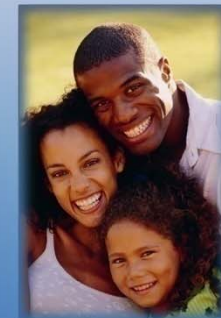
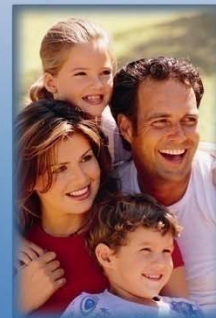
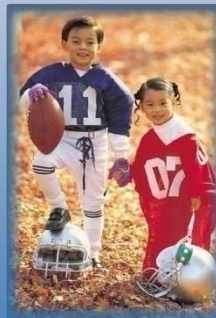
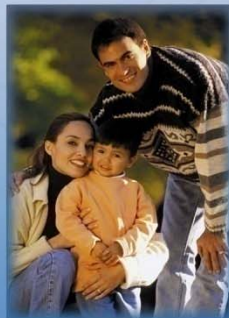




ADMINISTRATION FOR
CHILDREN & FAMILIES

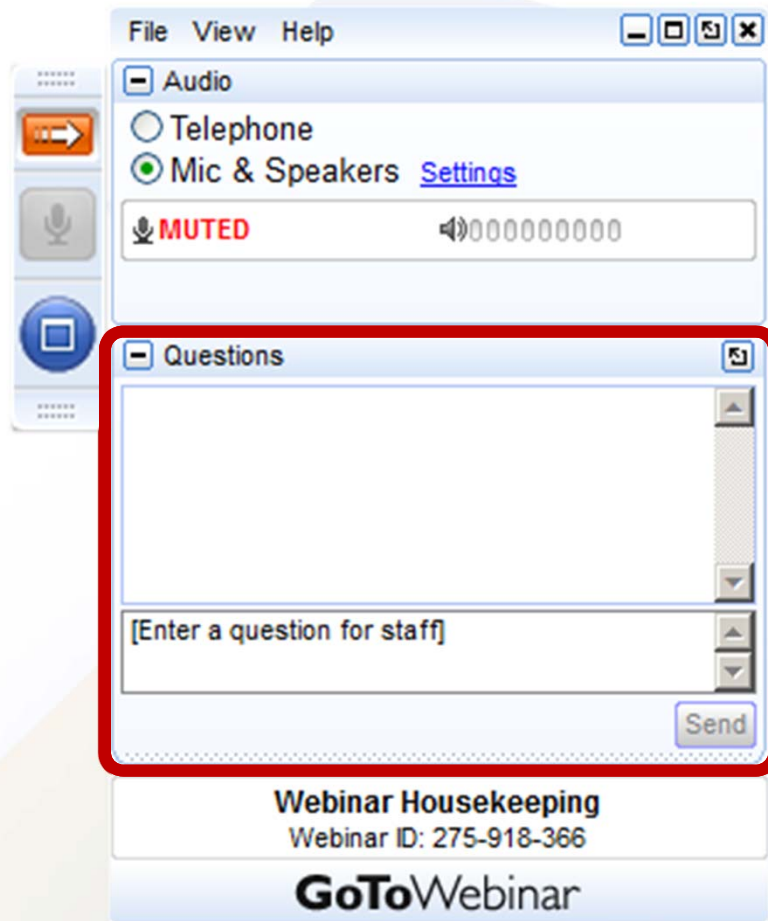


The Ups and *Potential* Downs of Comprehensive Assessments: Addressing Secondary Trauma



April 18, 2017

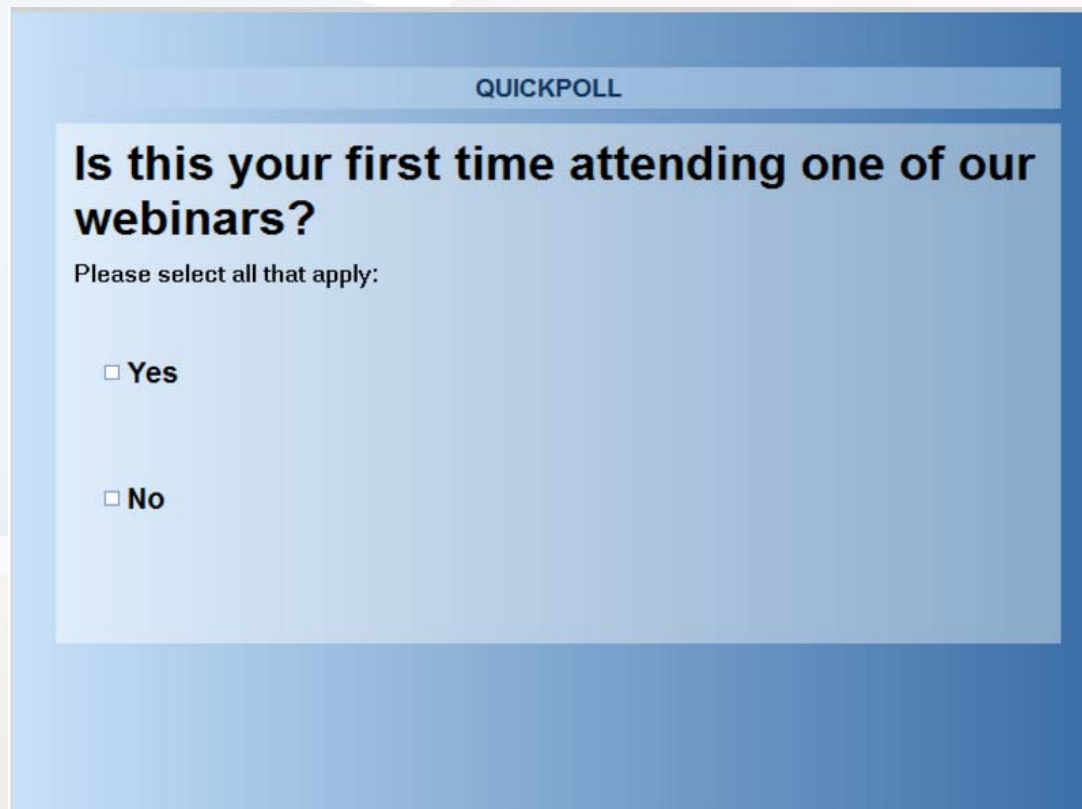
Using GoToWebinar



Your Participation

Please submit your text questions and comments using the Questions panel.

GoToWebinar: Responding to Polls



A screenshot of a GoToWebinar poll interface. The poll is titled "QUICKPOLL" and asks "Is this your first time attending one of our webinars?". Below the question, it says "Please select all that apply:". There are two radio button options: "Yes" and "No".

QUICKPOLL

Is this your first time attending one of our webinars?

Please select all that apply:

☐ Yes

☐ No

To respond to the poll, click the radio button next to your preferred response.

Webinar Objectives

- Define secondary trauma and the connection to comprehensive assessments and holistic case management
- Recognize common signs and symptoms of secondary trauma
- Identify strategies workers can implement for addressing their secondary trauma
- Understand leadership's role in helping workers address secondary trauma
- Consider organizational strategies to reduce occurrence of secondary trauma among workers

OWRA Tool

Online Work Readiness Assessment Tool

OWRA is a Web-based tool that was initially developed to enhance services to Temporary Assistance for Needy Families (TANF) participants. The OWRA Tool consists of a detailed comprehensive assessment of the strengths, barriers, and overall work readiness of participants which creates a unique and dynamic career pathway plan. Based on the comprehensive assessment, a modifiable electronic based career pathway plan is generated creating a summary of strengths and barriers, and makes work activity and work support recommendations.

- Employment
- Education
- Housing
- Transportation
- General Health
- Mental Health
 - Indicator Questions
 - **Mental Health** >
 - Diagnosis
- Substance Abuse
- Domestic Violence - Safety
- Pregnancy
- Childcare and Parenting
- Relationships
- Final Thoughts

Mental Health : Mental Health

Continue Exit Notes Reset Radio Buttons

For a comprehensive Self-Sufficiency Plan, please ask the questions marked with the 🗉 icon.


🗉 **Now I would like to talk about your emotional and mental health. During the last 30 days, about how often did you feel...**
Read each item aloud. Read response categories as needed.

	All of the time (4)	Most of the time (3)	Some of the time (2)	A little of the time (1)	None of the time (0)
a. Depressed?	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. Fearful?	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. Worried?	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d. Nervous and anxious?	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e. Very concerned for no apparent reason?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
f. Tired and exhausted?	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
g. Not motivated?	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
h. Scared?	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
i. Angry?	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

🗉 **Have you ever experienced or witnessed a frightening or violent event?**
☒ Yes ☐ No

🗉 **Have you ever wanted or thought about hurting yourself or others?**
☒ Yes ☐ No

🗉 **Even when tired, do you have trouble sleeping?**
☒ Yes ☐ No



OWRA
Online Work Readiness Assessment

[Home](#)
[About](#)
[Interview](#)
[Reporting](#)

Tester, Test

Substance Abuse : Alcohol and Drugs

Continue Exit Notes Reset Radio Buttons

	Has this ever been a problem?	If yes, is this an issue now?
3. Have you ever tried to cut down or quit drinking or using drugs?	<input type="radio"/> Yes <input checked="" type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No
4. Have you ever had a problem stopping drinking or using drugs?	<input type="radio"/> Yes <input checked="" type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No
5. Have you ever had more to drink or use more drugs than you intended?	<input checked="" type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No
6. Have you ever felt that you had to drink or use drugs much more than you used to in order to get the same effect you wanted?	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No
7. Has any relative, close friend, or partner ever worried or complained about your drinking or drug use?	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No
8. Have you ever felt bad or guilty about your drinking or drug use?	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No
9. Have you ever spent a lot of time thinking about or trying to get alcohol or other drugs?	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No
10. Has your drinking or drug use ever interfered with your work at a job, school, or at home?	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No
11. Have you ever participated in high risk activities or been injured while under the influence of alcohol or other substances?	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No
12. Did you ever have any emotional or psychological problems from drinking or using drugs?	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No
13. Have you ever gone to anyone for help because of your drinking or drug use?	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No
14. Have you ever been hospitalized because of drinking or drug use?	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No
15. Have you ever experienced any of the following related to any drinking or drug use:		
a. Blackouts or other periods of memory loss?	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No
b. Injury to your head?	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No
c. Convulsions or delirium tremens (DTs)?	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No
d. Hepatitis or other liver problems?	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No
e. Feeling sick, shaky, or depressed?	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No

Return to Case List

- ◉ Demographics
- ◉ Employment
- Education
- ◉ Housing
- Transportation
- General Health
- Mental Health
- Substance Use
- ◉ Domestic Violence - Safety
 - Indicator Questions
 - **Victim** >
 - Perpetrator
 - Pregnancy
 - Childcare and Parenting
 - Relationships
 - Final Thoughts

Domestic Violence - Safety : Victim

Continue Exit Notes Reset Radio Buttons

For a comprehensive Self-Sufficiency Plan, please ask the questions marked with the 🗨 icon.

This section should not be asked if the participant's partner is also in the interview room.

🗨 Other people can sometimes help or hinder your efforts to work. The next few questions ask about conflict you may experience.

- ☐ Participant does not want to answer questions regarding domestic violence.
- ☐ Participant's partner is present and these questions were not asked.

	Has this ever been a problem?	If yes, is this an issue now?
a. Has there ever been anything going on at home that made you feel afraid?	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No
b. Have the police ever been called to settle a dispute or because of violence that was committed against you?	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No
c. Have you ever been in a relationship in which you were threatened or physically hurt?	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No
d. Has another person ever destroyed your clothing, objects, or something you cared about?	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No
e. Has your partner or others ever tried to control the money you earn or spend?	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No
f. Has another person ever prevented you from leaving the house, seeing friends, getting a job, or attending school?	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No

More on OWRA

- OWRA Website
<https://peerta.acf.hhs.gov/owra>
- OWRA Help Desk
1-866-989-6972 or owra@icf.com

Presenters

- Winston Bell: Director & Vision Keeper, Everybody Can Win Consulting
- Larry Timmerman: Senior Program Evaluator, Ramsey County, MN
- Michelle Belitz: Planning and Evaluation Analyst, Ramsey County, MN
- Jessie Hancox: Case Management Supervisor, Boulder County, CO



Polling Question #1

- What is your current level of knowledge about strategies for reducing secondary trauma?
 - Very knowledgeable
 - Somewhat knowledgeable
 - Not knowledgeable

Polling Question #2

- How do you currently manage work-related stress?
 - Examples could include engaging in hobbies, attending therapy, connecting with loved ones, eating healthy, etc.

UNDERSTANDING SECONDARY TRAUMA AND YOUR ROLE

Winston Bell

Director & Vision Keeper, Everybody Can Win Consulting

"The expectation that we can be immersed in suffering and loss daily and not be touched by it is as unrealistic as expecting to be able to walk through water without getting wet."

~Naomi Rachel Remen

What is Secondary Trauma?

- The stress resulting from helping or wanting to help a person who is suffering or experiencing trauma that presents as a cluster of negative symptoms.

Increased Risk of Secondary Trauma

Those at greatest risk work with and/or assists children, adults, and/or families who are or have experienced trauma, as well as workers that experience:

- Over-identification with customer
- Reminder of own trauma
- High level of empathy

Clarifying Empathy and Your Role

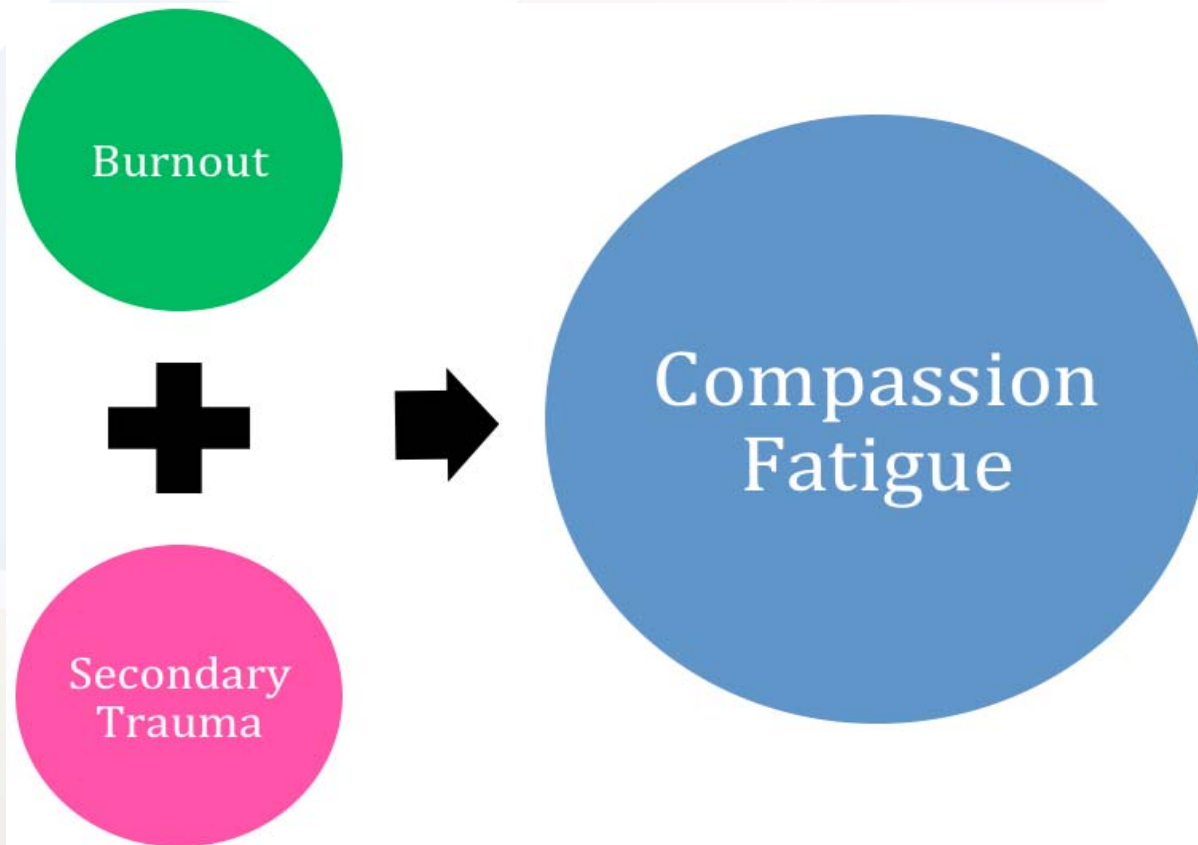
- “the action of understanding, being aware of, being sensitive to, and vicariously experiencing the feelings, thoughts, and experience of another of either the past or present without having the feelings, thoughts, and experience fully communicated in an objectively explicit manner” ~Merriam-Webster
- Workers support customers in achieving their goals by:
 - Providing guidance based on programmatic expertise
 - Connecting customers to appropriate services and resource

The Effects of Secondary Trauma

- Intrusive thoughts
- Chronic fatigue
- Sadness
- Anger
- Fearfulness
- Shame
- Poor concentration
- Second guessing
- Detachment
- Emotional exhaustion
- Physical illness
- Absenteeism*

*Secondary Trauma - What is it? (n.d.). Retrieved March 30, 2017, from <http://secondarytrauma.org/secondarytrauma.htm>

Compounding Negative Effects



Addressing Secondary Trauma and Compassion Fatigue in Work with Older Veterans: An Ethical Imperative. (n.d.). Retrieved March 30, 2017, from <http://www.aginglifecarejournal.org/addressing-secondary-trauma-and-compassion-fatigue-in-work-with-older-veterans-an-ethical-imperative/>

Additional Cost to Organizations

- Low morale
- High turnover
- Recruiting, hiring, and training new staff
- Increased workload and stress for existing staff
- Decreased quality of work



Addressing Secondary Traumatic Stress. (n.d.). Retrieved March 30, 2017, from <http://www.cwla.org/addressing-secondary-traumatic-stress/>

Polling Question #3

- How does your organization support you in reducing the negative effects of secondary trauma and building resiliency?

RAMSEY COUNTY, MN WORKFORCE SOLUTIONS

Larry Timmerman
Senior Program Evaluator

Michelle Belitz
Planning and Evaluation Analyst



Ramsey County Workforce Services Vision

Provide opportunities for
improved employment
and **family stability**

Dreams and hopes of the
participant have a larger
role in **driving goal**
setting, action planning
and **achievement**

A dream written down
with a **date** becomes a goal.
A goal broken down into
steps becomes a plan.
A plan backed by **action**
makes your dreams come true.

Greg S. Reid



Ramsey County Lifelong Learning Initiative Rapid-Cycle Learning Executive Skills-based Coaching Flow



Purple steps indicate tools/coaching strategies that have already been introduced to counselors as of Cohort 1.

Red steps indicate forthcoming tools/coaching strategies that will be introduced to counselors beginning in Cohort 2.

Mindset Shift

From: Case Management Model

Conducting an ES Overview to describe policy, procedure, and rules/regulations

Developing employment plans based on a pre-chosen menu of options and tools dictated by system outcomes (Work Participation Rate) not client outcomes

Utilizing a "one size fits all" approach to a family's self-sufficiency

Maintaining a minimum of monthly contact to collect required documentation

To: Coaching Model

Utilizing ES Orientation to build relationship, understand the client's past/present/future, and set the stage for a more supportive and collaborative relationship

Developing SMART goals based on our client's own self-identified, relevant goals and current situation

Identifying each individual's strengths and challenges by utilizing My Bridge of Strength, Executive Skills Questionnaire (and other tools) to encourage small steps/progress and considering a "whole family" approach

Engaging our families with meaningful, supportive appointments that encourage and foster the established partnership; mutual accountability in the partnership; looking at the relationship differently; the relationship matters as much as the policies; counselor must understand where the client has been, where they are, and where they want to go; the role/skills/approach of the counselor matters

Ramsey County MFIP/DWP Systems Change

Essential Skills

Gap Tool

Life Long Learning

**My Bridge
of Strength**

Coaching

**Motivational
Interviewing**

The Need to Address Secondary Trauma

- LLI is centered on relationship-based case management
- Rapid cycle learning findings:
 - As counselors advanced their coaching skills, families disclosed more trauma, and counselors experienced greater secondary trauma
 - High caseloads led to additional stress and increased secondary trauma for counselors
- 2017 Efforts:
 - strengthen LLI by streamlining EGC workloads
 - pilot a stress management coaching approach for clients
 - develop further guidance for staff through counselor handbooks and fidelity guides
 - take additional steps to prioritize the coaching tools that are currently available

Organizational Supports

- Invest in staff training and development
 - System-wide motivational interviewing and coaching
 - System-wide use of goal planning
- Include staff when appropriate in program development/implementation
- Grow social and professional capital through peer networks, coaches and community
 - Peer Pairs
 - Supportive Supervisors/Mentorship Programs
 - Respect professional boundaries and build community-based networks

Organizational Supports (cont.)

- Provide down-time
- Modify the environment
 - Provide alternative meeting environments
- Rotate challenging cases from time to time
- Flex schedules
- Employee Assistance Programs
- On-site Yoga and Pilates programs

Self-Care and Finding Balance

- Honor your breaks and lunches
- Respect your limits and take time to acknowledge the impact on you
 - Sleep habits
 - Nutritional habits
 - Physical exercise
- Use vacation/flex time
- Find a hobby
- Seek professional help

Future Interventions

- Counselor Bridge
- Wellness to Work
- Continuous Process Improvement

Outcomes and Key Takeaways

- Skilled staff feel more confident and supported
- Staff who articulate their strengths and challenges are more willing and able to engage in self-care
- Stronger community-based networks/resources/partnerships
- Supervisor validation and recognition/appreciation
- Job skills become life skills
- Reduced isolation
- Involvement in program design opens professional development opportunities
- Staff become a resource to the organization, community and family

BOULDER COUNTY COLORADO WORKS

Jessie Hancox
Case Management Program Supervisor



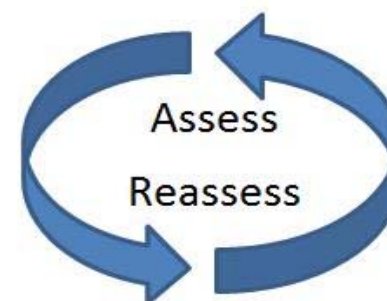
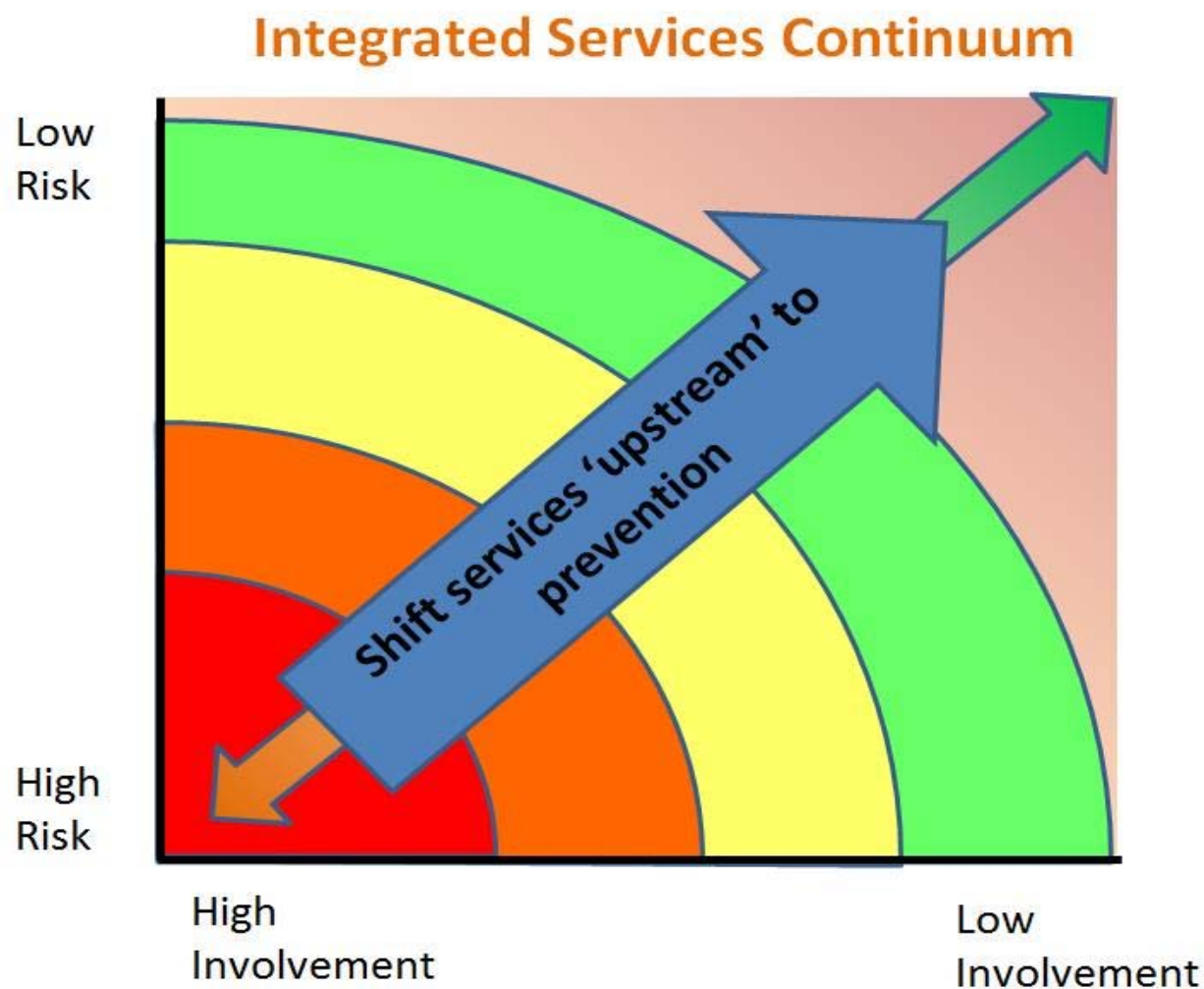
Training Support for Case Management Staff

- Motivational Interviewing
- Motivational Interviewing for Supervisors
- Coaching for Success (State training)
- Emotional and Positive Intelligence (self-awareness and control)
- Strengths Based Case management
- Strengths Based Supervision
- Cross Program Trainings
- Community Connections opportunities (CORE Trainings)

Building a Community of Support



HHS Services Continuum



Creating a Safe Space for Staff



Monthly Sessions with a Licensed Clinical Social Worker

Active **Wellness Program**

Employee **Assistance Program**

Laughter Yoga

Regular Monthly Meetings with a Supervisor

Monthly Supervisor/Manager Cohorts

Rose, Bud, Thorn Discussions

Continuing the Community of Support

- Regular Monthly check ins (ongoing & holds)
- Referrals to community partners
- Mental Health Supports
- Substance Abuse Supports
- Coordinated case management
- Wrap around services & seamless support through transitions
- Individualized Planning and Goal Setting

Polling Question #4

- What is at least 1 thing you will do differently as a result of this webinar?


Q & A SESSION

Additional Information

- Webinar recording and materials:
 - <https://peerta.acf.hhs.gov/owra/owra-video-resource-library>
- Help us expand our network:
 - <http://peerta.acf.hhs.gov>
- More on OWRA:
 - <https://peerta.acf.hhs.gov/owra>
 - OWRA Help Desk: 1-866-989-6972 or owra@icf.com

Please take 2 minutes to provide
feedback about this webinar.

Thank you!



NEVER DOUBT THAT A SMALL
GROUP OF THOUGHTFUL,
COMMITTED CITIZENS
CAN CHANGE THE WORLD;
INDEED, IT'S THE ONLY THING
THAT EVER HAS.

MARGARET MEADE