

***VIRTUAL LEARNING  
CLASSROOM: CULTIVATING  
VETERAN ENGAGEMENT***

**SESSION 2:  
FIRST IMPRESSIONS, OUTREACH,  
AND TRAUMA-INFORMED CARE**

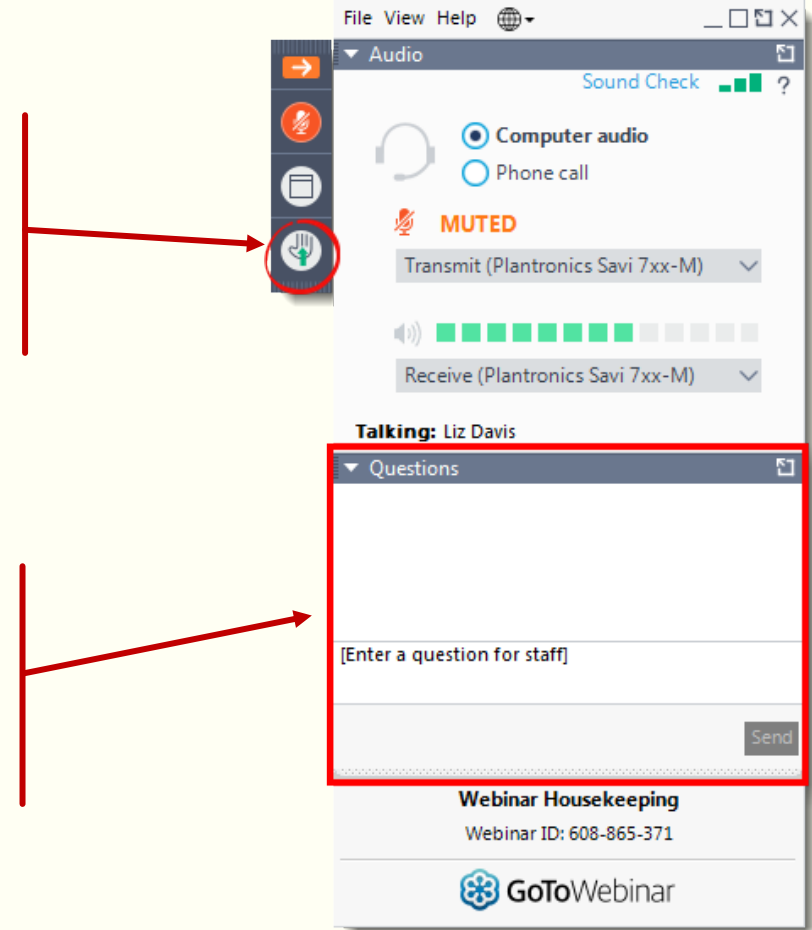
April 29, 2020



# 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

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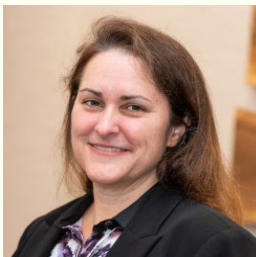
**Nicole LaCorte-Klein, MA, CRC**

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.

# Course Schedule

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Introduction and Stages of Change: 4/27

➔ Trauma-Informed Care: 5/5

*CoP: Trauma Informed Care:* 5/7

Motivational Interviewing: 5/18

Peer Support Strategies: 5/20

*CoP: Motivational Interviewing* 6/4

# STAGES OF CHANGE

Pre-Contemplation

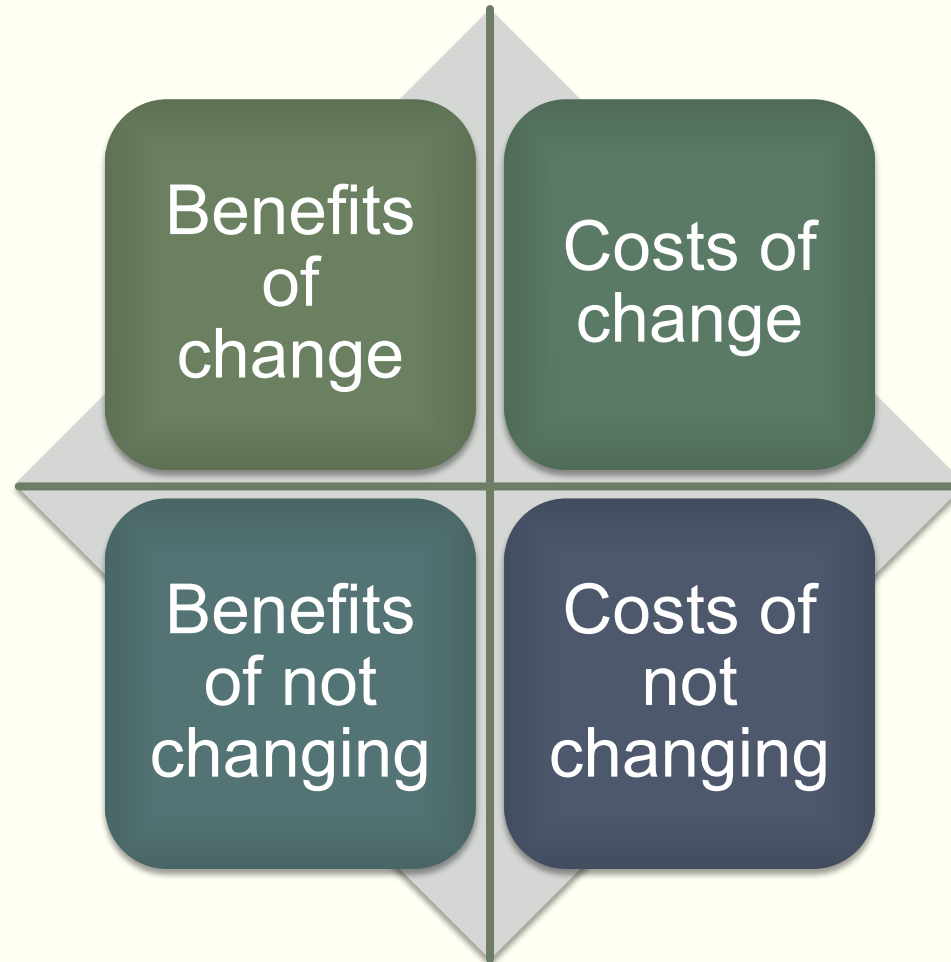
# Stages of Change - Review

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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.

# Decisional Balance

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# Pre-Contemplation:

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## Characteristics:

- Does not recognize the problem
- Is not considering change

How do you recognize a veteran in this stage?  
What are the behaviors you might see?

Type your answer in the public Chat box and press "enter" to send or raise your hand to talk



# Pre-Contemplation

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Recognizing veterans in Pre-Contemplation:

- Considering change?
- Recognizes there is a problem?
- Blames others or external factors



Note: may be ready for change in other aspects of life

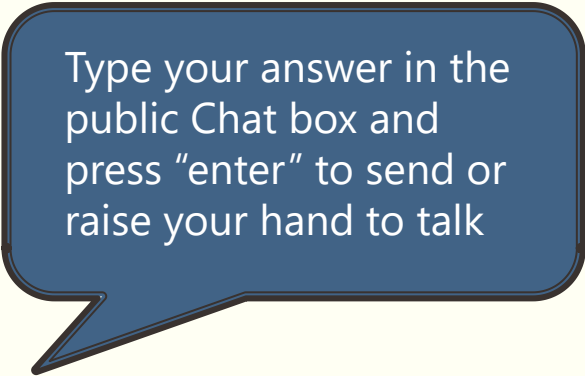
# The Challenge:

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Meeting veterans where they are in the change process:

- Learn about each veteran's experience/situation
- Impact of homelessness on concepts of time and future
- Survival instincts and “gaming the system”
- Trauma
- Pressure to meet numbers

If we push a veteran in this stage to seek employment, what might happen?



Type your answer in the public Chat box and press “enter” to send or raise your hand to talk

# TRAUMA-INFORMED CARE

## The Basics

# What is Trauma?

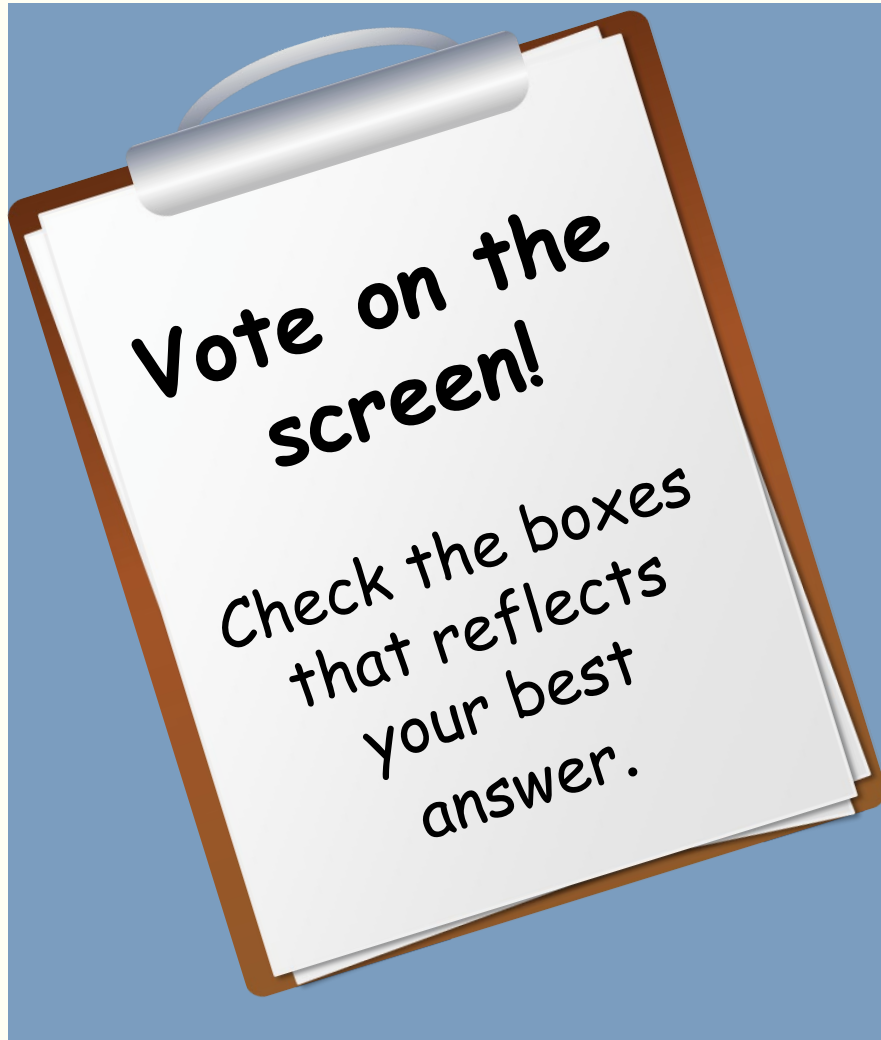
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- *Trauma* is an event, series of events, or circumstances that is experienced by an individual as physically or emotionally harmful or life threatening.
- An event becomes *traumatic* when it overwhelms our ability to cope with the situation and leaves people feeling unsafe, helpless, vulnerable, and out of control.
- Traumatic stress: “After a traumatic experience, the human system of self-preservation seems to go onto permanent alert, as is the danger might return at any moment.”

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

# Audience Poll Question

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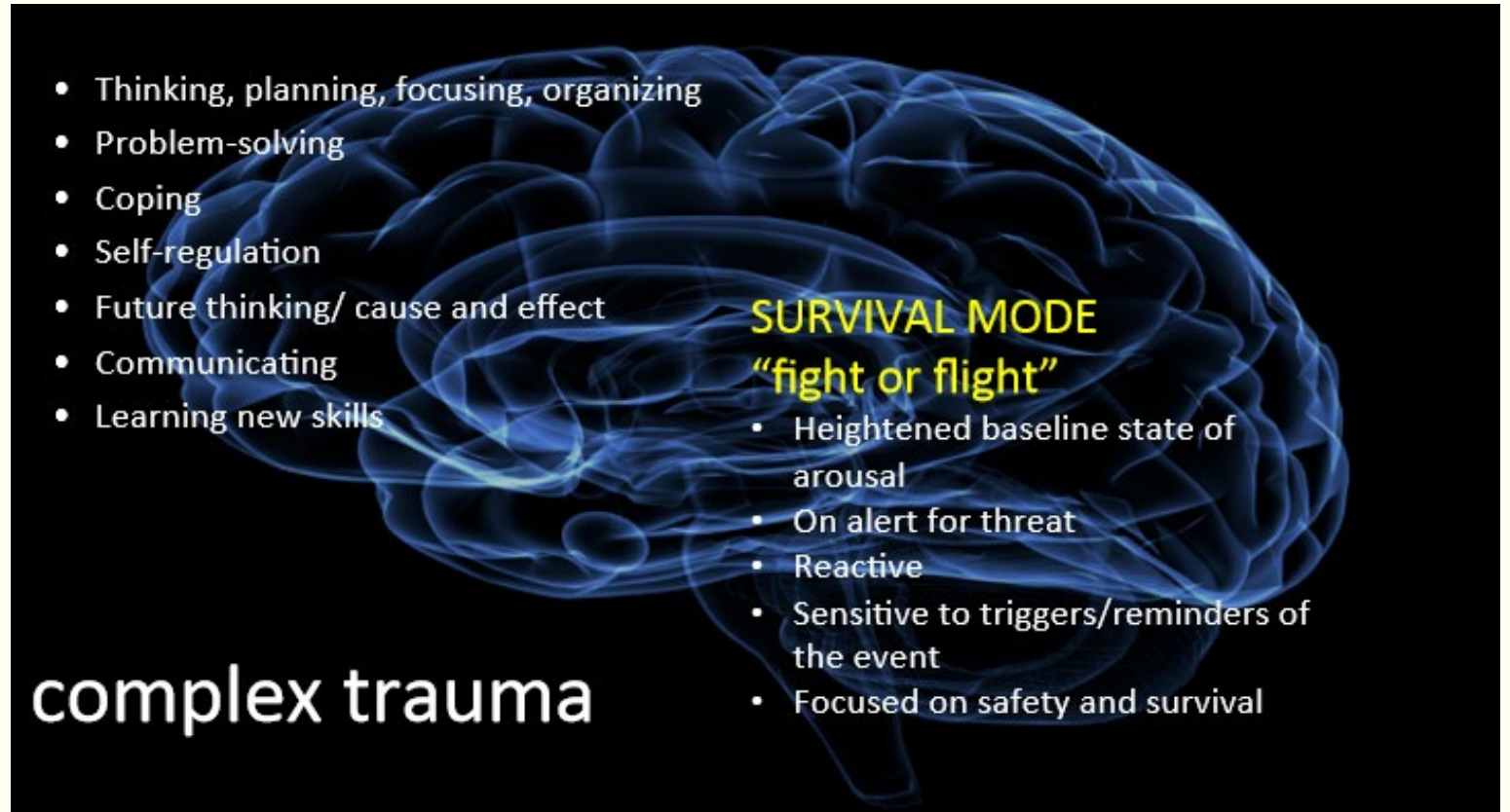
**What percentage of your participants have experienced trauma?**

- Less than 10 percent
- 10-25 percent
- 25 – 50 percent
- 50-75 percent
- More than 75 percent

# Reactions to Trauma

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- Feelings of guilt and shame
- Aggressive behavior
- Suicidal thoughts



• Thinking, planning, focusing, organizing

• Problem-solving

• Coping

• Self-regulation

• Future thinking/ cause and effect

• Communicating

• Learning new skills

**SURVIVAL MODE**  
**“fight or flight”**

- Heightened baseline state of arousal
- On alert for threat
- Reactive
- Sensitive to triggers/reminders of the event
- Focused on safety and survival

**complex trauma**

Source: Kathleen Guarino, American Institutes for Research

# Trauma Responses – FIGHT, FLIGHT, FREEZE

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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



# Survival Strategies

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Trauma survivors develop strategies to manage but those strategies may be misinterpreted by others.

What behaviors do you see from participants?

Type your answer in the public Chat box and press "enter" to send or raise your hand to talk



# Possible Triggers

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- 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

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## 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.

# Trauma-Informed Practice

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“Meeting clients in a safe, collaborative, and compassionate manner; preventing treatment practices that retraumatize people with histories of trauma who are seeking help or receiving services; building on the strength and resilience of the client in the context of their environments and communities; and endorsing trauma-informed principles in agencies through their support, consultation, and supervision of staff.”

Source: SAMHSA

# **SAMHSA's Six Principles of TIC**

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- 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

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- Provide support and services without retraumatizing participants
- Our desire to help may undermine their sense of safety, trust and control which are essential to their recovery
- Understand how our experiences shape our perceptions and responses.
- Build on the strength and resilience of the veteran.

# Trauma-Informed Practice

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- Design policies, practices, and spaces to promote environment and emotional safety.
- Use Motivational Interviewing to engage participants.
- Provide opportunities for skill-building and mastery
- Rebuild control by emphasizing client choice
- Empower participants to make decisions
- Remember: the participant is the expert in his/her life experience.

# TRAUMA-INFORMED HVVRP PRACTICE

Using the Stages of Change

# Pre-Contemplation Interventions

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- Outreach Strategies
- First Impressions
- Immediate Value/Benefits to Veterans

## 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

Focus on building trust and relationships and making the veteran feel safe



# Retraumatization

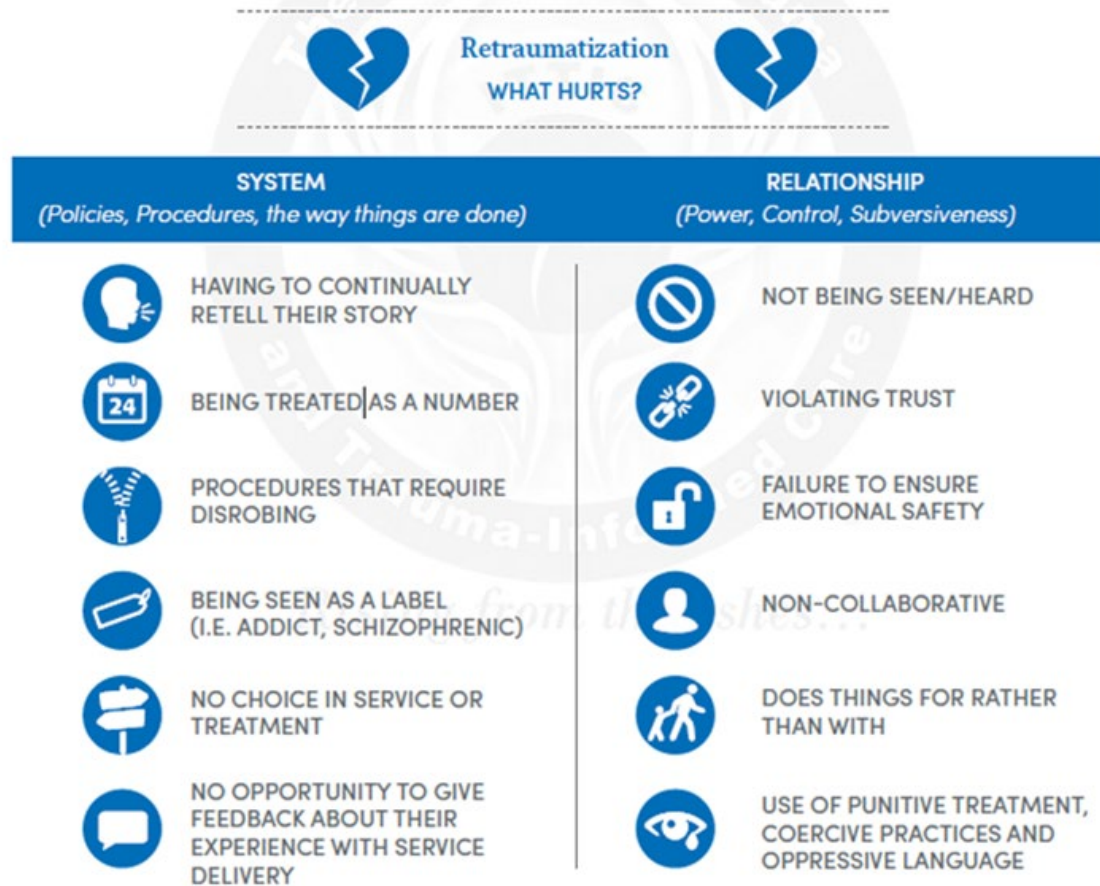


Figure 8 – Trauma Dynamics/Themes

<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

# Pre-Contemplation Interventions - Revisited

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- Delayed Program Enrollment

- Engage veterans over time
- Refer to Other Services
- Premature enrollment/service delivery can undermine the process

Immediate Value

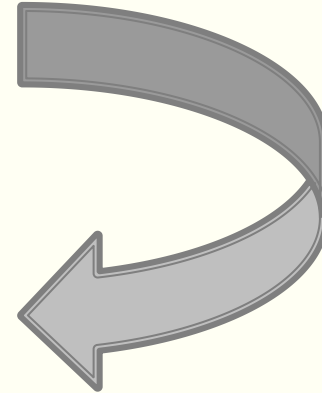
Outreach Strategies

First Impressions

# Trauma-Informed Care After Enrollment

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- Veterans who Relapse
  - Return to Pre-contemplation
  - Focus on trust-building
  - Explore cause without pushing
- Infuse TIC into programming
  - Tailor intervention/approach to SoC



# Resources

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- 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>

# Questions?

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**E-mail questions to:**

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



**Continue the conversation at:**

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

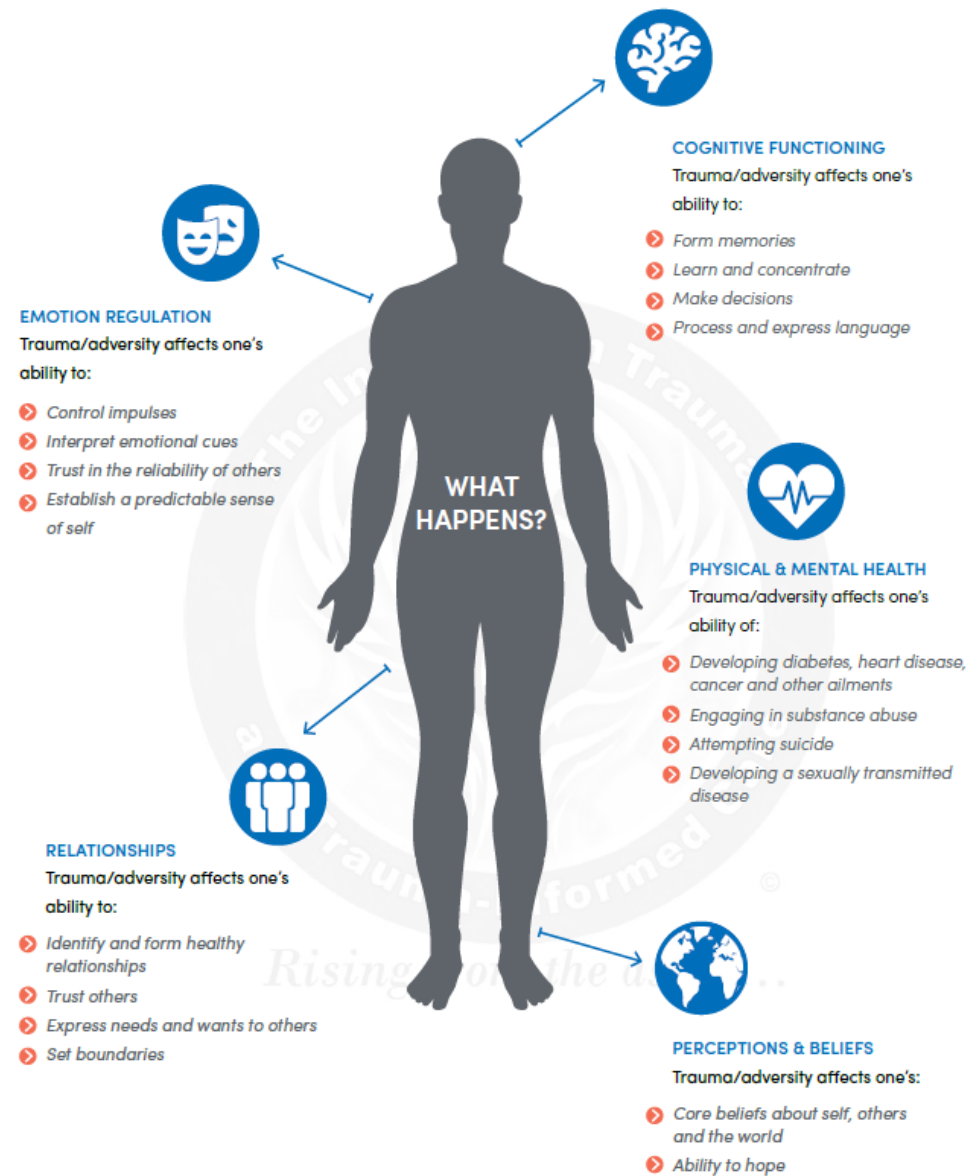
# Contact Information

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**Cori Di Biase-Dallas Region  
Manhattan Strategy Group  
cdibiase@manhattanstrategy.com**

**Cindy Borden-Atlanta, San Francisco and Philadelphia  
Regions  
NCHV  
cborden@nchv.org**

**Nicole LaCorte-Klein- Boston and Chicago Regions  
Atlas Research  
nlacorteklein@atlasresearch.us**



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

Figure 2 – The Impact of Trauma and Adversity