Trauma Transformed is a program of East Bay Agency for Children

Connecting communities to compassionate systems.
Reclaiming Bay Area futures.

PROGRESS REPORT
October 2016

Trauma Transformed is a program of East Bay Agency for Children
BACKGROUND: Creation of Trauma Transformed

Trauma is a recognized public health crisis. In 2012 leadership from the behavioral health departments of 7 Bay Area counties together envisioned the creation of a center that could build a regional trauma-informed system of care to improve the ways we understand, respond to, and heal trauma.

With seed funding from SAMHSA, these counties and East Bay Agency for Children officially launched Trauma Transformed in October 2015. Trauma Transformed is the only regional center and clearinghouse in the Bay Area dedicated to promoting a trauma-informed system of care. By providing trainings and policy guidance to systems of care professionals and organizations, Trauma Transformed is dedicated to reducing the re-traumatization of youth and families and the professionals who serve them.

7 COUNTIES
- Alameda
- Contra Costa
- Marin
- San Francisco
- Santa Clara
- San Mateo
- Santa Cruz

3 PARTNERS
- Youth in Mind
- Center for Youth Wellness
- UCSF Benioff Children’s Hospital Oakland

TRAUMA TRANSFORMED CORE STRATEGY: People with Lived System Experiences and Trauma Survivors will be embedded in all Trauma Transformed teams and functions

MISSION: Bay Area communities working together to change the way we understand, respond to, and heal trauma.

VISION: We seek to foster healthy, resilient, and safe communities through trustworthy, compassionate and coordinated public systems.

TRAUMA INFORMED VALUES:
- Understanding trauma and stress
- Compassion and dependability
- Safety and stability
- Collaboration and empowerment
- Cultural humility and responsiveness
- Resilience and recovery
WORK AREA #1: Establish Center and Clearinghouse

From July 2015 through September 2016, Trauma Transformed focused its efforts in five key work areas. Results and achievements from those efforts follow.

ACHIEVEMENTS

- **Hired Trauma Transformed staff and established physical center**
  1035 22nd Avenue, Suite 14, Oakland, CA 94606  510.485.5756

- **Established regional teams**
  Management, workforce, and community involvement is fundamental to system transformation. Representatives from these groups serve on the new Trauma Transformed committees: Oversight, Advisory, Care Coordination, Social Marketing, Policy, Operations, and Continuous Quality Improvement and Training.

- **Launched website and social media**
  www.T2BayArea.org  www.facebook.com/TraumaTransformed/

- **Developed plan for clearinghouse**
  To be housed on the Trauma Transformed website, the clearinghouse will be a resource open to the regional workforce and stakeholders for building communities of practice, disseminating practices and policies, and offering resources and tools towards building regional trauma-informed systems to respond to trauma in the Bay Area.

- **Developed communications and social marketing plans**
  Trauma Transformed won the Bronze ECCO Award for Communication Strategy

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Dr. Nadine Burke Harris addressed the 300 guests attending the Trauma Transformed launch in October 2015.

“It was a powerful year: moved from talk to action. Still thinking about kick off. ‘We actually did this - this actually happened.’ Proud of Trauma 101 for leadership - 40+ leaders from education/probation/mental health met for the first time.”

-Paul Sorbo, Director

Children’s Youth System of Care,
San Mateo County Behavioral Health Recovery Services

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WORK AREA #2: Promote Youth and Family Practice
Promote youth and family partnerships in Trauma Transformed
and public systems to advance meaningful system change

ACHIEVEMENTS

- **Established Advisory Council**
  Recruited and onboarded 34 youth and family members across 7 counties to serve as lived experience advisors for Trauma Transformed initiatives.

- **Trained and support**
  Trauma Transformed trained youth and caregivers with lived system experience in strategies that enable them to support system change.

- **Hosted pilot Youth Leadership Academy**
  Youth leaders from several counties convened to build community, develop leadership skills, apply adult learning theories toward presentation and training skill development, and learn about the neurobiology of trauma and healing.

- **Evaluating impact of youth involvement**
  Trauma Transformed is measuring the impact of engaging and empowering youth in systems change and measuring how advocacy and investing in youth leadership contributes to youth healing from the impact of trauma.

  "I think we underestimate how traumatic it is for a staff person who is trying desperately to find services for a child and is being told no. It really is challenging and leaves a bad feeling."
  - County Employee, Santa Clara

  
  "Reflections of Vignettes for Change"
  
  "I learned..."
  "Helped me see how others interpret trauma..."
  "I am going to look more closely at the 8 steps of wellness..."
  "..."
WORK AREA #3: Care Coordination

Establish a regional model to provide coordinated services for youth and children placed out of county, and children, youth and families served by multiple systems within counties

ACHIEVEMENTS

- **Established core regional Care Coordination Team**
  The Care Coordination Team is tasked to improve care coordination for youth placed out of their home county. Comprised of representatives from 7 counties across sectors, the team has begun analyzing data that tracks the flow of youth across county lines for placement and subsequent connection to care.

- **Convened regional care coordination stakeholders**
  Subject matter experts, policy advocates, child welfare staff, behavioral health staff, and billing department staff met to define the many complex drivers that sustain system gaps for youth accessing care outside of their home counties.

- **Recommended initial interventions**
  Analysis of the barriers to uninterrupted service led the team to recommend the following initial interventions: standardized training, establishing a regional Continuous Quality Improvement team, and formalizing partnerships and collaborations through a 7 county Memorandum of Understanding.

- **Launched Mapping Project**
  Trauma Transformed collected data to create a GIS-based mapping guide to track flow of placements across county lines, both within the region and in outside counties.

  “I can see the counties coming together and trying to work this out so we’re not all responding in a different way that ultimately puts the burden on our kids and families.”
  Ken Epstein, Ph.D., LCSW
  Director, Children Youth and Families System of Care
  Community Behavioral Health Services
  San Francisco Department of Public Health

![Experiences with the System](image-url)
WORK AREA #4: Workforce Education and Support

Develop and coordinate Trauma-Informed Systems (TIS 101) training resources for dissemination to providers, consumers, and county staff across sectors of social services, behavioral and physical health, juvenile justice, education, and early childhood

ACHIEVEMENTS

- **Coordinated regional administration of Trauma Informed Agency Assessment (TIAA)**
  Trauma Transformed administered the TIAA to a representative sampling of staff within 3 counties and 50 provider organizations. These results informed Trauma Transformed’s decision to focus on Trauma-Informed Systems training for the workforce. As counties continue to administer the TIAA more broadly, Trauma Transformed developed and distributed an organizational assessment decision support grid to assist in translating the data analytics of the TIAA into practice and action.

- **Launched TIS 101 Dissemination Plan**
  Adapting the successful model from San Francisco Department of Public Health, Trauma Transformed began implementation of a sustainable training system including regional and sector lead trainer cohorts.
  - Trained 800 workforce participants from 7 counties
  - Trained and certified 50 TIS 101 Trainers
  - Developed and published “Train the Trainer” manuals and tools to support leadership
  - Secured underwriting from Genentech Foundation and Kaiser Foundation Health Plan

Trauma Transformed hosted community screenings and developed a screening guide

Santa Clara TIS Train the Trainer Cohort Building cross-sector TIS 101 training teams

“I am inspired that when workforce gets TIS training, they ask “how can I get involved, how can we become a trainer?”

- Karen Anderson-Gray, Director
  Childrens Systems of Care, Santa Cruz County

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WORK AREA #5: Sustainable and Effective Policies and Practice

Support counties to select, implement, share, and sustain effective and meaningful trauma-informed practices and policies

ACHIEVEMENTS

- **Established Regional Policy Team**
  The Policy Team is comprised of diverse representatives across different sectors including human resources, public health, county behavioral health, and youth and caregivers employed as consumer partners in the workforce. Together the policy team is identifying focus areas for building a trauma-informed workforce and strategies and tactics to build a trauma-informed workforce that reflects the communities served.

- **Identified Policy Focus Areas**

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<tr>
<th>Workforce Development</th>
<th>Evaluation</th>
<th>Leadership</th>
<th>Communication</th>
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<td>Identify barriers and promote policies and practices that sustain a diverse Bay Area workforce that reflects our communities served and who bring their lived experiences with trauma and healing to public systems responding to trauma.</td>
<td>Identify strategies to ensure that evaluation and research practices are conducted with an understanding of trauma and promote participatory research practices for trauma-informed systems.</td>
<td>Promote leadership models, practices, and strategies that embed understanding of trauma, organizational trauma, and healing into the roles and responsibilities of our system leaders and support the advancement of minority leaders and those with lived experiences.</td>
<td>Build common language, practices, and strategies across diverse public system sectors to bolster transparent organizational decisions, reduce power differentials, centralize consumer ‘voice and choice’ in services, and increase participatory decision-making.</td>
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- **Developed and distributed initial set of trauma-informed policies**
  Policies reviewed and created by the Policy Team are made available on the Trauma Transformed Clearinghouse. The first policies vetted through the team were:
  - Stipend for Consumer Leaders
  - Trauma Informed Consumer Advisory Charter
  - Organizational Growth Map
  - Racial Justice in Hiring

Trauma Transformed raised awareness of the importance of trauma-informed policies by presenting at several conferences including 2015 ACES Center for Youth Wellness Conference, National Council Behavioral Health Care Conference, and Racing ACES Convening.
WHAT’S NEXT  Through 2017, Trauma Transformed staff and its many partners throughout the region will continue to focus on the five established work areas outlined in this progress report. This work will continue to bolster the foundational work of our first year to transform the experience of children, youth, families, and the workforce as they interact within the regional system of care.

The focus for this coming year will be to move from building awareness to embedding the understanding of trauma into system change by developing new models for workforce education and supporting and institutionalizing leadership practices that will fortify efforts towards organizational healing at all levels and across all sectors of our child, youth and family serving systems of care.

UPCOMING INITIATIVES

Regional Center
- Launch virtual clearinghouse and refreshed website for trauma-informed practices, resources, and tools to support dissemination.
- Encourage shared investment in sustainability between philanthropy, blended county funds, and the business sector.

Youth & Family Partnerships
- Convene a Trauma-Informed Care Youth Leadership Summit.
- Train and certify a regional team of Youth and Parent Trauma and Healing Trainers.

Workforce Development & Training
- Establish county and regional teams of practice experts to advance and support best organizational and community healing activities.
- Convene leadership cohorts to centralize Racial Justice in Trauma Informed Care.

Care Coordination
- Develop a regional data sharing agreement to help track efforts to reduce trauma to foster youth placed outside of county lines.

Sustainable and Effective Practices & Policies
- Bolster the impact of our regional and state policy teams to reduce barriers and advance practices of Trauma Informed Systems.

PATHWAY TO TRANSFORMATION

Strategies > Activities > Timelines > Regional Teams > Aligned Outcomes