

ISAC PRESENTATION 6/14/2018

SERVICE ACCESS & MANAGEMENT, INC.

A MODEL FOR COMPREHENSIVE TRAUMA- INFORMED CARE IN SUPPORTS COORDINATION

OVERVIEW

- × WE WANT SUPPORTS COORDINATORS TO:
 - I. UNDERSTAND TRAUMA
 - II. INTERACT WITH INDIVIDUALS AND FAMILIES WHO HAVE EXPERINCED TRAUMA
 - III. SUPPORT INDIVIDUALS' INFORMED SEXUAL HEALTH
 - IV. ENSURE SC FUNCTIONS ARE "TRAUMA INFORMED"

UNDERSTANDING TRAUMA

- × UNDERSTANDING TRAUMA

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- × INTENDED OUTCOME(S):

- × Recognizing Symptoms/Features of Trauma (Including Abuse, Neglect, and Exploitation)

- × Understanding Etiology of Trauma-related Symptoms/Features

- × Recognizing Features of Individuals with IDD and History of Trauma

- × Appreciating Prevalence/Risk (as above) particular to Persons with IDD

- × Recognizing Indicators of Potentially Dangerous Persons and Environments

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- × STEP(S) TO ACHIEVEMENT:

- × Provision of SAM's "Trauma-Informed Care" Training

- × Provision of SAM's "Vicarious Trauma" Training

- × Identification and Provision of Training about Prevalence Data

- × Identification and Provision of Training about Indicators of Potentially Dangerous Persons and Environments

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- × PROGRESS MEASURE(S):

- × Identification and Completion of above Training

INTERACTING WITH INDIVIDUALS/FAMILIES WHO HAVE EXPERIENCED TRAUMA

- × INTENDED OUTCOME(S):
- × Creating Safety: Discussing Trauma/Symptoms with Individual/Family in a Sensitive Way
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- × STEP(S) TO ACHIEVEMENT:
- × Identification and Provision of Training which Addresses:
 - + Physical Space and Touch
 - + Verbal (Active Listening) Skills
 - + Making Decisions about Making Changes
 - + Persons Involved – i.e.:
 - × Addressing person served and parent/family/care-giver separately
 - × Consideration of if the family member may be/is a perpetrator of abuse/neglect/exploitation
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- × PROGRESS MEASURE(S):
- × Some content included in existing “Trauma-Informed Care” training
- × Completion of above Training
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SUPPORTING INDIVIDUALS' INFORMED SEXUAL HEALTH

- × INTENDED OUTCOME(S):

- × Supporting Individuals' Informed Sexual Health

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- × STEP(S) TO ACHIEVEMENT:

- × Development of Policy regarding Informed Sexual Health

- × Identification and Provision of Education* for Individuals/Families:

- + Rights of Persons Served –
- + Healthy Sexual Relationships
- + Addressing Conflicts between Persons Served and Guardians
- + Communicating Needs and Wants (including Asking for Help)
- + Warning Signs of Abusive/Exploitative Relationships
- + Setting Limits in Relationships
- + “Victims” & “Perpetrators”

- × *Utilization of:

- × - HICU (e.g., training, nurses)

- × - Consent Laws

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- × PROGRESS MEASURE(S):

- × Development and Introduction of Policy regarding Informed Sexual Health

- × Identification and Completion of above Training

ENSURING THAT SUPPORTS COORDINATION FUNCTIONS ARE “TRAUMA-INFORMED”

× INTENDED OUTCOMES:

× Assessment & Service Planning

× Ensuring that these Functions are Accurate, Useful, and Sensitive to Person Served/Family

× Linkage & Referral

× Utilization of “Trauma-Informed” Providers whenever possible

× Monitoring/Coordination of Services

× Facilitating Meetings with Providers to Ensure that Trauma is Considered/Addressed

× Advocacy

× Ensuring that SC’s are Recognizing/Acting upon the Need/Opportunity to Advocate relative to Trauma

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× Reporting

× Ensuring that SC’s have a Working Knowledge of Criminal Justice System Investigations

× Incident Management

× Prompting the SC to consider the possibility of trauma as a factor in the incident being reviewed

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× **STEP(S) TO ACHIEVEMENT:**

× Review of above Components of Service Delivery Process to Assess if it’s “Trauma-Informed” – i.e., Creation of Structured Processes for:

+ Supervision

+ Review of Service Notes

+ Review of Monitoring Forms

+ ISP Development

× Ensuring that Consultation is “Trauma-Informed” and Effectively Utilized in...

+ Supervision

+ Multi-Disciplinary Case Review

+ Clinical Practice Forum

× Continue planning in company-wide Directors and Supervisors Committees

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× **PROGRESS MEASURE(S):**

× To be Determined