
A Trauma-informed approach to Family Resource Coordination

Whitney E Mendel
Mickey Sperlich
Gerald Smith

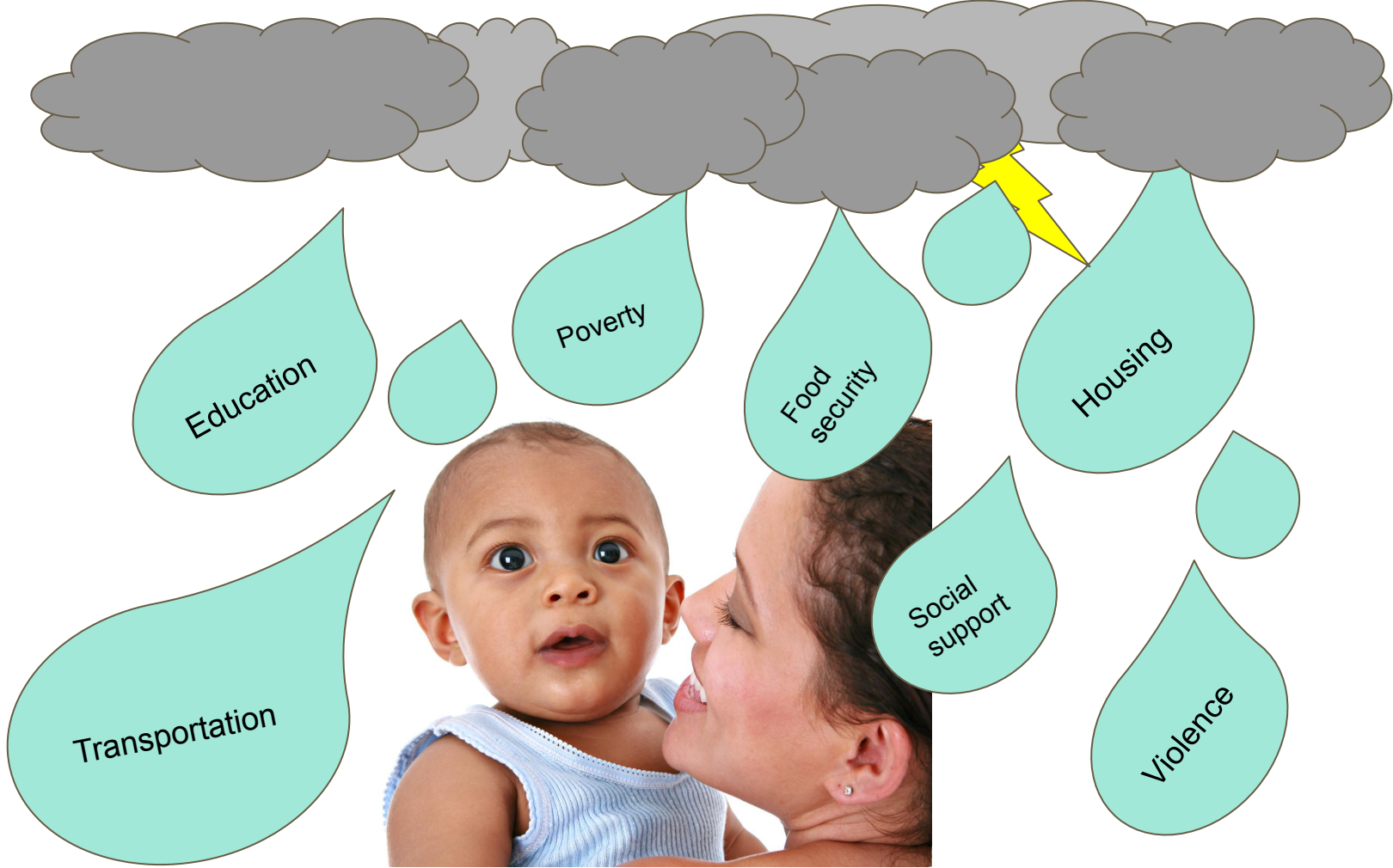
Objectives:

Identify the 6 principles of a Trauma-Informed (TI) approach

Apply a minimum of 3 TI principles to their work as a Care Coordinator

Develop a list of phrases that are grounded in TI principles that can be adapted for use with clients

Who we are



Education

Poverty

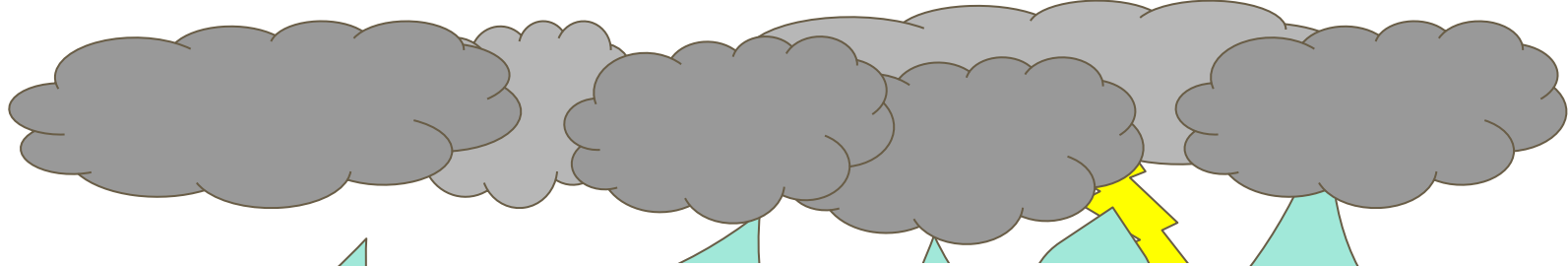
Food security

Housing

Social support

Violence

Transportation



Education



Housing

Transportation



Violence

Trauma-informed (TI) approach

What does that mean?



We stop asking “What is wrong with this person?”

And start asking “What has happened to this person?”



4 R's of a Trauma-informed Approach

- Realization of the widespread impact of trauma and understands potential paths for recovery;
- Recognition of the signs and symptoms of trauma in students, families, staff, and others involved with the system;
- Responds by fully integrating knowledge about trauma into policies, procedures, and practices;
- Seeks to actively Resist re-traumatization

6 Principles of a Trauma-informed Approach

- Safety – physical and emotional
- Trustworthiness & Transparency – decisions and processes are conducted with transparency with the intention of building trust
- Peer Support & Mutual Self-Help – integral organizational approach that supports building trust, establishing safety, and empowerment
- Collaboration & Mutuality – leveling of power differences; shared decision-making
- Empowerment, Voice, & Choice – individuals' strengths are validated and build upon; prioritizing skill/capacity building. Belief in resilience and ability of individuals
- Cultural, Historical, & Gender Issues – recognizes and addresses cultural stereotypes, biases, and historical trauma

These principles are anchored in your role as a HMG Care Coordinator



“The staff who answer the phones are crucial to a successful system. Callers must feel safe, respected, and heard” (safety)

“Because of the nature of the calls, the care coordinator needs to establish a safe and trusting relationship with that caller/family.” (safety & trustworthiness)

“Together, with a caller/family, the care coordinator develops a plan of action...sending information to the caller to help them with decision making” (collaboration & empowerment, voice, & choice)

(from the Connecticut Call Center General Guidance document)

Case Scenario

A family relationship with
Veronica & Michael

6 Principles of a Trauma-informed Approach

- Safety – physical and emotional
- Trustworthiness & Transparency – decisions and processes are conducted with transparency with the intention of building trust
- Peer Support & Mutual Self-Help – integral organizational approach that supports building trust, establishing safety, and empowerment
- Collaboration & Mutuality – leveling of power differences; shared decision-making
- Empowerment, Voice, & Choice – individuals' strengths are validated and build upon; prioritizing skill/capacity building. Belief in resilience and ability of individuals
- Cultural, Historical, & Gender Issues – recognizes and addresses cultural stereotypes, biases, and historical trauma

Think, pair, share!

1. Independently:

- Read the case scenario provided to you
- Think about where/how Trauma-Informed principles show up in the case scenario

2. In pairs:

- Turn to a neighbor and discuss your thoughts with each other about which TI principles show up in the case scenario and where
- Discuss how the application of such principles might help the situation/family/kiddo

3. Share:

- Share your thoughts with your table mates & the larger group



WORDS CREATE WORLDS

*the language we use shapes
the culture we lead*

Language can close and open doors





Brainstorming activity

We wonder what practicing self care looks like for you



Resources

Trauma-Informed care:

[Substance Abuse and Mental Health Services Administration \(SAMHSA\)](#)

[The National Child Traumatic Stress Network \(NCTSN\)](#)

[UB School of Social Work - What is Trauma-Informed Care?](#)

Self-Care:

[UB School of Social Work Self-care Exercises & Activities](#)

[UB School of Social Work Self-care Starter kit](#)

[Self-care Starter Kit \(University of Calgary\)](#)