

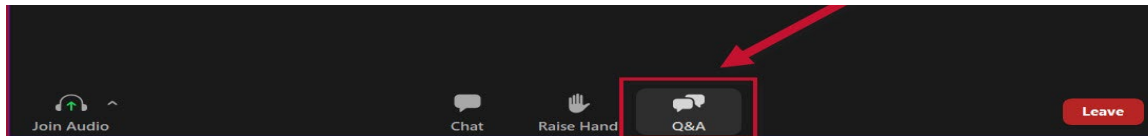
Minnesota Council on Transportation Access (MCOTA)
Welcome to the Minnesota's Road to Volunteer Drivers Virtual Forum Series!

6th Stop: Trauma-Informed Care Training and Providing Community Education About People Who Are Deaf and Hard of Hearing

April 21, 2021 | 9:30-11:30 AM and 1:00-3:00 PM

Housekeeping:

- To view **live captioning**, click the “More” button at the bottom of your screen to select.
- **If you have a question for the speakers:**
 - Use the **Q&A feature** at the bottom of your screen to submit questions at any time. These will be read verbally by the moderator during Q&A time.



- If joining by phone, press *9 to raise your hand. The host will allow you to unmute during Q&A time to ask your question.
- If you have a **tech question** send a Chat to “all panelists.”
- On your screen you will see the PPT slides & the ASL interpreter.
- A **videorecording** of this forum will be posted to the event webpage following the event.
- An **evaluation** and a **PDH form** (professional development hours) will be emailed to all attendees following the event.

This Morning's Agenda

1. Welcome and Introduction

Tom Gottfried, Executive Director, MCOTA



2. Trauma-Informed Care Training

Dr. Steven Loos, Psychologist and Director of Outpatient Services, Central Minnesota Mental Health Center



Previous Stops/Forums

11/18/20 -- 1st Stop: Current State and a Look into the Future of Volunteer Drivers

12/9/20 -- 2nd Stop: Policy Issues and Real Life Stories

1/20/21 -- 3rd Stop: Volunteer Driver Recruitment and Promotion

2/17/21 -- 4th Stop: How to Start a Volunteer Driver Program

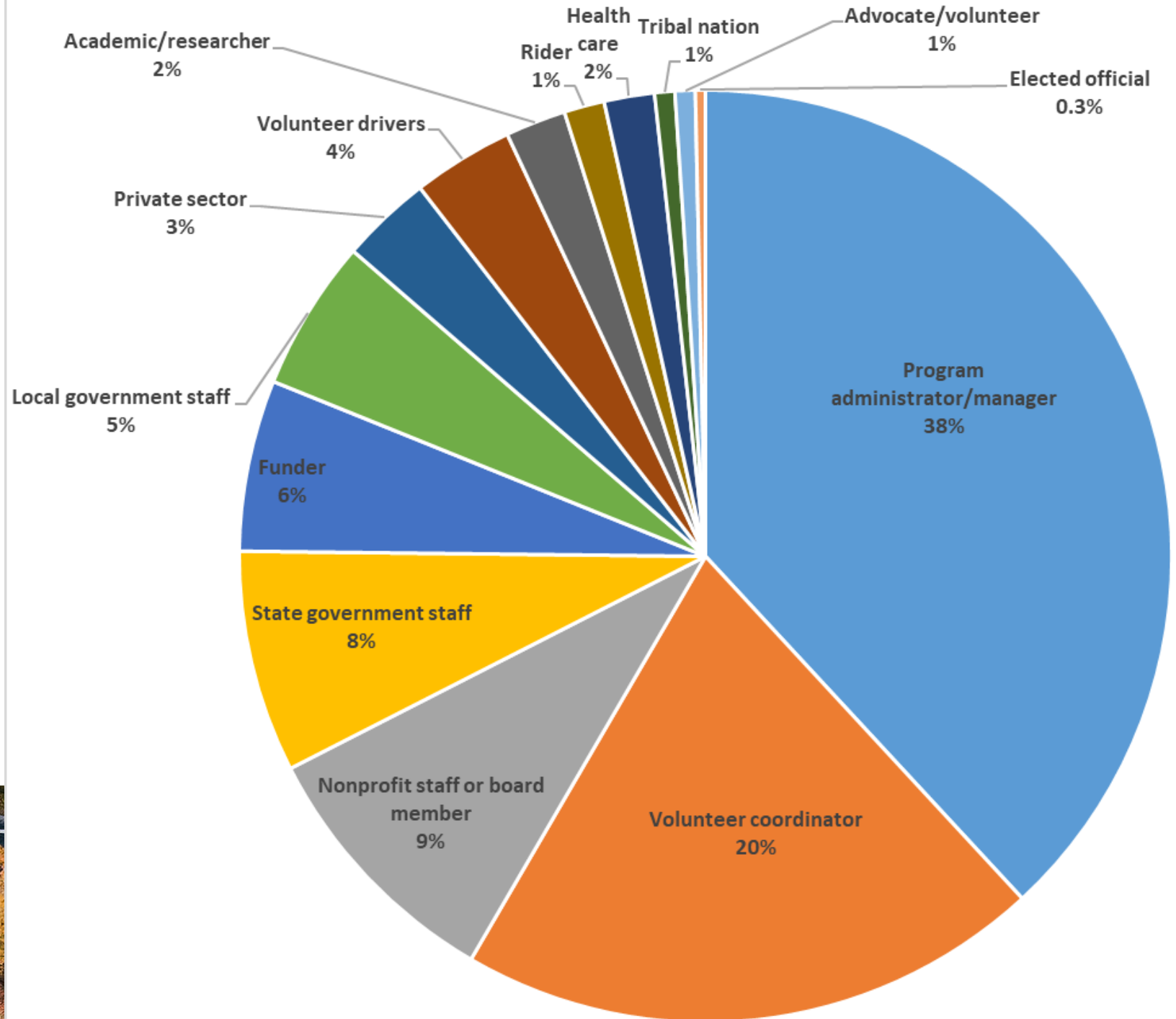
3/17/21 -- 5th Stop: Person-Centered, Cultural Diversity, and Equity Training

Each forum has drawn an average of 110 participants from 286 registrants.

Past forum videorecordings and materials are posted on each event's webpage at:

www.coordinatemntransit.org/events/volunteerdriverforum/2020-21/

Responses from all series registrants regarding “Primary Role in Volunteer Programs”



Responses from all series registrants: “What area/county/counties does your organization represent? Or if you are a rider, what county/area do you live in?”

Aitkin	15
Anoka	14
Becker	9
Beltrami	8
Benton	12
Big Stone	12
Blue Earth	7
Brown	7
Carlton	14
Carver	13
Cass	9
Chippewa	11
Chisago	14
Clay	14
Clearwater	7
Cook	13
Cottonwood	10
Crow Wing	11

Dakota	26
Dodge	6
Douglas	13
Faribault	8
Fillmore	7
Freeborn	5
Goodhue	7
Grant	14
Hennepin	29
Houston	6
Hubbard	11
Isanti	16
Itasca	13
Jackson	10
Kanabec	15
Kandiyohi	16
Kittson	8
Koochiching	12

Lac Qui Parle	10
Lake	13
Lake Of The Wood	5
Le Sueur	9
Lincoln	9
Lyon	10
Mahnomen	6
Marshall	10
Martin	6
McLeod	12
Meeker	15
Mille Lacs	18
Morrison	13
Mower	5
Murray	10
Nicollet	7
Nobles	9
Norman	6

Olmsted	13
Otter Tail	12
Pennington	5
Pine	20
Pipestone	12
Polk	8
Pope	14
Ramsey	25
Red Lake	6
Redwood	9
Renville	17
Rice	11
Rock	10
Roseau	7
Scott	16
Sherburne	13
Sibley	6
St. Louis	21

Stearns	21
Steele	7
Stevens	13
Swift	10
Todd	11
Traverse	16
Wabasha	8
Wadena	8
Waseca	8
Washington	16
Watonwan	4
Wilkin	7
Winona	6
Wright	11
Yellow Medicine	13



Continued: Responses from all series registrants: “What area/county does your organization represent?
Or if you are a rider, what county/area do you live in?”

- **Tribal Nations:**

- Representation across MN counties including:
 - *Mille Lacs Band of Ojibwe:* Aitkin, Crow Wing, Hennepin, Mille Lacs, Morrison, Pine, Ramsey, Chisago, Isanti, & Kanabec
 - *Bois Forte Band of Chippewa:* Koochiching & St. Louis
- *Blackfoot / Kootenai / Salish:* Flathead/Glacier County in Montana

- **National:**

- Arizona, Montana, California, Virginia, New York, Wisconsin, & Washington, DC

Trauma Informed Care and Vicarious Trauma

Steven Loos, Psy.D, LP

Director of Outpatient Mental Health Services

Central Minnesota Mental Health Center

Minnesota's Road to Volunteer Drivers Virtual Forum Series

 MINNESOTA

Agenda

- Three Levels of Trauma
- Why Trauma Informed Care at CMMHC?
- Introduction to the Organizational Self-Assessment
- Customized Action Plan
- Seven Domains of Trauma Informed Care
- Vicarious Trauma
- Self-Care

Client Trauma

- Adverse Childhood Experiences (ACES) suggest 2/3 of the population has at least one adverse experience
- ACES score increases drastically when sexual orientation, gender, ethnicity and socioeconomic status are factored in
- ACES scores are associated with both psychological and medical conditions
- Trauma Symptoms are adaptive and protect them from subsequent abuse

(Bloom and Farragher, 2011)

Staff Trauma

- CMMHC hires from the general population, thus many of us have experienced our own ACES
- Staff can be triggered by our clients and our clients' stories
- Secondary Traumatization or Compassion Fatigue
- Countertransference and the stress of our work can hinder our ability to be present with clients

(Bloom and Farragher, 2011)

Organizational Trauma

- Organizations are not machines and can also be traumatized
- Reflect on how your work environment has impacted your stress during the past 6 months
- Work stress decreases innovation, creativity, morale and professional development
- It also can influence how present we are with our clients

(Bloom and Farragher, 2011)

Expert Model

- CMMHC was personally invited to participate in the TIC Learning Community
- The board fully funded and supports this initiative
- Cheryl Sharp, MSW, ALWF, Senior TIC Consultant has assisted over 800 organizations in implementing Trauma Informed Care

Organizational Self-Assessment

- The National Council recommends using the OSA to create a shared definition of Trauma Informed Care, gather baseline data and assess the culture of the agency
- Steps to sustainability
- CMMHC has decided to give everyone the opportunity to take the assessment

7 Domains of TIC

1. Early Screening and Comprehensive Assessment of Trauma
2. Consumer Drive Care and Services
3. Trauma Informed, Educated and Responsive Workforce
4. Provision of Trauma Informed, Evidenced Based, and Emerging Best Practices

National Council for Behavioral Health Organizational Self-Assessment

7 Domains of TIC

5. Safe and Secure Work Environment
6. Engage in Community Outreach and Partnership Building
7. Ongoing Performance Improvement and Monitoring

National Council for Behavioral Health Organizational Self-Assessment

Action Plan

- CMMHC TIC Tip of the Week
- Development of Subcommittees
- Invitation to Share the work

Accomplishments

- Environmental Scan of all locations
- Revised Client Satisfaction Surveys and process
- 2016 OSA all scores improved
- Quarterly Orientation
- Agency Newsletter
- All Staff Training

Visual
Representation
of TIC



Vocab

- Compassion Satisfaction
 - Positive aspects of working as a helper
- Compassion Fatigue
 - Negative aspects of working as a helper
- Burnout
 - Inefficacy and feeling overwhelmed

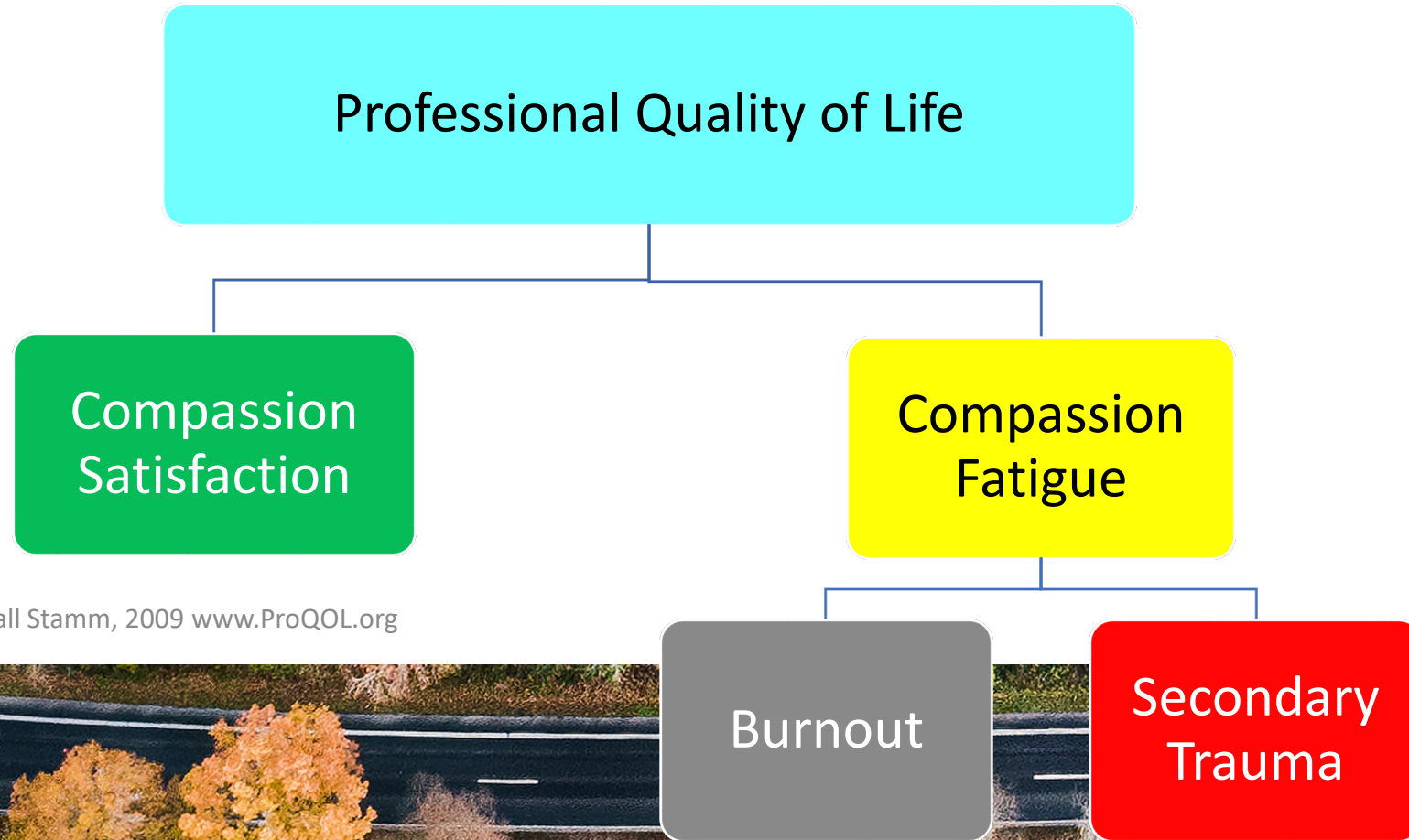
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Ted Talk Video Clip



Minnesota's Road to Volunteer Drivers Virtual Forum Series

CS-CF Model



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Symptoms of Vicarious Trauma

- Decreased sleep
- Nightmares about clients or of their trauma
- Hopelessness about client's ability to heal
- Fear of not doing enough

American Counseling Association Fact Sheet #9

Symptoms continued

- Distorted World View
- Anhedonia
- Decrease Job Satisfaction
- Decreased Sense of Accomplishment
- Increase or decrease in eating
- Use of negative coping skills

American Counseling Association Fact Sheet #9

Behaviors associated with Vicarious Trauma

- Increased irritability
- Staff conflict
- Difficulty having relationships
- Frequently being late and/or missing work
- Avoiding client work
- Excessive work hours
- Learned helplessness

Measuring CS & CF: The *Professional Quality of Life Scale (ProQOL)*

- The ProQOL is free
- A 30-item self report measure of the positive and negative aspects of caring
- The ProQOL measures Compassion Satisfaction and Compassion Fatigue
- Compassion Fatigue has two subscales
 - Burnout
 - Secondary Trauma

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Clinical Examples

- Vicarious Trauma related to worldview
- VA Desensitization

Countertransference

- Three different types of countertransference
- Are you peers responding in a similar fashion
- Critical to know your baseline and monitor departure
- Examples of Countertransference

Burnout

- A story about my first experience with Burnout

Losing Clients

- Sharing my first lost client
- Second guessing and point of diminished returns
- Countertransference
- Seek support
- Death is a sticky thing

Management Response to Client Death

- Create a menu of options for your colleague that has lost a client
- Offer safe space to process
- Disclose you own experiences or fears with losing clients
- Supervisors can assist with both the hard and soft side of loss

Permission to Care for Yourself

- Self-care can feel selfish, but critical to wellness
- Reverse Golden Rule
- Must care for yourself to continue to care for others
- Holistic self-care and facets of self

Self-Care

- You plate at Thanksgiving
- Delegate and ask for help
- Transition plan home
- Have you team develop self-care strategies

F. Mathieu, National Council for Behavioral Health

Self-Care continued

- Learn to say no and unpack the compliment
- Limit exposure to trauma outside of work
- Exercise
- Develop your plan and know your warning signs
- Develop your code

F. Mathieu, National Council for Behavioral Health

Self-Care for Managers

- Encourage employees to develop their own self-care plan
- Encourage staff to have a support group or consultation time
- Allow staff to take small breaks as needed
- Develop huddles

F. Mathieu, National Council for Behavioral Health

Self-Care for Managers

- Conduct regular check-ins with staff
- Acknowledge success and accomplishment
- Model your own self-care techniques
- Culture of Self-Care

F. Mathieu, National Council for Behavioral Health

Q&A

Questions?

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- Unanswered questions and their responses will be posted on the event webpage with the slides and videorecording.

www.coordinatemntransit.org/events/volunteerdriverforum/2020-21/apr21

Wrap Up

Thank you for attending! An electronic evaluation will be emailed shortly.

Final forums:

Wednesday, May 19, 2021, 9:30 – 11:30 a.m. and 1:00 – 3:00 p.m.

7th Stop: Training modules for Volunteer Driver Programs to include: Safety, Security, Crisis, Medical, Passenger, Resiliency & Boundary Issues (part 1 of 2)

Wednesday, June 2, 2021, 9:30 – 11:30 a.m. and 1:00 – 3:00 p.m.

8th Stop: Training modules for Volunteer Driver Programs to include: Safety, Security, Crisis, Medical, Passenger, Resiliency & Boundary Issues (part 2 of 2)

If you've already registered for a past forum, you are automatically registered for all forums in the series. No need to register again.

www.coordinatetransit.org/events/volunteerdriverforum/2020-21/