

Trauma Informed Organizations

*Be Careful
What You Wish For!!*

June 27, 2017

TURNING HURT INTO HOPE



DESTROYING SANCTUARY

THE CRISIS IN
HUMAN SERVICE
DELIVERY SYSTEMS

SANDRA L. BLOOM & BRIAN FARRAGHER

OXFORD



RESTORING SANCTUARY

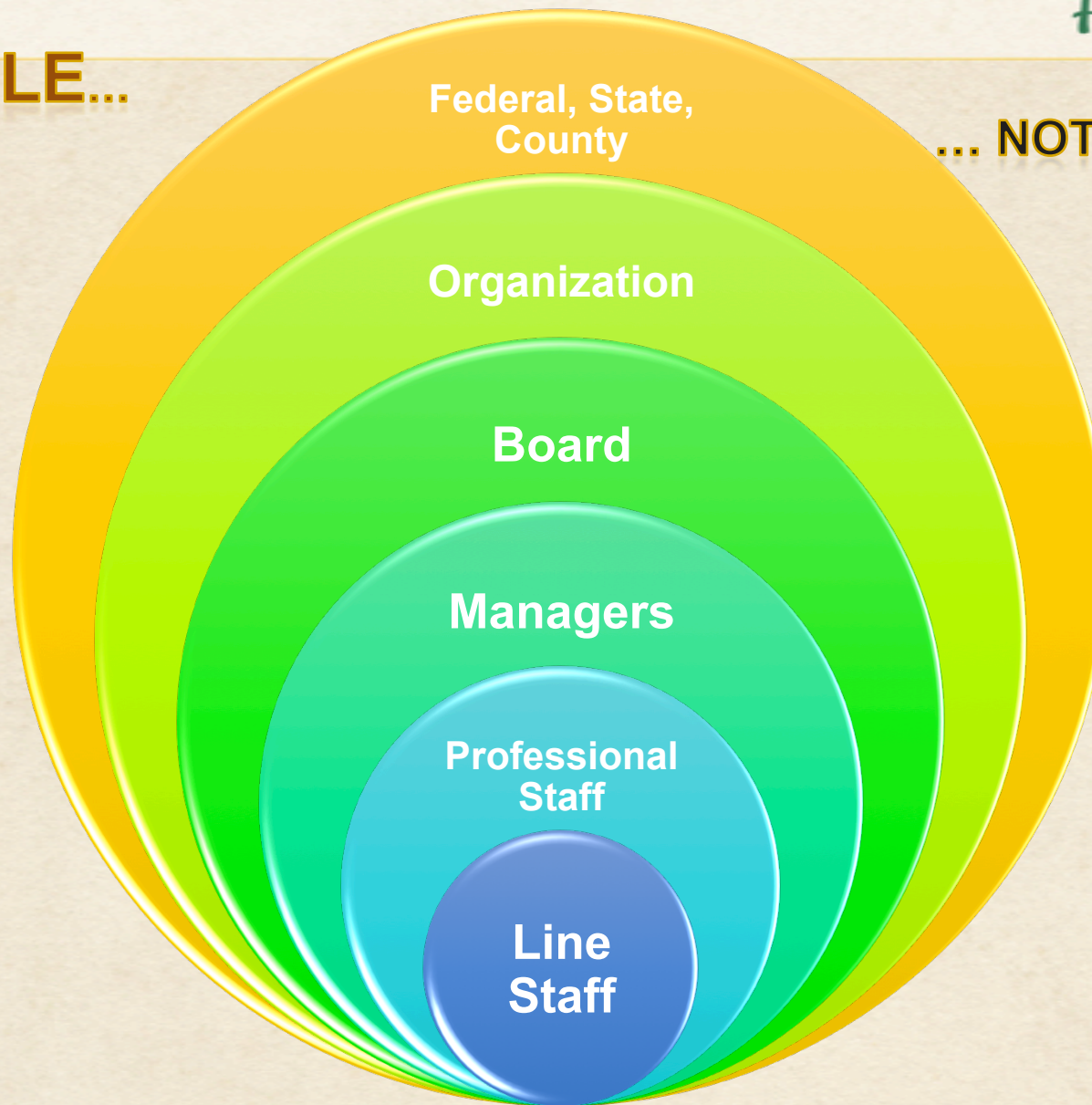
A NEW OPERATING
SYSTEM FOR
TRAUMA-INFORMED
SYSTEMS OF CARE

SANDRA L. BLOOM & BRIAN FARRAGHER

TURNING HURT INTO HOPE

PEOPLE...

... NOT MACHINES



AND PEOPLE COME WITH *BAGGAGE*

TURNING FURT INTO HOPE

***“Living Systems” isn’t a
metaphor for how human
institutions operate.
It’s the way it is.***

Pascale, Millemann and Gioja
Surfing the Edge of Chaos:
The Laws of Nature and the New Laws of Business, p.15

Parallel Process

Complex interaction between traumatized clients, stressed staff, pressured organizations, and the social and economic environment.

As a result, our systems frequently replicate the very experiences that have proven to be so toxic for the people we are supposed to help.

**Efforts to become more
“trauma-informed” or
“trauma-sensitive” will fail if
they do not take into
account the impact of
trauma and stress on the
entire organization and take
steps to mitigate that impact**

Parallel Process

Clients	Staff	Organization
Feel unsafe	Feel unsafe	Is unsafe
Angry/aggressive	Angry/aggressive	Punitive
Helpless	Helpless	Stuck
Hopeless	Hopeless	Missionless
Hyperaroused	Hyperaroused	Crisis Driven
Fragmented	Fragmented	Fragmented
Overwhelmed	Overwhelmed	Overwhelmed
Confused	Confused	Valueless
Depressed	Demoralized	Directionless

“If you want deeply rooted change, you need to apply deeply rooted methods.”

J. Goldstein, 1994

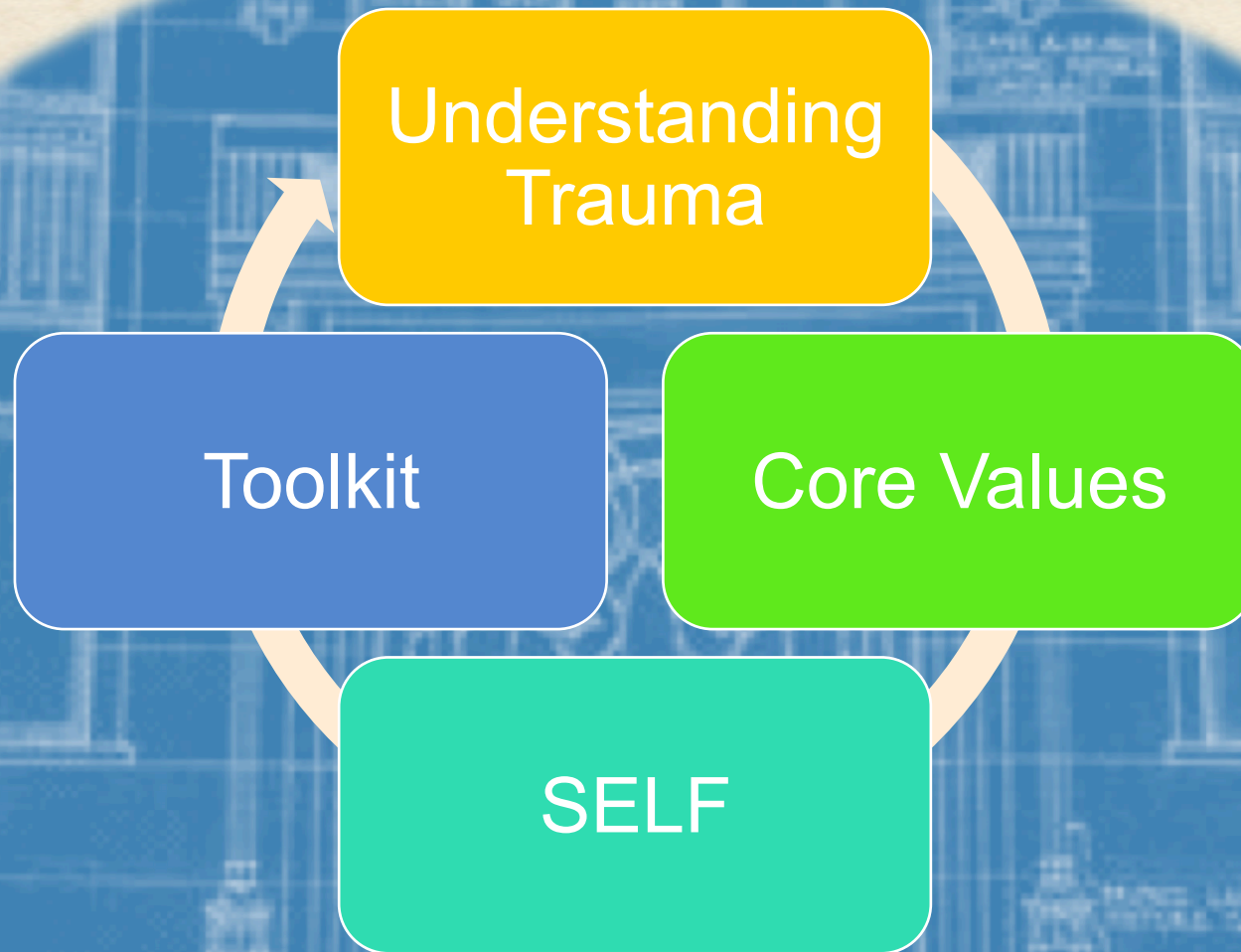
The Unshackled Organization



TURNING HURT INTO HOPE

The Blueprint

Hanna Boys Center
SINCE 1945



TURNING FIGHT INTO HOPE

The Core Values

Nonviolence

Emotional
Intelligence

Social
Learning

Open
Communication

Social
Responsibility

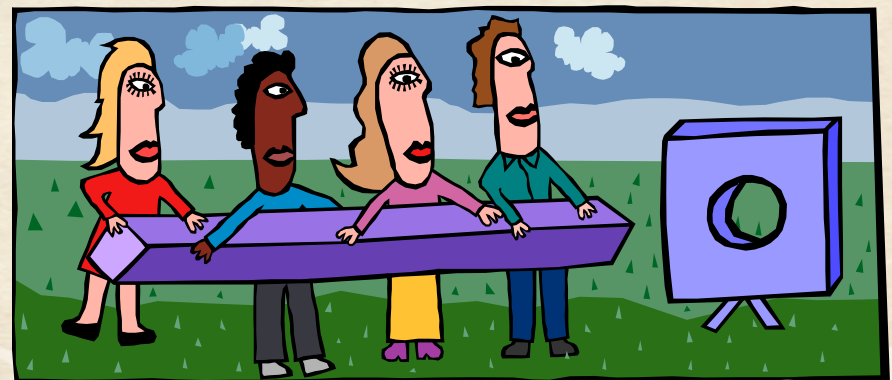
Democracy

Growth &
Change

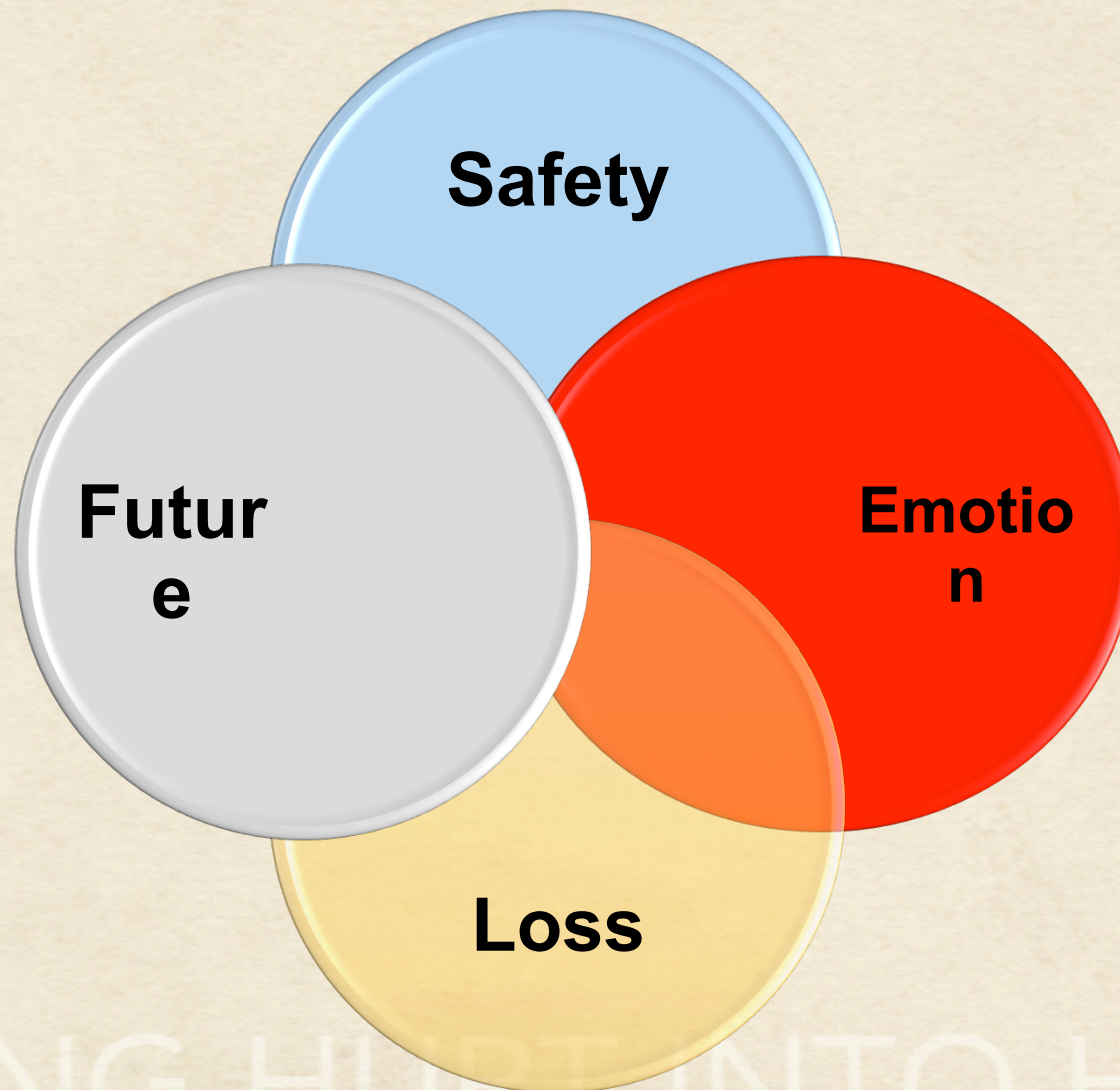


“Trying to transform a nonlinear system using a linear model just doesn’t work.”

Jeffrey Goldstein, 1994
The Unshackled Organization



S.E.L.F.



TURNING HURT INTO HOPE

TOOLKIT

Community Meetings

Trauma Education

Root Cause Analysis

Safety Plans

Core Team



Becoming Trauma Informed: 12 Lessons in 12 Years

TURNING HURT INTO HOPE

The background image shows a group of people, mostly children and young adults, standing behind a long wooden table outdoors. The table is covered with many small white cups, some with green stripes. Large blue water jugs are visible under the table. The people are wearing casual clothing like jeans, shorts, and sneakers. In the background, there are green trees and a fence. A large blue rectangular text box is superimposed over the middle of the image, containing two lines of text.

Lesson 1: It is tough out there and TIC does not protect you from a beating.

Corollary: It does explain why your taking a beating and helps you dust yourself off and get back up again.



Lesson 2: It is not us and them...it's just us.

Corollary A: It is better to be lucky than good!!!



HANNA BOYS CENTER
ARCHBISHOP HANNA HIGH SCHOOL
2016 - 2017



Lesson 3: Changing what you do does not change who you are.

Corollary A: Changing what you do is a necessary first step to changing who you are.

Corollary B: Real change is real hard. Sorry!!



Lesson 4: Things change when you change things.

Corollary A: We are in the change business.

Corollary B: You can't change one thing.

Corollary C: You can't wait for things to change before you change them.

Corollary D: Change is stressful. To better manage stress we need to change. Huh???

REENACTMENT ROLES

Lesson 5: Reenactment is really powerful
Corollary A: It is unconscious, and hard to see.
Corollary B: It takes a village.

Persecutor



Rescuer

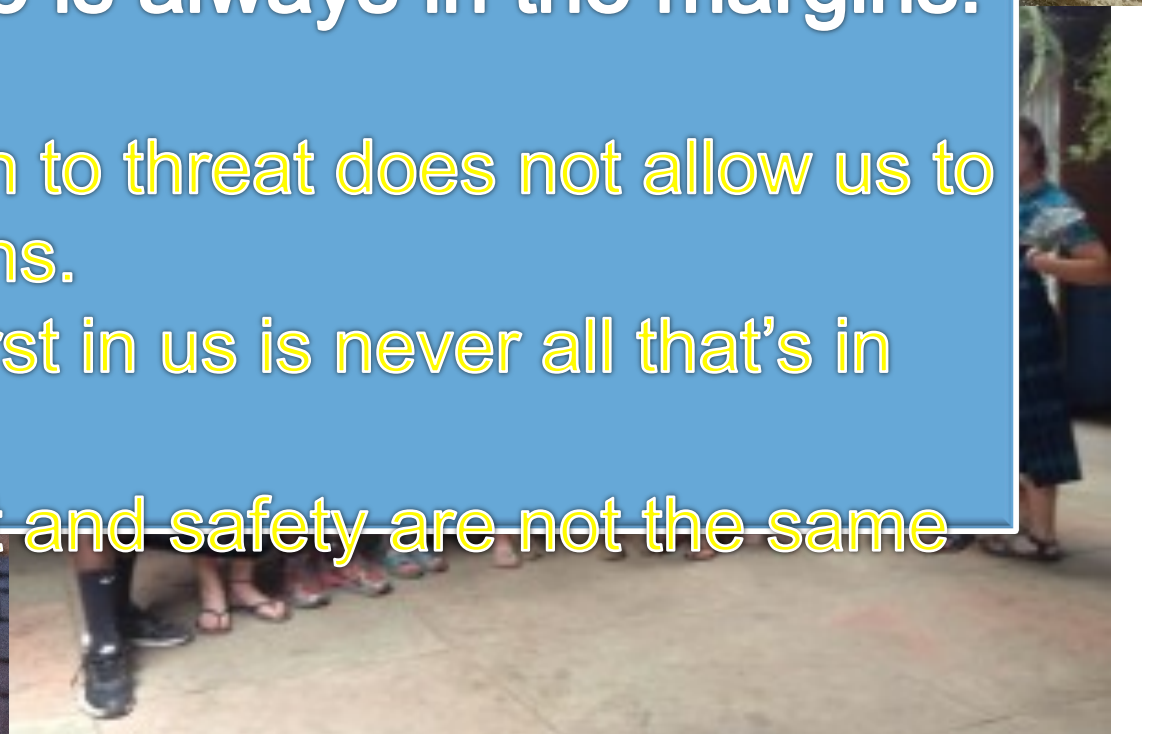
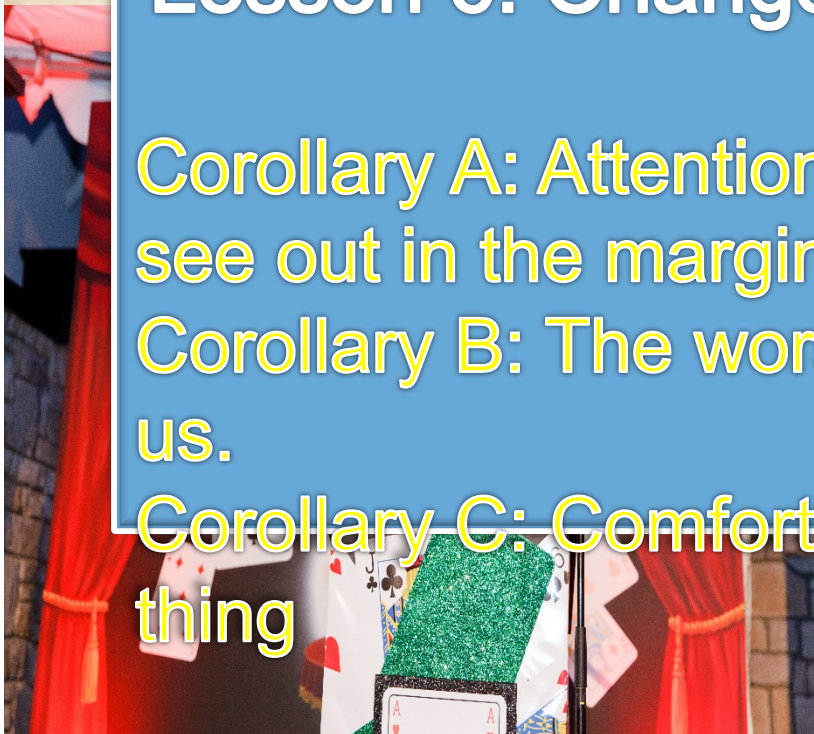


Lesson 6: Change is always in the margins.

Corollary A: Attention to threat does not allow us to see out in the margins.

Corollary B: The worst in us is never all that's in us.

Corollary C: Comfort and safety are not the same thing



**WHEN GROUPS OF PEOPLE COME
TOGETHER,**

Lesson 7: Collective Disturbance

Corollary A: A fish rots from the head.

Corollary B: We need to model skills we want to see.

**THEY CAN BEGIN TO PICK UP EACH OTHER'S
FEELINGS AND ACT THEM OUT**

TURNING HURT INTO HOPE



Lesson 8: Raising expectations may result in
lower satisfaction

Corollary: Zeno's paradox is true.

TURN

HOPE



Lesson 9: Safety is Elusive. Physical Safety is Over-rated.

Corollary A: No Environment will be physically safe if it is not safe on all dimensions.

Corollary B: Growth and change is our business.





Lesson 10: Organizations must have a sense of future as well.

Corollary A: If we don't know where we are going, how will we get there?

Corollary B: The more exciting the destination the more folks will want to come along.



Lesson 11: It is all about me.

Corollary A: Change is not just for the other guy.





Lesson 12: We all have power.

Corollary A: It is easier to be weak.

Corollary B: If what we do doesn't make a difference, then what's the difference?

Corollary C: It is our responsibility to be strong.

*Our deepest fear is not that we are inadequate.
Our deepest fear is that we are powerful. It is our
light not our darkness that most frightens us.
Your playing small does not serve the world.
There is nothing enlightened about shrinking so
that others won't feel insecure around you. We
are meant to shine as children do. It is not just in
some of us, it is in everyone. And as we let our
own lights shine we unconsciously give others
permission to do the same. As we are liberated
from our own fear, our presence automatically
liberates others.*

- Marianne Williamson

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