

With a willing and deliberate heart, systemwide partners take transformative steps toward integrating a trauma-informed and healing lens

MARCH 8, 2019

Santa Clara County Office of Cultural Competency,
Division of Equity and Social Justice
Cross-Agency Services Team (CAST)

Santa Clara County
Office of Cultural Competency



Promoting a community where
cultural understanding &
equality are shared values

Today's Outline

- History of CAST
- Goal of systemwide transformation
- Cross-system Agreement and Outreach Plan
- Implementation Brainstorming Discussion
- Exercise: What does trauma-informed and healing-centered practice look like?

BEGINNINGS

CAST's formation.

Cross-system issues.

Trauma.

Board Resolution.

**RESOLUTION OF THE BOARD OF SUPERVISORS
OF THE COUNTY OF SANTA CLARA DIRECTING CERTAIN COUNTY
DEPARTMENTS TO ADOPT AND TRAIN STAFF ON A TRAUMA AND
HEALING INFORMED FRAMEWORK**

WHEREAS, on May 19, 2009 (item 28.b.) the Board of Supervisors adopted Resolution in Recognition of the Child Welfare System Population as a Priority of the County of Santa Clara establishing Santa Clara County's Cross Agency Service Team (CAST) to expand efforts for collaborative work across child- and family-serving departments;

WHEREAS, CAST is a cross-system collaborative of department leaders in many of the County human service departments, Superior Court Judges, First 5 Santa Clara, Santa Clara County Office of Education, and numerous community organizations dedicated to improving the service delivery system for families and children;

WHEREAS, CAST has been an important leader in the creation of Family Wellness Court, piloting a family-engagement model where trauma informed practice is core to understanding the needs of parents and children in the Child Welfare System;

WHEREAS, trauma and healing informed practice has been prioritized by CAST partners as an essential system commitment leading to the successful outcomes for recipients of County human services, in turn, leading to greater health and self-determination;

WHEREAS, the Board of Supervisors recognizes that trauma and healing informed practice is collaborative and community centered work. The County and its partners work collaboratively with communities to eradicate the causes of trauma, minimize the impacts of trauma, and to facilitate healing across generations;

WHEREAS, the Board of Supervisors embraces the CAST principles of system change including, Understanding Trauma and Stress, Commitment to Equity, Cultural Humility and Responsiveness, Safety and Stability, Collaboration and Empowerment, Resilience, Peer Support, and Commitment to Learning;

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Adopted: 04/17/2018



TRANSFORMATIVE SYSTEM OF CARE MODEL

- Shifting our systems of care to being both trauma-informed and truly healing-centered.
- Systemwide transformation prevention model focuses on:
 - Collaboration
 - Co-Investment
 - Community
 - Integrated System of Care



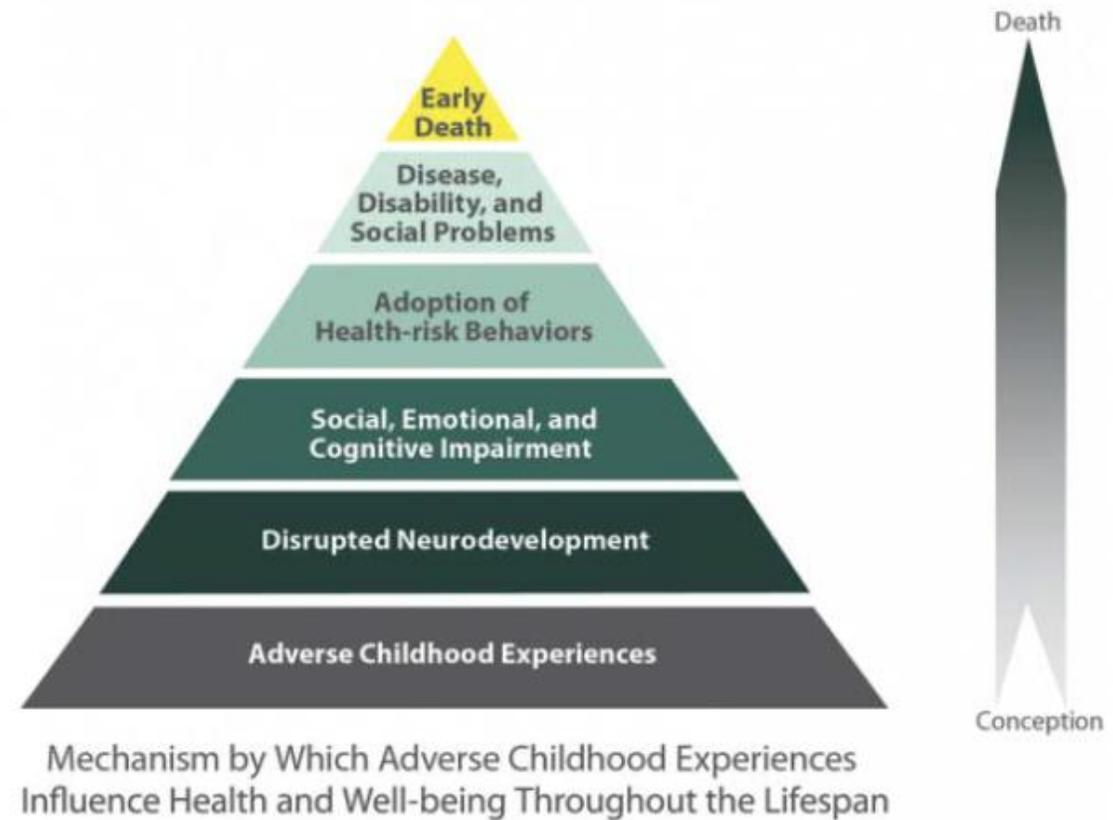
WHY

- Systems can inadvertently create harm, reinforce oppression, and re-traumatize those we are committed to helping.
- When youth come into contact with law enforcement and/or have been placed in custody for law violations, this is traumatic for the youth, their families and for crime victims.
- When children have been removed from their parents because of abuse or neglect, it is traumatic for both the children and the parents alike.
- Spaces such as lobbies and work flow process such as intake can further contribute to trauma.



WHY

- Extreme and repetitive stress – ACES.



HOW

- Reviewed several models of implementation:
 - SAMHSA framework
 - Trauma Transformed (T2)
- Hired a dedicated manager to oversee implementation and coordination of this and related frameworks.
- Developed a work plan informed by SAMHSA's 8 domains.
- Finalized Agreement Recitals to share and demonstrate commitment to this transformational effort – UPDATE.

Eight Domains:

1. Leadership and Governance
2. Cross-system Collaboration
3. Community Engagement and Involvement
4. Service Models
5. Training and Workforce Development
6. Physical Environment
7. Continuous Improvement and Evaluation
8. Policy and Financing

AGREEMENT BETWEEN COUNTY OF SANTA CLARA AND ITS CROSS-AGENCY SERVICE TEAM PARTNERS TO BUILD AND SUPPORT A SYSTEMWIDE TRAUMA-INFORMED AND HEALING-CENTERED APPROACH TO FAMILY AND YOUTH SERVICES

RECITALS

CAST is a cross-system collaborative of leaders in County human services and criminal justice departments, Division of Equity and Social Justice, Santa Clara County Superior Court Judges, First 5 Santa Clara, Santa Clara County Office of Education, and numerous community organizations. CAST remains open to other agencies and stakeholders dedicated to improving well-being, health, and service delivery for families and children from a whole child, whole family approach.

CAST and its partners support systemwide commitment to taking transformational steps in working with families, youth, individuals, and each other in a manner that is trauma-informed, supports healing that is rooted in the community and individuals' circles of support, and that is informed by continuous improvement processes.

A broad system that supports interconnectedness and strengthens communities begins to mitigate the effects of historical trauma. Different from individual trauma, historical trauma affects populations that have experienced cumulative and collective trauma over multiple generations, such as American Indians, African-Americans, immigrant groups, LGBTQ communities, and families experiencing intergenerational poverty.

A trauma-informed lens directs system partners to collaborate and develop co-investment strategies in support of planning, testing, and integrating guiding principles and best practices

CAST sub-committees

Evaluation, Monitoring, and Implementation:

- a) Creating comprehensive list of county-wide initiatives relevant to trauma-informed care and prevention efforts
- b) Identifying measurable outcomes
- c) Exploring joint meeting with Standards of Excellence sub-committee

Prevention:

- a) Theory of change
- b) Conduct inventory and mapping of prevention resources
- c) Engaging community

CAST Sub-committees (continued)

Finance:

- a) Creating workgroup charters
- b) Developing funding model for sustainability
- c) Exploring creation of advisory committee

MOU:

- a) Finalized MOU agreement, commitment
- b) Signatory celebration

Implementation
Brainstorming
Discussion

- The goal is to identify where to begin with implementation to begin systemwide transformation.
- Small group discussions

EXPERIENCES WITH THE SYSTEM

 <p>I'm a foster parent with a 9-year-old foster-daughter.</p>	 <p>I am a county social worker.</p>	 <p>I'm a foster youth placed in a group home.</p>
 <p>Her school credits didn't transfer for five months.</p>	 <p>Service codes from each county vary and are confusing.</p>	 <p>My medical records didn't go through.</p>
 <p>We drove back and forth to her original school 1.5 hours each day.</p>	 <p>I spend hours on the phone with faceless cross-county providers trying to figure it all out.</p>	 <p>My anger management meds were disrupted.</p>
 <p>The time, money on travel and strain makes adjusting to a new family even harder.</p>	 <p>I feel stressed, depressed and hopeless at the many walls I hit each day.</p>	 <p>I got into fight after fight at the group home and was ultimately kicked out.</p>

Source: Trauma Transformed Progress Report, October 2016

Small group discussions

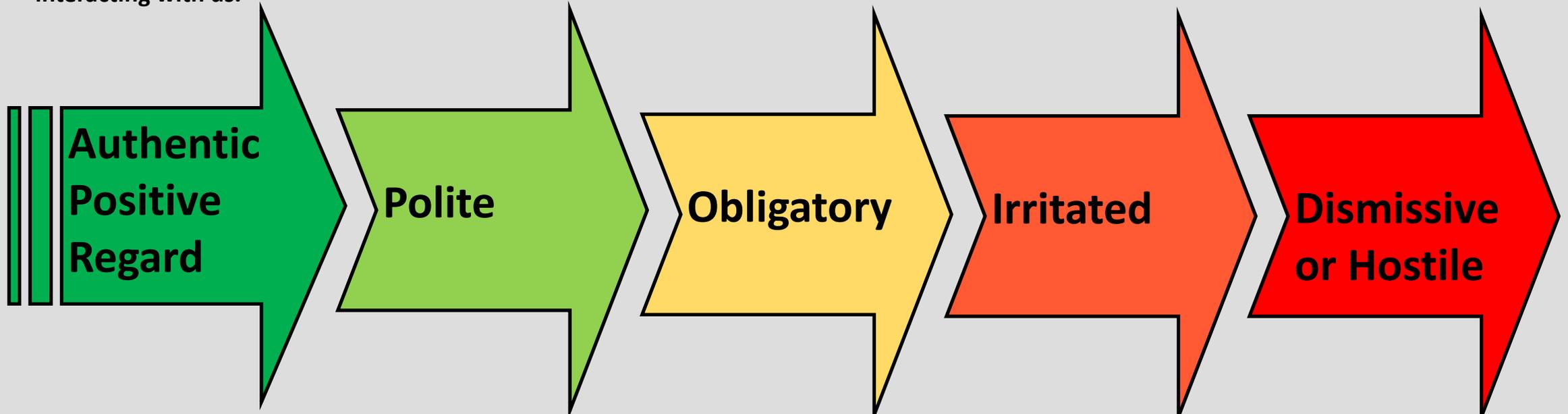
- From your perspective, where do we start? Where do we implement?
- Where do you see gaps?
- What does it mean to be trauma informed?
- What does it mean to be healing centered?
- Based on your discussion, come up with one strong statement, idea to inform this work
- Write on chart people

What does trauma-informed and healing-centered practice look and NOT look like?

- Relationships among colleagues.
- Scenario Exercise: Working with parents whose children need an IEP.

Styles of Interaction & Communication

How we engage each other matters. Our unconscious biases can dictate the quality, level of engagement and overall experience of those interacting with us.



We are genuinely happy to see and engage with the other person.

Qualities:

- Warm and engaging;
- Actively listening (heart & mind are engaged & it shows)
- Attending to the underlying needs of what is being said.
- Creates a safe and welcoming environment
- Yields positive results and outcome.

There is interest and the engagement is polite, but interaction does not go deep.

Qualities:

- Cursory interest in the other person
- Some eye contact with limited non-verbal cues showing interest.
- Digs at the surface of the topic

Exchange is very transactional and interaction is obligatory without genuine interest.

Qualities:

- Little to no non-verbal communication that expresses genuine interest
- Responses are courteous but automatic
- Interactions is very surface level and one dimensional

Same as obligatory but now there is unwelcoming body language. We may be *unconsciously* irritated by the other person based on who they represent.

Qualities:

- Tries to avoid interacting if possible
- Interactions are forced and curt
- Responses are not warm and inviting
- Body language conveys irritation
- Very unproductive interaction

Openly hostile interaction Dismissive of the other individual. Explicitly biased.

Qualities:

- Unwilling to listen to request or reason for interaction
- Exerts power over the person
- Exhibits contempt for the other person's needs

THANK YOU!

Arcel V. Blume, Ph.D.
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