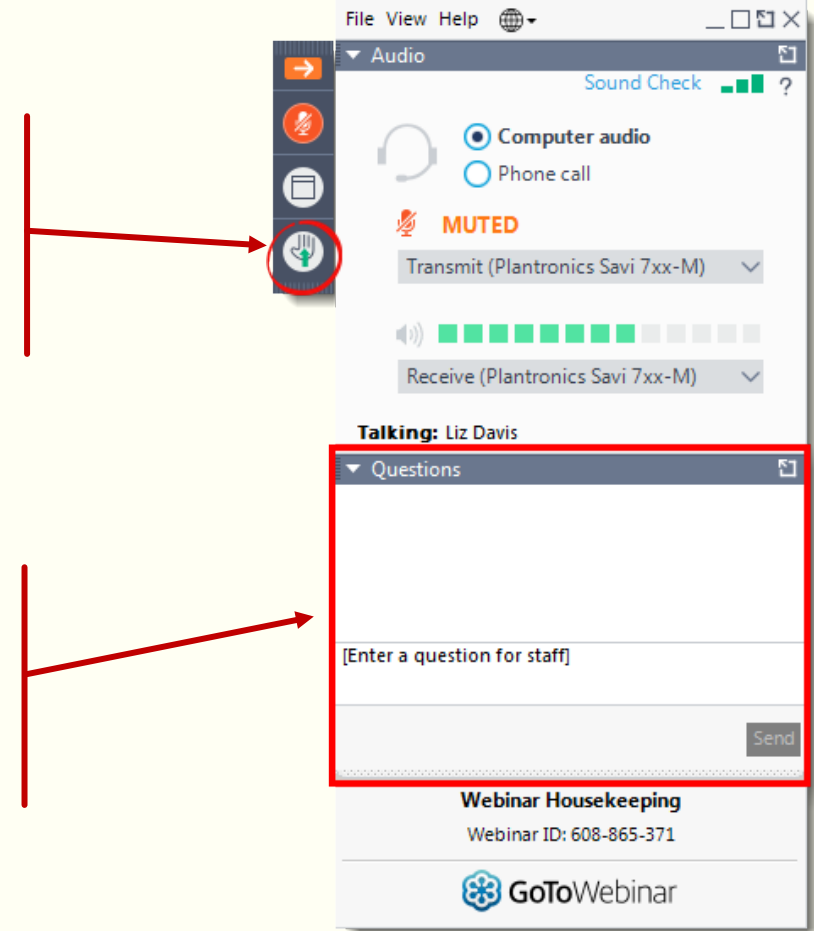
May 7, 2020



# We want to hear from you!

If you have a question, and want to speak, **raise your hand** to get your mic unmuted.

If you don't want to speak, **use the question box** to ask a question and we'll answer!



# Meet Your Instructors

---



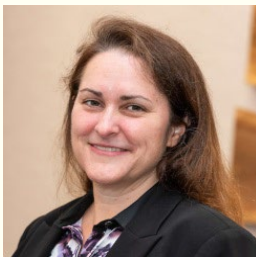
**Nicole LaCorte-Klein, MA, CRC**

Training Consultant at Atlas Research, Nicole brings years of experience providing job placement, vocational case management and direct service to individuals who are homeless. Nicole has provided technical assistance to HVRP, SSVF and other Veterans Administration staff for years, offering her experience as both direct service provider and trainer.



**Cori Di Biase**

NVTAC Project Director at the Manhattan Strategy Group, Cori has provided services and consultation to support veterans and civilians in employment for more than twenty years. Cori prides himself on serving the staff and leaders who have dedicated themselves to serving our country.



**Cindy Borden**

As the Director of Technical Assistance and Training for the National Coalition for Homeless Veterans (NCHV), Cindy conducts training, develops resources, and provides intensive coaching in program design and implementation to veteran service organizations. Cindy brings more than 20 years of experience in both direct service and technical assistance to help organizations increase capacity and improve services.

# Stages of Change - Review

---

Stage of Change	Description	Practitioner Response
Precontemplation	Unaware of the need for change; unable or unwilling to change.	Establish rapport; Explore risks & rewards of current circumstances; Meet immediate needs.
Contemplation	Ambivalent; Uncertain.	Weigh Pros and Cons; Talk about work, without forcing choices.
Preparation	Considering options; Asking questions; Expressing willingness to change.	Explore options; Set goals; Clarify roles – your role, and the veteran's.
Action	Taking steps toward change.	Provide support and services; actively plan and assess; 'Celebrate or Recalibrate' as goals are met, or not.
Maintenance	Some goals have been met; Significant change has begun.	Review and revise goals, as needed; provide support, as agreed.

# What is Trauma?

---

- *Trauma* is an event, series of events, or circumstances that is **experienced** by an individual as physically or emotionally harmful or life threatening.
- The 3 Es
  - Event
  - Experience
  - Effect

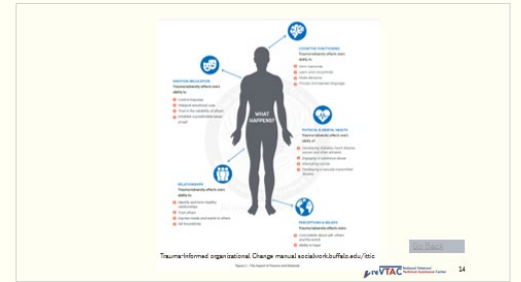
Source: SAMHSA, 2014; Herman, 1992; Macy et al., 2004)

# Trauma Responses – FIGHT, FLIGHT, FREEZE

---

The effects of trauma cover multiple domains of the human experience:

- Difficulty following through
- Avoiding meetings
- Isolating
- Interpersonal conflict
- Easily agitated, angry, aggressive
- Seems “out of it”
- Aches and pain
- Difficulty training
- Substance use and abuse
- Abusive relationships
- Repeated victimization



# SAMHSA's Six Principles of TIC

---

- Safety – both physical and psychological
- Trustworthiness and Transparency
- Peer Support
- Collaboration and Mutuality
- Empowerment, Voice and Choice
- Culture, Historical, and Gender Issues

# Trauma-Informed Practice

---

Multiple levels – systemic, organizational, and individual

- Avoid retraumatizing participants
- Desire to help may harm
- Impact of staff experiences/perceptions
- Build on strength and resilience.
- Promote environmental and emotional safety.
- Use Motivational Interviewing
- Provide opportunities for skill-building and mastery
- Emphasize client choice/control
- Empower participants to make decisions



# Trauma-Informed Care - Staff

---

- Provide training and peer support
- Recognize that staff may be trauma survivors
- Support for staff
  - Dealing with stress
  - Crisis management
  - Vicarious trauma

# Possible Triggers

---

- Loud noises
- Small/confined spaces
- Personal questions
- Paperwork
- Change in Case Mgr.
- Authority
- Uncertainty
- Chaotic environment
- Lack of privacy
- Potential loss of benefits
- People of a certain gender

# Trauma-Informed Care

---

## SHIFT in Perspective

From	To
What's wrong with you?	What happened to you

## SHIFT in Practice

From	To
How can I fix you?	What do you need?

Trauma-informed care is a framework for policies, practices, and culture that is separate from trauma services – which are the interventions or treatments used.

# Retraumatization

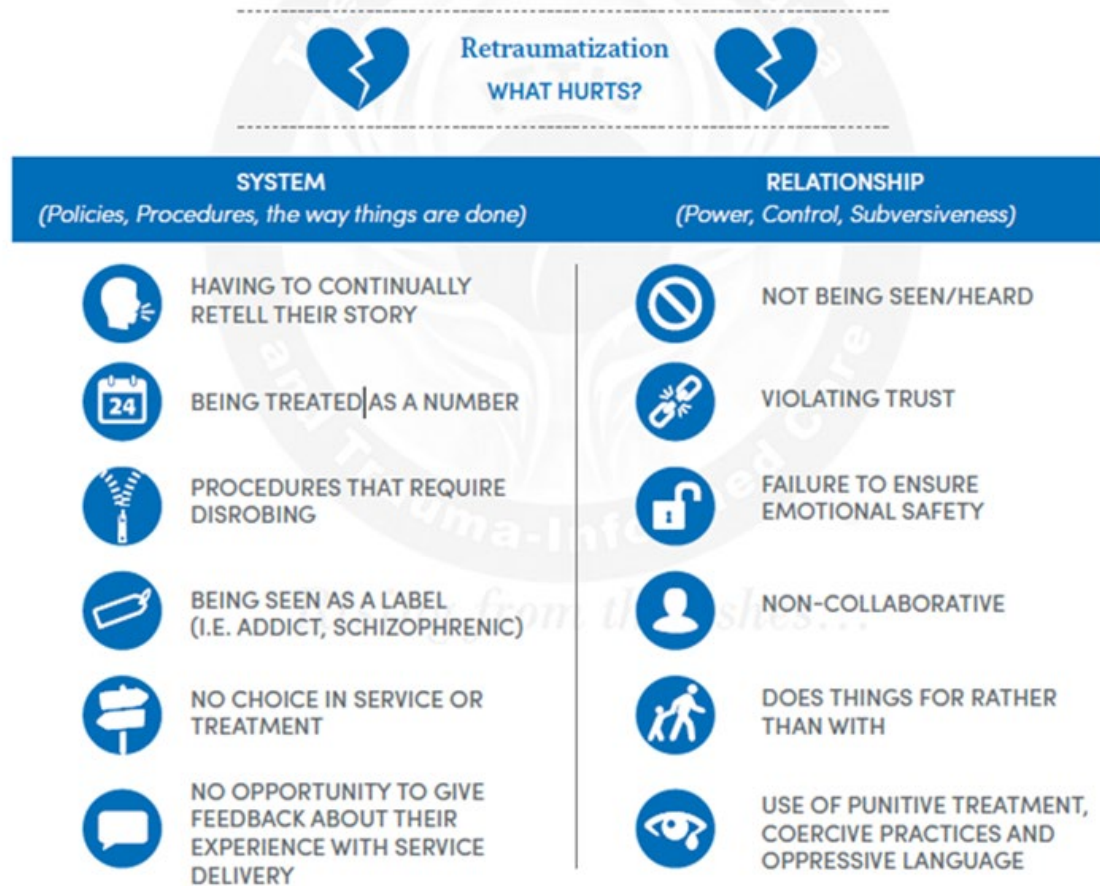


Figure 8 – Trauma Dynamics/Themes

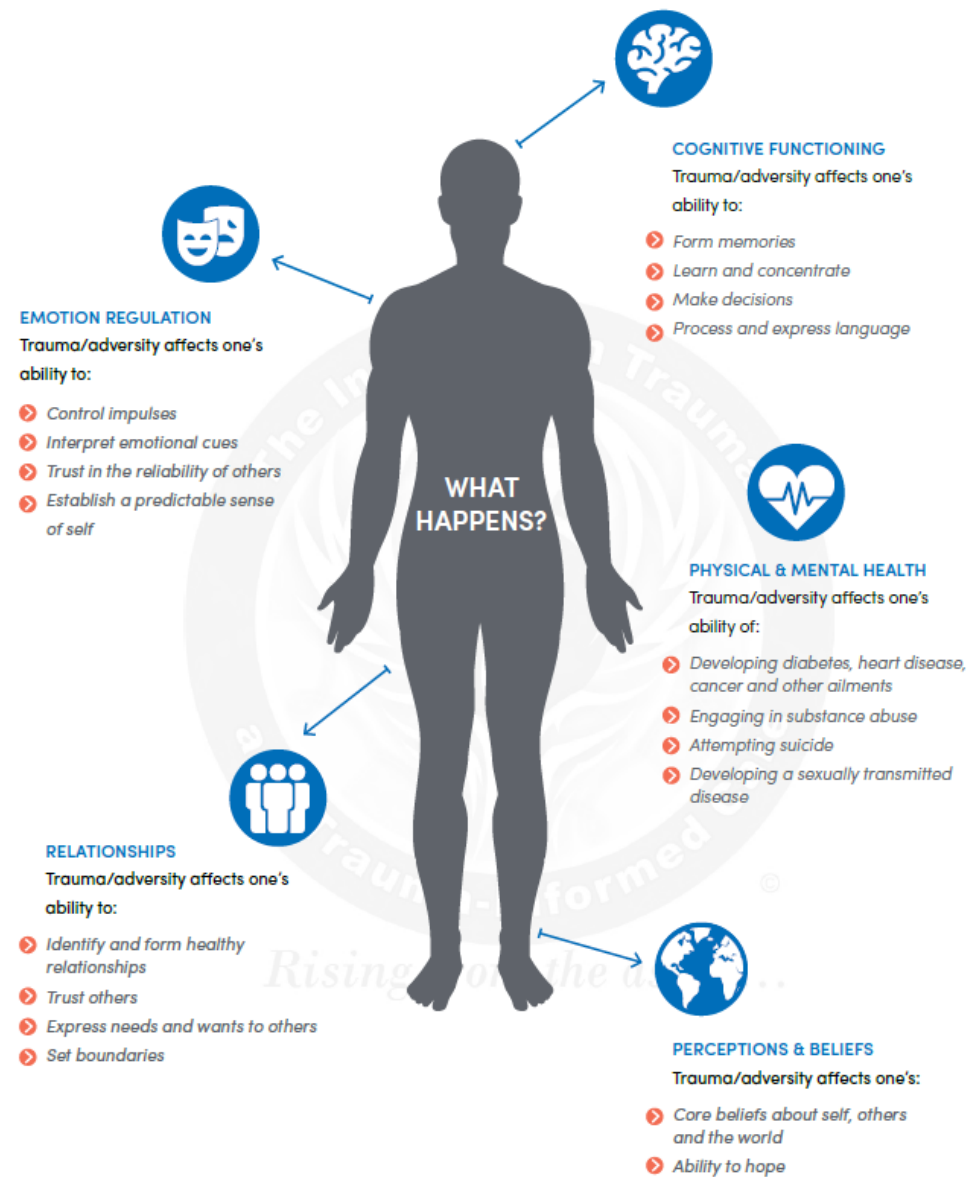
<http://socialwork.buffalo.edu/social-research/institutes-centers/institute-on-trauma-and-trauma-informed-care/what-is-trauma-informed-care.html>

Avoid policies, procedures, and behaviors that can re-traumatize veterans

# Resources

---

- Trauma-Informed Organizational Toolkit for Homeless Services:  
[https://www.air.org/sites/default/files/downloads/report/Trauma-Informed\\_Organizational\\_Toolkit\\_0.pdf](https://www.air.org/sites/default/files/downloads/report/Trauma-Informed_Organizational_Toolkit_0.pdf)
- SAMHSA's Concept of Trauma and Guidance for a Trauma-Informed Approach: <https://store.samhsa.gov/sites/default/files/d7/priv/sma14-4884.pdf>
- TIC and Disaster Response: <http://www.phe.gov/Preparedness/planning/abc/Pages/homeless-trauma-informed.aspx>
- National Center on Homelessness Among Veterans TIC resources:  
<https://www.va.gov/HOMELESS/nchav/models/trauma-informed-care.asp> and Factsheet:  
[https://content.govdelivery.com/attachments/USVHACENTER/2018/05/23/file\\_attachments/1012245/Trauma-Informed-Care-Fact-Sheet.pdf](https://content.govdelivery.com/attachments/USVHACENTER/2018/05/23/file_attachments/1012245/Trauma-Informed-Care-Fact-Sheet.pdf)
- Institute on Trauma and Trauma-Informed Care (ITTC):  
<http://socialwork.buffalo.edu/social-research/institutes-centers/institute-on-trauma-and-trauma-informed-care/what-is-trauma-informed-care.html>



Go Back

Trauma-Informed organizational Change manual [socialwork.buffalo.edu/ittic](http://socialwork.buffalo.edu/ittic)

Figure 2 – The Impact of Trauma and Adversity

# Contact Us

---

**E-mail questions to:**

[contact@nvtac.org](mailto:contact@nvtac.org)

**Continue the conversation at:**

[nvtac.org/nvtac-knowledge-network/](http://nvtac.org/nvtac-knowledge-network/)