

Maine's Journey to Sustain System of Care and Trauma Informed Principles through Collaboration, Assessment and Training

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What are we going to talk about today?

1. Participants will review contract language created by Maine
2. Participants will identify at least one way to collaborate with stakeholders to achieve sustainability of SOC principles in their community.
3. Participants will learn how to engage with families and youth in meaningful participatory evaluation and assessment.
4. Participants will identify how to provide technical assistance with stakeholders based on assessment outcomes.



Trauma-informed Approach

Instead of asking “what is wrong with you?” a trauma-informed approach asks “what has happened to you?”

- ✌ Trauma Informed is Family Driven, Youth Guided and Culturally and Linguistically Competent
- ✌ Trauma Specific vs. Trauma Informed

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Steps we took over 2 years

- ★ Created Logic Model with Trauma Informed as the Guiding Principle- Goal to create Trauma Informed Agencies
- ★ Governing Council charged the creation of the Evaluation Committee
- ★ Co-Chair of the Evaluation Committee is the Director of our Local Family Federation Chapter
- ★ Received training and consultation on trauma informed theory
- ★ Created a workgroup to develop the Agency Assessment Tool
- ★ Many revisions (back and forth between GC, EC and the workgroup)
- ★ Initial Pilot and now statewide implementation
- ★ Change in Contract Language
- ★ Partnership between THRIVE, CBHS and GEAR (your panel)

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The Contract Language & CQI

RIDER E Program Requirements Children's Behavioral Health Services

System of Care Principles.

18. The goal of DHHS is that Providers of Children's Behavioral Health Services are integrated in a Trauma Informed System of Care. Providers will promote the Federal Substance Abuse and Mental Health Services Administration's (SAMHSA) System of Care Principles of 1) Family Driven, 2) Youth Guided, and 3) Culturally and Linguistically Competent care. These three System of Care Principles are described at <http://systemsofcare.samhsa.gov/>.

www.maine.gov/dhhs/purchased-services/contract-2010/rider-e/RIDER-E-CS.pdf

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Introduction of The Tool

Trauma-informed Agency Assessment

Question Sheet: Staff

Interviewer:

Agency Name:

Date:

The Trauma-informed Agency Assessment tool was developed to assess the degree to which agencies are organized to deliver trauma-informed services. Each question has a standard for good trauma-focused practice. The agency is scored on a 5-point scale for each question. This tool is meant to aid agencies in learning where they are delivering trauma-informed services well, and to pinpoint areas where they may want to make adjustment, or seek technical assistance from the THRIVE initiative.

For each agency, we are interviewing administrators, clinical staff and other direct service staff. We are also interviewing youth who have received services from that agency as well as a family member of a youth who has received services (this is usually a parent or primary caregiver).

Before we begin, I also want to assure you that your responses will be kept completely private. We will never use your name in a published report or tell the agency who we spoke with. I encourage you to speak openly about your opinions. I want to assure you that you may refuse to answer any question at any time.

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Demonstration of the Tool

Assessment completed by:

- Agency Staff
- Agency Administrators
- Families
- Youth

Discussion about Scoring

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The Domains

- ☀ Physical and Emotional Safety
- ☀ Youth & Family Empowerment, Choice & Control
- ☀ Trauma Competency
- ☀ Trustworthiness
- ☀ Cultural Competency

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Example of Staff Question Physical/Emotional Safety Domain

Physical and Emotional Safety

Q1) Do you ever provide client services at the agency office? If yes, does your agency provide a safe physical environment for staff and clients that includes:

- maps of space showing exits, restrooms, parking, offices;
- labeled rooms;
- well lit areas;
- periodic safety checks of physical space

<i>Standard: Physical Environment</i>	<i>Notes</i>	<i>Score</i>
1) Agency displays map of space showing exits, restrooms, parking, offices; 2) rooms are labeled; 3) all areas are well-lit; 4) agency conducts periodic safety checks of physical space		<input type="text"/>



Example of Family Question and Youth/Family Empowerment Domain

Q27) Have you ever been provided a way to track the progress your child is making in treatment (like a quarterly report which shows your child's goals and how far s/he has come)? Please explain.

<i>Standard: Satisfaction with Services and Personal Outcome Tracking</i>	<i>Notes</i>	<i>Score</i>
Policy, procedure and practice support: <ol style="list-style-type: none">1) routinely soliciting youth and family feedback on services;2) sharing results of satisfaction surveys with youth and family members;3) using youth and family to help interpret results;4) using youth and family to suggest changes based on feedback.5) youth and families to monitor the progress and effectiveness of their own case plan and treatment.		<input type="text"/>



Example of a Youth Question and the Trauma Competency Domain

Q31) During the intake and screening process did staff ask you about traumatic events that may have occurred in your life?

Q31a) Did staff explain why this information is important?

<i>Standard: Uniform Screening for Trauma</i>	<i>Notes</i>	<i>Score</i>
1) Agency has formal process; 2) process is applied to all youth and families; 3) a more in-depth assessment is made if person screens; positively for trauma 4) results are recorded.		<input type="checkbox"/>



Example of a Staff Question and the CLC Domain

Cultural Competence

Q35) In your opinion, does your agency acknowledge through policies, procedures or training that trauma may be perceived and handled differently in different cultures?

<i>Standard: Cultural Context of Trauma</i>	<i>Notes</i>	<i>Score</i>
Policies, procedures and training acknowledge that: 1) client behaviors and responses are influenced both by culture and their past experience with various kinds of trauma (e.g., how sexual abuse within the family is perceived); 2) assimilation and acculturation themselves can be traumatic; 3) service plans take cultural preferences into account; 4) accommodations may be needed to foster communication.		<input data-bbox="1606 889 1766 1003" type="text"/>

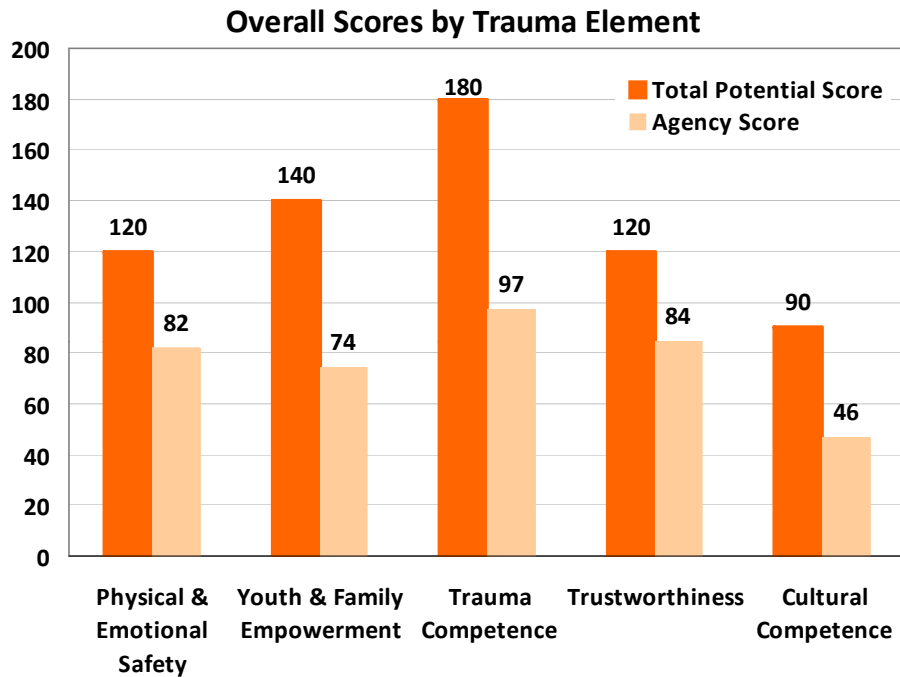


Implementation to Date and Challenges

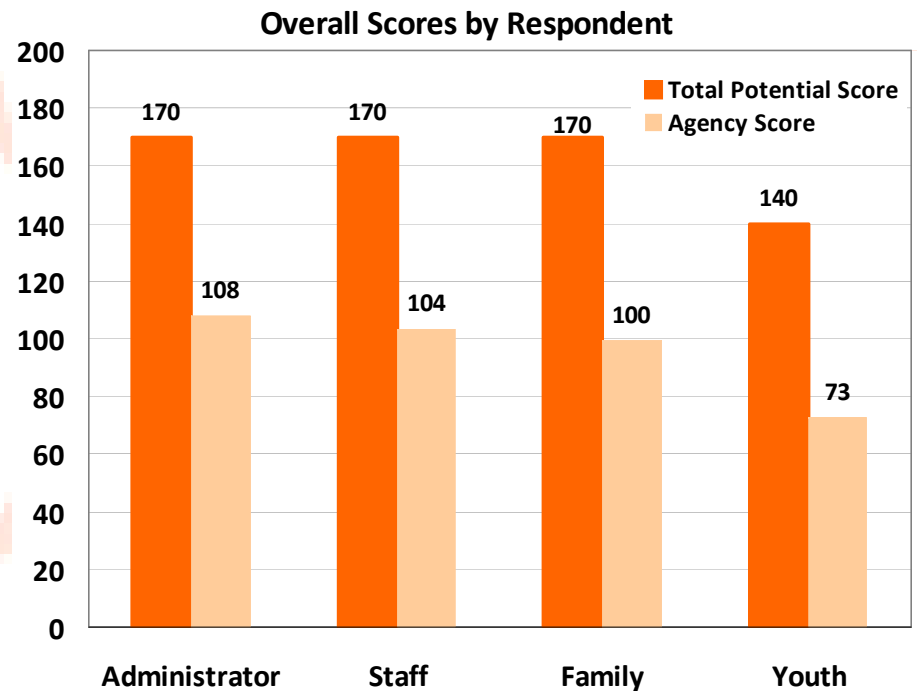
- ⌘ Initial Pilot and it's Findings
- ⌘ How many have been completed
- ⌘ Accessibility Issues
- ⌘ How to Sustain Family and Youth Voice



Initial Findings from one agency



Findings: Spring 2008



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Interpreting Results and Creating Technical Assistance and Training Plans

- ✿ How to create a mutually rewarding partnership with the agencies
- ✿ It's their plan! How do we model a TI strength based approach to training and technical assistance
 - Plan Do Study Acts
 - Change Theory
- ✿ The Trauma Informed System of Care Crosswalk
- ✿ Family and Youth as co-trainers
- ✿ Identification of agency Trauma Informed SOC champions
- ✿ Continuous Quality Improvement Feedback



Conclusion and Contact Information

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