



Trauma-Informed Systems

Supporting your community and essential city workers during and after COVID-19

February 17, 2021

This project is supported by Cooperative Agreement No. 6 NU38OT000305-02-03 from the Centers for Disease Control and Prevention (CDC). The views and information provided in this web conference do not necessarily represent the official views of the Department of Health and Human Services, the CDC, or Prevention Institute.

PREVENTION
INSTITUTE

Prevention Institute Team



Ruben Cantu
Program Manager



Sheila Savannah
Managing Director



Alisha Somji
Program Manager



Alexis Captanian
Associate Research Manager



Kami Yamamoto
Administrative Assistant



Shabana Ali
Program Assistant

PREVENTION
INSTITUTE

Polling Question: Who is in the audience today?

- A. City/county government
- B. CBO/nonprofit
- C. K-12 education
- D. College/university
- E. Funder/foundation
- F. Healthcare
- G. State or federal government
- H. Tribal organization
- I. Faith-based organization
- J. Other/not applicable





Trauma-Informed Systems

Supporting your community and essential city workers during and after COVID-19

February 17, 2021

This project is supported by Cooperative Agreement No. 6 NU38OT000305-02-03 from the Centers for Disease Control and Prevention (CDC). The views and information provided in this web conference do not necessarily represent the official views of the Department of Health and Human Services, the CDC, or Prevention Institute.

PREVENTION
INSTITUTE

Grounding and Acknowledgement

We acknowledge that we are located on the unceded ancestral homeland of the Ramaytush Ohlone who are the original inhabitants of the San Francisco Peninsula. As the indigenous stewards of this land and in accordance with their traditions, the Ramaytush Ohlone have never ceded, lost, nor forgotten their responsibilities as the caretakers of this place and for all peoples who reside in their traditional territory. As guests, we recognize that we benefit from living and working on traditional homeland of the Ramaytush. We wish to pay their respects by acknowledging the Ancestors, Elders, and Relatives of the Ramaytush Community and by affirming their sovereign rights as First Peoples.



Text Chat Question:

In a few words, what have you done to build up your resilience during the pandemic?

Objectives

- Describe **key features of a trauma-informed system** and its importance for preventing trauma and suicide during the COVID-19 pandemic.
- Use the Adverse Community Experiences and Resilience (ACE | R) framework to think about community-level recovery and systems change that supports wellbeing in the long term.
- Explore how agencies and organizations are integrating **internal- and external-facing trauma-informed practices**.
- Discuss opportunities to overcome challenges and **apply this information** in your own community.

Guests



Dr. Howard Pinderhughes

Director of the Sociology
Doctoral Program, UCSF



Dr. Ken Epstein

Principal, P.R.E.P for Change
Consulting



Zeke Cohen

Baltimore City
Councilmember, 1st District



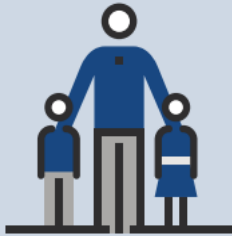
Luis M. Aroche

Project Manager, HEAL SF



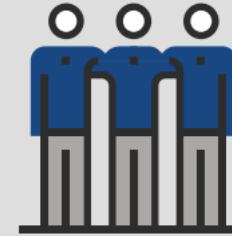
Robin Saenger

Founding Director,
Peace4Tarpon



Adverse Childhood Experiences

- Physical abuse or neglect
- Sexual abuse
- Emotional abuse or neglect
- Parent or caregiver treated violently
- Substance misuse within household
- Household member who has mental illness
- Parental separation or divorce
- Incarceration of household member



Adverse Community Experiences

- Concentrated poverty and economic instability
- Housing displacement and homelessness
- Deteriorated community conditions caused by underinvestment and the flight of businesses out of communities
- Failing school systems
- Inequitable access to parks and green spaces
- Residential segregation/segregation from opportunity
- Racism and anti-immigrant bias
- Disproportionate exposures to toxics and pollution
- Poor transportation and food systems

Why Trauma-Informed Systems?

*Healing is
possible!*

COVID-19

Historical
trauma

Loss of jobs
and income

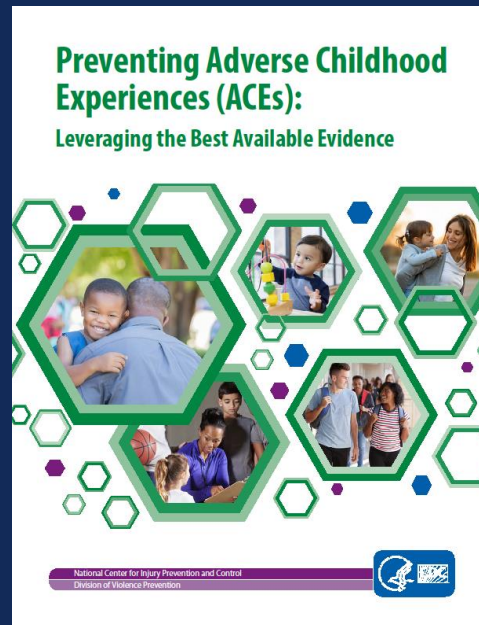
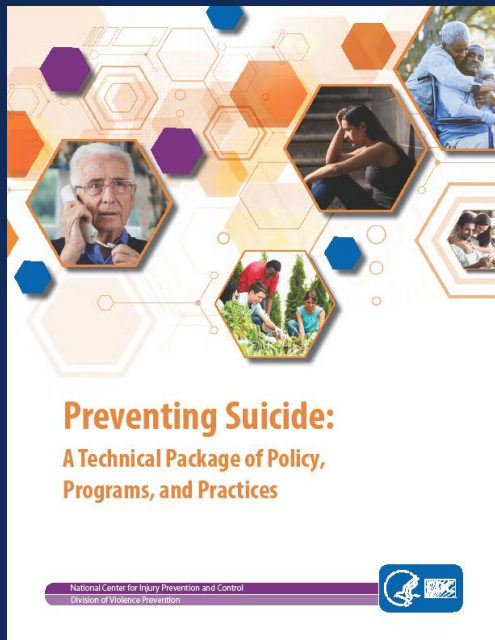
Social
isolation

Increased
exposure to
interpersonal and
structural
violence

Worsening mental
health, suicidal
ideation and
substance use
among essential
workers (CDC)

What is a Trauma-Informed System?

- Systems (education, housing, justice, etc.) have produced a great deal of harm and inequities in our communities
- To address this, systems must recognize their tremendous impact – historical and present day – on the communities they serve
- This includes a comprehensive approach across multiple systems and a citywide trauma-informed approach moves us forward



Strategies to Prevent ACEs

- Strengthen economic supports to families
- Promote social norms that protect against violence and adversity
- Ensure a strong start for children
- Teach skills
- Connect youth to caring adults and activities
- Intervene to lessen immediate and long-term harms



Dr. Howard Pinderhughes

Director of the Sociology Doctoral Program

University of California, San Francisco



University of California
San Francisco

Triple Pandemic: Racism Economy Covid-19

2/17/2021

Trauma: What We Know



- There is growing understanding about trauma, particularly its prevalence and impact.
- Trauma is pervasive, and has a significant impact on development, health and well-being.
- Trauma-informed care is becoming a standard in a growing number of places
- The predominant approach to dealing with trauma is screening and treatment, consistent with an individual medical model.



**What about
Community Trauma?**





Trauma: What We're Learning

- Trauma also manifests at the community level, and is not just the aggregate of individuals in a neighborhood who have experienced trauma.
- Community trauma is the impact of chronic adversity (e.g., violence and structural violence) across a community.
- There is an understanding that trauma serves as a barrier to effective solutions to promote health, safety and well-being.
- There are manifestations, or symptoms, of community trauma in the social-cultural, physical/built and economic environments.

Toward a Resilience Framework to Address and Prevent Community-Level Trauma

Community trauma is not just the aggregate of individuals in a neighborhood who have experienced trauma from exposures to violence. There are manifestations, or symptoms, of community trauma.

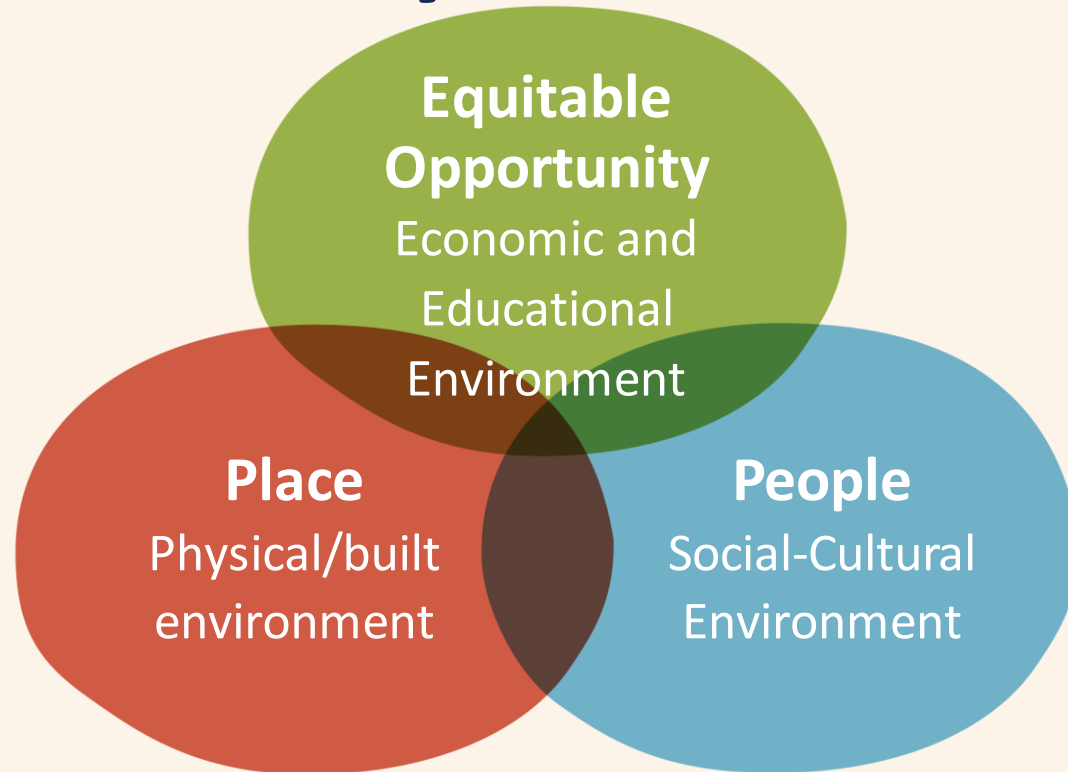
Community Trauma is:

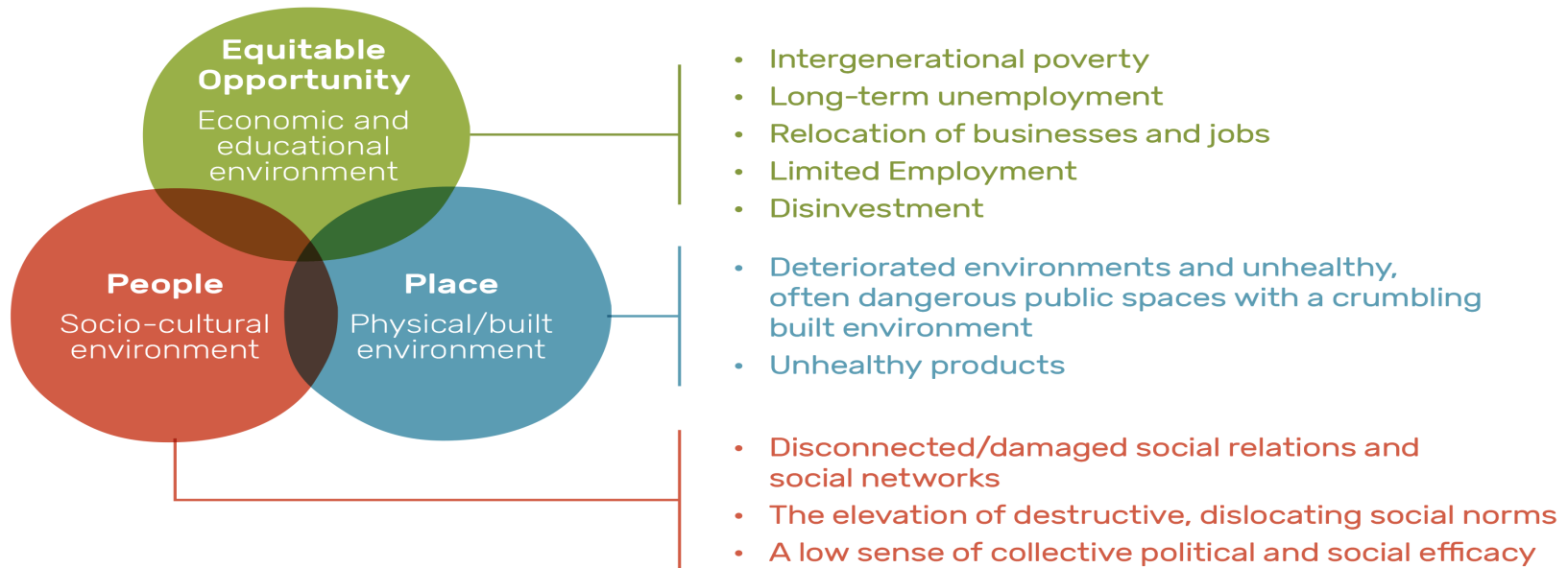
- Cumulative and synergistic impact of regular incidents of interpersonal violence
- Historical and intergenerational violence
- Continual exposure to structural violence

Structural Drivers and Structural Violence

- Structural drivers are the **inequitable distribution** of power, money, and resources, and create the conditions that harm communities.
- Structural violence refers to harm that individuals, families and communities experience from the economic and social structure, social institutions, relations of power, privilege and inequality and inequity that may harm people and communities by preventing them from meeting their basic needs.
- Structural violence is **what inflicts harm** on communities and is driven by structural drivers.
- Structural violence also contributes to trauma.

Community Environment





Sample Symptoms of Community Trauma



Text Chat Question:
How has your community
taken a trauma informed
approach during the
pandemic?



Zeke Cohen

Baltimore City Councilmember, 1st District

MOVING 
FORWARD,
 **TOGETHER.**



HEALING CITY
BALTIMORE



Robin Saenger

Artist

Founding Director, Peace4Tarpon

Former Vice-Mayor, Tarpon Springs

Peace4Tarpon

TRAUMA INFORMED BUILDING RESILIENCY

CONNECT • INFORM • TRANSFORM • HEAL

Peace4Tarpon

A Trauma Informed Community Initiative

This Tarpon Springs
initiative will provide resources
to help prevent and heal the
many forms of trauma.

It will engage and inspire us to offer what
peace/piece we can to help heal the pain of trauma.
We all bear witness to trauma issues during daily life,
there is no "trauma-free-zone" in the world.

We can ask "what happened to you?"
not "what's wrong with you?"

Listen without judgement as listening is an act of love.

Compassion is important and powerful.

You don't have to offer
an ultimate "solution."

Build trust and have real conversations.
Do not blame yourself, you are not alone.

www.facebook.com/Peace4Tarpon







Text Chat Question:
Who are some partners in
your locale that you're
working with to promote a
trauma-informed approach?



Dr. Ken Epstein

Principal

P.R.E.P for Change Consulting



Luis M. Aroche

Project Manager

Our Children Our Families Mental
Health Initiative, HEAL SF



HEALS F

Supporting our Most Vulnerable Workforce:
Essential and Frontline Workers

Trauma-informed approaches during catastrophic events
February 17, 2021

Lack of access to Health
Care

Police Brutality

Systemic Racism

Homelessness

SAME STORM DIFFERENT BOATS

Poverty

Xenophobi
a

Anti-immigrant
Prejudice

Food Insecurity

6/25/20





TRAUMA-ORGANIZED

- Reactive
- Reliving/Retelling
- Avoiding/Numbing
- Fragmented
- Us Vs. Them
- Inequity
- Authoritarian Leadership



TRAUMA-INFORMED

- Understanding of the Nature and Impact of Trauma and Recovery
- Shared Language
- Recognizing Socio-Cultural Trauma and Structural Oppression



HEALING ORGANIZATION

- Reflective
- Making Meaning Out of the Past
- Growth and Prevention-Oriented
- Collaborative
- Equity and Accountability
- Relational Leadership

TRAUMA INDUCING

TO

TRAUMA REDUCING



Trauma Informed Care from Theory to Practice

Connection

- Check in meetings
- Greet everyone you see at work with “how are you holding up”
- Put up a gratitude board or shout out board virtually or at the site
- Have structured brief check ins with colleagues- especially after heavy moments
- Establish rituals: gratitude huddles, celebrations, checking in with a colleague after tough cases, etc.

Coherence

- Focus on physical safety
- Lean into difference and difficulty (speak the unspeakable)
- Repeat what someone has said to make sure you got it
- Self-disclose when relevant
- Address difference and facilitate healing

Collaboration

- Reflect on data together, invite staff member to reflect and share insights and experiences
- Theme days like: Mindful Mondays, Teaching Tuesdays, Wellness Wednesdays, Thankful Thursdays, Fun Fact Fridays
- Develop a Staff Support Outreach team

Training & Capacity Building Pillars

A Healthy City:

Healthy Families
& Multi-
Generational
Family Supports

A Healing City:

Resiliency-
Focused and
Trauma-Sensitive

A Pathway City:

Promoting
Postsecondary
Opportunities

An Aligned City:

Coordinated
System of Care

A Welcoming City:

Cultural Humility &
Responsiveness

COVID-19 PANDEMIC: On April 8th, 2020, Mayor London N. Breed announced the activation of Heal San Francisco to support the city's recovery from the impact of mass trauma



HEAL SF



HEAL SF Logistics

Team: Coordinated effort to actualize the TIS principles relative to our multitude of trauma, pandemics, fires, and ongoing experience of and fight against racial injustice and racism.

PRE-COVID-19: To expand and adapt the DPH's TIS model across the City's workforce.

A Healing City:

Resiliency-
Focused and
Trauma-Sensitive

Collective Grief:

- **450k+ COVID19** related deaths in the United States.
- Working remotely or being deployed **hasn't been easy**.
- Stress and financial **anxiety are high**. Workers are not taking enough time off to recharge, fearing they could be the next layoff if they don't work hard enough.
- Multiple **losses/grievances** in a short period poses unique challenges.

Sample Employee Comments

We're being forced into the world's largest work-from-home experiment and, so far, it hasn't been easy for a lot of us.

When my daughter naps, I either have 48 minutes or 3 hours to work on my projects.

I haven't seen my mother in months and it hurts.

I'm afraid of returning back to work!

I don't know what I am? Am I essential, frontline? Does anybody care?

Heal San Francisco

HEAL SF COVID-19 RESPONSE

LAYERS OF RESPONSE AND HEALING





HEALS F

Thank you!

For more information, please visit:

WWW.HEALSANFRANCISCO.ORG



Text Chat Question:
Has your locale engaged in
efforts to support city
workers or essential workers
during the pandemic?

Group 1

Based on what the speakers shared, what resonated with you and how does it relate to efforts in your locale?

For example, have there been efforts to make local government systems and agencies more trauma informed during the pandemic? How?

What has your approach looked like during COVID-19?

For example, what has this looked like for essential workers?

How do any of these efforts take a strengths- or assets-based approach? How are you thinking about resilience?

Navigate to your group's Jamboard page (group number corresponds with breakout room number)

To post a sticky note:

- 1) Click on the sticky note on the left panel
- 2) Write
- 3) Press save



Coming Together



Dr. Howard Pinderhughes

Director of the Sociology
Doctoral Program, UCSF



Dr. Ken Epstein

Principal, P.R.E.P for Change
Consulting



Zeke Cohen

Baltimore City
Councilmember, 1st District



Luis M. Aroche

Project Manager, HEAL SF



Robin Saenger

Founding Director,
Peace4Tarpon



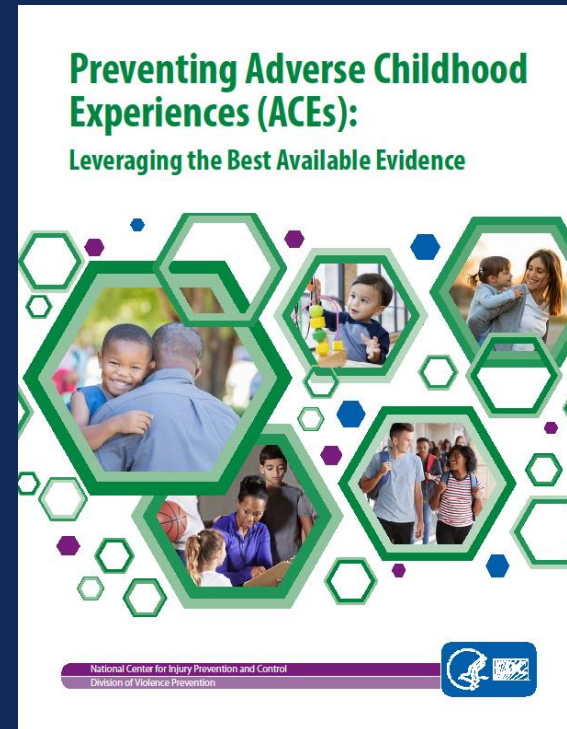
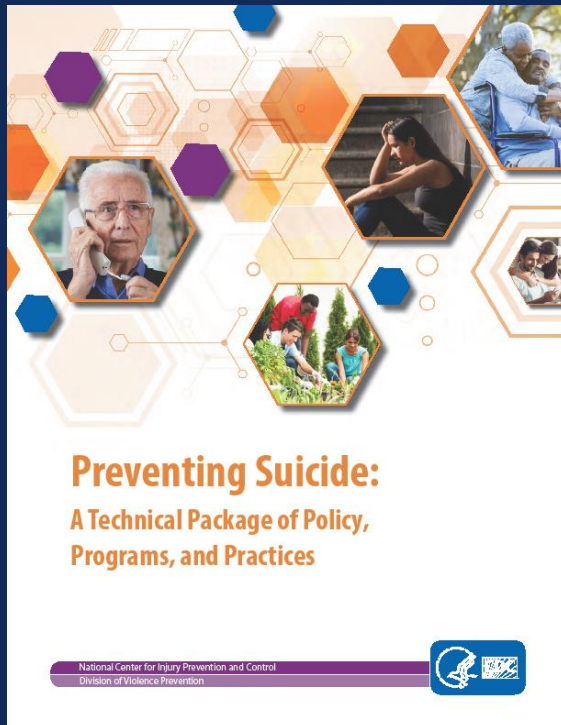
**Text Chat Question:
What would be most
helpful to you in terms
of next steps?**



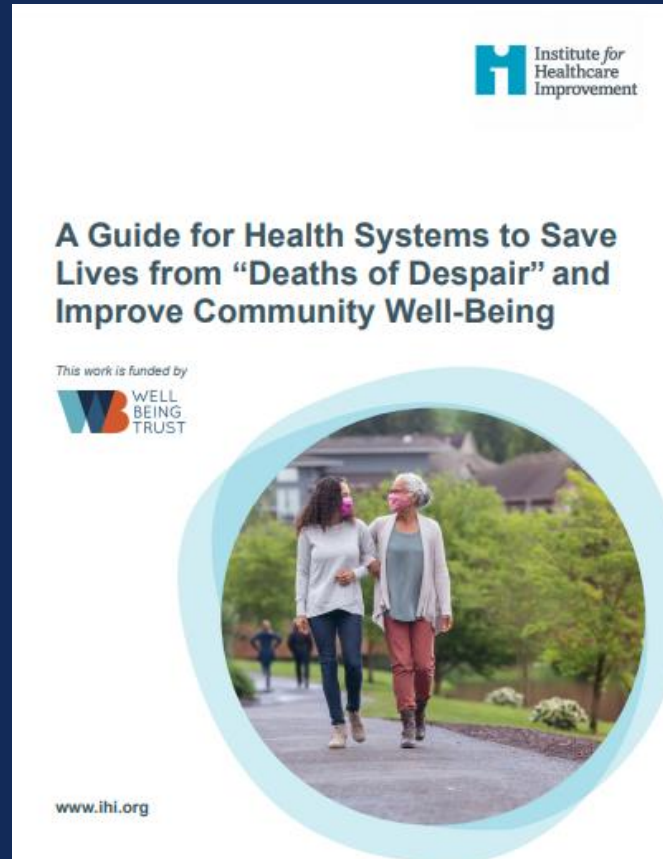
Resources

PREVENTION
INSTITUTE

CDC Technical Packages

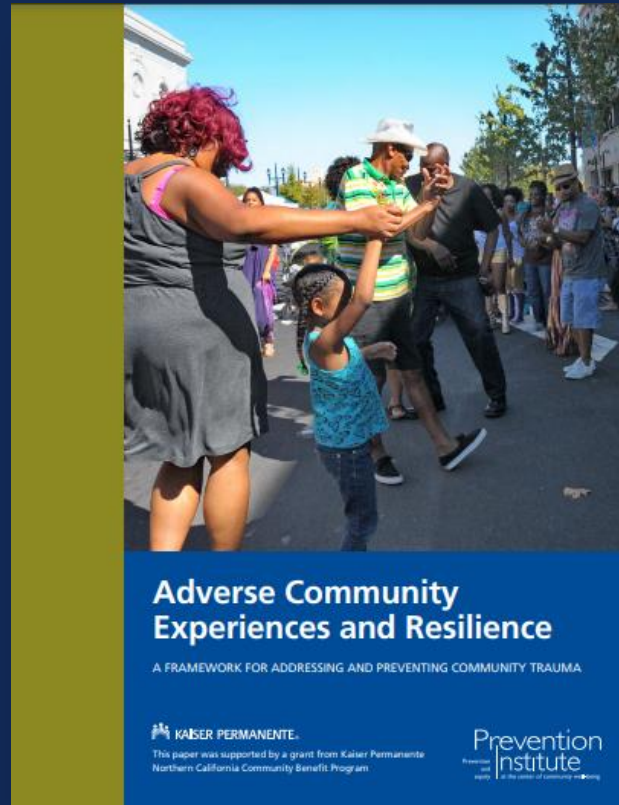


Wellbeing Trust Guide for Health Systems



https://wellbeingtrust.org/wp-content/uploads/2020/12/IHI_Guide-for-Health-Systems-Save-Lives-Deaths-of-Despair-Improve-Community-Well-Being.pdf

Adverse Community Experiences and Resilience: A Framework for Addressing and Preventing Community Trauma



Elijah Cummings Healing Cities Act in Baltimore



Bill Synopsis

Subject | 19-0410 The Baltimore City Trauma Responsive Care Act

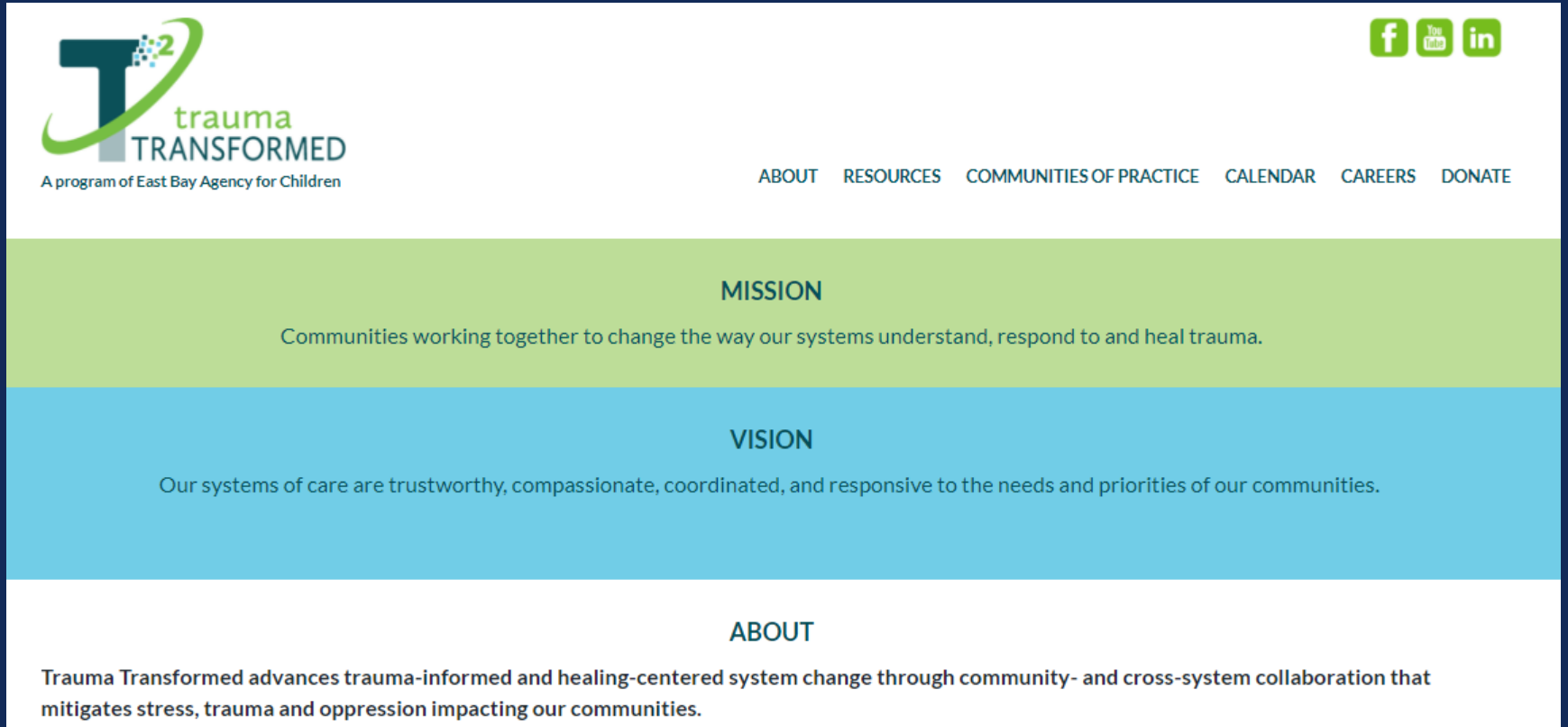
Prepared by |
Flannery McArdle, Manager of Youth Policy, Office of Councilman Zeke Cohen – 1st District
Kimberly Rubens, Fiscal Legislative Analyst, Office of the Council President.

Date |

Policy Objectives

- Ensure that staff working in agencies who deliver services such as after school programs, connections to careers, housing support, among others to youth and families become trauma-responsive, trauma responsiveness is defined as:
 - Understanding the prevalence of trauma,
 - Recognizing its impacts and effects, and
 - Responding by providing services and resources in a manner that does not cause re-traumatization¹.
- Agencies impacted by this legislation include:
 - Recreation and Parks
 - Mayor's Office of Employment Development
 - Enoch Pratt Free Libraries
 - Mayor's Office of Criminal Justice
 - Department of Housing and Community Development
 - Fire Department
 - Parking Authority
 - Department of Finance
 - Department of Law
 - Department of Public Works
 - Department of Transportation
 - Mayor's Office of Human Services
 - Department of Planning

Trauma Transformed



The screenshot shows the homepage of the Trauma Transformed website. At the top left is the logo, which features a large green 'T' with a green swoosh and the text 'trauma TRANSFORMED' below it, followed by 'A program of East Bay Agency for Children'. At the top right are social media icons for Facebook, YouTube, and LinkedIn. Below the header is a navigation menu with links: ABOUT, RESOURCES, COMMUNITIES OF PRACTICE, CALENDAR, CAREERS, and DONATE. The main content area is divided into three horizontal sections: a green section for 'MISSION' with the text 'Communities working together to change the way our systems understand, respond to and heal trauma.', a blue section for 'VISION' with the text 'Our systems of care are trustworthy, compassionate, coordinated, and responsive to the needs and priorities of our communities.', and a white section for 'ABOUT' with the text 'Trauma Transformed advances trauma-informed and healing-centered system change through community- and cross-system collaboration that mitigates stress, trauma and oppression impacting our communities.'

trauma TRANSFORMED
A program of East Bay Agency for Children

ABOUT RESOURCES COMMUNITIES OF PRACTICE CALENDAR CAREERS DONATE

MISSION

Communities working together to change the way our systems understand, respond to and heal trauma.

VISION

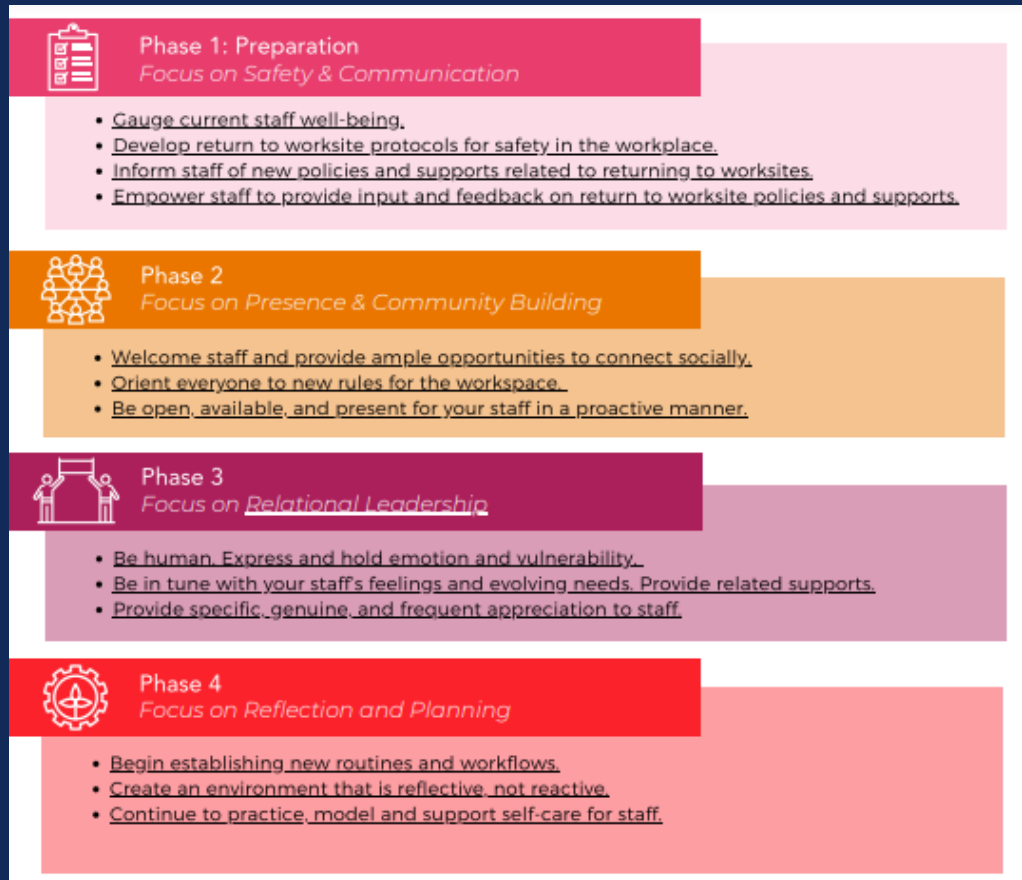
Our systems of care are trustworthy, compassionate, coordinated, and responsive to the needs and priorities of our communities.

ABOUT

Trauma Transformed advances trauma-informed and healing-centered system change through community- and cross-system collaboration that mitigates stress, trauma and oppression impacting our communities.

<http://traumatransformed.org/>

Return to Worksite Checklist for Leaders



[https://img1.wsimg.com/blobby/go/8449b165-af40-4ff2-b015-ab42952005c4/HEAL%20SF %20Return%20to%20Worksite%20Che
cklist OFFICIAL.pdf](https://img1.wsimg.com/blobby/go/8449b165-af40-4ff2-b015-ab42952005c4/HEAL%20SF%20Return%20to%20Worksite%20Checklist%20OFFICIAL.pdf)

Need Help? Know Someone Who Does?



Online Lifeline Crisis Chat: <https://suicidepreventionlifeline.org/chat/>