

Resilient Informed Service Environments Learning Community (RISE-LC)

INFORMATIONAL WEBINAR



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Welcome!

- ▶ We extend a warm welcome to all of you who have joined us to explore the value of resilience and trauma informed care in your organization and practices.



Agenda

- ▶ **Trauma Informed Care**
- ▶ **The Importance of Resilience**
- ▶ **What is the RISE Learning Community?**
- ▶ **Why is a Learning Community Important?**
- ▶ **The Evaluation Process**
- ▶ **The nuts and bolts of joining RISE**
- ▶ **Activities and Time frame**
- ▶ **Q & A**

Poll Question

- ▶ Who is on the webinar with us today?

- ▶ What kinds of services do you provide?
 - A.** Mental Health Services for Families
 - B.** Mental Health Services for Adults
 - C.** Substance Abuse Services
 - D.** School-Based Services
 - E.** In-patient Services
 - F.** Residential Services
 - G.** Peer Services



Trauma Informed Care (TIC)

- ▶ **Trauma Informed Care is a movement**
- ▶ **Recognition that TIC can promote transformative change**
- ▶ **Trauma is pervasive with wide ranging effects.**
 - Adverse Childhood Experiences (ACEs) Research and
 - ACEs related research (e.g. NSCH, BFRSS)
- ▶ **TIC is relevant in all service delivery systems**
 - Health/Behavioral Health/Substance Abuse Svcs
 - Schools/Early Childhood
 - Juvenile Justice
 - Social Service

THE ACE STUDY- The Start of the Movement

Prevalence

- ▶ **64% of people experience at least 1 ACE**
- ▶ **20% reported 3 or more**
- ▶ **12% reported 4 or more**

Impact

- ▶ **Health:** Asthma, COPD, Diabetes, HBP, Heart Disease
- ▶ **Health risk behaviors:** smoking, early sexual behavior
- ▶ **Mental health:** depression, suicide
- ▶ **Substance use and abuse**
- ▶ **Social problems:** DV, IPV, Poverty
- ▶ **Poor Academic Achievement**
- ▶ **Early death**

A Trauma Informed Organization...

- Realizes the prevalence of trauma
- Recognizes the impact of trauma on patients and staff
- Responds by putting this knowledge into practice
- Resists re-traumatization

SAMHSA Technical Experts (2012)

6 Principles of TIC (SAMHSA)

1. Safety
2. Trustworthiness and transparency
3. Peer support and mutual self-help
4. Collaboration and mutuality
5. Empowerment, voice, and choice
6. Cultural, historical, and gender issues



TIC Approaches Improve the Experience of Everyone

A trauma and resilience informed organization:

- Increases safety for all
- Improves the social environment in a way that improves relationships for all
- Cares for the caregivers
- Increases the quality of services
- Reduces negative encounters and events
- Creates a community of hope and health
- Increases success and satisfaction at work

Why focus on Resilience?



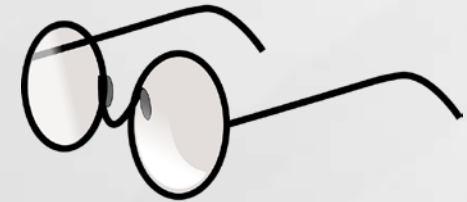
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Why Focus on Resilience?

Resilience. A dynamic process reflecting positive adjustment despite significant risk or adversity Luthar & Zigler, 1991; Garmezy, 1971; Rutter, 1987):

- TIC requires a focus on resilience – a bifocal lens
- Understanding resilience should guide practice and policies
- Service providers and systems can promote resilience



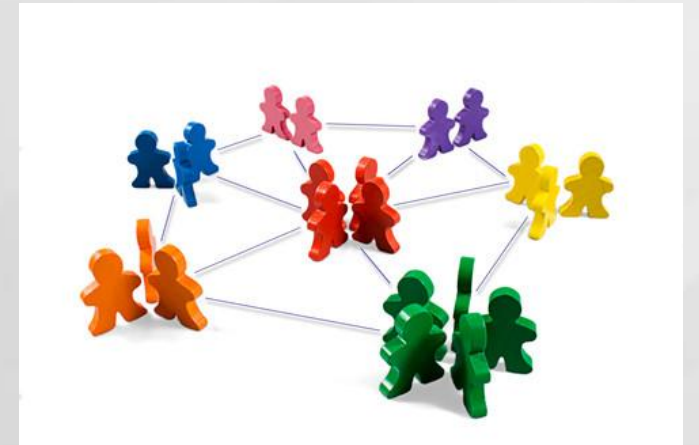
Three Levels of Resilience



Relationships Matter...

“Workers are more likely to make a meaningful connection if they understand the ever present role trauma plays in undermining the foundation of trust and shattering relationships in the lives of people with whom we work...Because trauma very often happens in the context of relationships, it is within relationships that healing must necessarily commence.”

(Fisher & Prescott, 2010)



Let's Chat:

In what ways is your organization currently engaged in resilience building practices or policies?



The Resilience Informed Service Environments Learning Community (RISE-LC)



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What is a Learning Community?

- **Group of organizations committed to improving services related to a specific area of quality**
- **Members communicate regularly to share their experiences and to learn from each other**
- **A resource team provides guidance and support to members of the learning community**

Why is a Learning Community Important?

- Builds on the collective knowledge, wisdom and real world experiences of participants
- Social networking and shared learning encounters are stimulating
- Efficient and effective method to support widespread practice improvement
- Ensures that *common* and *unique* concerns, challenges and needs are addressed

Aims of the RISE-LC

A 4-month partnership with organizations across New York State who have an interest in exploring trauma and resilience informed care. The learning community aims to:

- ✓ Build common awareness of Trauma Informed Care with practitioners, supervisors and administrators
- ✓ Provide supervisors and providers training and support to implement resilience-informed strategies in their organizations
- ✓ Assist organizations in conducting an organizational self-assessment of practices and policies consistent with trauma and resilience informed care
- ✓ Establish an ongoing partnership with organizations and practitioners to identify the most useful components of trauma and resilience informed care
- ✓ Assist agencies/organizations in the process of organizational change management, including taking actionable steps

What You Get by Joining the RISE-LC

Components of the RISE-LC:

- Educational web-based trainings: TIC Foundations, Organizational Self-Assessment (OSA) and Change Management
- Corresponding consultation phone calls
- A deeper understanding of trauma and resilience-informed care
- A deeper understanding of organizational change management
- Thorough Organizational Self-Assessment of your organizational practices with feedback
- Access to the Resource Team via email, phone or online office hours

The RISE Learning Community Expectations and Activities

- ▶ Participating organizations identify and involve a Core Implementation Team (CIT) to serve as champions of this work.
- ▶ The Core Implementation Teams are asked to attend:
 - Two 90-minute webinars
 - Two 1-hour consultation calls with CTAC Consultants
 - One 1-hour final interactive webinar
 - Complete an Organizational Self-Assessment (OSA) (less than 15 minutes)
 - Participate in brief pre and post RISE-LC assessments (less 10 minutes each)

The Core Implementation Team (CIT)

- ▶ Workgroup within each site focused on trauma and resilience
- ▶ Stakeholders (i.e. practitioners, leaders, supervisors, clients/program participants, and peers) from the agency/organization focused on TIC
- ▶ Each agency may involve anyone who is interested or committed to organizational change regarding TIC and Resilience:
 - ▶ The **CIT** should consist of a minimum of 3 individuals.
 - ▶ Coordinator plus **at least 2** (two) more
- ▶ We strongly recommend that the applicant submit the names of **at least one** supervisor or administrator
- ▶ CIT must engage in meetings/activities outside of those offered

Levels of Participation

▶ **CITs:**

- **Early adopters/Innovators** - Looking to grow and do more
- **New adopters** - Starting the process

▶ **Other ways to participate:**

- **Individual explorers** - Individual practitioners interested in increasing knowledge/awareness
- **Champions** - Early or late adopters seeking to

Web-based Trainings

- ▶ **Two (2) webinars include helping to build knowledge and competency in the following areas:**
 - Basic concepts of trauma
 - Vicarious and secondary traumatic stress
 - Resilience and resilience-informed care strategies
 - Organizational change management and self assessment

Consultation Calls

Consultation calls are opportunities to develop and implement organizational change. Consultation will focus on:

- Identifying key targets for organizational change
- Developing a plan for addressing targets for change
- Providing feedback and monitoring progress on plans

One Final Interactive webinar to share work on TIC

- Participants will learn from each other as well as the RISE-LC resource team.

Organizational Self-Assessment

CCSI Organizational Self-Assessment Tool (CCSI-OSAT)

- ▶ **Online Platform**

- ▶ **Domains**

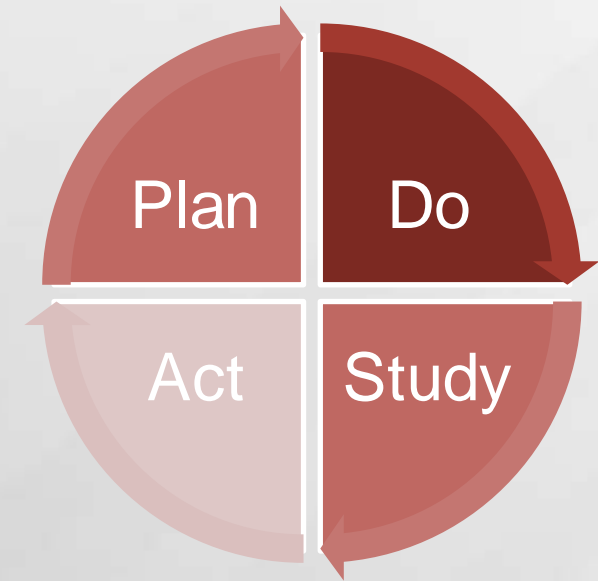
- Screening, Assessment, Treatment
- Training and Workforce Development
- Engagement/Involvement
- Physical Environment
- Collaboration
- Evaluation, Governance/Leadership, Progress Monitoring, Finance, Policy

Learning Management System

- Virtual learning community
- Web-based platform
- Will keep all resources related to the project
 - Webinar
 - Consultation calls
 - Shared resources
 - Resources can be shared within and between participating sites.

Our Quality Improvement Method

- ▶ Identify a Core Implementation Team (CIT)
- ▶ Education/knowledge/awareness
- ▶ Self-assessment
- ▶ Identify an improvement goal
- ▶ Create an improvement plan/action plan
- ▶ Plan-Do-Study-Act



The Evaluation Process

- ▶ **Pre- and Post Learning Collaborative Questionnaires:**
 - ▶ Brief Measures of TIC Knowledge (< 10 mins)
 - ▶ Brief Measure of TIC Attitudes (10 items, <5 mins)
- ▶ **CCSI OSAT - Identification of components of RISE that are sustainable and valued by supervisors and practitioners**
- ▶ **Usefulness and satisfaction with the clinical practice educational webinars, trainings and calls**
- ▶ **Focus groups at selected sites**

The RISE-LC Schedule (Part 1 of 2)

Date	Activity	Purpose
March 1, 2018	RISE-LC Applications due	Identify Core Implementation Team (CIT) for all sites participating in the LC
March 15, 2018	Webinar Series. Part 1 (1.5 hours): Trauma Informed Care 101, Resilience, Vicarious/Secondary Trauma	Information and Awareness Building: All members of each CIT must attend. Provide sites with information and prepare them for knowledge dissemination
March 29, 2018	Webinar Series. Part 2 (1.5 hours): Trauma Informed Organizations - Organizational Self-Assessment and Continuous Quality Improvement	Provide training on organizational change management. Review of OSA with instructions for completing across sites and choosing possible targets for organizational change.

The RISE-LC Schedule (Part 2 of 2)

Date	Activity	Purpose
April Time/Dates TBA	Group Consultation Calls: Action Planning	Assist sites to develop action plan for implementing TIC targeted changes.
May Time/Dates TBA	Individual Consultation Calls: Implementation	Review specific implementation plans for its respective organization. Check on progress.
Month 4: Early June 2018	Final Interactive Webinar on Sustainability: Site Presentations	Helping sites to make plans for continuing efforts toward TIC

Your Resource Team

**Provides all members of the learning community
with support to actively participate in
RISE**

Your Resource Team Members



Briana Gonçalves, MA



Kara Dean-Assael, LMSW



Jayson K. Jones, LMSW



Aya Port, MA



James Rodriguez, PhD, LCSW



Anthony Salerno, PhD



Diana M. Arias, MS, MSW



Tara Ready, BSW

How To Join The RISE-LC

- ▶ Please complete the application and submit it to us by the end of the day on **March 1, 2018!** Three ways to access the application:
 1. Click the link currently in your chat box and bookmark for later
 2. Go to: <http://ctacny.org/resilience-informed-service-environments-learning-community-rise-lc>
 3. Look out for an email from “CTAC” with a link to the application
 4. Email us at ctac.info@nyu.edu

We look forward to your participation!!!

On-Line Application

- ▶ Prior to filling out the application, we recommend that you have the following information ready:
 - **Agency Information** - Clinic Name, and Agency's Mailing Address
 - **Director's Contact Information**
 - **Organizational Administrator / Supervisor overseeing RISE-LC** (if different from above)
 - Contact Information for the **Agency Coordinator/Point Person** for RISE-LC (if different from above)
 - Contact information for **two or more CIT members.**

The Learning Community is Dynamic!

The proposed structure, process and content of the Learning Community is a starting point!



The experience, needs and wants of Learning Community members helps to shape how the Learning Community evolves over time!

Polling Question:

How ready are you to participate in the RISE-LC:

- A.** Ready to go!!
- B.** Not sure/Would like some more information
- C.** Don't see us being able to participate at this time
- D.** Don't see the need for RISE-LC

Let's Chat

What would you need to do to improve your organization/agency's ability to be more focused on resilience building?

Let's Chat!

What do you think will be the most challenging aspect about this Learning Community?

- ▶ Identifying a Core Implementation Team
- ▶ Time pressures/multiple demands
- ▶ Not challenging
- ▶ Other challenges- Please tell us

Let's Chat!

- ▶ What questions and/or concerns do you have?



Our Contact Information

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Next Steps

- ▶ Please fill out our application to participate with us.
- ▶ We will ask you information about your organization and to identify a Core Implementation Team (CIT) that will participate in the LC and work together as RISE Champions in your organization.
- ▶ Please reach out to us with any questions or concerns you may have.

Resources

Nadine Burke Harris

- ▶ <https://www.youtube.com/watch?v=95ovIJ3dsNk>

CDC and ACES

- ▶ <https://www.cdc.gov/violenceprevention/acestudy/index.html>

Visit CTAC

- ▶ <http://ctacny.org/services-best-practices>
- ▶ Click Trauma

Upcoming CTAC Webinars and Trainings

Part II: Best Practices in Treating Infant- Early Childhood Mental Health Concerns

February 16th at 12 PM

RISE-LC Application Due

March 1, 2018

Part 4: Providing Services to Students with Clinically Significant Difficulties Following Trauma Exposure

March 8, 2018 at 12 PM

Thank you

LOOK FORWARD TO WORKING WITH YOU!!!



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