

The National Trauma-Informed Care Learning Community Participant Questions

About Trauma-Informed Care

My organization is not able to join the Learning Community at this time. Where can we get resources and advice without joining the Learning Community?

Here are some resources on trauma and trauma-informed care:

- **National Child Traumatic Stress Network:** <http://www.nctsnct.org/>
- **Relias** has courses on trauma informed care in [their libraries](#) and on <http://www.reliasacademy.com/>
- **The Child Trauma Academy:** <http://www.childtrauma.org/>
- **ACEs Connection:** <http://www.acesconnection.com/>
- **ACEs Too High:** <https://acestoohigh.com/>
- **Substance Abuse and Mental Health Services Administration TIP 57:** <http://store.samhsa.gov/product/TIP-57-Trauma-Informed-Care-in-Behavioral-Health-Services/SMA14-4816>

How would you recommend for an organization of 100 implement TIC? We created a check list, but it feels forced.

Advancing trauma-informed care involves changing an organizational culture. It is a process, not a program, and involves partnering with people to assist them in embracing the paradigm shift and principles of trauma-informed care. This then results in behavior changes. While check lists can be helpful, organizational change moves forward by embracing implementation science and complex change management research. In our TIC Learning Community, much of our teaching, coaching, and tools provide guidance on how to implement complex change, from creating a sense of urgency and communicating for buy-in to action planning and monitoring. We strongly recommend that any organization looking to become trauma-informed embrace the components of complex change. John Kotter is one expert in this area, and two of his books are referenced later in this document.

Please talk about the role of gender in recovery, consumer-driven, & trauma specific services component.

It is critical to understand the role of gender in all of our trauma-informed care work, including trauma-specific services. Gender can affect the way someone processes information and responds to treatment. There are very good modalities that are designed for gender-specific

groups. For example, Men's Trauma Recovery and Empowerment Model, [M-TREM](#) works well for men. The work of [Dan Griffin](#), author of *The Man Rules* and *Helping Men Recover*, may also be of value. We also know that all of our services need to meet the needs of our LGBTQ partners, who are likely to experience various sorts of trauma. In our Learning Community, we provide resources on the need to honor gender differences, including providing a webinar on trauma and gender.

Are you aware of research and/or studies which address the prevalence of trauma in the US vs. other countries?

Here is an article on the prevalence of PTSD across multiple populations including in other countries. We know that trauma impacts individuals in ways that do not fit into the criteria for a PTSD diagnosis, but the epidemiology of PTSD is one valuable way to understand the effects of trauma throughout the U.S. and the world. <http://www.ptsd.va.gov/professional/PTSD-overview/epidemiological-facts-ptsd.asp>

What are some of the "lots of ideas" that are shared in the Learning Community in regard to schools?

The Trauma-Sensitive Schools Learning Community informational webinar link is here: [Trauma-Sensitive Schools Learning Community Promotional Webinar](#). Be sure to read the Webinar Q&A document also attached to this email. Please feel free to contact us with any additional questions (Karen Johnson: Karenj@thenationalcouncil.org, or Linda Henderson-Smith: lindahs@thenationalcouncil.org) or connect with us during our scheduled office hours.

Is medication an option for treatment?

Yes, medication can be one tool in a treatment plan for an individual who is healing from their trauma. As this question relates to trauma-informed care, we know that the process of working with a provider to access medication is often more effective when the provider understands and implements the principles of trauma-informed care.

What was John Kotter's book on implementation?

John Kotter's books are helpful resources on implementation science:

- Kotter, John P., and Dan S. Cohen. *The Heart of Change: Real-life Stories of How People Change Their Organizations*. Boston, MA: Harvard Business School, 2002. Print.
- Kotter, John P., *A Sense of Urgency*. Boston, MA: Harvard Business School, 2008. Print.

The National Trauma-Informed Care Learning Community

Can you explain the process for joining the Learning Community as well as the in-person meetings/summit? Are the in-person meetings required to join?

To join the Learning Community, please fill out the application at <https://www.surveymonkey.com/r/2017NCLC> by December 23, 2016 at 5:00pm EST. Once accepted into the Learning Community, the fee will be due by February 10, 2017. There are two in-person meetings. We require that each organization send two people from the Core Implementation Team to the Kick-off meeting in April 2017. We require that each organization send one person from the Core Implementation Team to the Summit meeting in Spring 2018.

Do all of the members of the Learning Community have to attend the kick-off in April?

We ask that two members of your Core Implementation Team (CIT) attend the kick-off, as that is where you learn how to use the Learning Community tools and resources and begin to build peer relationships. We encourage organizations to bring more team members, and many do bring between five and eight people. But, only two CIT members are required to attend.

Do all CIT team members have to attend the National Council conference?

The National Council conference is not a requirement for any of the CIT team members, however, it is strongly encouraged. The Learning Community kick-off meeting will take place in the days following the conference. We ask that two members of your Core Implementation Team (CIT) attend the kick-off.

Is the fee an annual fee?

This opportunity is a one-year Learning Community. The fee is for the one-year that you will be involved in the activities of the Learning Community, and there are no ongoing fees after the formal activities of the Learning Community end in Spring 2018. It is important to note that the model is designed to position organizations to be able to continue implementation of trauma-informed approaches after this first year. After the end of that year, Learning Community members remain connected to the list serve and our website where they can access all of our tools and resources. They are also able to access all of our recorded webinars. Additionally, the faculty always responds to additional requests for information or resources from all past Learning Community members.

Where is some other funding for TIC, please?

Funding has come from multiple places for organizations that have participated in our Learning Communities, to include federal grants and state grants, foundation grants and local and regional funding. The Substance Abuse and Mental Health Services Administration (SAMHSA) and Robert Wood Johnson Foundation are two funders who support this work.

Are there any scholarships?

Unfortunately, we do not have scholarships to offer at this time.

Is there a certification or some accreditation type credential offered as a result of participating in this process?

The National Council does not provide a certification for becoming a trauma-informed organization. This is due to our philosophical belief that the trauma-informed journey is ongoing and never completed. All organizations in our Learning Community will receive a certificate of completion at the Summit Meeting in Washington, DC, Spring 2018.

Does the training include tailoring TIC services to diverse populations?

We have worked with a wide array of organizations that provide services to diverse populations, including but not limited to Native American, Arab American, African American, Latinx populations, people living with HIV, Iraqi veterans, homeless individuals, foster care and justice involved individuals and families, and many more. We strive to tailor our resources and coaching to the needs of an organization and the populations they serve and to connect organizations with relevant resources when we do not have the answers.

Will you address the issue of racism, and whether or not just the experience of being an ethnic/racial minority in this country can constitute a point or points on the ACES scale?

We will address the issue of racism, including intergenerational and cumulative trauma. While this area of trauma was not included in the ACEs study, we know that racism plays an ongoing role in re-traumatizing people from minority cultures.

Is there a way to connect with information from the List serve? How do we access it?

Our trauma-informed care list serve is open to agencies that have been and currently are part of a National Council Learning Community.

Organizations that Can Join the Learning Community

Is this model only appropriate for a single organization, or could it work with a system of services made up of a number of organizations? I'm a funder trying to maximize trauma-informed services in our community.

As a funder, you can convene your own community-wide Learning Community, which can serve up to 20 organizations in your system. We have worked with many funders who have convened regional or county-wide Learning Communities. Please feel free to contact us (Karen Johnson: Karenj@thenationalcouncil.org, or Linda Henderson-Smith:

lindahs@thenationalcouncil.org) or connect during our scheduled office hours to discuss this possibility.

I work for a large university which is engaged in direct clinical services, education, training and community services targeting medically underserved communities. If we become a member of the Learning Community, would you be able to come on site to conduct in-service training to the team members to be identified as well as other interested University administrators and/or faculty?

We provide training all over the country and welcome the opportunity to conduct onsite training for your team members or any other interested administrators or faculty. You do not need to be part of the Learning Community for us to provide training at your university. Please feel free to contact us (Karen Johnson: Karenj@thenationalcouncil.org, or Linda Henderson-Smith: lindahs@thenationalcouncil.org) or connect with us during our scheduled office hours to discuss this possibility.

Are any DSRIP- PPS organizations getting involved?

We do not know at this point if DSRIP-PPS organizations will be involved in the Learning Community. We welcome these organizations, and have the in-house expertise to connect the specific focus of DSRIP-PPS work to trauma-informed care.

I work at a primary care clinic (FQHC) that uses an integrated PC and BH model. Would the Learning Community be inclusive of the needs of our clinic or is it more focused on traditional therapy organizations or programs?

The Learning Community is inclusive of all of the needs of FQHCs. We have done work directly with FQHCs, including a Learning Community with only FQHCs funded by Kaiser Permanente. Our tools, including the Organizational Self-Assessment, are geared specifically towards primary care and how to advance trauma-informed care in this setting.

Can a network of providers apply as one entity, e.g. and IPA?

This question may best be explored through talking directly. Please join us for our office hours, or reach out to schedule a time to talk. (Karen Johnson: Karenj@thenationalcouncil.org, or Linda Henderson-Smith: lindahs@thenationalcouncil.org)

Can educational programs (schools) participate in the Learning Community?

Yes. Educational programs (schools) can participate in the Learning Community. However, we suggest a school consider participating in the Trauma-Sensitive Schools Learning Community that will be kicking off at the same time as this Learning Community and will follow the same timeline. For more information, please watch the recorded webinar at

<https://attendee.gotowebinar.com/register/7944034561216457730>. To join the Trauma-Sensitive Schools Learning Community, please fill out the application at <https://www.surveymonkey.com/r/2017TSSNCLC> by December 23, 2016 at 5:00pm EST.

I imagine that schools will be an important part of the Learning Community that is not just restricted to schools, right? If there is broader community engagement for the Learning Community being discussed today, would the school that is part of that community be able to access the resources from the schools LC? Or do they have to join both?

A school does not need to join both Learning Communities to access all the tools we can provide. Both Learning Communities will focus on community engagement, as this is a critical part of the work, and both will share tools provided across all of our Learning Communities.

Do you know if there is an organization working with justice involved in the Learning Communities? Especially those in jails and prisons because the majority of them have a high frequency of trauma in their backgrounds.

Yes, we have worked with law enforcement and criminal justice organizations. We do not yet know if an organization with this focus will be a part of this Learning Community. It is true, as you note, that most individuals served in this system have a high frequency of trauma in their backgrounds.

Can the TIC Learning Community be implemented in the child welfare agency specifically governmental agencies? Have you guys worked with any before?

Yes, the TIC Learning Community can be implemented within child welfare agencies, including governmental agencies. We are currently facilitating a Learning Community in Wisconsin where we are working with 7 state-level departments, including the Department of Children and Families, and with 14 county-level child welfare agencies.

I've been talking with a Somali community coalition in Minneapolis that has 8 core organizations (expanding to 15 and then collaborating with a dozen or more other organizations). Is that considered one "organization" for the \$7,500 cost?

No, what you're describing is more its own Learning Community, which usually involves between 8 and 15 organizations. We would be happy to discuss how that may work or how your community coalition could do their own Learning Community. Please contact us to discuss your question in further detail. (Karen Johnson: Karenj@thenationalcouncil.org, or Linda Henderson-Smith: lindahs@thenationalcouncil.org)

Other Questions

I missed the very beginning and would like to know if we can get a copy of the slides. Thanks.

Slides were sent out to everyone registered for the webinar. If you still need the slides, please let us know (Sharday Lewis: shardayl@thenationalcouncil.org, or Sarah Flinspach: sarahf@thenationalcouncil.org).

Is there a way to find out who the 2,800 organizations are by state?

Yes. National Council members are listed on our website by state. Here is the link.
<https://www.thenationalcouncil.org/about/membership/>

Is there a list of Learning Communities that already exist in different states?

Yes, we provided a short list in the webinar slides. If there is additional information regarding specific states that you would like to know about, please email one of us (Karen Johnson: Karenj@thenationalcouncil.org, or Linda Henderson-Smith: lindahs@thenationalcouncil.org) or contact us during the office hours.

Can you provide a link or contact for Trauma-Sensitive School Learning Community?

To apply to the Trauma-Sensitive Schools Learning Community, please complete the application at <https://www.surveymonkey.com/r/2017TSSNCLC> by December 23, 2016 at 5:00pm EST.