

# CREATING A TRAUMA-INFORMED STATE: ONE STEP AT A TIME!

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NAWRS 2019 Workshop  
Collaborating Across Lines to Build Up Lives  
New Orleans, LA - July 29, 2019  
Mary Beth Vogel-Ferguson, Ph.D.

# Utah's Department of Workforce Services (DWS)



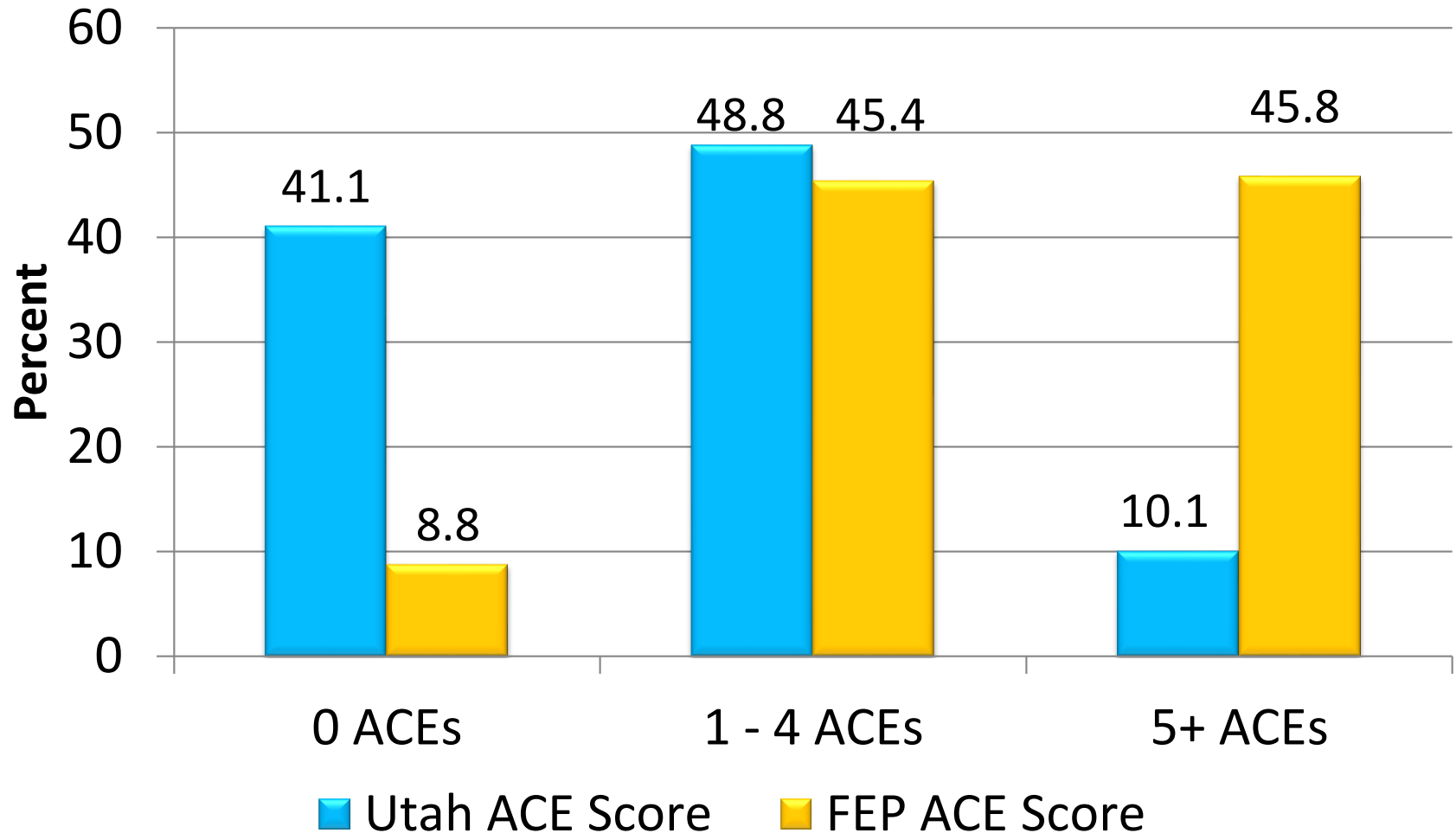
DEPARTMENT OF  
**WORKFORCE  
SERVICES**

## Customer Study - Research Questions

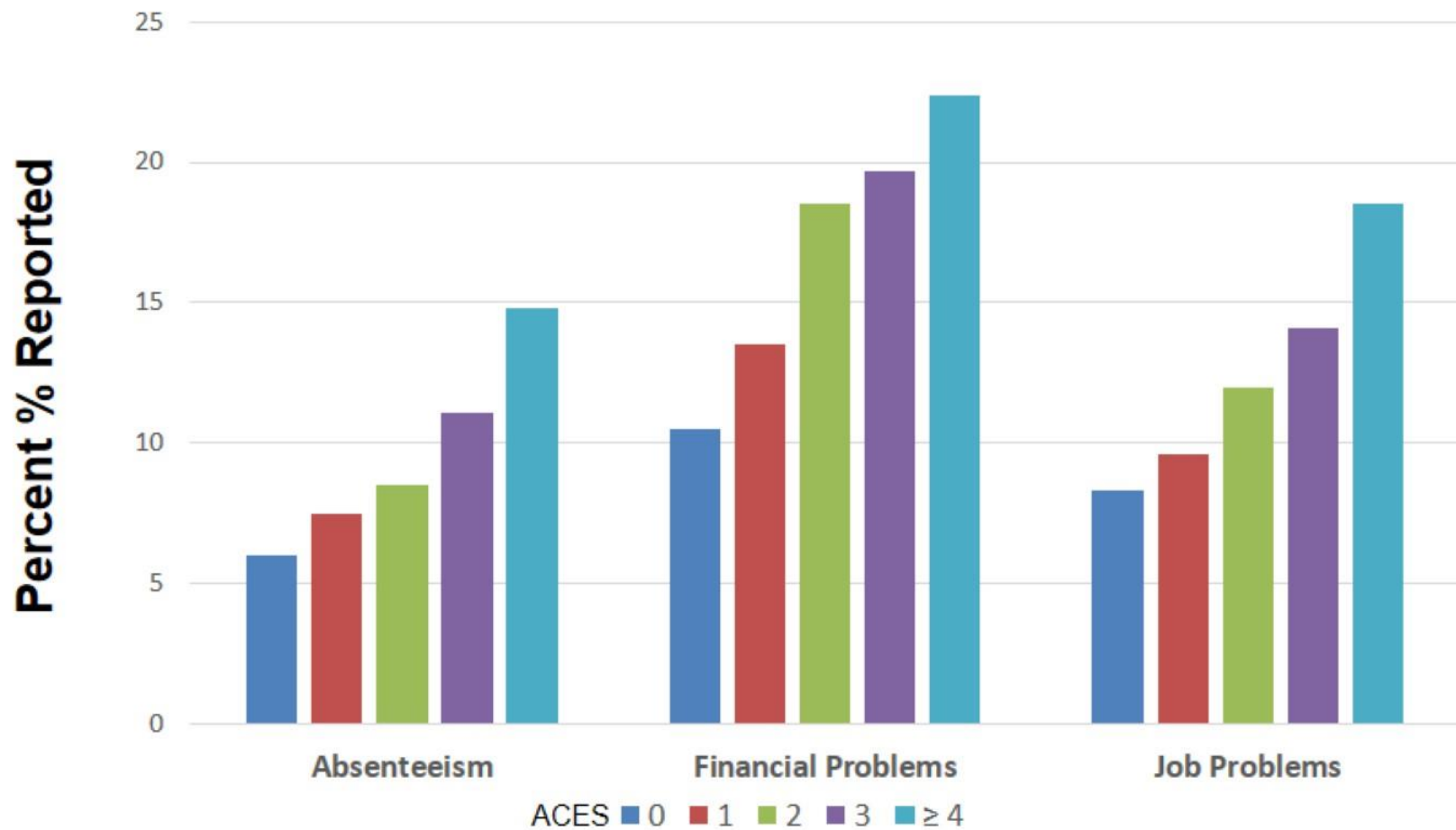
- 1) Provide information regarding demographics, attitudes, employment supports and barriers, and experiences with DWS for TANF sample
- 2) Identify similarities and differences between sample and evaluate impact of new programs implemented based on Round 1 data
- 3) Monitor outcomes over time



# General Utah Population & TANF Participants - 2013

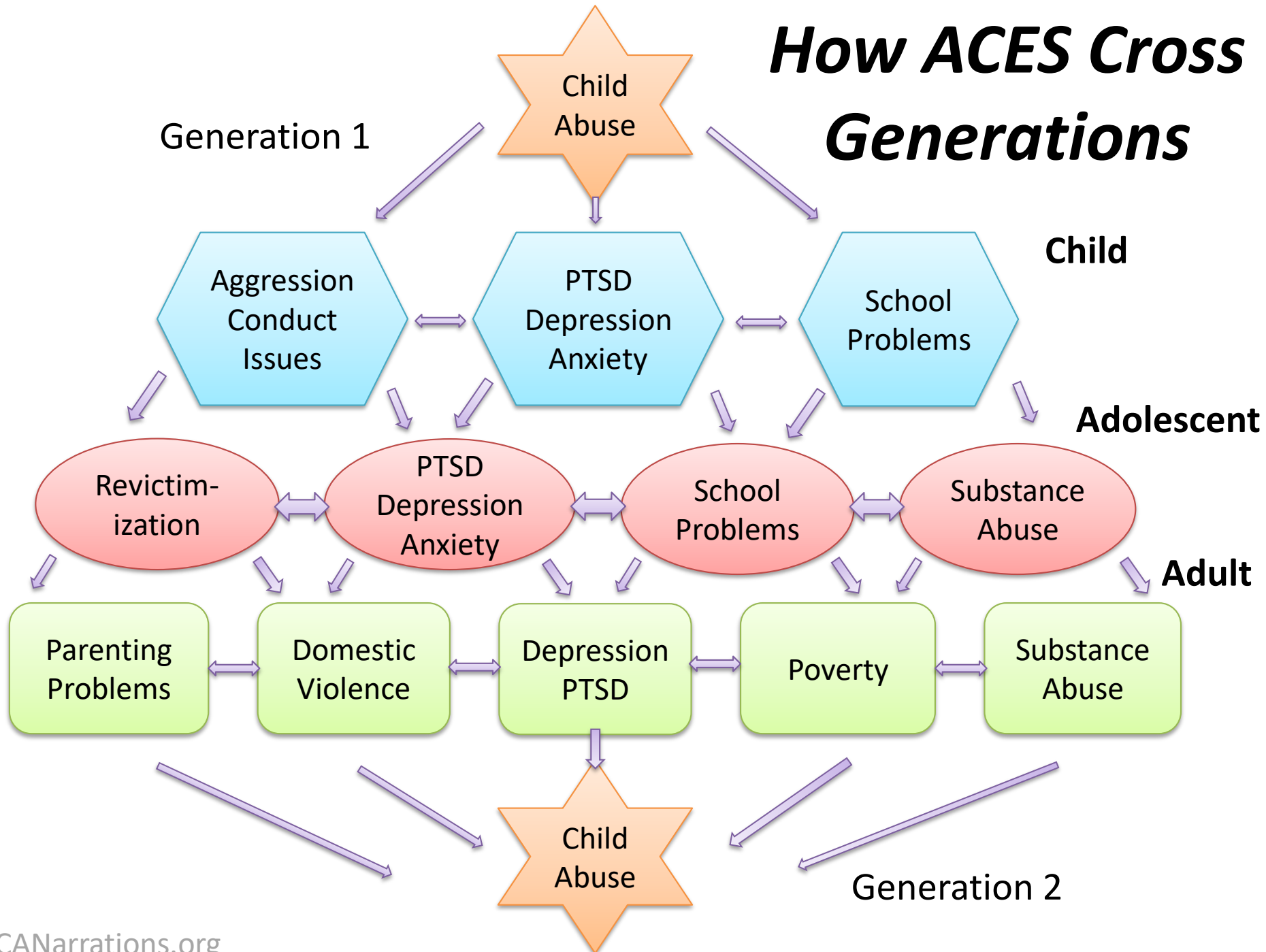


# Cumulative ACES & Impaired Worker Performance<sup>1</sup>



<sup>1</sup>Anda et al., (2004) The Permanente Journal/Winter 8:30-38.

# How ACES Cross Generations



# Trauma Awareness Seminars: Content

- 1) **Definition** of Trauma:

What is it? Where does it come from?

- 2) What is the **impact** of trauma, especially early childhood trauma?

- 3) **Resiliency**: What is it? Where does it come from?  
And, how can it be built?

- 4) **Secondary/vicarious** trauma

- 5) **Self-care** as a tool to mitigate secondary trauma



# Trauma Awareness Seminars

## Target Audience

- **ALL Workforce Services Staff**
  - Clinical and non-clinical staff
  - Leadership and administration
  - Frontline staff
- **Community partners**
  - Especially rural area partners
- **Anyone** who encounters individuals or families who may have experienced trauma



# Participants

- **76 seminars to date – 3000+ attendees**
  - Nearly 1/3 from Department of Workforce Services
  - Remaining 2/3 from other agencies
- **Other agencies and community partners represented:**
  - Department of Human Services
  - Education – Early childhood through higher ed.
  - Mental health providers
  - Health Department
  - Judiciary and law enforcement
  - Housing Authorities
  - Child care providers
  - Ecclesial leaders



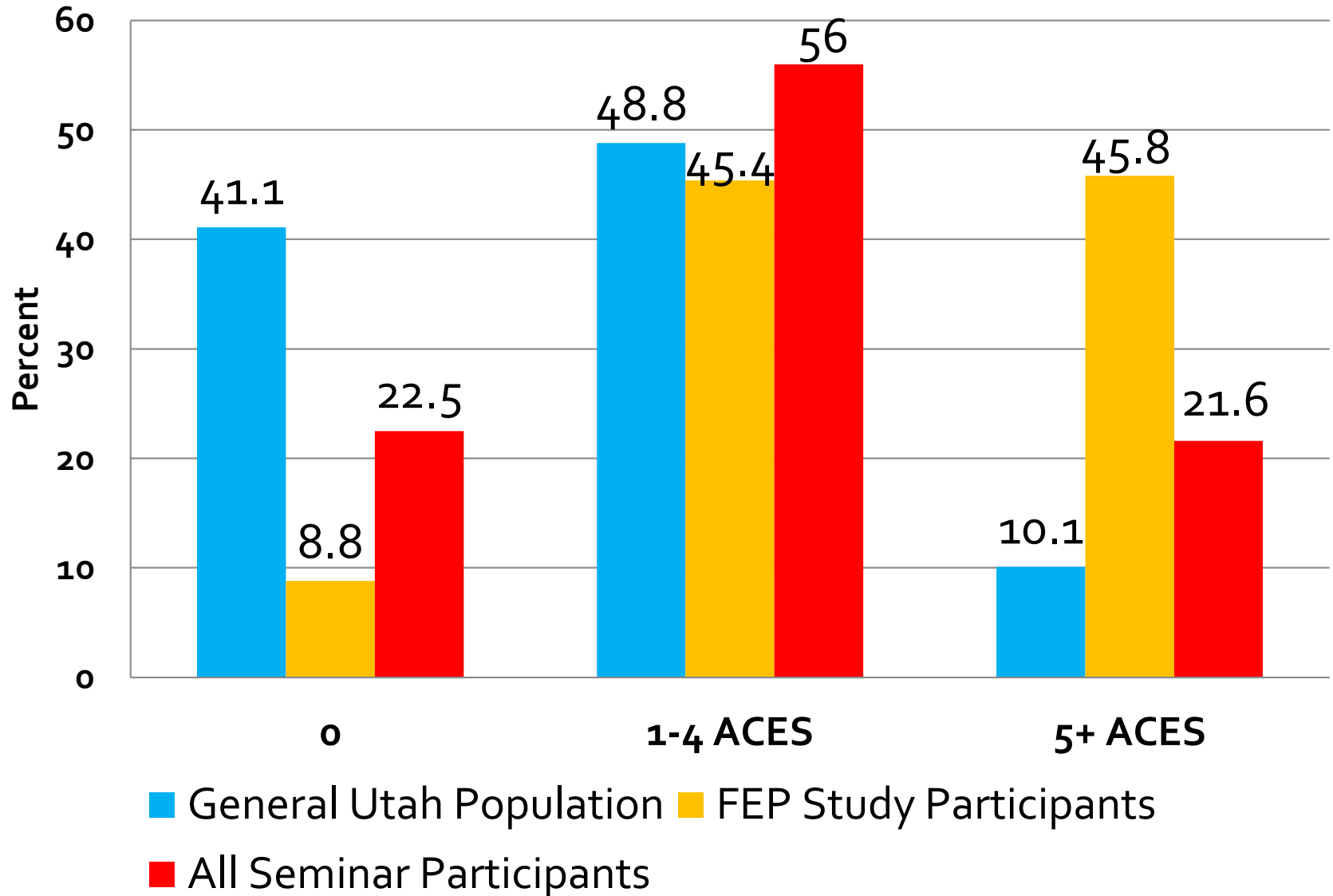


# Seminar Evaluation Results

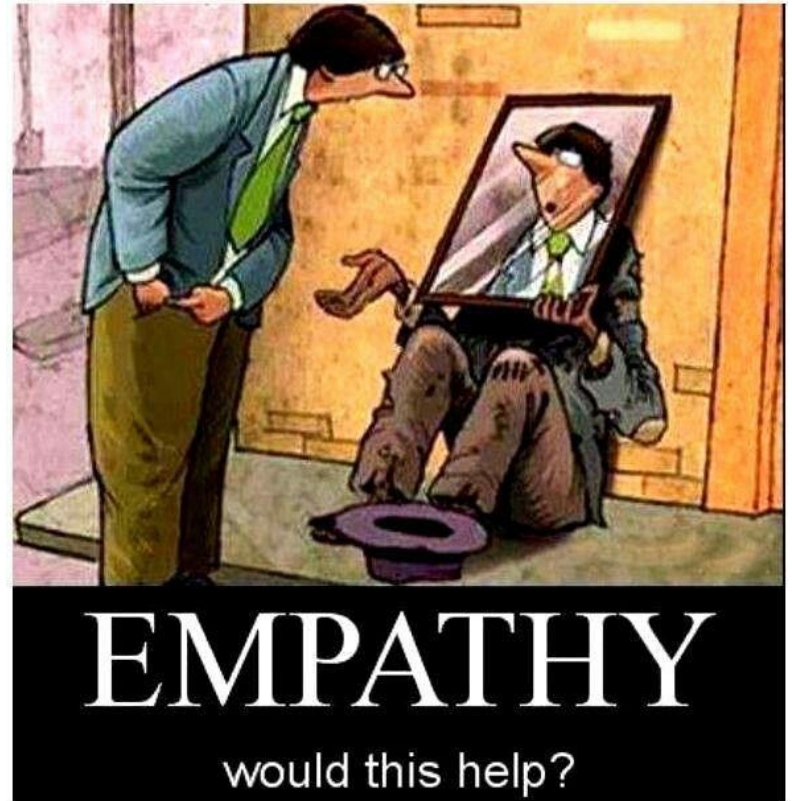
Agree or  
Strongly Agree

- I have an understanding of how to apply this information to my job or life 93%
- As a result of this training I feel more confident in my ability to do my job 88%
- As a result of this training I feel more confident in my ability to do my job 86%

# Seminar ACE Scores – All Participants



“I think having us  
determine our own  
ACE score builds  
empathy!!!!  
I liked that. 😊”



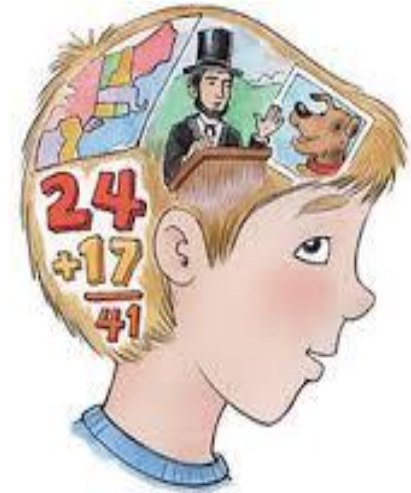
# Feedback: Most Helpful Aspects of Seminar

- Understanding ACES and effect
- Meditation
- Importance of empathy
- Explanation on building resilience
- Self Care and Secondary Trauma
- Understanding and recognizing trauma
- Triggers: reducing and recognizing



# Most Helpful Aspects of Seminar

- *"As a case manager I have been trained on trauma many times, but it never focuses on the scientific or brain side. I never thought that trauma could cause the memory loss and I know I'm quick to blame or call the client out on a "lie" so this seminar helped me to realize I need to approach my clients from a trauma-based view. "*



# Implementation Challenges

- Policy structures in agencies
- Defensive of stereotypes
- Secondary Trauma
- Personal trauma histories



# Personal Takeaways from Training

- “Helped me to find areas in my own life that need help that I did not realize”
- “I would like more time to be focused on ‘how to reduce triggering others.’ I can be overbearing or authoritative with my son and he shuts down. I don’t want to trigger a traumatic event or impact communication with him.”
- “I don’t work with the public on a daily basis but as a parent who adopted my 3 children, this training was spot on and very much appreciated. I have had several Ah-Ha moments. I want to attend additional training.”

# Post Training Reflections:

How has what you learned at the Trauma Awareness Seminar influenced how you work with customers?

- “This training has helped me understand that everyone reacts differently to trauma, some people need more support and time to heal, some people are resilient and bounce back quickly.”
- “Compassion towards customers, all customers, especially those that have the courage to walk in the front door! I assume there is more to their story for coming to DWS.”



# Post Training Reflections:

What issues or topics, questions, situations, etc. are you hoping to have addressed in the second session on trauma informed care?

- “I would like to see more on building resiliency in our roles as employment counselors. Or even examples of how to use techniques we have learned up to this point to incorporate into building resiliency.”
- “Additional ways to take care of yourself to avoid becoming hardened, burnt out. Discuss other possible supports DWS provides or is in the process of providing.”

# Intergenerational Poverty Mitigation Act

- Enacted by Utah State Legislature in 2012 General Session
- Created: **Intergenerational Welfare Reform Commission**
  - Chaired by the Lieutenant Governor
  - Vice-Chair Executive Director of the Department of Workforce Services

## Required Members:

- Executive Director Department of Health
  - Executive Director of the Department of Human Services
  - State Superintendent of Public
  - State Juvenile Court Administrator
- Created: **Intergenerational Welfare Reform Committee**
    - Initiated Trauma Subcommittee – **Resilient Utah**



# Resilient Utah



**Task:** Design Process for making Utah a  
**“Trauma-Informed State”**

## **Committee Composition:**

- State agencies: DWS, DHS, DOH, State office of Ed.,
- Business Community
- Non-profits addressing issues related to violence
- Primary care providers
- Other research efforts (e.g. Strengthening Families)

# Process Development



Step 1: Meet every other month for nearly a year; get completely overwhelmed and leave

Step 2: Recognize need to start with learning what is already being done in an organized manner – community asset mapping

Step 3: Develop partnerships in process (surprise!)

- Rod Hopkins, HB 177, MDTIC
- Department of Health – Prevention Team
- Resilient Utah

# Survey Development

## Ten Implementation Domains

1. Governance and Leadership
2. Policy
3. Physical Environment
4. Engagement & Involvement
5. Cross Sector Collaboration

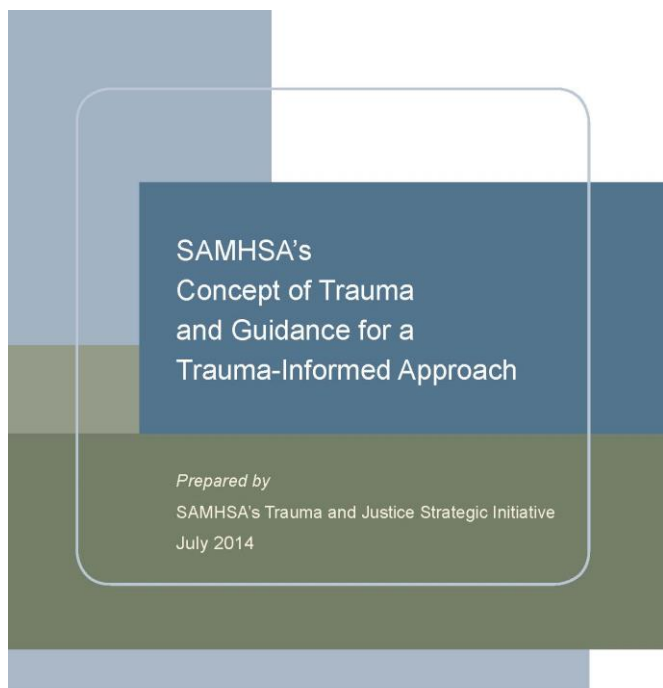


SAMHSA's  
Concept of Trauma  
and Guidance for a  
Trauma-Informed Approach

*Prepared by*  
SAMHSA's Trauma and Justice Strategic Initiative  
July 2014



# Survey Development



6. Screening, Assessment, Treatment Services

7. Training and Workforce Development

8. Progress Monitoring and Quality Assurance

9. Financing

10. Evaluation



# Survey Development

- Direct services
- Coordination of resources
- Community based outreach
- Enhance the physical environment to improve safe and healthy living
- Promote individual, family, and community connectedness
- Community development
- Laws and policies



# Survey Development

- Resource development
- Training and education
- Awareness
- Risk reduction
- Culturally specific considerations
- High risk group focus
- Encourage social norms that promote safety and health
- Improve access and utilization to physical & behavioral health care





# Methodology

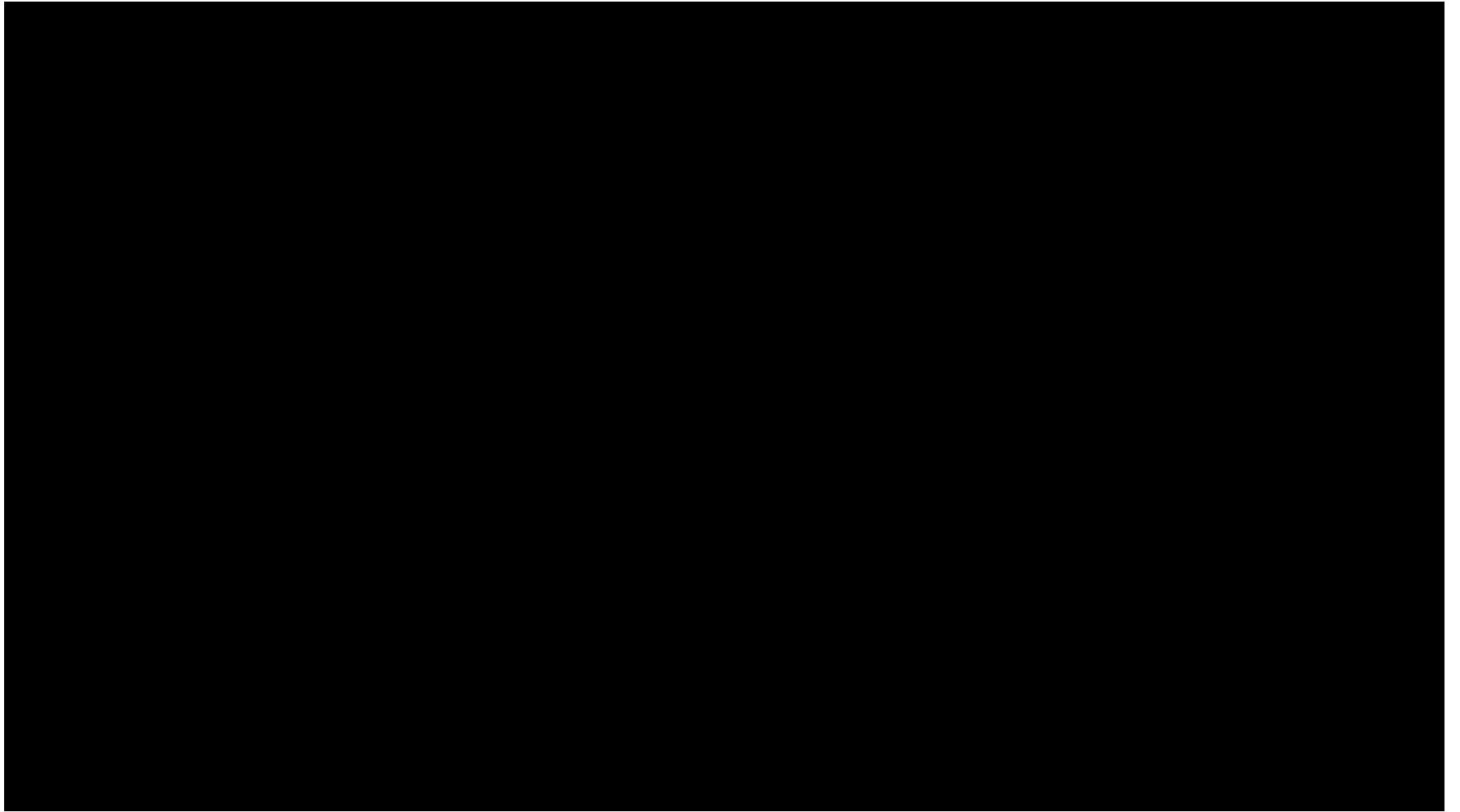
## SAMPLE

- Broad based, statewide participation of all entities engaged in public activities
- Snowball sample starting with 211 as a primary data base
- Multiple entities within one type (approximately 2500 contacts)  
(e.g. DCFS office managers in each location vs. agency as a whole)

## CONTACT PROTOCOL

- Email with survey link (Qualtrics)  
sent from Lieutenant Governor Cox
- Three rounds of follow-up phone calls
- Three rounds of follow-up emails sent





# Trauma – Informed Community Needs Assessment

- Sample approx. 2500
  - 644 completed
  - 209 partially completed
- All counties represented (except Piute)
  - Salt Lake 31.8%
  - Utah 10.1%
  - Davis 8.1%
  - Weber 7.2%
  - Washington 5.4%
  - Cache 5.3%
  - All others < 4%



# Self-Identification Entity Level

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Private	6.9%
Non-Profit	20.6%
Public	60.5%
Federal	5.8%
State	38.4%
County	16.7%
City	17.8%
Other (Town, Church, Nationwide, Cooperative, etc.)	4.6%

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# Appropriateness

- Question:

Implementing a trauma-informed approach is appropriate in our agency/organization.

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Strongly Agree	52.1%
Agree	30.3%
Neutral	13.8%
Disagree	3.1%
Strongly Disagree	0.7%

# Implementation Needs

- Question

Our agency/organization needs to implement a trauma-informed approach.

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Strongly Agree	36.8%
Agree	33.7%
Neutral	23.5%
Disagree	4.3%
Strongly Disagree	1.7%

# Already Taking Steps

- Question:

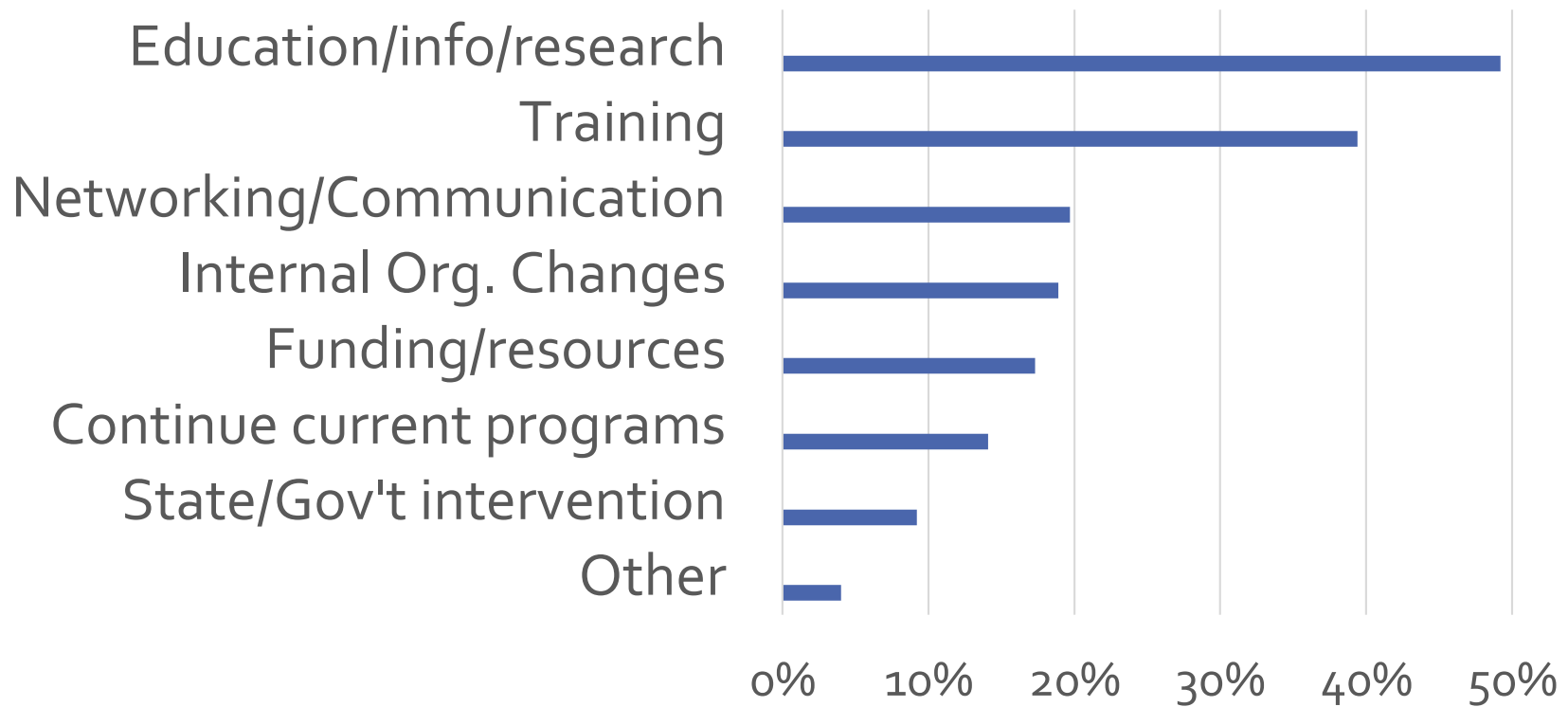
Our agency/organization has already taken steps toward implementing a trauma-informed approach.

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Strongly Agree	29.0%
Agree	30.8%
Neutral	26.3%
Disagree	10.5%
Strongly Disagree	3.3%

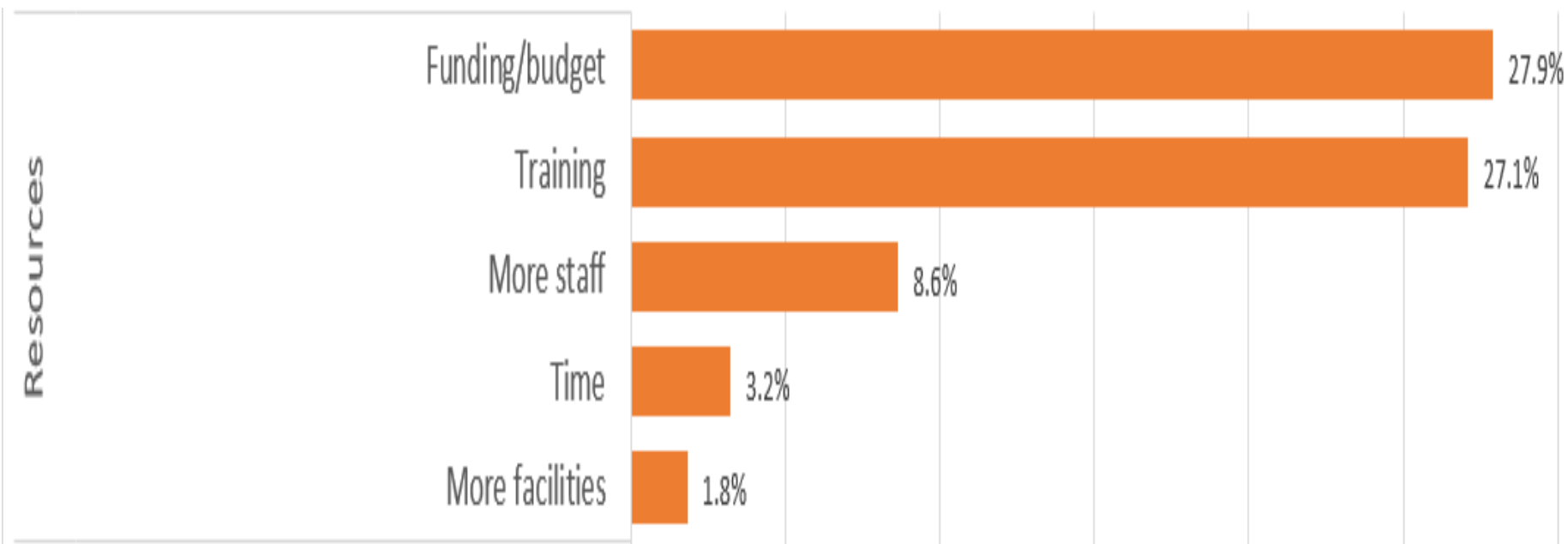
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IVa. What do you see as the highest priorities or best next steps for your agency/organization in moving toward a trauma-informed approach?

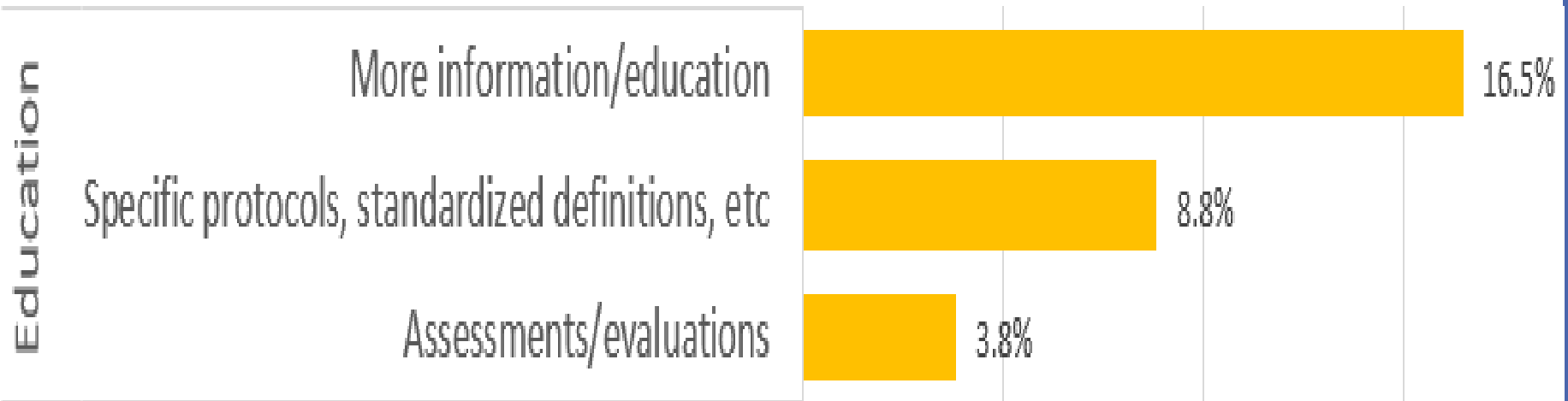




## IVb. What do you need for your agency/organization to start or continue moving forward in taking a trauma-informed approach?

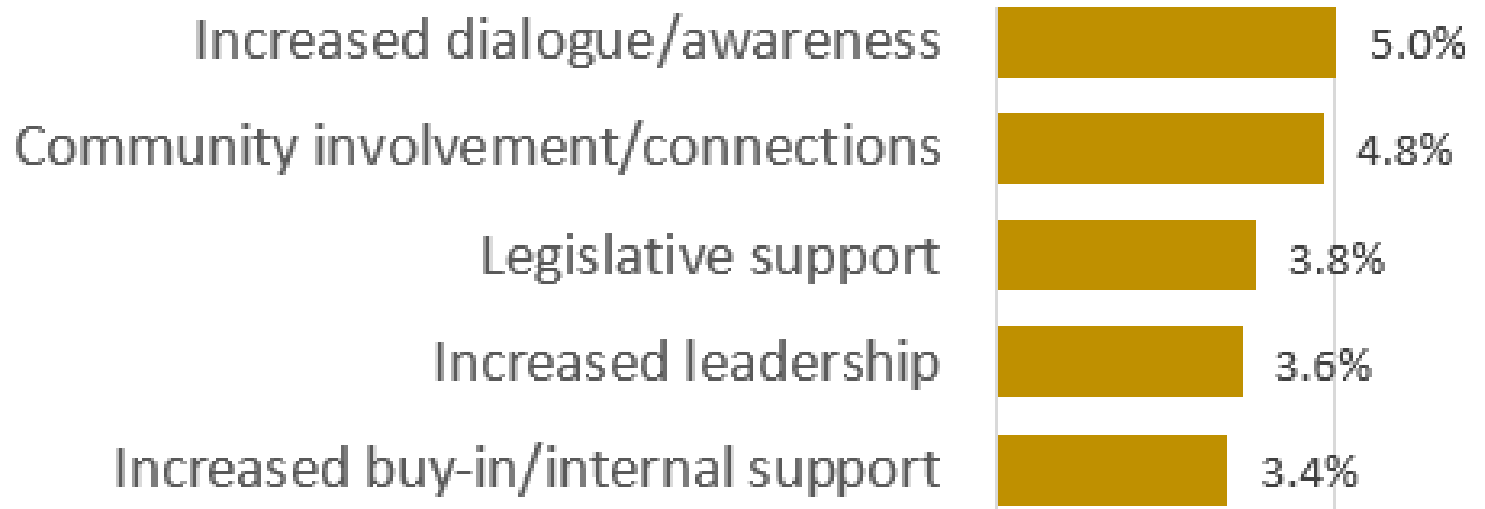


**IVc. What do you need for your agency/organization to start or continue moving forward in taking a trauma-informed approach?**



## IVc. What do you need for your agency/organization to start or continue moving forward in taking a trauma-informed approach?

Support



# Future Collaborations

- Question:

Would your agency/organization be interested in participating in future Trauma-Informed collaboration efforts to build a trauma-informed State of Utah?

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Yes – definitely	44.4%
Yes - possibly	31.7%
Unsure	17.3%
No – probably not	5.8%
No – definitely not	0.8%

# For More Information



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