Anti-Poverty Practice Series

Trauma-Informed Approaches: Three Cases

November 8, 2017
The Promise of Community Action

Community Action changes people’s lives, embodies the spirit of hope, improves communities, and makes America a better place to live. We care about the entire community and we are dedicated to helping people help themselves and each other.
Purpose: The purpose of the LCRC is to analyze Community Action outcomes and identify effective, promising, and innovative practice models that alleviate the causes and conditions of poverty.
As a learning hub for the CSBG Network, LCRC supports agencies in:

• The identification, adaptation, and implementation of innovative and evidence-informed family/individual-level services and community-level strategies

• Maximizing anti-poverty outcomes based on CSBG National Performance Indicators
Through the Learning Community, Community Action Agencies build capacity and increase impact by:

• Capitalizing on Peer Knowledge and Expertise
• Creating Effective Strategies
• Promoting Promising Practices
Learning Communities 2015-2017

OPEN
• Health Intersections
• Poverty Trends
• Decreasing Family Homelessness

CLOSED
• Bundling Services to Improve Outcomes
• Trauma Informed Approaches to Alleviating Poverty
• Financial Empowerment
• Results at the Community Level
• Rural IMPACT
Celebrating Progress...

trans·for·ma·tion
ˌtran(t)sfərˈmāSH(ə)n
noun

a thorough or dramatic change in form or appearance.

synonyms: change
Trauma-Informed Approaches to Alleviate Poverty

An intentional organizational mindset and treatment framework that understands, recognizes, and responds to the various effects and manifestations of trauma for clients and staff alike.

- Shifting the paradigm from “what’s wrong with you?” to “what happened to you?”
Trauma-Informed Approaches to Alleviate Poverty

- Peer-to-peer Relationships
- Strategic Planning
- Agency Resource and Training Assessment
- Lessons from the Field
- Integrated Trauma-Informed Care
Why Be Trauma-Informed?

Trauma’s impacts are expansive and unpredictable

• Trauma can affect individuals in a unique way dependent upon numerous factors, such as age, race, ethnicity, gender, or sexual orientation.
  • *It can even upset groups of people at once, spanning families, communities, cultures, and entire generations.*

• 60% of US adults state that they have experienced at least one instance of trauma in their lifetime

Why Be Trauma-Informed?

People who live in poverty are more likely to experience trauma

- Research shows that living in poverty creates an abnormally high stress environment that greatly increases an individual’s risk for physical and mental health issues across the life span
  - last year the American Academy of Pediatrics named poverty as the single most chronic health issue facing children in the US
- Poverty is often accompanied by low safety environments, with crime, violence, and abuse occurring at higher rates than in more affluent areas.
- Trauma survivors need resources and support to better cope

Why Be Trauma-Informed?

It helps staff work more effectively and compassionately

• Human services professionals face a high risk of experiencing *compassion fatigue*
  • “an extreme state of tension and preoccupation with the suffering of those being helped to the degree that it can create a secondary traumatic stress for the helper”
  • *Front-line staff are also particularly susceptible to this phenomenon*

• Trauma-informed practices should be present in all aspects of organizational and clinical practices

Compassion Fatigue Awareness Project. [http://www.compassionfatigue.org/](http://www.compassionfatigue.org/)
Thank you to our case study participants

West Central Wisconsin Community Action Agency
Robyn Thibado, Associate Director
Corin Tubridy, Homeless Prevention Programs Manager
http://westcap.org/

Northern Kentucky Community Action Commission
Dawn Fogarty
http://www.nkcac.org/

Douglas County Dept. of Community Development
Jennifer Dreibelbis, former CSBG Specialist
http://dhhs.ne.gov/Pages/default.aspx
Case 1 – Northern Kentucky Community Action Commission

Covington, KY – 8 counties – 140 Staff – 26 Board Members

• The Pilot—*Project Goals*
  – Increase leadership support and understanding of the importance of trauma-informed care
  – Increase opportunities for education on trauma-informed care for staff
  – Create a concrete action plan to establish a trauma-informed treatment framework

• Barriers
  – Maintaining staff interest and attention
Case 1 – Northern Kentucky Community Action Commission

• Current Outcomes
  – Administered agency-wide self-assessment survey
  – Updates to their onboarding & orientation process
  – Instituted annual training & development plans for front-line staff
  – Begun training leadership on support & self-care strategies for staff
Case 1 – Northern Kentucky Community Action Commission

Keys Steps

Agency-Wide Self-Assessment Survey
- Helped to establish a clear baseline of staff knowledge and organizational practice

Emphasis on Organizational Learning
- Coordination of staff learning events & discussions ensured that knowledge and awareness increased across the agency

Updated Policies/Procedures
- Updates to the onboarding and orientation process
- Training for leadership on how to support staff and encourage an environment of self-care within the agency
Case 2 – West Central Wisconsin Community Action Agency (West CAP)

Glenwood City, WI – 7 counties – 51 staff – 21 Board Members

• The Pilot – Project Goals
  – Gain an in-depth knowledge of how to educate their agency about trauma and trauma-informed services
  – Identify concrete action steps to begin fostering a trauma-informed culture change within West CAP
  – Become a local research and training authority on the importance of trauma-informed care

• Barriers
  – Loss of team members and key agency staff
  – Corresponding timeline adjustments
Case 2 – West Central Wisconsin Community Action Agency (West CAP)

• Current Outcomes
  – Increase staff knowledge and skills
    • Inspired staff interest in the theory, research, and practice of trauma-informed care
    • Obtained buy-in from agency leadership and staff
  – Better organizational understanding of the prevalence of trauma
    • For both clients and staff
  – Shifts in organizational culture and polices
Case 2 – West Central Wisconsin Community Action Agency (West CAP)

Keys to Success

Priority Knowledge & Experience With a Trauma Framework
- The implementation of a trauma framework in their housing & homeless prevention work meant that they came into the project with a working example of trauma-informed care at their agency

Conducting an In-Service Trauma Training for All Staff
- Helped to cultivate an opportunity for organizational learning
- Inspired staff from all departments to understand the importance of trauma-informed care

Conceptualizing Trauma-Informed Care as An Organizational Mindset
- Resulted in a commitment to ensure that all levels – from board members to volunteers – contributed to a trauma-informed mindset that was reflected both within and outside of the agency.
Case 3 – Nebraska Department of Health and Human Services

State of Nebraska (93 counties) – State CSBG Office

• **The Pilot** – *Project Goals*
  – Increase organizational knowledge and capacity on trauma-informed care
  – Become a local training authority on the importance of trauma-informed care for other human services providers in the state
    • *Especially for the 9 CAAs located throughout the state*

• **Barriers**
  – Competing priorities
  – Staff time
  – Scale of project
Case 3 – Nebraska Department of Health and Human Services

• **Current Outcomes**
  
  – Administration of state-wide self-assessment survey
  
  – Plans to establish their own state Learning Community on Trauma-Informed Approaches for the agencies in their state.
## Plans for the Future

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<thead>
<tr>
<th>Assess Survey Results</th>
<th>Increase Organizational Capacity</th>
<th>Establish Training Framework</th>
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<tr>
<td>- Work with CAPWN, NCFF and DHSS to compile and analyze assessment results</td>
<td>- Allow assessment results to inform a training session for all state Program Directors</td>
<td>- Continue to research learning cohort training methods</td>
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<td>- Use the corresponding information to see where the CSBG Trauma Informed project fits with other local, regional and statewide efforts</td>
<td>- Administer one additional training by September 30, 2017</td>
<td>- Determine where project goes for calendar year 2018</td>
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<td>- Present project proposal to CAN board of directors at October 2017 board meeting in Nebraska City</td>
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**Case 3 – Nebraska Department of Health and Human Services**
Conclusion

Keys to Success

Foundation
- Peer-to-peer relationships
- Strategic planning

Inputs
- Agency resources and training assessment
- Lessons learned from the field

Outcome
- Integrated trauma-informed care
Follow the Learning Community Blog
Visit:  www.lcrcweb.com
and Subscribe!
CSBG TTA Resource Center

T/TA Submission
Submit a request for training or technical assistance. We will confidentially help you identify issues or areas of improvement, point to resources, and connect you with those that can help.

Consultant Bank
Search through a screened list of consultants who offer T/TA in the CSBG Network.

Discussion Forum
Connect with your peers to ask questions, share experiences, and get announcements.

Resource Bank
Search for resources such as evidence based or informed programs and practices, toolkits and guidebooks, webinar recordings, and more.

Shared Calendar
View a calendar of events in the CSBG Network.

www.csbgtta.org
The National Webinar Series

Focuses on themes related to the specific anti-poverty approaches and is a way to showcase innovative strategies to the broader CSBG network.

Visit the Partnership website to register!
The Learning Communities Resource Center is pleased to release several new publications which highlight promising practices for moving families and communities out of poverty. This series will highlight best practices from eleven agencies who engaged in the Learning Community process. Additionally, the webinar series will connect participants with anti-poverty resources and how to become involved in the new Learning Community.
The Anti-Poverty Practice Series

**November 1, 2pm ET:** Bundling Services to Improve Outcomes: Three Cases
*Highlighting best practices from Community Action Inc. Enrichment Services Program, Inc., and Douglas County CARES*

**November 8, 2pm ET:** Trauma-Informed Approaches: Three Cases
*Highlighting best practices from West Central Wisconsin Community Action, Northern Kentucky Community Action Commission, Nebraska Department of Health and Human Services*

**November 16, 2pm ET:** Opportunities for Transformation: CAA Anti-Poverty Practices
*West CAP, Enrichment Services, Inc., and Baltimore City CAP will share how their participation in the Learning Community helped their agencies to achieve results.*
The Anti-Poverty Practice Series

November 28, 2pm ET: Rural IMPACT: Two Cases
Highlighting best practices from Alleghany County HRDC and Family Futures Down East

December 4, 2pm ET: Financial Empowerment: Three Cases
Highlighting best practices from Baltimore City CAP, Capstone Community Action, and Community Action Partnership of Orange County

Each event in this webinar series will be accompanied by a corresponding publication release. So please be sure to visit our website to check them out!
Community Action
Your Money, Your Goals Week

The week of November 13th, engage with the *Your Money, Your Goals* evidence-based curriculum! The Partnership will be facilitating a number of events for CAAs.

And participating is as easy as...

1 2 3!

Visit our website for event information!
1) Attend YMYG Front-Line Staff Training Event—Invite fellow staff and local partners

**Tuesday, November 14, from 2 – 4 pm ET**

Attend this two-hour event to receive a facilitated training of the YMYG curriculum. *Attendees at this webinar event will need to pre-register for this event, and are also expected to complete a brief pre & post training survey*

2) Receive Training Support

Tiffney Marley, a certified YMYG trainer is available to guide your agency team through the specifics of planning an in-house training event. *Visit our website to reserve your timeslot via Doodle!*

3) Participate in Community Action YMYG Day

On **November 16**, join CAAs all over the nation by coordinating a staff or local community YMYGs training event and send the Partnership the corresponding survey information documenting the impact of the training on participating staff.
Upcoming National Webinar Series Events

Ready Set Go: A Guide to Facilitating a Learning Community (for State Associations)

**November 15th at 2 pm ET**

This special session for state associations will highlight the new *Ready Set Go* toolkit which will provide regional and state association leaders with guidance on how to facilitate local learning community groups.

Volunteer Engagement

**November 21st at 2 pm ET**

Learn strategies in volunteer engagement to keep retention and passion high. AmeriCorps VISTA Lead for the Rural IMPACT project at the Community Action Partnership will guide participants through the stages of outreach, recruitment, training, and evaluation for volunteers. The goal being to transition from traditional volunteers to building a bench of program advocates.
Upcoming National Webinar Series Events

Learning Communities & State CSBG Offices

**November 27th at 2 pm ET**

A webinar especially for State CSBG offices to learn about the Learning Community Resource Center and how to support local agencies engaged in innovative anti-poverty practices.

CAA Racial Equity Resource Review

**November 29th at 2 pm ET**

This session will provide an overview of racial equity, why it is important, and provide information on resources, including community assessment analysis tools which support CAA capacity needs.
Subject Matter Experts

Elena Cohen
epicohen@yahoo.com

Catherine Marshall
c.m.marshall@sbcglobal.net
The LCRC Team

Courtney Kohler, Senior Associate
Charity Frankowski, VISTA Lead, Rural IMPACT
Tiffney Marley, Project Director
Jarle Crocker, Director of T/TA
Hyacinth McKinley, Program Associate
Courtney Kohler, Senior Associate
Liza Poris, Program Associate

Charity Frankowski, VISTA Lead, Rural IMPACT
LCRC Staff Contact Info:

Tiffney Marley, Project Director, LCRC
tmarley@communityactionpartnership.com

Jarle Crocker, Director of Training and Technical Assistance (T/TA)
jcrocker@communityactionpartnership.com

Hyacinth (Xandy) McKinley, Program Associate, LCRC
hmckinley@communityactionpartnership.com

Courtney Kohler, Senior Associate, T/TA
ckohler@communityactionpartnership.com

Liza Poris, Program Associate, T/TA
lporis@communityactionpartnership.com

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