

Montgomery County Trauma-Informed Initiatives

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October 2, 2020



Montgomery County Board of Commissioners:

Valerie A. Arkoosh, Chair Kenneth E. Lawrence, Vice Chair Joseph C. Gale, Commissioner

Early Adopters

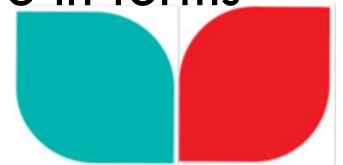


Trauma Champions!



System Wide Trauma-Informed Care

- Announced the Trauma-Informed Care Initiative 2014
 - Requested that each contracted agency identify a change team leader and develop a change team. Team leaders and change team members if possible should be people that would be or already are champions/supporters of trauma-informed care within the agency.
- Kick off Event
 - Building trauma awareness
 - Highlights and lessons learned from an agency whose trauma-informed work was well underway.
 - Engaging, and meeting agencies where they were in terms of understanding of trauma and TIC.



Structure for the Initiative

- Agency Self-Assessments
 - Agencies evaluate their capability of providing trauma-informed supports and trauma-specific interventions
- Change Team at each Agency
 - Teams use self-assessment to generate ideas, action to take, events and training for the agency
- Monthly Change Team Leader Meeting
 - Team leaders connect monthly to network about trauma-informed efforts across the county, sharing ideas, energy and bumps in the road.



Structure for the Initiative

- Quarterly Learning Collaborative
 - Educational opportunities, speakers that build excitement for the initiative, screening of movies that inspire such as *Paper Tigers* with discussion and Q&A.
 - Audience includes broader representation from agency change teams, including executives at times.
 - Early on held an Executive Roundtable session prior to one of the collaboratives.



Structure for the Initiative

- Four-Part Trauma-Informed Care Training Series
 - The Impact of Childhood Traumatic Experiences and Implications for Adulthood
 - Trauma-Informed: What It Means For You and Your Services
 - Trauma-Informed Practice, Help that HELPS!
 - Building Skills for Self-Care and Reflective Practice



Structure for the Initiative

- Four-Part Trauma-Informed Care Training Series
 - Offer CEU's
 - Certificates of Completion for all 4
 - Those who receive certificate honored at annual MH Month event on back of program



Structure for the Initiative

- Added language about participating in the county's trauma-informed work to contracts after first year.

- Annual Goal Plan/Progress Info
 - Submitted to County MH and D&A TIC Team
 - Feedback and support provided
 - Analysis for themes, common strengths/areas for growth. Group then seeks to match speakers for the Learning Collaboratives to address those areas.



Structure for the Initiative

- Examples/themes from goal plans and actions steps:
 - Increasing inclusion of service participants in change teams and planning
 - Updating policies and procedures with trauma –informed perspective
 - Seeking grants to support more trauma-informed physical spaces
 - Creating agency-wide newsletter that celebrates TIC
 - Activities that promote staff wellness and self-care

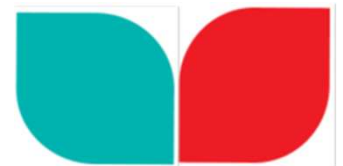


Mont Co HHS TIC Initiative

Getting Started

Small group of champions

An organization in midst of change



Engaging the Leaders

“Enhancing health and well-being of
Montgomery County residents”

Vicarious Trauma/Secondary Stress

- Absenteeism
- Staff conflict
- Blaming others
- Poor communication
- Negative perception of people
- Low motivation
- Increased errors
- Lack of flexibility
- Decreased quality

Mont Co HHS Guiding Principles

- Compassionate
- Respectful
- Collaboration
- Communication
- Coordination
- Quality
- Accountability
- Responsibility
- Holistic
- Effective
- Integrated
- Accessible

Engaging Leaders

“Enhancing health and well-being of Montgomery County residents”

A Trauma Informed Organization

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

Mont Co HHS Guiding Principles

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Declaration/Celebration/Confirmation

- ❑ Health and Human Services Director declares that we will be a Trauma-Informed organization
- ❑ Energized way of speaking about the importance of being trauma-informed
- ❑ Workgroup starts getting out some facts about trauma
- ❑ Included as a guiding principle in Strategic Plan



Began With Supervisors

- All HHS supervisors participated in three-part series on Trauma-Informed Supervision
 - ▣ Intro to Relationship-Based Supervision
 - ▣ Trauma-Informed Supervision
 - ▣ Successfully Supervising while Supporting Diversity



Lessons Learned

Do not have a Global Pandemic hit just as you are planning for a large training initiative.



Training for all HHS Staff

- “Commercial” to build excitement
 - ▣ Working on video conversation between HHS Director, Tara Gaudin and Sandy Bloom
- Pre-test
- Trauma 101
- Post-test
- Followed by Trauma 102 for more of the direct service staff



Not the Only Show In Town

- Other Initiatives in Montgomery County
 - ▣ Pottstown Trauma-Informed Community Connection (PTICC)
 - ▣ Bucks-Mont Collaborative
- Conversations beginning about county-wide coalition



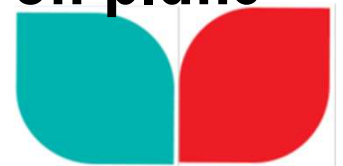
Thoughts/Challenges/Successes

- **In 2014 we did not envision a middle or an end to the initiative.**
- **Team Leaders really appreciate the meeting; processing of world events**
- **One or two team leaders were actually agency executive directors—supported others in conversations about how to approach your exec about ideas (especially if they cost money!)**



Thoughts/Challenges/Successes

- **Trauma-informed humanistic approach to oversight and monitoring**
- **RFP's require some indication of agency's work toward being a trauma-informed organization**
- **Gratitude goes a long way**
- **Keeping it in front of executives.**
 - ▣ **Discussion at meetings**
 - ▣ **Requiring both Exec and Team Leader sign off on plans**



Thoughts/Challenges/Successes

- **Inclusion of Human Resources Teams**
- **Energy waxes and wanes**
- **HEAL PA! and the continuum in the plan**
- **Celebrate and find ways to build excitement at the core this is about kindness and resiliency.**

