

Trauma Informed Champion Session Summary

Location: Lower Columbia CAP

Date: November 29, 2016

Time: 10am-12noon

Attendees: Pixie Bryan, Mary Gardener, Jaime Brooks, Bill Judd, Sarah Goebel, Annie McHale, Lori Call, Becky West, Heather Young, Rebecca Sigler, Liz Myntti, Melissa Taylor, Kathy Bates, Michael Torres, Kate Budd, Renata Wilson.

Trauma Informed Practice Webpage:

<https://www.clark.wa.gov/community-services/trauma-informed-practice>

Meeting Agenda Items:

Check-in with October Identified Next Steps:

- All agencies met internally and developed agency-wide trauma informed work plans.
 - All documents are posted on the TI webpage.
- Lower Columbia CAP
 - Will focus on trauma informed practice at each monthly staff meeting.
 - This past month, staff was asked to fill out a Self-Care plan and share it with their colleagues. They were also given a “My List” to quickly record ways the agency can become more welcoming and safe for all, as they come up.
 - Both documents are posted on the TI Web page.
 - Agency is enrolled in [Ken Kraybill’s T3 Learning Program](#) to enhance training opportunities for staff on trauma informed practice and other topics.
- Share
 - TI Champions have been meeting with different program directors to share the survey identified friction points and collect feedback.
 - Chose key friction points to focus on across the whole agency.
- Council for the Homeless
 - Identified specific interventions to employ, in order to decrease friction points.
 - Worked with [Org Code](#) to focus on identifying opportunities for efficiency.
 - The agency is looking at how to balance putting out fires with taking the time for self-care and being more trauma-informed.
- WGAP
 - Created a work plan to realize a few early successes in order to garner enthusiasm and motivation among staff.
 - A few of the interventions have already been achieved!
 - Leslie Naramore is transitioning into the Executive Director position in the New Year.
 - Will update the work plan in in January and create additional new goals.

First Steps Small Groups Report Out

- The group broke into small groups. Each addressed one of the first three questions and all groups discussed questions number four and five.
1. What have you personally tried?
 - Dedicating myself to monthly self-care topic to staff
 - Monthly meeting with housing staff and debrief as a group
 - Dedicated regular meeting to TIC and safety, conversation about personal triggers
 - Personal discussions with staff and mentoring personal choices and goals; helping staff to realize their potential and how to work to a higher level of success
 2. What has your agency tried?
 - Streamlining and improving efficiencies
 - Reviewing program policies and evaluating them
 - Educating across departments the existing program guidelines/procedures
 - Ensuring we know what our clients need from us
 - Treating clients and co-workers with respect
 3. Where do you and your agency need support?
 - Buy-in from all staff; making sure we understand “why”
 - Create staff group for on-going staff survey
 - Protocols for communication and accountability
 - Maintaining all tis as priority
 4. What is working?
 - Revising common process (I’m not sure I’ve captured this one right)
 - Staff feeling safe to share
 - Staff is open to change
 - Top management is open to self-care concept
 5. What is NOT working?
 - Buy-in from all staff and departments
 - Having time for all the meetings we’d like to have
 - Communication with ED (this is not true for all)
 - Consistent lack of funding for adequate staffing

Agency Survey Discussion

- WGAP
 - Agency survey is one-page and distributed to all agency participants.
 - The agency finds food bank participants are most likely to fill it out and Programs for Peaceful Living fill out the fewest surveys.
- Council for the Homeless
 - The Housing Solutions Center asks for a 20 question entry and exit surveys. All responses are anonymous and placed in a receiving box.
- Share
 - Has a survey, but participants do not fill out often.

- Lower Columbia CAP
 - Asks all participants to fill out a survey. Feedback is compiled quarterly and reported to the Board.
- Meals on Wheels People
 - Uses a short survey form with four key questions.
 - Recently reduced the number of questions in order to only ask questions that were meaningful and could lead to change

Engaging Volunteers, Board Members and Advisory Boards in the Trauma Informed Adoptions Process.

- Tabled for next meeting due to a lack of time.

Self-Care

- Practiced an attitude of gratitude by sharing Thank You notes and asking Champions to send a note to someone whom they appreciate.

Next Steps:

Activities TI Agencies will engage in between Champion meetings.

- Continue to Progress/Refine/Add-to Trauma Informed Practice Work Plan.
- Discuss agency satisfaction surveys. Determine what is done with the information collected from the surveys. Who is it shared with? How are changes made, as a result of the surveys? Are changes to the surveys needed in order to increase participation, increase usefulness/meaning?
- What additional training is needed to support agency staff/volunteers/board members in becoming more trauma-informed?