Trauma Informed Practices & Cultural and Linguistic Competence

Missouri Coalition of Community Behavioral Healthcare
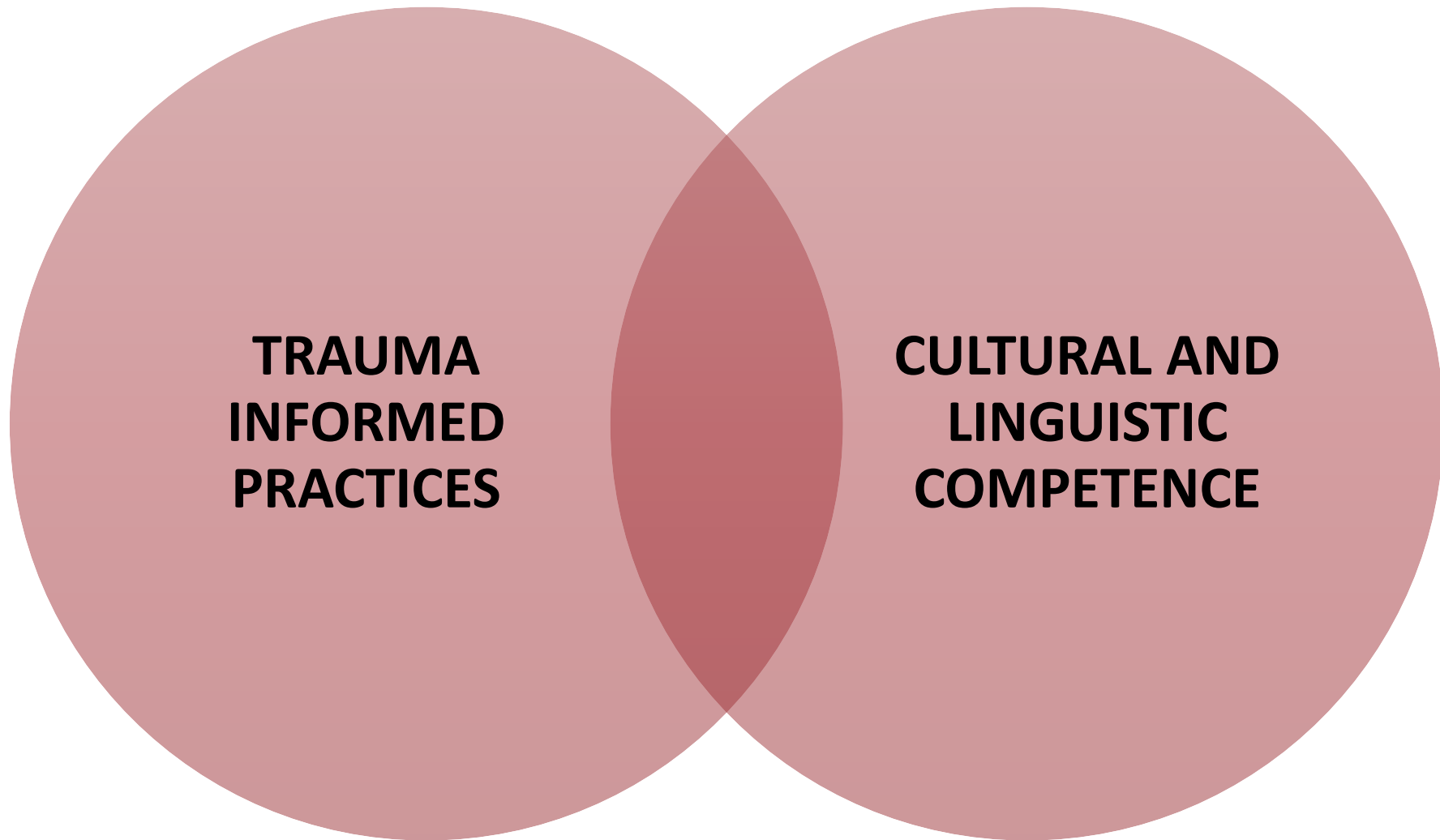
RESILIENCE **BUILDERS**™

Develop **strategies** for the trauma informed **principles** adopted by the Missouri Roundtable

TODAY WE WILL

THE INTERSECTION

TRAUMA INFORMED PRACTICES

CULTURAL AND LINGUISTIC COMPETENCE
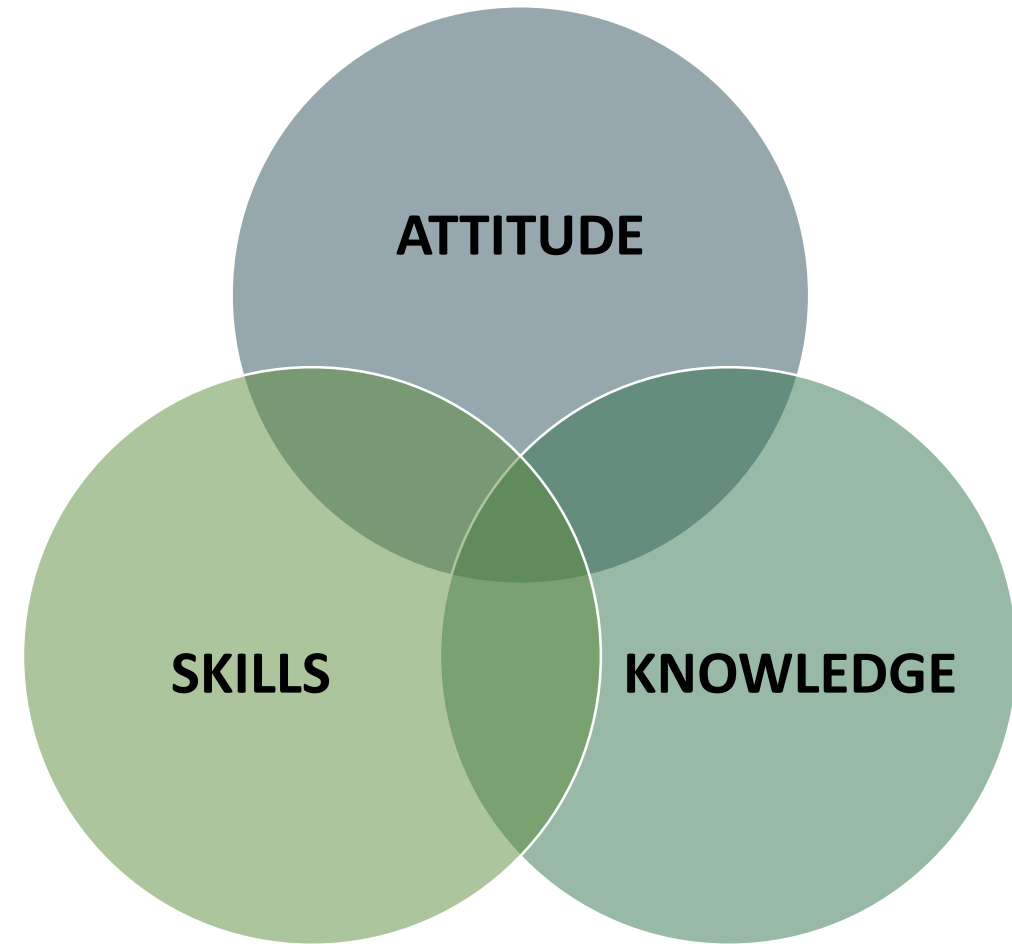
OUR WORK TODAY

Develop **strategies** for each trauma informed principle that **support** the **intersection** of **Trauma Informed Practices** and **Cultural and Linguistic Competence**

SAFETY

TRUSTWORTHINESS

CHOICE

COLLABORATION

EMPOWERMENT
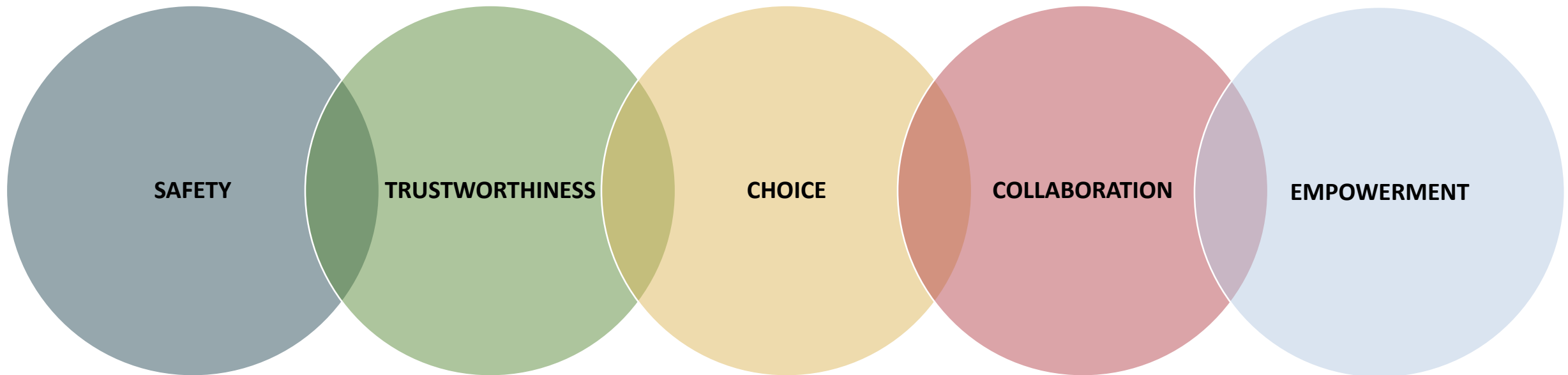
Strategies that address **attitude**

Strategies or resources to acquire **knowledge**

Strategies that promote **skill** acquisition

STRATEGY OUTLINE

SAFETY

- More regular rapport building between supervisor and supervisee, normal communication to help supervisees to feel safe
- Conversations that help supervisors learn to communicate from a cultural lens
- Upper management increasing visibility and to develop relationships
- Allow office spaces that have picturesthat reflect the people who are served
- Colors that are warm and inviting
- Being knowledgeable about cultural differences-personal space, right amount of eye contact, references to time
- Perception of weapons and how to address when clients carry weapons, how to understand rather than punish
- Safety procedures and signs for human trafficking in languages to make sure that clients have access
- Show up and serving in our communities and showing up and serving for all marginalized populations (holidays throughout the year)
- Build in time during provider's day to check in with each other
- Allow oneself to be vulnerable and support others being vulnerable
- Recognize that trust and safety are interrelated

- Consistent approaches between and among staff and all levels of managers and leaders
- Implicit bias regarding power structure biases videos
- 360 feedback
- Recognizing the differences in how one works
- Forming interdisciplinary committees, communicating the work
- Executive leadership involved in servant leadership
- Hand-written acknowledgement and gratitude cards
- Addressing behaviors directly and with individuals
- Explain decisions or approaches based on values and mission
- Constructive responses to negative feedback, constructive dialogue about ways to improve

TRUSTWORTHINESS

CHOICE

- Offering choice at all access points-provider type that fits their needs, choice of appointments
- Educational leave-ongoing continuing leave, choice about how to navigate
- Productivity-baseline, incentive opportunities, how to be rewarded
- Asking for input from providers about other ideas for processes, procedures and changes
- Choices about time off, increase in pay vs other benefits, ie. Time off
- Choices about benefit options-student loan or retirement contribution
- Choice to work from home
- Offering trauma informed practices across the organization-choices about types of training
- Setting expectations for cultural diversity and inclusion and offering staff the opportunity to learn about different marginalized populations
- Employee referral incentive payment plans
- Expand nondiscrimination policy to include diversity of thought, experience, sexual orientation, gender identity, etc
- New hire orientation includes diversity, equity and inclusion training

- Starts with leadership
- Meetings; shared governance, opportunities to contribute to agendas
- Live and online trainings
- Agency wide surveys
- Suggestion boxes
- All employee meetings to allow everyone to share
- Visit agencies that provide support and services to shared clients; i.e. hospitals, behavioral health units, cross trainings
- Implementing trauma informed practice trainings to schools, law enforcement
- Treatment plans that include clients and their selected others
- Trauma informed/resilient committees
- Community and Client meetings
- Support groups for trauma
- It takes all of us
- "Donuts with Admin"-leadership rounds to all sites
- Trauma informed care and well being community task force-schools, law enforcement, clergy, mental health centers
- Advisory boards that include staff, clients, families and community members

COLLABORATION

EMPOWERMENT

- Supervisory mentoring
- Recognizing differences in staff needs during supervision, acknowledging supervisory practices, knowledge and habits
- Training-coaches and mentors who are not supervisors, training that is applicable to work requirements, reinforced in timely manner, offer choices for practices, offer opportunities for growth and promotion
- Autonomy-able to make choices (stakeholders, clients, staff, etc), clinical decision making
- Collaboration-need collaboration to accomplish empowerment, include community, etc using communication in order to accomplish empowerment