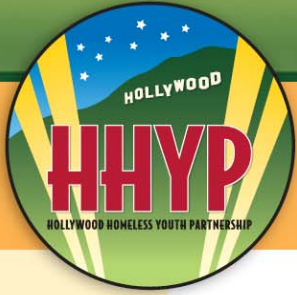


**Building Your Organization's
Service Capacity by Integrating
Trauma-Informed Services**

July 22, 2010



Trainers

Heather Carmichael, LCSW

Executive Director, My Friend's Place

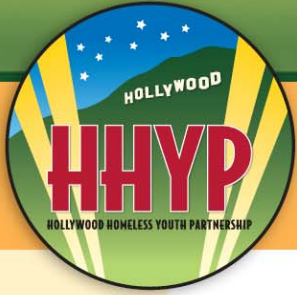
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Arlene Schneir, MPH

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Childrens Hospital Los Angeles

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Community Trauma Treatment Center for Runaway and Homeless Youth

A network of 6 homeless youth serving agencies committed to delivering trauma informed services to homeless young people

Childrens Hospital Los Angeles

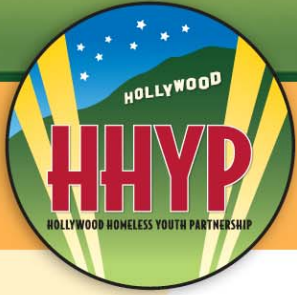
Covenant House California

Los Angeles Gay and Lesbian Center

Los Angeles Youth Network

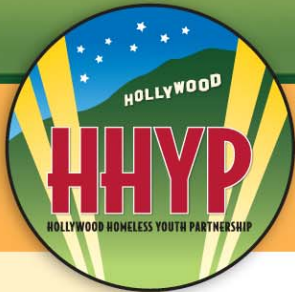
My Friend's Place

Saban Free Clinic

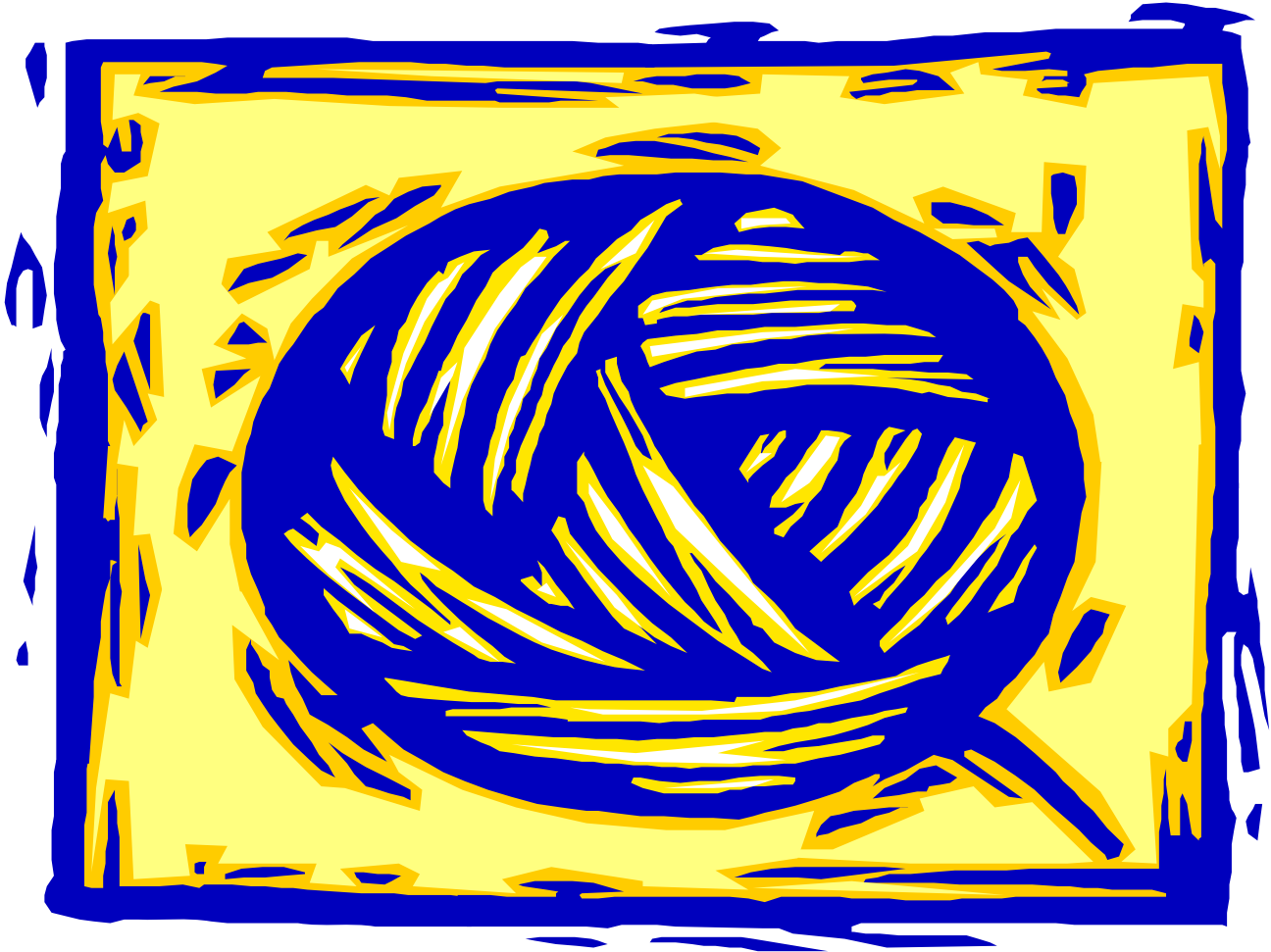


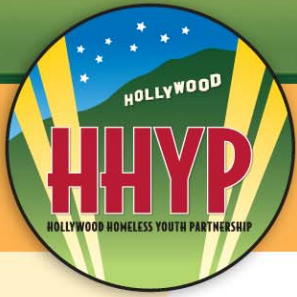
Presentation Objectives

- Identify the impact of trauma on homeless youth
- Identify the impact of trauma on staff
- Introduce a model for intervention by direct care staff

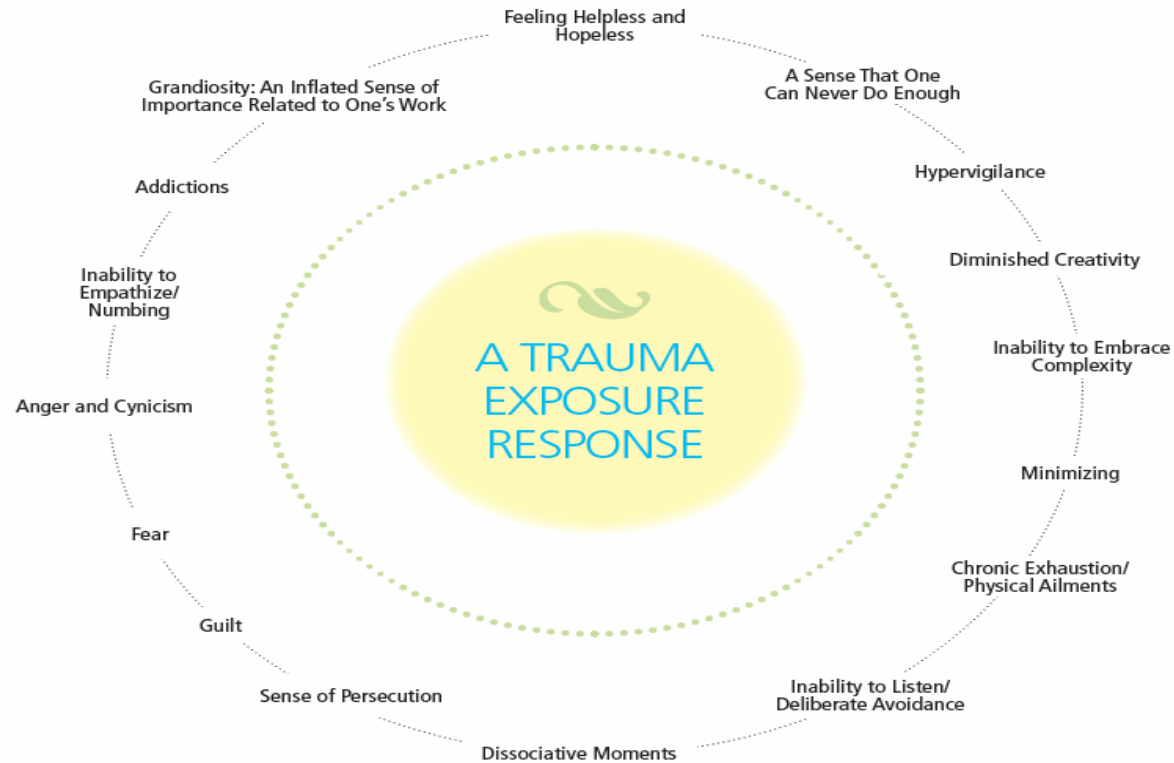


Yarn



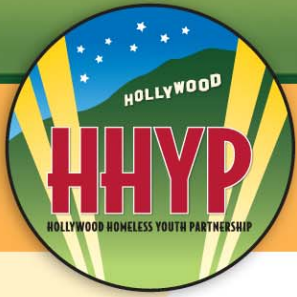


Trauma Exposure Response



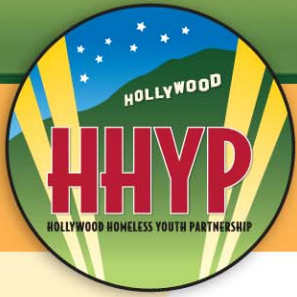
Trauma Exposure Response

A trauma exposure response may be defined as the transformation that takes place within us as a result of exposure to the suffering of other living beings or the planet.

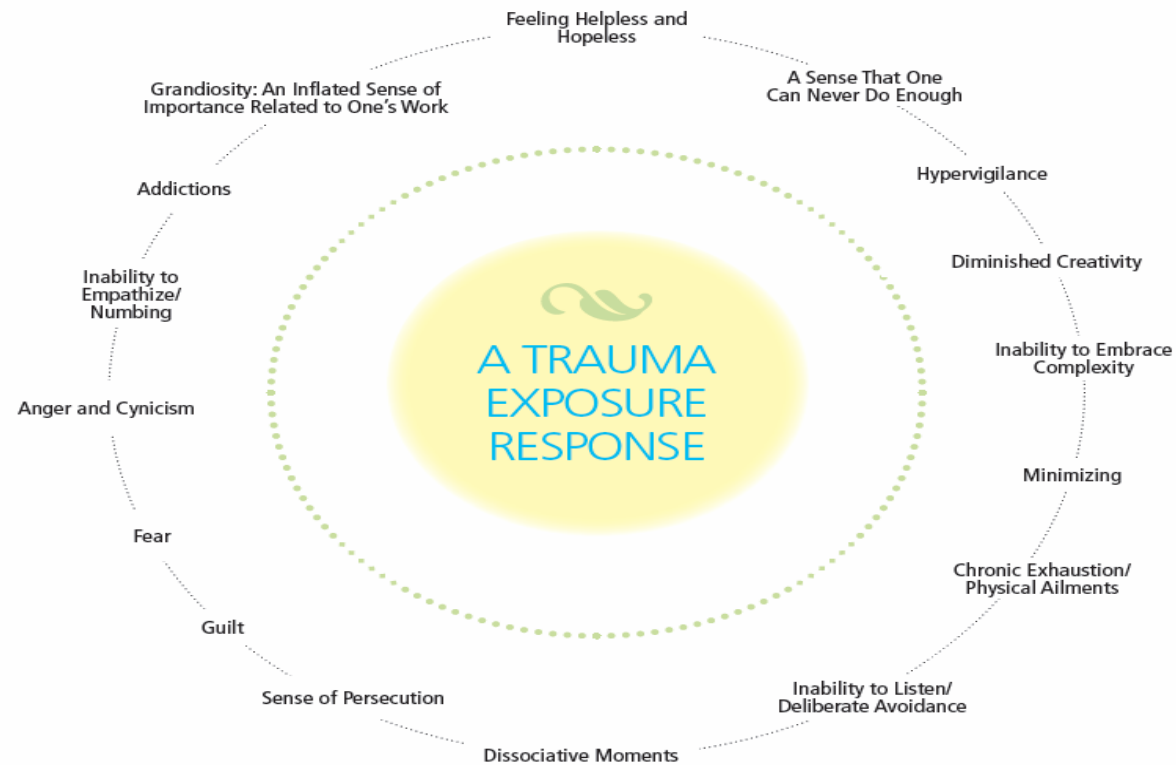


Stones



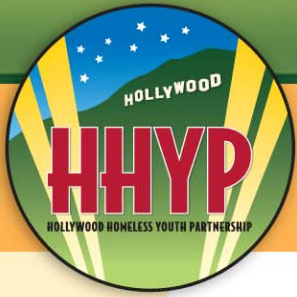


Trauma Exposure Response



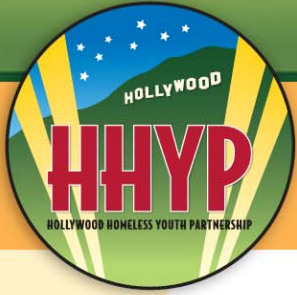
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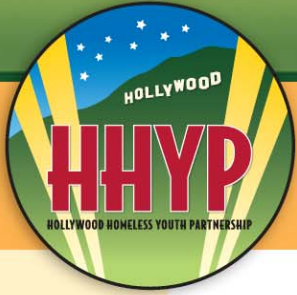
An Idealist Enters the Homeless Youth Services World





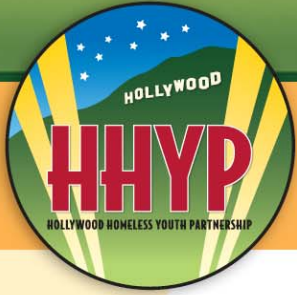
Psychological First Aid

- Based on an internationally recognized model for responding to trauma and stress
- Part of the orientation of new direct care staff
- Sets the stage and tone for care
- Adaptation designed to address direct care provider anxiety



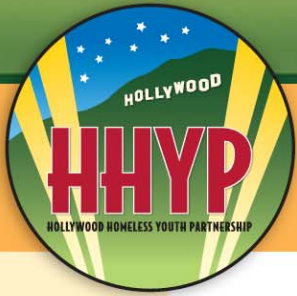
Psychological First Aid

- Contact and Engagement
- Safety and Comfort
- Calm and Orient
- Information Gathering
- Practical Assistance
- Connect with Social Supports
- Information on Coping
- Link with Services
- Patience
- Managing Personal and Professional Stress



Contact and Engagement

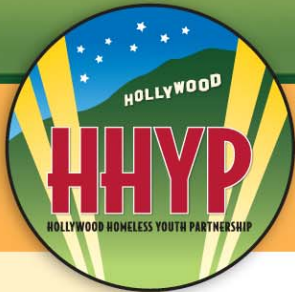




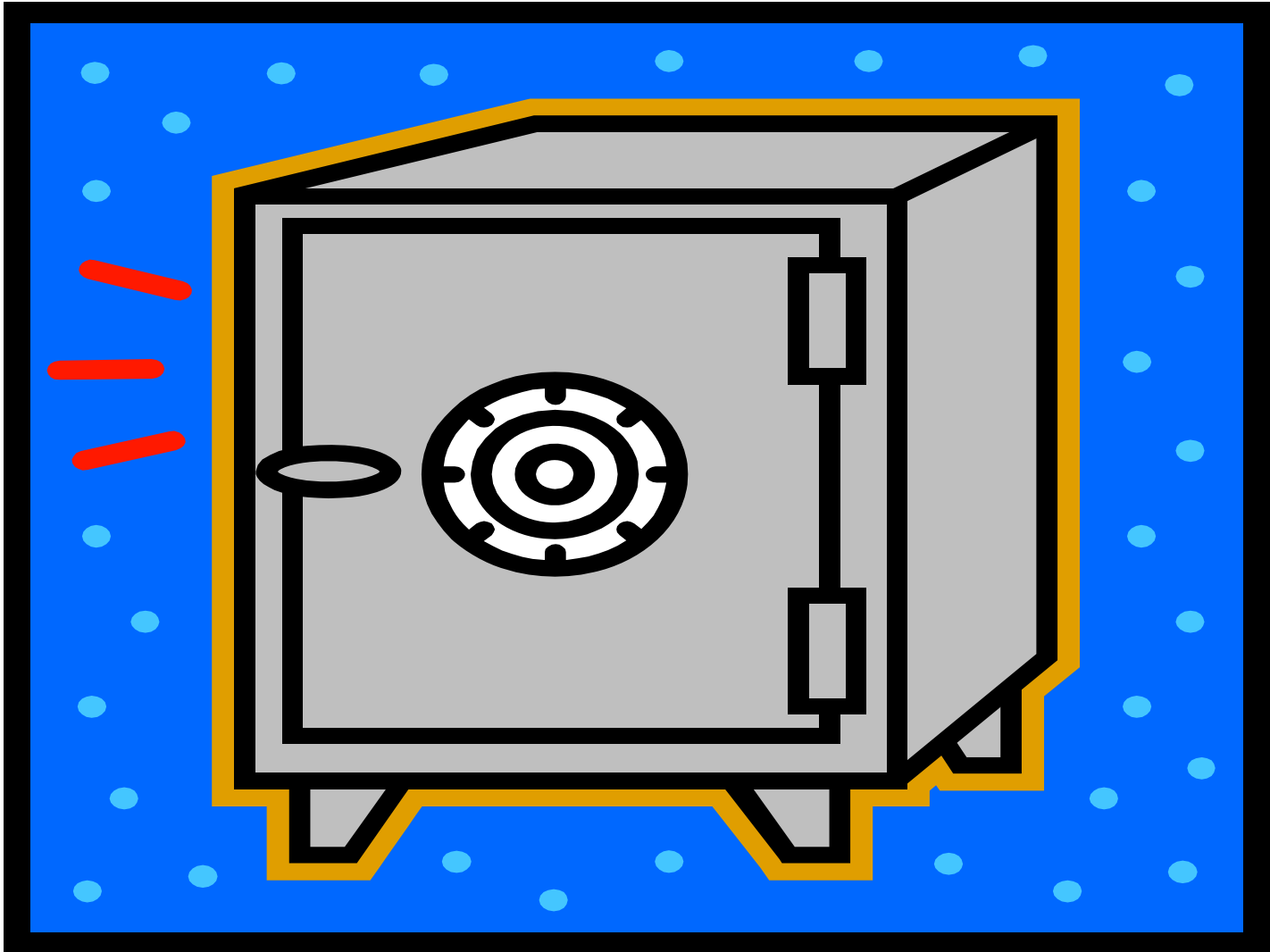
Contact and Engagement

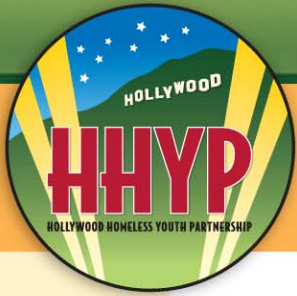
To help youth feel safe, welcome, important, and worthy:

- Make the first contact warm, respectful, and non-threatening.
- Allow time to learn about the young person.
- Explain program rules clearly and in a matter of fact way.
- Explain the limits of confidentiality.
- Explain the resources that are available to them.
- Be prepared to repeat this introductory information.
- Be prepared for youth to challenge you or the rules.
- Assess whether they have any immediate basic needs (e.g., water, bathroom, medical assistance).



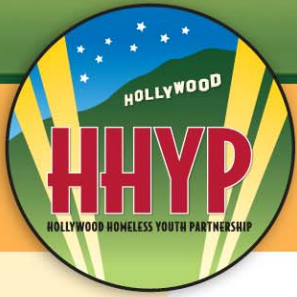
Safety and Comfort





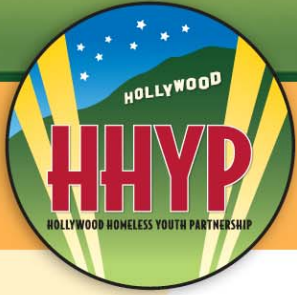
Safety and Comfort

- A safe environment includes one where people are treated with respect and derogatory language is not accepted.
- Some youth are hyper-alert and vigilant.
- Youth may be reminded of traumatic events while they are in your agency.
- Give youth the opportunity to make choices.
- If you sense a youth is uncomfortable, attempt to assess why.
- Monitor your own feelings of safety and security.



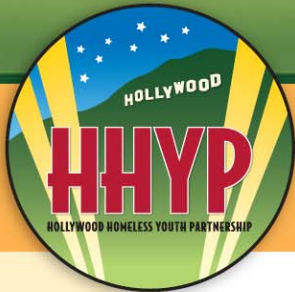
Calm and Orient





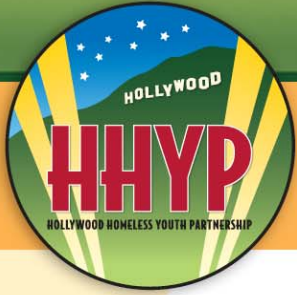
Calm and Orient

- Youth experiencing homelessness can appear anxious, agitated, or upset.
- If a young person appears agitated, or stressed, you can help calm and orient them by:
 - Enlisting help from friends.
 - Inviting the youth to go to a quiet place to sit or talk.
 - Sharing your concerns and asking if you can help.
 - Remaining calm, quiet, and present.



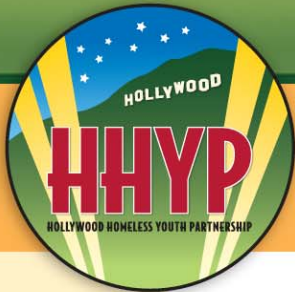
Information Gathering



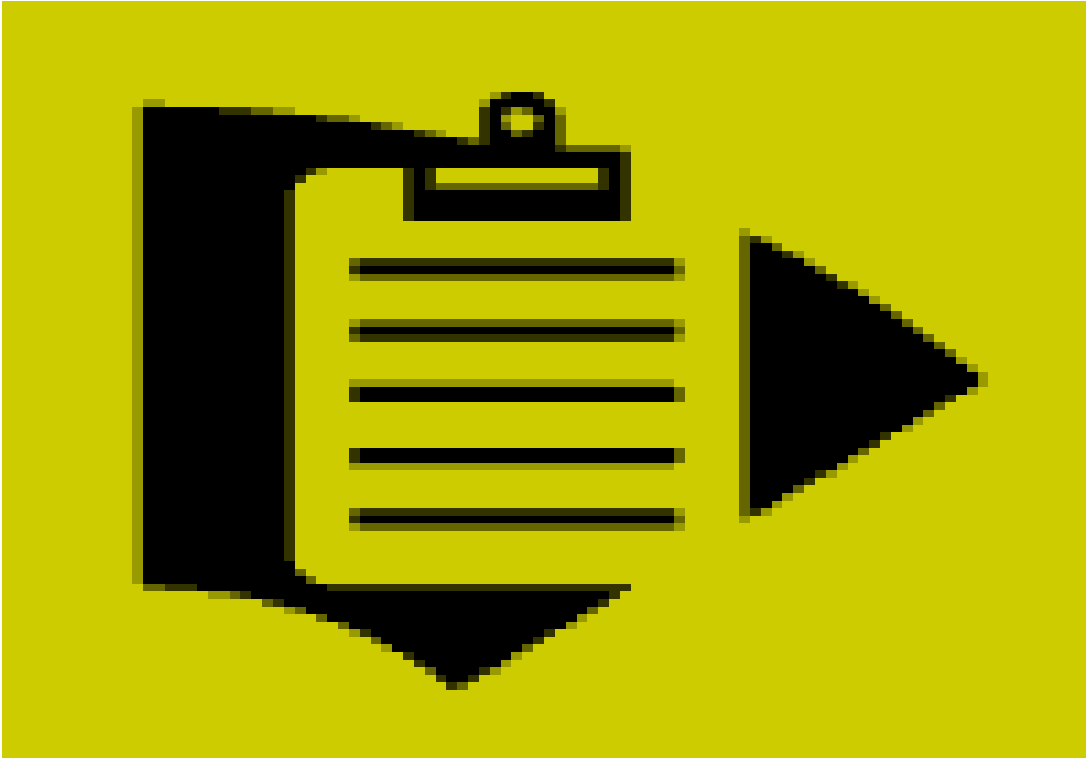


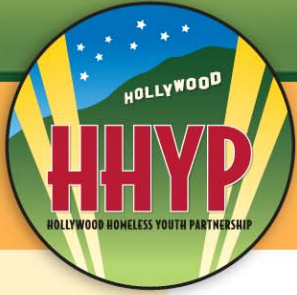
Information Gathering

- Part of engaging youth is gathering information about their immediate needs and helping them to address these concerns.
- Explain why you need to ask questions.
- It is the responsibility of the staff person to listen actively, carefully, receptively, and non-judgmentally.



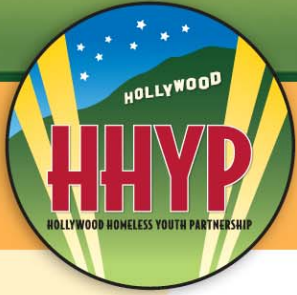
Practical Assistance





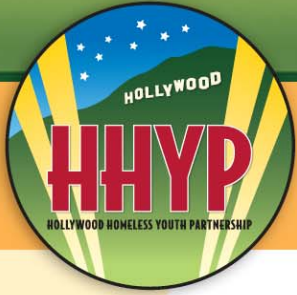
Practical Assistance

- Homeless youth may have difficulty asking for help, or being clear on what they want. They may be unaware of the resources available, or may feel disempowered to take steps towards meeting their needs.
- It is often useful to reflect back on the needs the young person has identified, and prioritized, and the services that are available to help.



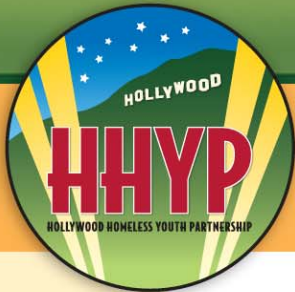
Connect with Social Supports



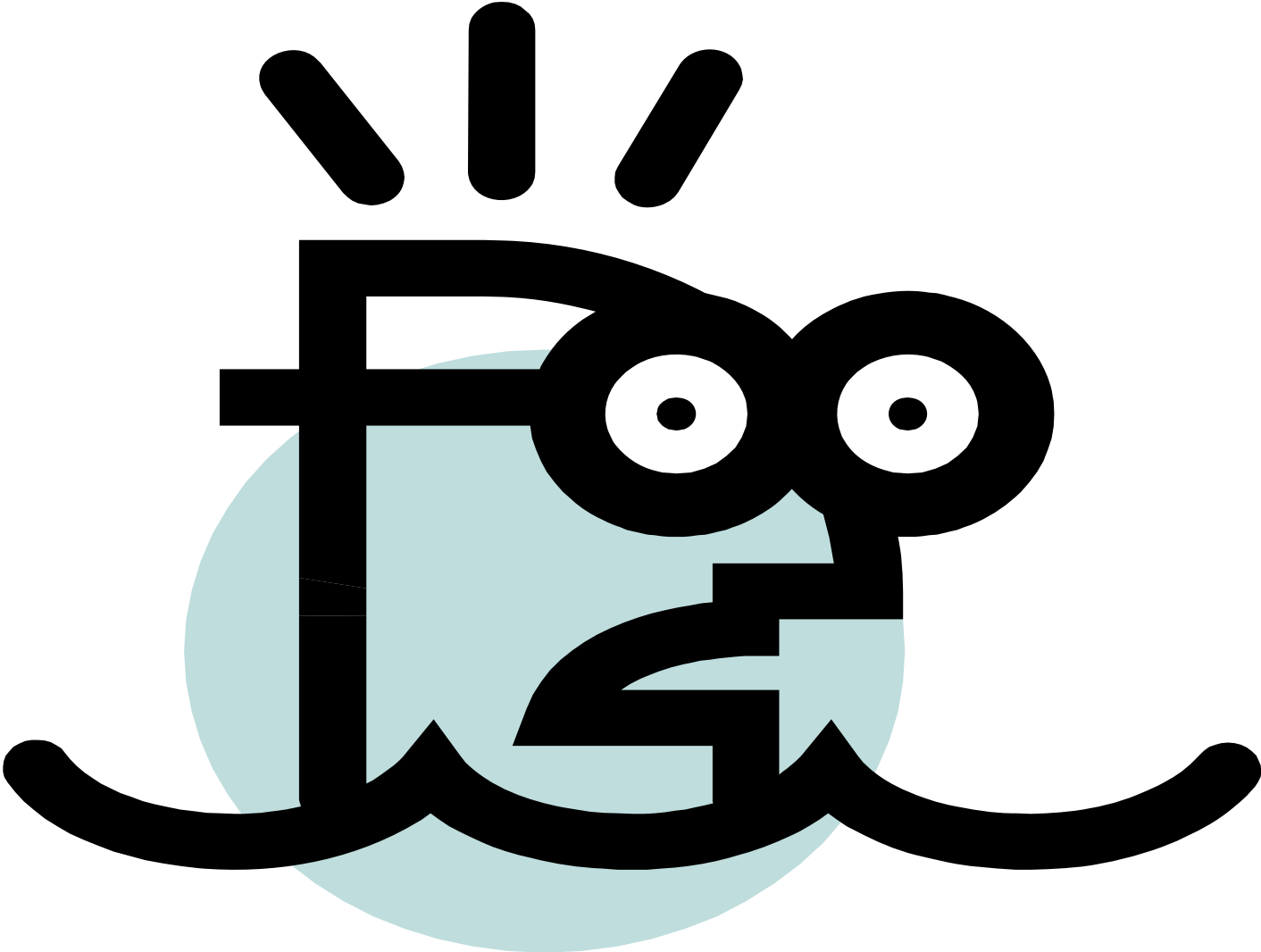


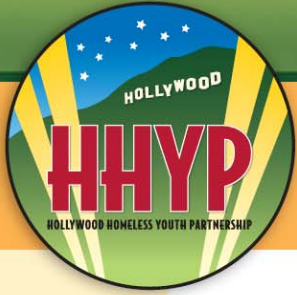
Connect with Social Support

- Youth who are connected to some type of positive social support system are better able to tolerate the stresses and trauma of living on the street.
- Agencies working with homeless youth can expand youths' ability to develop or enhance their positive social support system.
- Direct care staff can help disconnected youth engage in pro-social, positive activities at the agency or in the community and extend their social support.



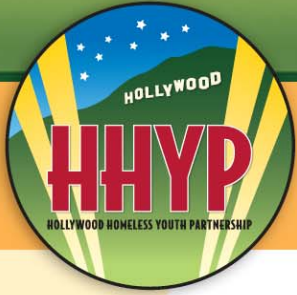
Information on Coping



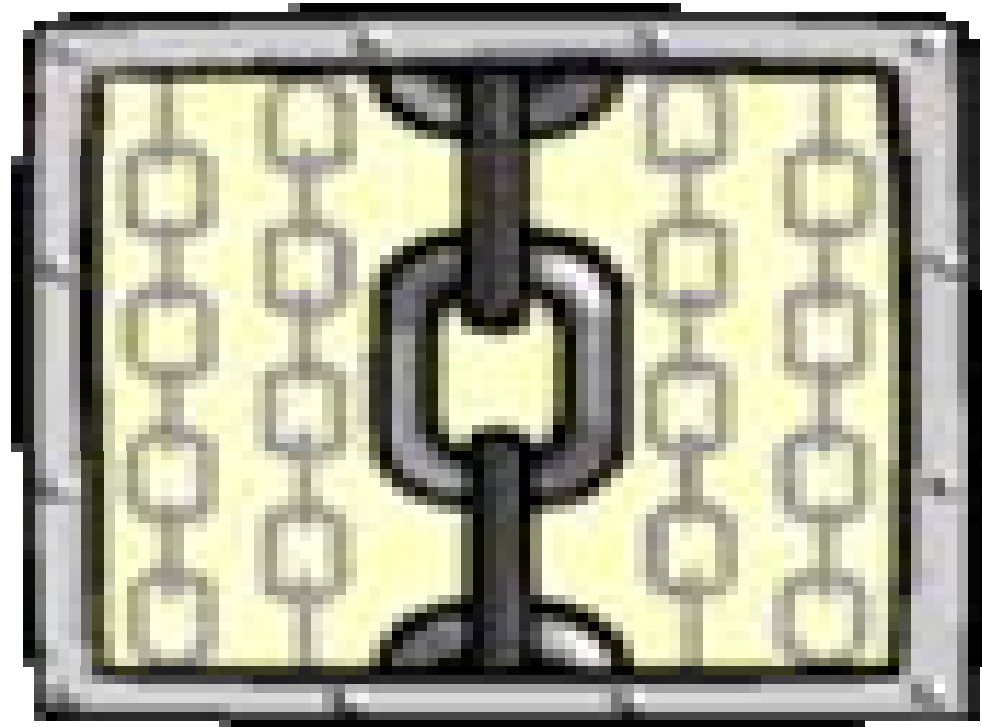


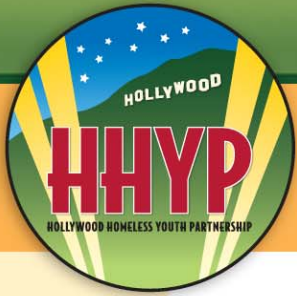
Information on Coping

- Normalize stress reactions.
- Help youth find ways to positively cope with these common reactions.
- Refer youth to a mental health professional if there is concern about the degree to which past trauma is disrupting the young person's life.



Link with Collaborative Services

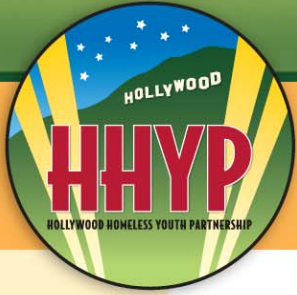




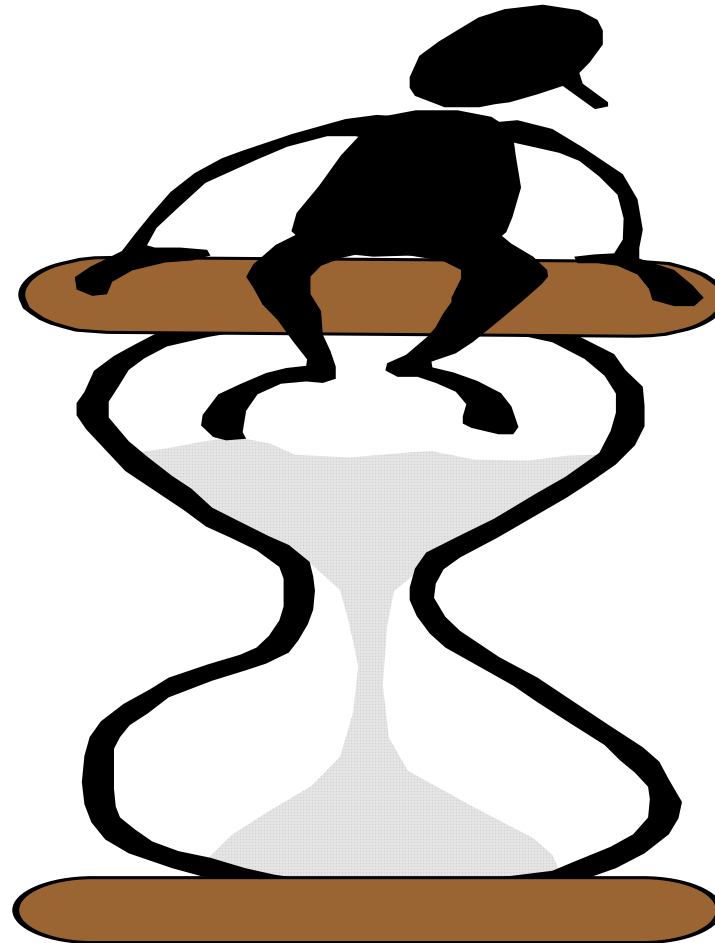
Link with Collaborative Services

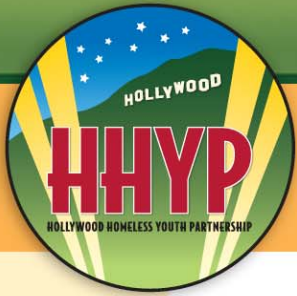
When making referrals:

- Check that they are youth-friendly; places that will welcome the youth that we serve and that understand how young people use services.
- Prepare youth for the experience of using services at the referral agency, especially when they are not youth-friendly.
- Accompany young people to an appointment (assuming that they consent) when possible and appropriate.
- Write down the referral information, including time and date of appointment and the phone number and address of the agency. Ask if the youth needs help on how to get to the appointment (e.g., needs direction, transportation, etc.)



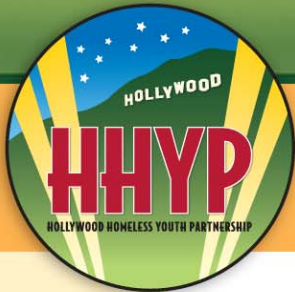
Patience



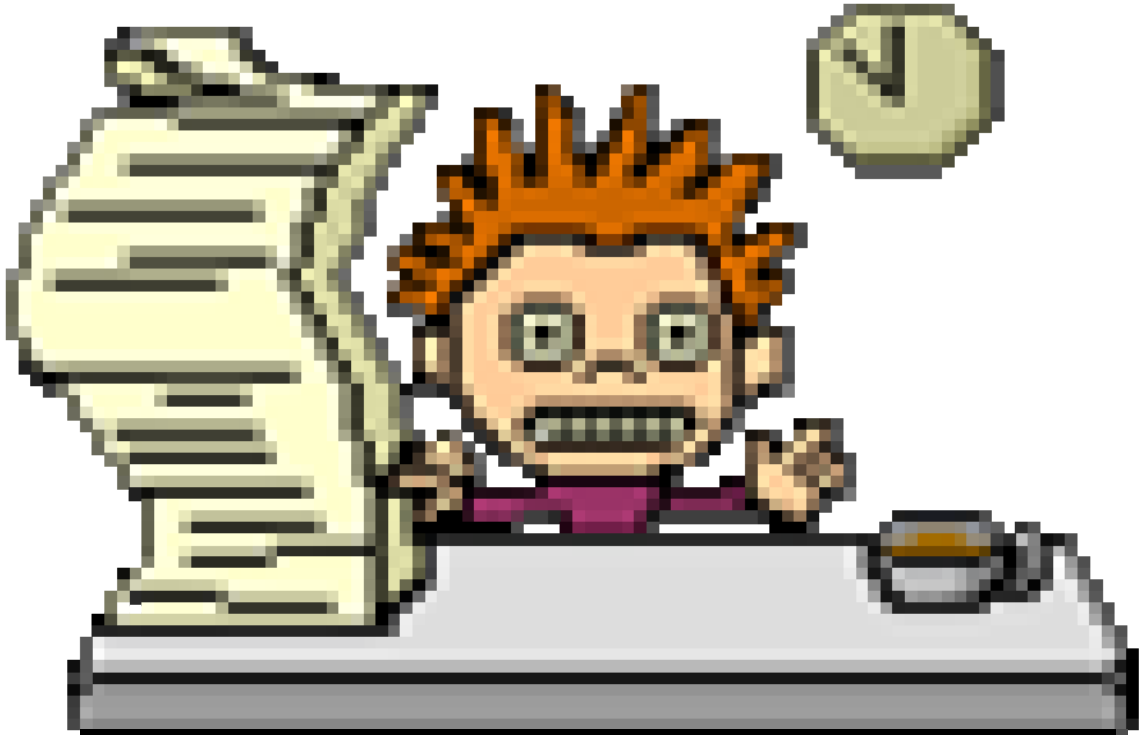


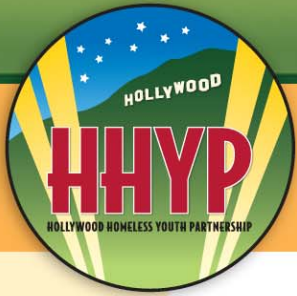
Patience

- Working with youth experiencing homeless can be incredibly rewarding and supremely challenging.
- Many youth find it difficult to let go of survival skills, even when they are beginning to feel more safe and secure.
- Staff can feel personally offended, personally responsible, and like a failure depending on the response of youth.
- Recognize and try to accept that change happens very slowly for these young people. We may never see the outcomes of our efforts.
- Trust that our efforts to engage with youth, connect them with services, and provide a safe environment make a difference in the lives of these young people.



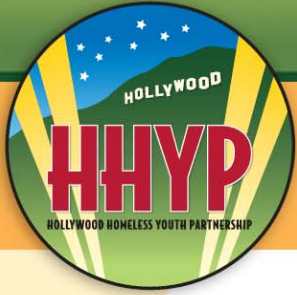
Manage Personal and Professional Stress





Manage Personal and Professional Stress

- All staff are vulnerable to high levels of work stress.
- Secondary traumatic can come from working with large numbers of traumatized individuals and hearing their stories of abuse, loss, abandonment, and victimization.
- Staff can find effective ways of preventing work stress.
- Encourage staff to identify and avoid ineffective coping strategies.
- Educate staff about agency support services



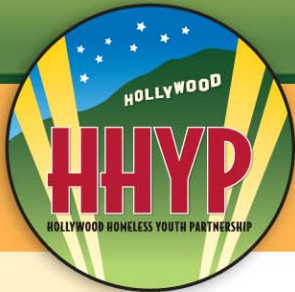
What else can we do to mediate the impact of trauma on youth and staff?

Youth

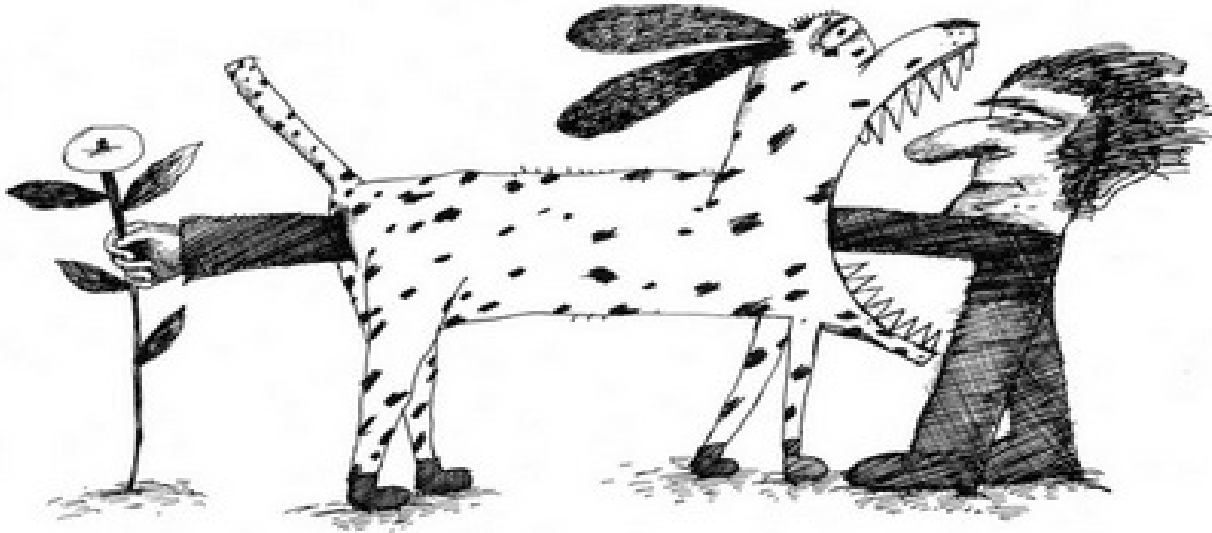
- Teach youth about the normal trauma response
- Provide opportunities for positive attachment to caring adults
- Teach and support self regulation skills
- Provide opportunities for youth to master and share skills

Staff

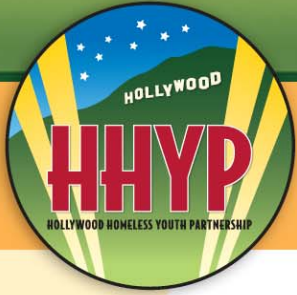
- Enhance resilience and social support
- Provide training
 - Optimism
 - Mastery (skills and regulate emotions /self care)
 - Collaborative alliance



PERSON REACHING THROUGH THE GROSS TO GRASP THE SECRET OF BEAUTY.

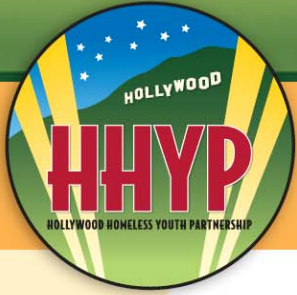


S. Time



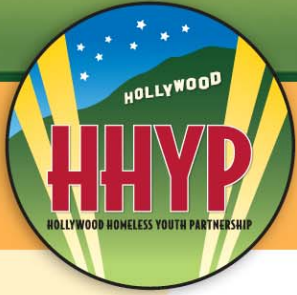
Other Materials from the CTTCRHY

- 10 Reasons for Integrating Trauma-Informed Approaches in Programs for Runaway and Homeless Youth (www.hhyp.org)
- The ARC Framework for Runaway and Homeless Youth Serving Agencies (www.hhyp.org)
- E-Learning Modules for Direct Care Staff Working with Homeless Youth (www.hhyp.elearning.networkofcare.org)
- NCTSN Culture and Trauma Brief: Trauma among Homeless Youth (www.hhyp.org)
- Psychological First Aid for Youth Experiencing Homelessness (www.hhyp.org)
- Trauma Informed Consequences for Homeless Youth (www.hhyp.org)



Other Trauma Resources

- www.nctsn.org
- NCTSN Culture and Trauma Brief: Trauma among Gay, Lesbian, Bisexual, Transgender, and Questioning Youth
(http://www.nctsn.org/assets/pdfs/culture_and_trauma_brief_LGBT_Q_youth.pdf)
- Using Trauma Theory to Design Service Systems, Maxine Harris, Roger D Fallot Editors (Amazon)
- Treating Traumatic Stress in Children and Adolescents: How to Foster Resilience through Attachment, Self-Regulation, and Competency Blaustein, M & Kinniburgh, K. (Amazon)
- Complex Trauma in Children and Adolescents: White Paper from the National Child Traumatic Stress Network Complex Trauma Task Force
(http://www.nctsn.org/assets/pdfs/edu_materials/ComplexTraumaAll.pdf)
- SPARCS: Structured Psychotherapy for Adolescents Responding to Chronic Stress –Group Trauma Treatment Curriculum (Mandy Habib, Psy.D.
mhabib@nshs.edu)
- Connect with Kids: The Teenage Brain-DVD
(<http://www.connectwithkids.com/products/teenagebrain.shtml>)



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