

Dept. of Corrections—5<sup>th</sup> Judicial Unit

Overview of Trauma Informed Care Practices and Changes—Quotes from various staff members

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- I think of our female groups and the training the facilitators have received in trauma informed care—they really search for new trainings and attend, research and ways to make tweaks to the program. They are aware and have been trained on effects on trauma, PTSD, focus on supports in the community, the way females are dealt with in group with issues-similar to what was said (Ang or Peggy) about behavior issues in the facility, more in-depth intakes, seamless programming, sessions that focus on trauma and are strength based, inclusion on protective factors during sessions, collaboration with probation officers with group progress and issues, pro-social activities in groups, (moving on is good, but they have added more gender responsive approach and have incorporated some ACTV).
- The facility women receive journals at intake to use to process their feelings, vent, draw or write in any way that will help them.

We hold facility meditation daily to assist the women in starting their days on a positive note.

Facility staff works to curb foul language and yelling due to those being triggers for women who have experienced trauma.

We have a unit focus on safety for the women so we have measures in place like locked doors and cameras, education, allowing 911 cell phones, etc.....

Since gender-responsiveness concepts began the facility has continually reviewed those and tried to develop practices that are in line with the guiding principles.

The exciting piece is that we've expanded our focus not just from the facility women, but we've educated those in the district who work with women so they can practice these guiding principles with women on their caseloads.

- Corrections is rules based: we have rewritten them to be “trauma informed” they are in line with the philosophy—
  1. Need to make sense to the offender
  2. Simple to understand
  3. Stated positively

We are strength based, we focus on the positive and build on that

1. People desist from crime first through identification of risk factors but ultimately through their protective factors or their strengths and we need to focus on those

2. We need to recognize the trauma that they have survived in order to help support and help motivate them to change

Our hiring practices focus on hiring staff that understand the importance of how that impacts those we serve

We have NAMI review all of our policies and make suggestions for improvements to make sure that they don't adversely impact those we serve

- Some things we have done to move towards creating a TIC culture:
  - Facility overhaul-made environment more inviting and comfortable. Paint, artwork, motivational sayings, kid friendly lobby, plants, lighting, rocking chair room
  - We have offered somewhere in the ballpark of 10 trainings to staff specific to trauma and related topics, Neurobiology of trauma trainings, the brain and trauma, Borderline Personality Disorder and complex trauma, ACEs to name a few. Some have been mandatory for staff and this has occurred in the last 2 years. Department has paid for tuition to annual trauma trainings to staff. Many webinars offered to staff. Emails sent as learning opportunities about certain events-trying to shift focus to trauma. Published reports sent out talking about trauma.
  - Leadership focus on What happened to you versus what's wrong with you. Peggy and I take trauma into consideration when we are discussing with staff sanctions and recommendations-there has been a shift in placing trauma in the forefront and using that when discussing recommendations in court (staff has even had the opportunity to educate judges-how cool😊).
  - Trauma informed pat searches (training to all), strip searches and UA's. Asking permission to begin and walking clients through the process no matter how many time staff has conducted a search. Offer education to clients about how trauma has affected them physically, emotionally, etc.
  - Membership in the TIC Stakeholders Committee that hosts the annual trauma training. 5th District placed on TIC Stakeholders website in support of TIC
  - Collaboration with areas resources that support TIC. One of our big stakeholders is Polk County Crisis and Advocacy Services who has offered consultation and training. We are meeting again this month or next to discuss taking services to the next level to include Trauma Yoga on a weekly basis.
  - Creation of mission and vision supporting TIC and GR. Created by staff for buy in.
  - Collaboration with psychologist/psychiatrist to address PTSD/symptoms-in house (supporting resource center concept)

- Incorporation of Trauma assessment-ACE survey (conducted by PO's and shared with RO's)
- PO's conduct appointments and include the client's support network to increase outside supports
- We have looked at various practices (such as the sanction of room restriction) and asked, "would this trigger her trauma? Over the last two years we have looked at all practices and used the trauma lens to make sure our practices support TIC
- Revised hand book and level system (don't necessarily focus just on trauma but reinforced a behavior based system)
- Creation of prosocial group-to engage clients in positive activities again to increase engagement (lends to TIC)
- I think one of the biggest things we have accomplished is on a daily basis I hear staff talk about trauma and the significance of this. They are more knowledgeable of how this has created the life she lives. When they process with me, many start by talking about trauma and they work hard to empower them...it is no longer a buzz word rather and practice and staff is "getting it"
- Education to overnight staff about how darkness and night time routines are very difficult for trauma survivors-no longer is it an issues of non-compliance rather RO's take the time and process with clients about what's going on and use this as an opportunity to increase her feelings of being safe. Again, a practice that could once be-get back in your room, its curfew is now an opportunity to open the lines of communication and help her feel safe