

Introductions

Bethany has now moved to Adult Services which gives us the opportunity to potentially expand our efforts throughout the Department.

We are here to provide a brief summary of the Department's efforts to move toward being a more trauma-informed organization.

The Effects of Trauma



Staff:

- Job satisfaction
- Productivity
- Retention

Children & Families:

- Brain Development
- Behavior



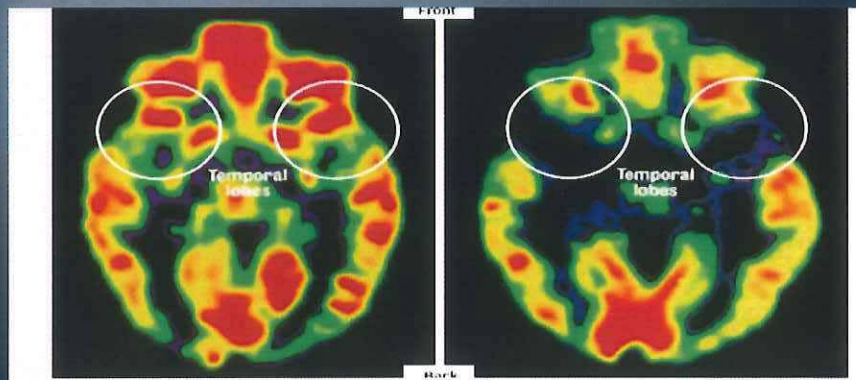
Over the years, a growing body of research from around the world has pointed to the impacts of trauma on workers in the helping professions and on the lives of many people in the population. You may have heard about the Adverse Childhood Experiences study that opened the eyes of many to the fact that most people are walking around dealing with the impacts of multiple adverse experiences in early childhood. This study made a connection between ACEs and many chronic health conditions.

There is research about the impacts of trauma on the workforce in relation to job satisfaction, productivity and retention. There is also amazing local research going on regarding how trauma impacts brain development and behavior. The Department has partner with Dr. Seth Pollack for many years in his research on the impacts of child maltreatment on brain development.

The Effects of Trauma

WI State Journal Series

- Top Story on Madison.com “Left unaddressed, childhood trauma can weaken developing brain”



I hope you all took the opportunity to read the wonderful series of articles presented by Dean Mosiman of the WI State Journal. That series focused on the link between trauma and community violence. In CYF, we have a chance to impact families when children are younger, to hopefully prevent a person's life trajectory from leading to involvement in community violence as an adult.

The article series quoted a number of Trauma Champions in the community. People like Dr. Jasmine Zapata, Dr. Dipesh Navsaria, Dr. Armando Hernandez-Morales, Sharyl Kato of Rainbow, and many others. Some of our internal Trauma Champions are also part of the Trauma Informed Community Advisory Committee that has offered a Trauma Summit just about every year for the past 6 years or so.

These articles shared person stories of community members who have experienced trauma in the lifetimes. These are stories that were not shocking or surprising to our staff because they hear these stories every day.

Becoming Trauma Informed



Our journey began in March 2016 when our agency decided to participate in the Fostering Futures TIC initiative in WI.

We decided to focus on two specific areas in CYF

- Trauma Informed Environments
- Workforce Development

The CYF Division became part of the WI Trauma Project through DCF in April of 2016. A group of staff attended training to learn about the effects of trauma on the children and families that we serve and on our staff who witness traumatic events and hear about other's trauma on a daily basis. We learned that the impacts of trauma affect job satisfaction, productivity and worker retention. We also learned valuable information about the effects that our community members experience as a result of traumatic incidents or a lifetime of living under chronic stress.

We have developed a Team of Trauma Champions within the agency, and this team remains active and dedicated to addressing the impact of trauma on our staff and on the children and families that we serve.

Our Response



Physical Changes to our Buildings

- Updated public spaces (i.e. décor, paint, etc.)
- Staff personalize their work spaces

"Now when I arrive to work I feel a sense of belonging that wasn't there before." - CYF Staff

- Visitation Rooms are more natural and family focused

Additional info on Staff quote:

I've created a space that I enjoy being in, which makes long days of paperwork less stressful and more enjoyable. I believe I am more productive because I enjoy being in my office.

Our Spaces



Our Response



Approaches with Children & Families

- Use of Motivational Interviewing
- Referrals to Trauma Focused – Cognitive Behavioral Therapy

Caring for our Staff

- Training
- Sunshine Club
- Self Care and Wellness
- Critical Incident Response

Through our involvement with the WI Trauma Project, we were able to provide training to many of our CPS Ongoing SW's around MI which is an evidenced-based engagement approach involving the use of more listening than talking, and learning out to guide people into thinking about and talking about change.

We were also able to offer training on TFCBT-an evidenced based therapy model for older children and adults. We specifically asked local agencies to identify therapists of color for this training because many of the families served by the department are people of color and may respond better to working with someone who looks like them and speaks their language.

We've also

Attention to Secondary Stress



What is this and what factors affect our staff?

Our Response:

- ❖ Secondary Stress Awareness & Training
- ❖ Ongoing support for staff

*Created a comprehensive work plan

STS Awareness & Training

- Staff feedback obtained
- Feedback aggregated and embedded into work plan

Next Steps



Comprehensive Work plan

Highlights of work plan:

- ❖ Trauma Aware Practice
 - Incorporating ACE's into practice
- ❖ Develop Critical Incident Response Team
- ❖ Enhance internal communication patterns, policies and procedures by using a trauma informed lens
- ❖ Staff Climate Survey

Our Leadership Team of Managers and Supervisors developed an Organization Climate Survey that we hope to send out to staff in the Fall. We recently piloted the survey with a small group of staff and received constructive feedback. Our goal is to send out this survey every 3 years, and use the results to guide our ongoing work around supporting staff.

We heard from Rock County Staff about their CIRT which has been active for a number of years. Staff frequently tell us that their colleagues are their best source of support because they know what the job is like. A CIRT formalizes that informal process by providing training and support to a dedicated group of internal staff who will respond to staff as needed. Having a CIRT will allow us to respond to staff needs more rapidly than our current system, and will allow for follow up with staff.



The implementation of our trauma work has been more of a grassroots effort. We have worked with little to no budget and sought out assistance from community groups and programs.

The support from the greater Community is essential to our ability to sustain this work and practice. We appreciate the County Boards understand and support around this important work as well.

THANK YOU!!!

Our efforts are going to be a marathon that is never going to end, and we will need the continued support of our community, and our leadership, including you all. Thanks for taking the time to listen, and we are more than happy to answer any questions.