

Welcome to the  
Snohomish County  
CARE Trauma  
Informed Care Train  
the Trainer Training

**Safety**

**Empowerment  
and Choice**

**Cultural,  
Historical and  
Gender Issues**

**Trustworthiness  
& Transparency**

**Collaboration  
& Mutuality**

**Peer Support**



**care**  
BUILDING COMMUNITY  
THROUGH COMPASSION

# Building a Restorative Trauma Informed Community in Snohomish County





## Liza Patchen-Short, MA, LMHCA, MHP, CMHS

Liza Patchen-Short works at Snohomish County in the Human Services Behavioral Health Division as the Children's Mental Health Liaison. Liza has a Bachelor's Degree in Social Work and Master's Degree in Human Services with a focus on resiliency. Liza has over thirty years working in the non-profit sector advocating for youth and families. She is the co-chair of the Snohomish County Children's Wellness Coalition and Youth Suicide Prevention Taskforce, and is leading the charge by supporting schools, community organizations and the community at large in building a Restorative Trauma Informed Community. Liza is co-facilitating the initial cohorts learning collaboratives to build a strong foundation for a trauma informed community. Liza is married and has two wonderful sons and three great stepsons.



## Laura Mote, LSWAIC, MHP

Laura Mote is the Mental Health Community Support Specialist with Snohomish County Behavioral Health for the Denney Juvenile Justice System. Laura holds a Master of Social Work Degree with a focus in adolescent trauma. Laura has worked with high-risk youth for over ten years. She is the co-chair of the Snohomish County Children's Wellness Coalition. Laura is a dedicated leader in building a Restorative Trauma Informed Community. Laura is co-facilitating the initial cohorts learning collaboratives to build a strong foundation for a trauma informed community. Laura is devoted to her two dogs.

*Together, Laura and Liza work diligently to bring Restorative Trauma Informed CARE in a way that organizations can systemically bring sustainable changes for the community at large.*

**We want everyone to acknowledge and see who is here at this training so if you could please use the chat box and put in:**

- ❖ Name**
- ❖ Organization and Role**
- ❖ One value you bring to the workplace**



# Hopes for the Entire Training

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- ✓ Understand your role as a **CARE champion and the process of becoming a CARE organization**
- ✓ Understand how to **apply and internalize Equity, Restorative Practices & Trauma Informed principles and frameworks** in your organization and begin to use that lens in your daily work
- ✓ Understand the impacts of **Brain Science, Adverse Childhood Experiences (ACEs) and Trauma**
- ✓ Discuss the role and characteristics of **Resiliency**
- ✓ Learn the basic tenets of **Self-Care, Co-Care and Secondary Traumatic Stress and it's relationship to Trauma Informed Practices**
- ✓ Understand the complex cultural, social, economic, and political forces that impact the lives of our children, families, and communities as a way to identify the root cause of trauma with a **shared equity analysis.**

# Hopes for today

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**Understand the foundation of trauma informed care and why it is important to you, your organization, and your community.**

# The Ins and Outs of the CARE Training

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## How to get CEU credits?

- At the end of each training unit you will receive a quiz and an evaluation that must be completed. The quiz score must be 70% or above.

## Structure of the entire training

- Same group agreements
- Somatic grounding exercise at the beginning of each session
- Same format – Daily agendas will provide break schedules
- Reflection at the beginning of the day for the previous day's trainings
- Evaluations after each training section

## Deep Dive Starred Slides

- in each presentation we have starred slides. The star is in the top right corner, and we will point them out. Those are some of the core slides of this presentation that you will use during the deep dive portion of the training. We just want you to notice them for now.





# CARE Training Days

## Week 1:

- **Tuesday, October 5<sup>th</sup>**  
Introduction to Trauma Informed Care  
Liza Patchen-Short & Laura Mote
- **Thursday, October 7<sup>th</sup>**  
Equity and the Intersection of Trauma Informed Practices  
Tami Farber

## Week 2:

- **Tuesday, October 12<sup>th</sup>**  
Self-Care & Secondary Traumatic Stress (STS)  
Lindsey Greene
- **Thursday, October 14<sup>th</sup>**  
Trauma 101 & Adverse Childhood Experiences  
Joe Neigel

## Week 3:

- **Tuesday, October 19<sup>th</sup>**  
Restorative Practices  
Mary Cline-Stively
- **Thursday, October 21<sup>st</sup>**  
Implementation Science & Adult Learning  
Mary Cline-Stively

## Week 4:

- **Tuesday, October 28<sup>th</sup>**  
Self-Care & Secondary Traumatic Stress Deep Dive  
Lindsey Greene
- **Thursday, October 30<sup>th</sup>**  
Trauma 101 & Adverse Childhood Experiences (ACEs)  
Joe Neigel

## Week 5:

- **Tuesday, November 2<sup>nd</sup>**  
TILT, Learning Collaboratives, Structure of the CARE  
Liza Patchen-Short & Laura Mote
- **Thursday, November 4<sup>th</sup>**  
Questions, TIC Why again, Panel, Next Steps  
Liza Patchen-Short & Laura Mote

# Grounding Exercise

## Take a moment to ground yourself

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- Take a deep breath  
(Inhale slow, Hold, Exhale slow)
- Notice any sensations in your body
- Try to name what you are feeling in the moment
- Thank yourself for this moment and your strength

# Zoom Tutorial & Norms



Remember to mute and unmute to reduce background noise-  
Please keep camera, on for connection, if you can.



To: **Everyone** ▾

Type message here...

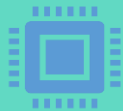
Can use chat to write comments or ? for  
discussion



Check name and rename if needed  
(name, pronouns and organization )



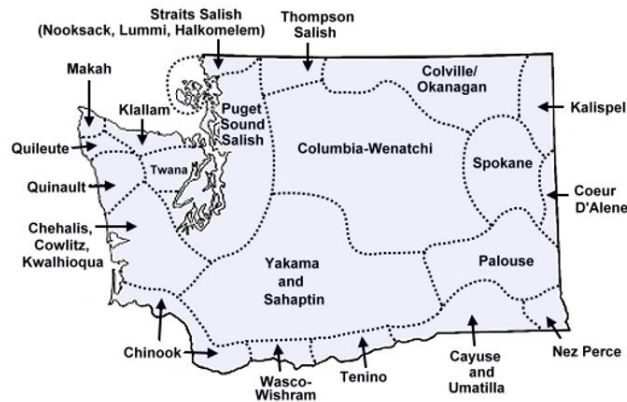
“Raise hand” to signal desire to speak



Patience with the technology

# Land Acknowledgment

There are over 29 federally recognized Indian tribes in WA today



And many others that are not federally recognized

<https://nativegov.org/a-guide-to-indigenous-land-acknowledgment/>

We acknowledge that we are each residing on tribal lands of those who have lived on this land time immemorial. We pay respect to their elders past and present. Please take a moment to consider the many legacies of violence, displacement, migration, and settlement that bring us together today. We recognize the resilience of those past and present who work to build a strong and sovereign nation where Tribal members live their values and culture.

We are on the lands of the Tulalip, the Snohomish, the Stillaguamish, and Sauk Suiattle Tribes.

# Group Agreements

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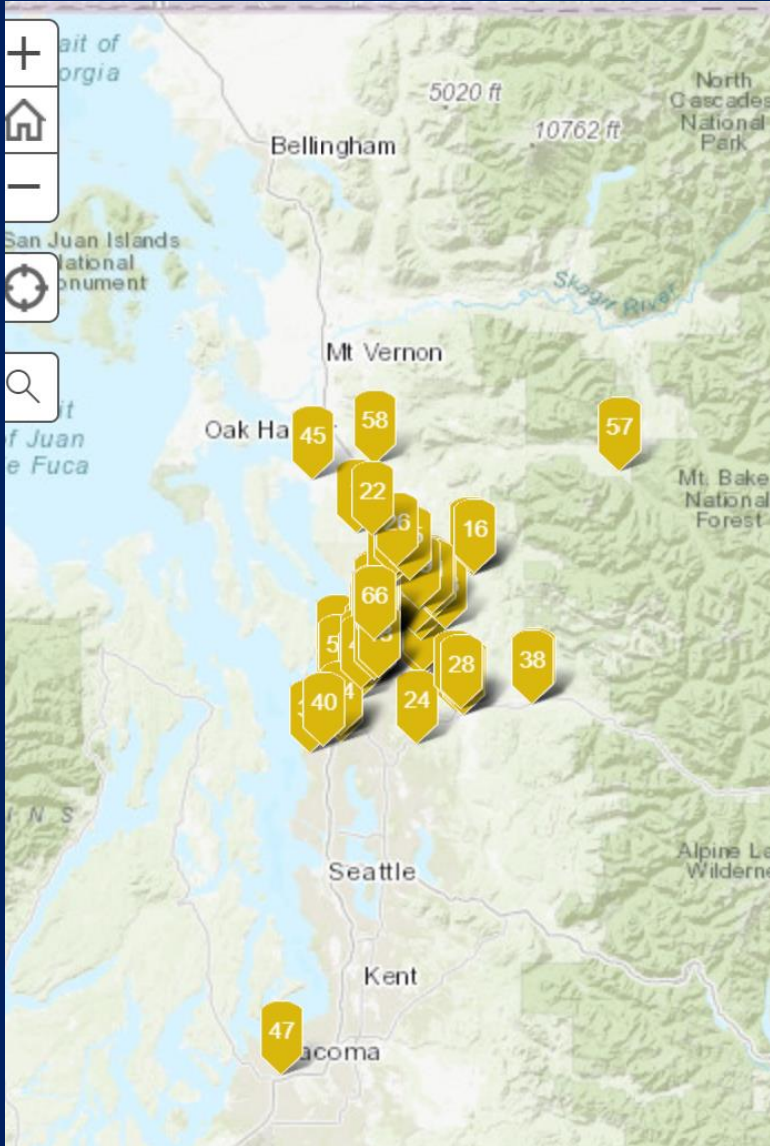
- Address impact over intent
- Embrace the power of humble, respectful listening
- Create trusting and safe spaces – where a little bit of discomfort is okay.
- Learning leaves – Stories stay
- Speak from your own experience instead of generalizing
- Participate to the fullest of your ability – community growth depends on the inclusion of every individual voice
- We encourage you to lean in, be brave and vulnerable



## Cohort 4 CARE ORGANIZATIONS

Volunteers of America  
Providence Hospital  
YMCA  
Catholic Community Services  
City of Mukilteo  
Farmer Frog  
Northwest Educational District 189  
Hope Works  
Greater Trinity Academy  
Take the Next Step  
Snohomish County Early Learning Head  
Start  
Peoria Home

Fleet & Family Support Center Everett  
Naval Station  
Recovery Café  
Hand in Hand  
ChildStrive  
Housing Hope  
Dawson Place  
Verdant Health Commission  
LINC NW  
Homage  
Everett Gospel Mission  
Change the Narrative



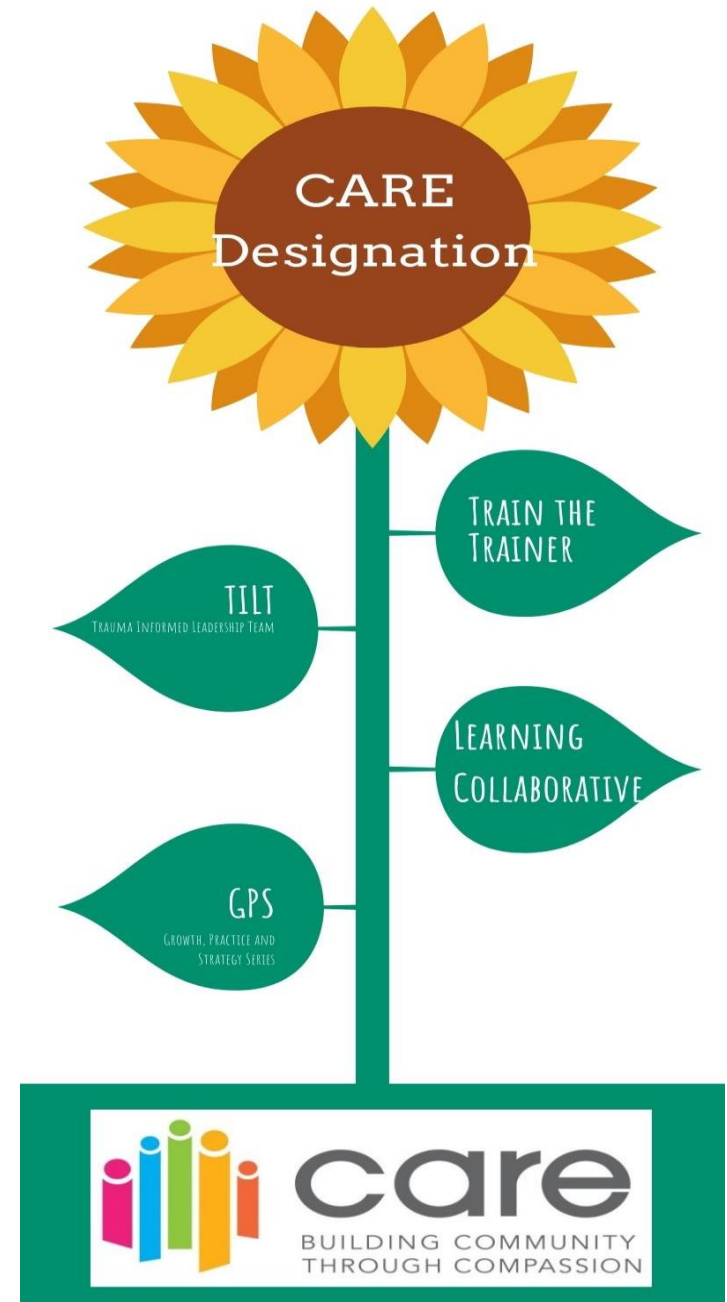
# Interactive CARE Map

## What is the CARE Movement?

CARE stands for: Compassion, Appreciation, Resilience & Empowerment

Snohomish County is committed to building restorative trauma informed organizations. Over the last three years, we have trained over 45 organizations to become designated Restorative Trauma Informed CARE sites. The vision for this partnership is for all Snohomish County residents to thrive in an equitable, sustainable environment that cultivates relationships and a strong feeling of belonging.

We have engaged our local organizations from pre-school to older adults. The goal is to build community resiliency, increase collaboration across agency partners and strengthen the overall well-being of our community.





# Ice Breaker: “Something in Common”



## Something in Common

You will be randomly assigned to a room with 5 others

**Each team has 5 minutes to:**

Choose a person who will write down and report out on the following:

- **Find 5 UNIQUE things that your group has in common, within those 5 minutes**
- Choose 1 unique thing that you think your group will have in common with the other groups
- When we re-join in the main room 1 person for their group will report out what 1 unique thing they think they will have in common with the other groups

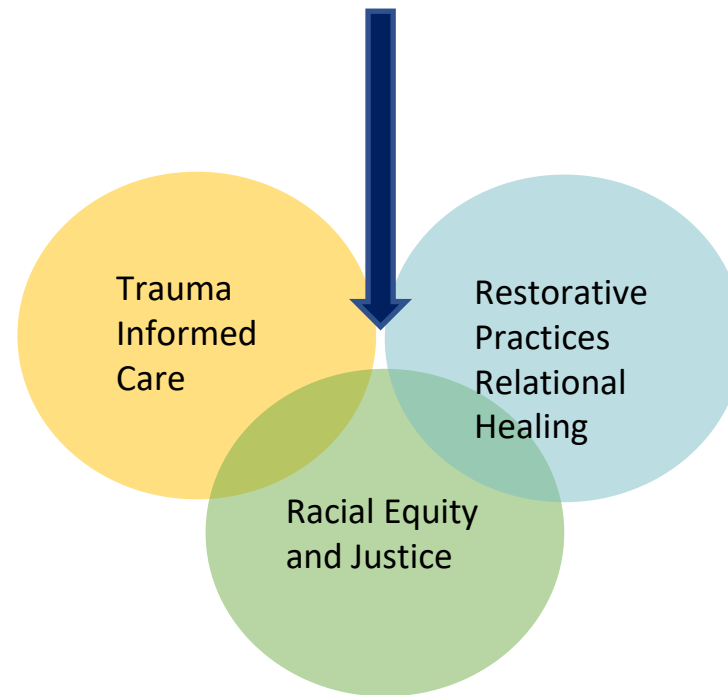


# Systemic Oppression

# Why Be Trauma Informed



Aligning these initiatives is vital to successful organization culture transformation





**Identify any highlights?**

# What is Trauma Informed Care?



Trauma Informed Care is a strengths-based framework that is grounded in an understanding of and responsiveness to the impact of trauma...that emphasizes relationships, being curious, non-judgmental, and creates space for physical, psychological, and emotional safety for all. This paradigm shift builds and allows for opportunities to rebuild and keep a sense of empowerment and resiliency.

# What is a Trauma Informed System?



A trauma-informed system is a strengths-based framework that is grounded in an understanding of and responsiveness to the impact of trauma on those who have contact with the system, and service providers. The entire organization embeds and sustains trauma awareness, knowledge, and skills into their organizational cultures, practices, and policies. They act in collaboration with all those involved using the best available modalities to maximize physical and psychological safety, facilitate healing , and support their ability to thrive.



# Josh Shipp Video





**Self- Reflection Question: 5 min**

**When you think about trauma informed care or trauma informed systems what have you learned or surprised you?**

**Breakout Rooms -10 min 2-3 in a group**

**When you think of trauma informed care, how does it connect with your personal values?**

**Any Questions?**



- 10 Minute Break
- Take time to stretch
- Get something to drink and breathe!



# Building an Equitable Restorative Trauma Informed Workplace: A Culture of Connection and Belonging

# So Why Be a Trauma Informed Organization?

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## Why be a CARE Designated Organization?

- Building relationships, a sense of belonging, trust and connection creates a workplace culture of healing.
- The paradigm shift becomes not what is wrong with you but what has happened to you.
- Trauma informed, restorative principles that are equitable aim at insuring environments and services are accessible welcoming, healing and provides a sense of belonging to all particularly those impacted by the inequities in our community.

# The benefits and importance of this work



- Staff become more regulated, flexible and resilient. A better sense of wellbeing for all
- A trauma Informed workplace is calmer, and staff have deeper relationships
- Staff and customers feel like they belong and are heard
- We prioritize human over tasks
- We find out the real story and do not make judgements or assumptions
- Mental health days are supported instead of absenteeism
- Increased productivity and retention

## Trauma-Informed Care

positively impacts everyone because trauma-informed practices promote:

(8) Empowered through a more strengths-based mentality; people are unique, capable, and able to function in a healthy way

(7) Effective community collaboration

(6) Counters feelings caused by trying to handle trauma alone, i.e. isolation, confusion, anger, & fear

(5) Decreases the risk of re-traumatization

(4) Access to mental and behavioral health services through our programs

(3) Positive and culturally responsive policies and practices

(2) Shared understanding among staff, families and children about the impact of trauma

(1) Feelings of physical, social, and emotional safety





# What does a Trauma Informed Organization look like?



## Workplace Principles

### Safety –

Building relationships with others based on mutual respect and inclusion of all individuals. The goal is to promote a secure, safe, physically and emotionally, environment by building positive relationships that build resiliency for all in each interaction.

### Trustworthiness & Transparency-

Fostering positive relationships based on trust and honesty. Share as much information as possible, relational.

### Peer Support-

Identifying common concerns within the community and engaging in collective problem solving. This means recognizing and actively working towards solving the needs of every individual.

### Collaboration and Mutuality-

Recognizing the importance of all roles within the organization and developing equal opportunities for decision making. Best practice is to collaborate with community members, families, and organizations within Snohomish County to promote trauma informed principles and systems of care. Allow time for social interaction for staff to stay in touch with family and team members during COVID times.



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### **Empowerment, Voice, and Choice-**

Recognizing that every person's experience is unique and requires an individualized approach. Create opportunities and systems that empower *all* individual's voice and choice. Seek staff and consumers input.

### **Resiliency-**

Building resiliency by modeling compassion and regulation with each interaction and by providing skills and protective factors. Providing the opportunity to promote recovery and the ability to bounce back from adverse conditions.

### **Cultural, Historical, Race, Class, Gender issues-**

Appreciating and celebrating the differences and each individual's unique experiences by practicing cultural competency. Implementing a competency lens of cultural, historical and gender issues in your daily work.





**TRAUMA-ORGANIZED**

- Reactive
- Reliving/Retelling
- Avoiding/Numbing
- Fragmented
- Us Vs. Them
- Inequity
- Authoritarian Leadership



**TRAUMA-INFORMED**

- Understanding of the Nature and Impact of Trauma and Recovery
- Shared Language
- Recognizing Socio-Cultural Trauma and Structural Oppression



**HEALING ORGANIZATION**

- Reflective
- Making Meaning Out of the Past
- Growth and Prevention-Oriented
- Collaborative
- Equity and Accountability
- Relational Leadership

TRAUMA INDUCING

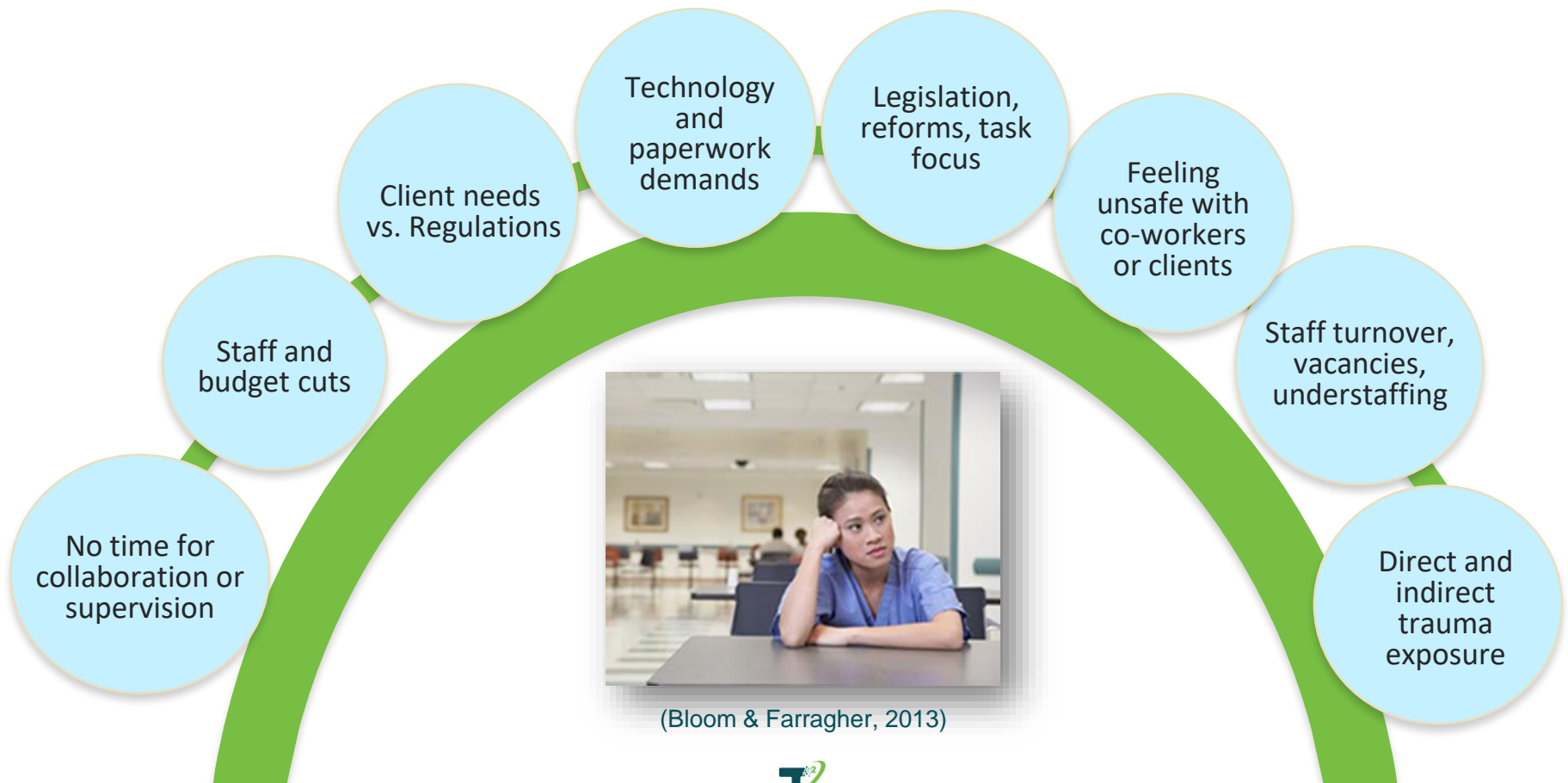
TO

TRAUMA REDUCING



# Organizational Stressors

Providers are unable to deliver quality care in an organizational culture defined by chronic stressors and collective traumas.



(Bloom & Farragher, 2013)

# Organizational Resilience





# Challenges to Implementing Trauma Informed CARE

- Getting buy in from the whole organization can be hard
- Inconsistent understanding of what it means to be trauma informed
- Most view this work as more work or just a training rather than a culture shift
- Understanding this is complex system change work. It will take the whole organizations commitment, and dedication
- Evaluating measures of trauma informed change is difficult
- Workplaces not prioritizing the work
- Building sustainable methods and systems



“Trying to implement trauma-specific clinical practices without first implementing trauma-informed organizational culture change is like throwing seeds on dry land.”

Sandra Bloom, MD, Creator of the Sanctuary Model

**Self- Reflection Question: 5 min**

Where in your life have you experienced a healing organization? What happened? Were you able to do your job better? Did you feel more connected or in sync with your colleagues? Did you feel a sense of reward?

**Breakout Room - 10 min 2-3 in a group**

Discuss your experiences from your reflection

**Any Questions?**



- 10 Minute Break
- Take time to stretch
- Get something to drink and breathe!





## Key Ingredients for Creating a Trauma-Informed Approach to an Organization

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- Leading and communicating about the transformation process throughout entire agency
- Engaging consumers in organizational planning
- Training clinical as well as non-clinical staff members –common language and mission
- Creating a safe environment
- Preventing secondary traumatic stress in staff
- Hiring a trauma-informed workforce
- Involving consumers in the treatment process
- Screening for trauma and ACEs
- Training staff in trauma-specific treatment approaches
- Engaging referral sources and partnering organizations
- Use reflective supervision
- Culturally competent staff

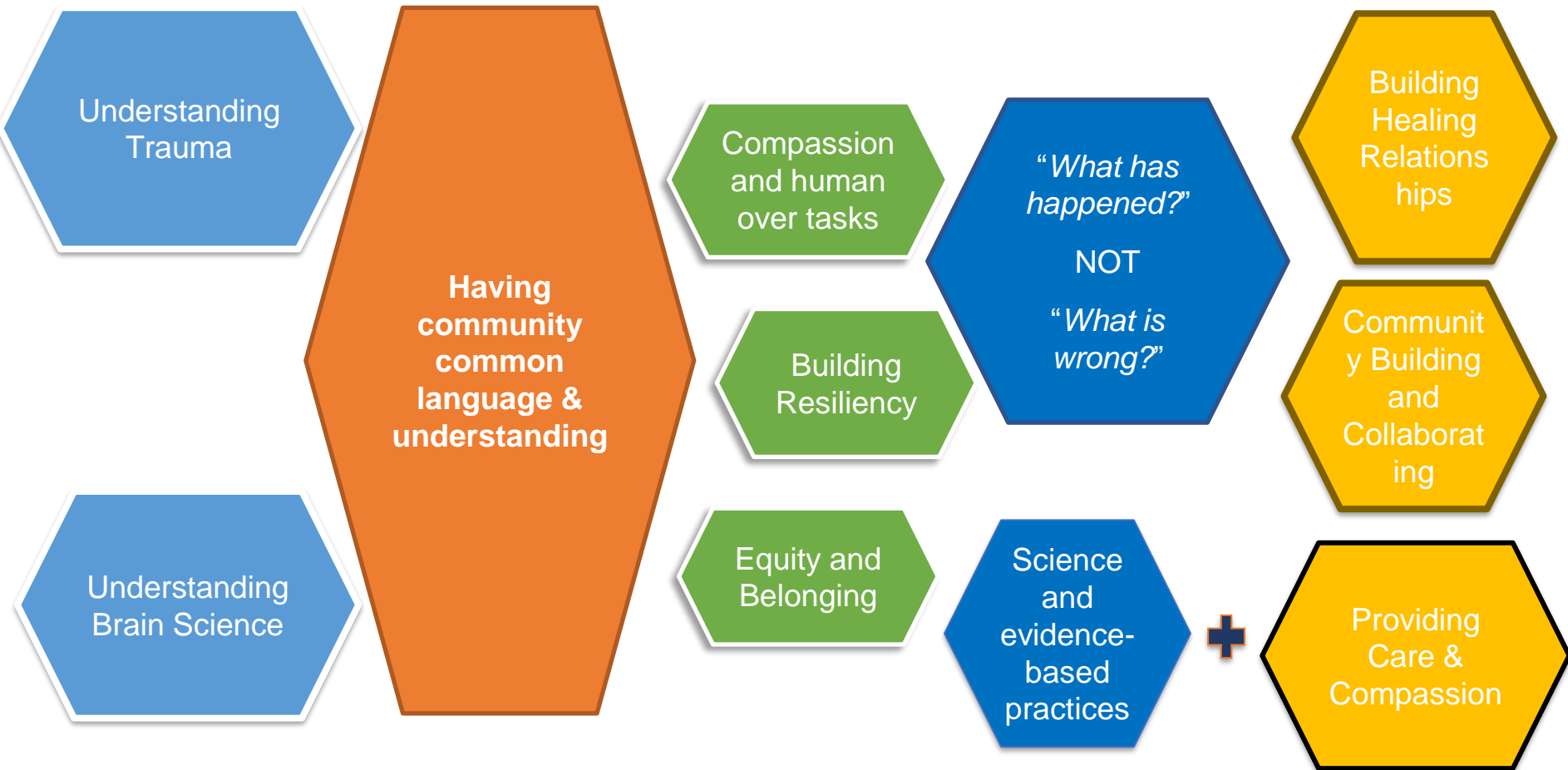


NO Equitable & TRAUMA INFORMED CARE LENS	Equitable & TRAUMA INFORMED CARE LENS
POWER OVER	POWER WITH
YOU CAN'T CHANGE	NEUROPLASTICITY CAN CHANGE
PEOPLE NEED FIXING FIRST	PEOPLE NEED SAFETY FIRST
OPERATE FROM THE DOMINANT CULTURE	CULTURE HUMILITY
PEOPLE ARE OUT TO GET YOU	PEOPLE CAN LIVE UP TO THE TRUST YOU GIVE THEM
THERE'S ONLY RIGHT OR WRONG	THERE'S MULTIPLE VIEWPOINTS
HELPING	LEARNING
"YOU'RE CRAZY!"	"IT MAKES SENSE"
COMPLIANCE/OBEDIENCE	EMPOWERMENT/COLLARBORATION
INFO IS SHARED ON A NEED TO KNOW BASIS	TRANSPARENCY AND PREDICTABILITY
PRESENTING ISSUE	WHOLE PERSON AND HISTORY
"US AND THEM"	"WE'RE ALL IN THIS TOGETHER"
LABELS, PATHOLOGY	BEHAVIOR AS COMMUNICATION
FEAR BASED	EMPATHY BASED
I'M HERE TO FIX YOU	SUPPORT THE HEALING
INSTRUCTIVE	PARTICIPATORY
PEOPLE MAKE BAD CHOICES	PEOPLE WHO FEEL UNSAFE DO UNSAFE THINGS
BEHAVIOR VIEWED AS PROBLEM	BEHAVIOR VIEWED AS A PERSONAL SOLUTION
WHAT'S WRONG WITH YOU?	WHAT HAPPENED TO YOU?
BLAME/SHAME	RESPECT
GOAL IS TO GO THINGS THE "RIGHT" WAY	GOAL IS TO CONNECT
PRESCRIPTIVE	CHOICE



# What Does the Cultural Shift of Trauma Informed Care Look Like

# How to build a thriving community through relationship and connection



## **Breakout Rooms -10 min 2-3 in a group**

What is something you misunderstood or had an incomplete understanding of trauma informed care that has become more complete or deep for you?

## **Self- Reflection Question: 5 min**

What is your hope with this work for yourself and your organization?

**Any Questions?**



# How Wolves Change Rivers





In the chat: Write something you learned or appreciated about today's session

[Organizational Stress as a Barrier to Trauma-Informed Service Delivery](#), S. Bloom

[The Future of Healing: Shifting from Trauma-Informed Care to Healing Centered Engagement](#), S. Ginwright

[Organizational Prevention of Vicarious Trauma](#), H. Bell et al.

[Strategies to Confronting Unconscious Bias](#), L. Nalty

[Lessons Learned While Building a Trauma-Informed Public Health Behavioral Health System in the City of Philadelphia](#), Beidas, RS et al.

[What Happened to you](#), B Perry, and O. Winfrey

[The Body Keeps the Score](#), B van der Kolk

[The Four Pivots](#), S Ginwright (release date 1/25/21)

Thanks for being a  
Trauma Informed  
Care Champion!

