

Trauma-Informed Culturally Humble Care

Mountain Plains Addiction Technology Transfer Center
Training Series



PART 1

Introduction

Center for Adjustment, Resilience & Recovery



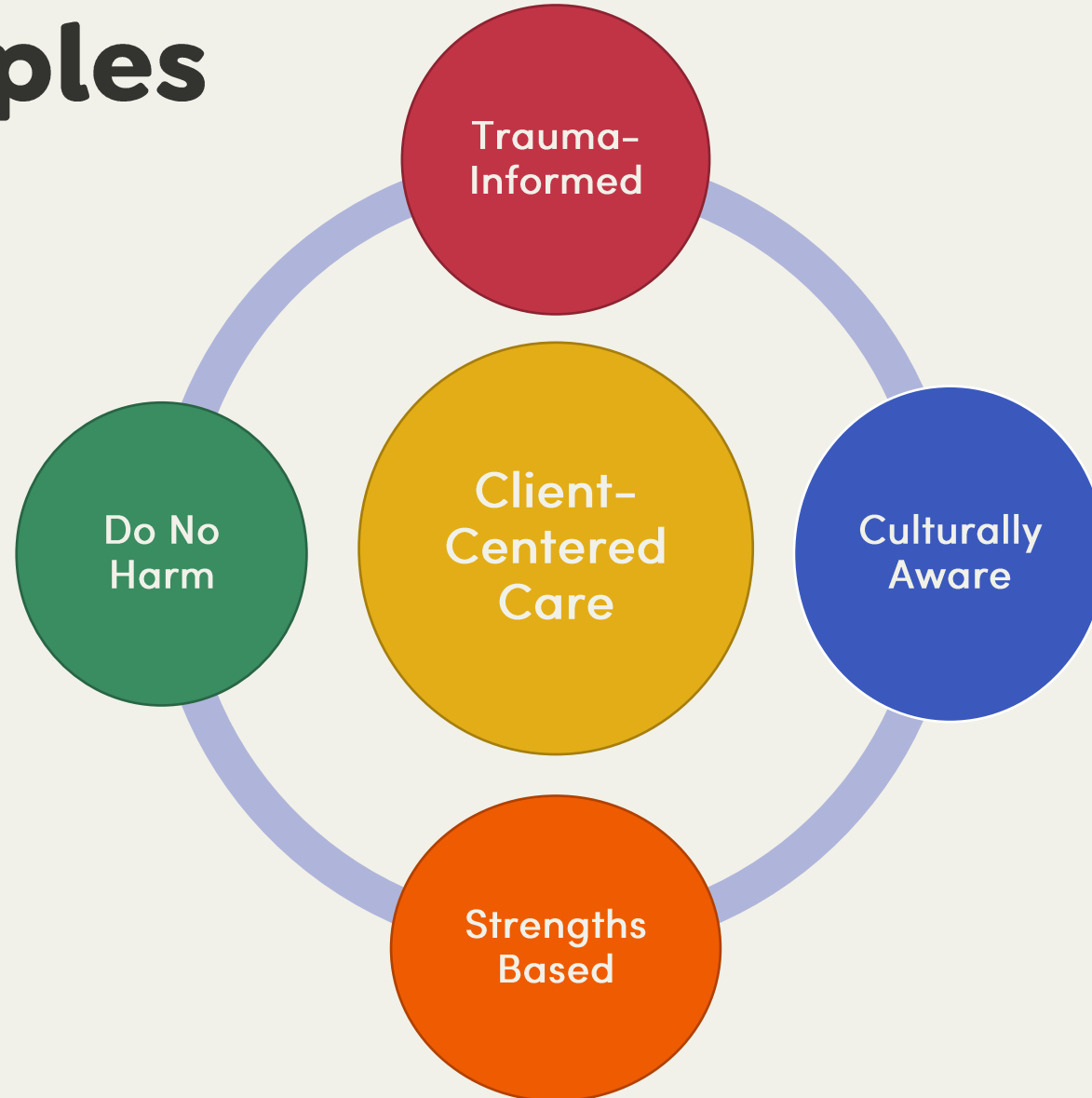
Learning Objectives

Apply trauma-informed care principles to working with communities who have experienced forced displacement

Understand cultural humility in treatment and prevention services

Create processes to identify potential partnerships to foster holistic healing for the clients you serve

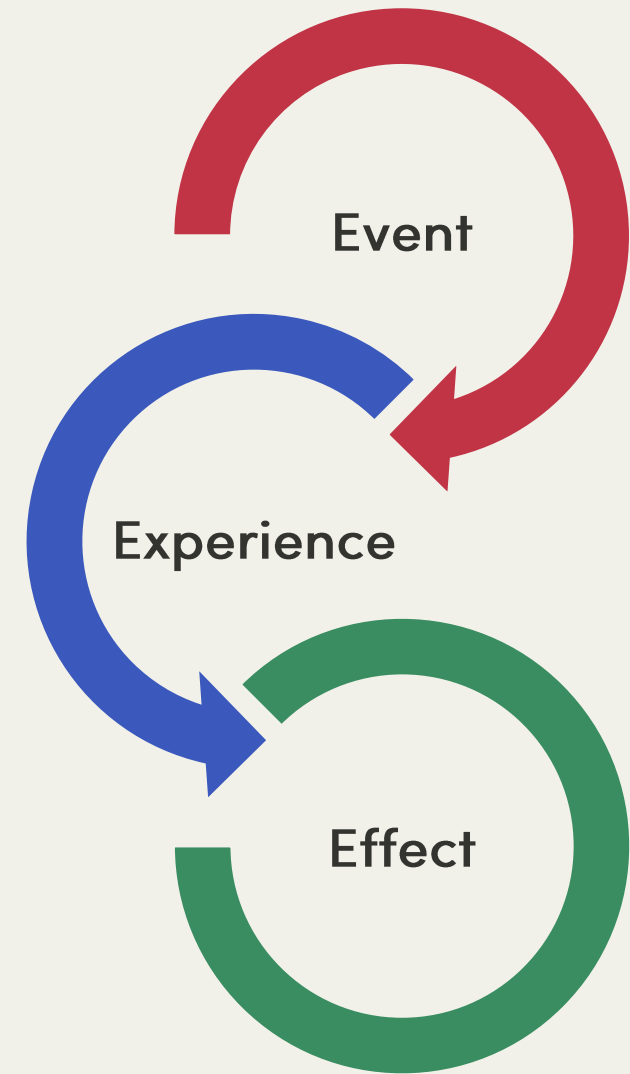
Key Principles



Trauma- Informed and Culturally Humble Care

Understanding Trauma

- Common elements of traumatic experiences:
 - Extremely distressing, frightening, or life-threatening
 - Outside of what would be considered “ordinary” or “normal”
 - Often results in feeling overwhelmed, helpless, or out of control or at someone else’s control
 - Negative physical, emotional, psychological, and/or spiritual impacts



Principles of Trauma-Informed Care

Adapted from the Substance Abuse and Mental Health Administration (SAMHSA), "Concept of Trauma and Guidance for a Trauma-Informed Approach"



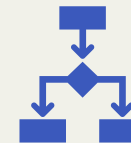
Safety



Trustworthiness
and
Transparency



Mutual
Collaboration



Choice



Empowerment

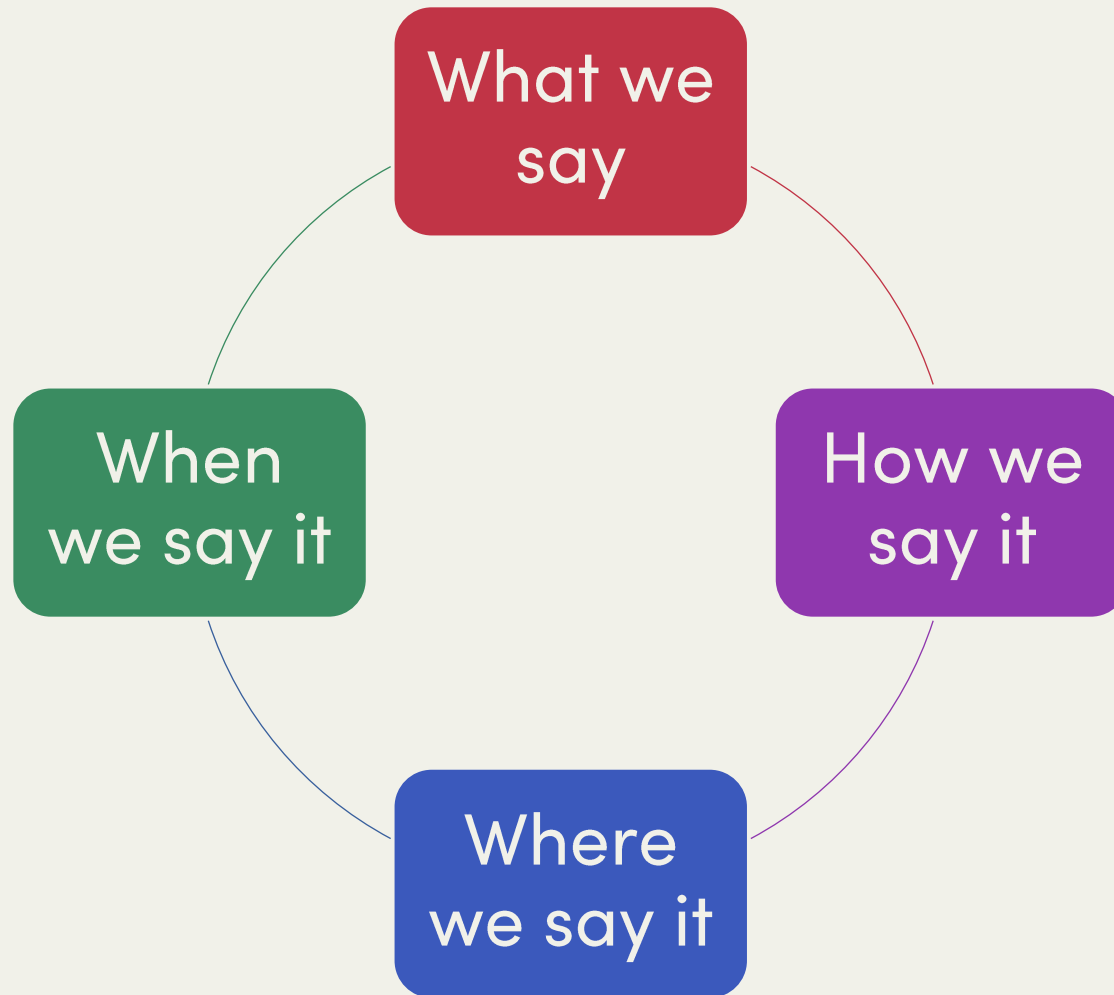
Trauma Informed Care in Communication

Safety	Transparency & Trustworthiness	Choice	Collaboration and Mutuality	Empowerment
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Considering cultural, gender, historical issues

Physical positioning	Predictability	Effective questions	Reflection & Paraphrase	Verbalize strengths
Body language	How you share information	Client's priorities	Decisions are mutual	Use silence
Room/seating arrangement	Reducing anticipatory stress	Client's definition of what is meaningful	Describe terms	Validation

Communication & Engagement





What do you notice?

Non-Verbal Cues

Clients:

- *Shoulders relaxed*
- *Turning towards*
- *Open posture*

Worker:

- *Open posture*
- *Adequate space*
- *Children's engagement*

Working with an Interpreter

Interpreter experience

- Professional vs non-professional
- Community or family member

Brief the interpreter on protocol

- Interpretation only or cultural interpretation (culture is not monolithic)
- No off-the-record discussions

Monitor:

- Interpreter's emotional reactions; take breaks as needed
- Client-interpreter interaction

Be aware of confidentiality and community perception

Interpretation Best Practices

Plan for extra time

Introduce the interpreter and their role

Assume and insist that everything said is interpreted

Speak to the individual, not about them

Prioritize and limit what you say – break for interpretation

Speak slowly, not loudly – avoid infantilizing or patronizing the individual

Do not use children or family members to interpret

Ask one question at a time

Active Listening

Assessment & Engagement

- Trauma-informed introduction
- Explain:
 - Why asking information
 - How the information will be used
 - What will happen next
 - Options for engagement and disengagement
- Open and close ended questions

Active Listening Skills



Paraphrase



Summarize



Empathize



Validate

Paraphrase/Reflect

- Restate what is heard
- Use language that is matched to the client
- Demonstrate Understanding

“I am so stressed with my life here in America. So many things are difficult.”

“Life here in America has been very hard and stressful for you.”

Summarize

- Gather what has already been said
- Clarify the client's experience and statements
- Put together a set of reflections for the person to connect with

“My landlord told us that we have to start paying more rent. We don't have enough money, our resettlement money is all gone. ...I miss my mother and can't stop crying.”

“Today we talked about housing and being able to pay increasing rent. We also talked about how you've been feeling in your mind and heart and that you've been missing your family back home. We explored the steps we will take to secure additional benefits and we talked about ways to connect to family and friends. Is there anything I'm missing? ”

Empathize

- Communicate that you care
- Be aware and sensitive to the feelings, thoughts, and experiences of another

“I’m lost...I don’t know what to do.”

“Life in the U.S. is hard. It sounds like this experience is not what you thought it would be, and that is really disappointing.”

Validate

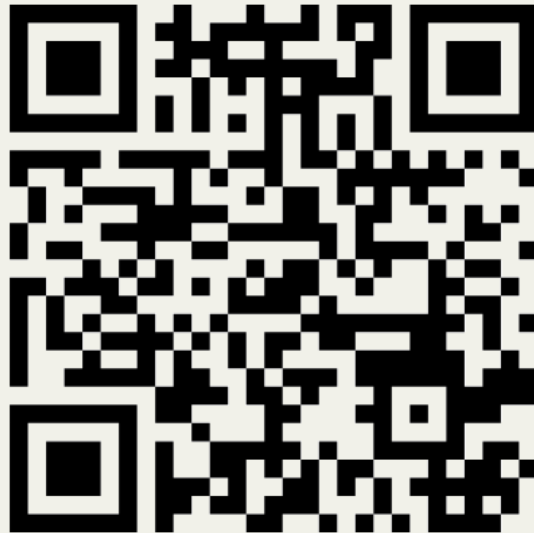
- Affirm emotions, concerns and feelings
- Agreement with the underlying emotions

“I miss my family back home and am worried about their safety. I don’t have anyone to talk to here and I feel sad all the time, but I don’t want to see a therapist, I’m not crazy.”

“It makes sense that you’re sad, worried and that you miss your family. Not having anyone you can talk to must feel isolating. It sounds like you’d like to find connection and ways to address your feelings of sadness but are unsure about where to find that support.... Many people I work with have not had good experiences with therapists, I’m curious, when you say “I’m not crazy”, what do you mean?”

Let's Practice! Mentimeter 2501 4781

- If a client says, "What can you do to help me? I can't pay my bills and you aren't helping me get the money I need. You're doing nothing and I have no one."
- And you respond...



- What active listening skill are you using?

Cultural Considerations in Peer Support

Linguistically Appropriate

- Terms often do not translate well across contexts and languages
- Describe what you're talking about, rather than using terminology



- Understanding of symptoms – employ curiosity in language and meaning



Let's go back to Mentimeter

Menti.com

2501 4781



Culturally Appropriate IM, Virginia Partnership (2017)



Cultural Considerations



Changing Roles & Expectations

- Collectivism
- Family
- Gender
- Age
- Religion



Changing Roles & Expectations

- Individualism
- Family
- Gender
- Age
- Religion



Culturally Humble Services

Humility

- Where you start
- Interpersonal stance that is open and other oriented;
- Approaches topics curiously and humbly;
- Practices honest reflection and adjusts practices accordingly.

Awareness

- What you need to know to be able to be effective, equitable and ethical;
- Aware of own identities;
- Accepts one's own knowledge is limited.

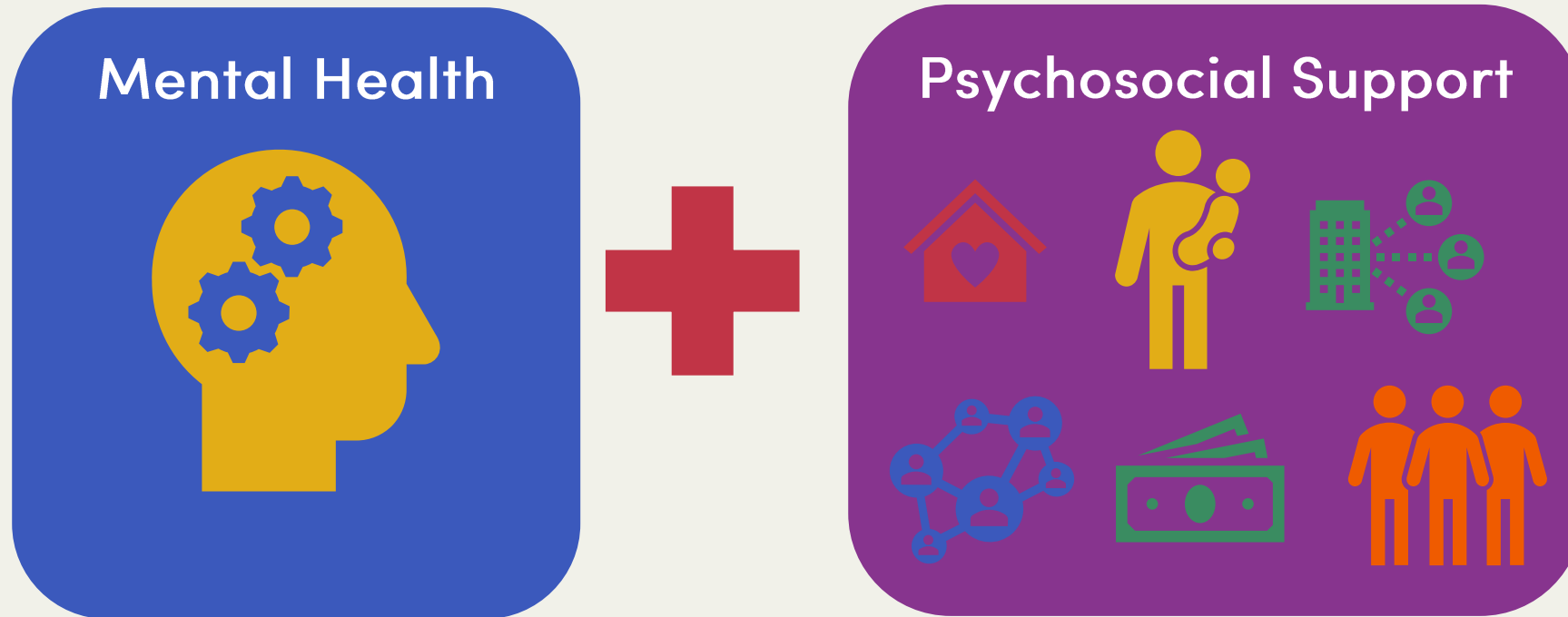
Responsiveness

- What you need to do to change your practice in response to both humility and awareness;
- Additional learning investments;
- Restructuring processes.

MHPSS

Mental Health & Psychosocial Support
Services for those who have experienced
forced displacement

What is MHPSS?



MHPSS



Individual Mental Health Considerations



A close-up photograph of several people's hands clasped together in a circle. The individuals are wearing colorful, textured knit sweaters in shades of brown, pink, orange, green, and blue. The hands are positioned in the center, with fingers interlaced, creating a sense of unity and mutual support. The background is softly blurred, focusing attention on the hands and the act of holding them.

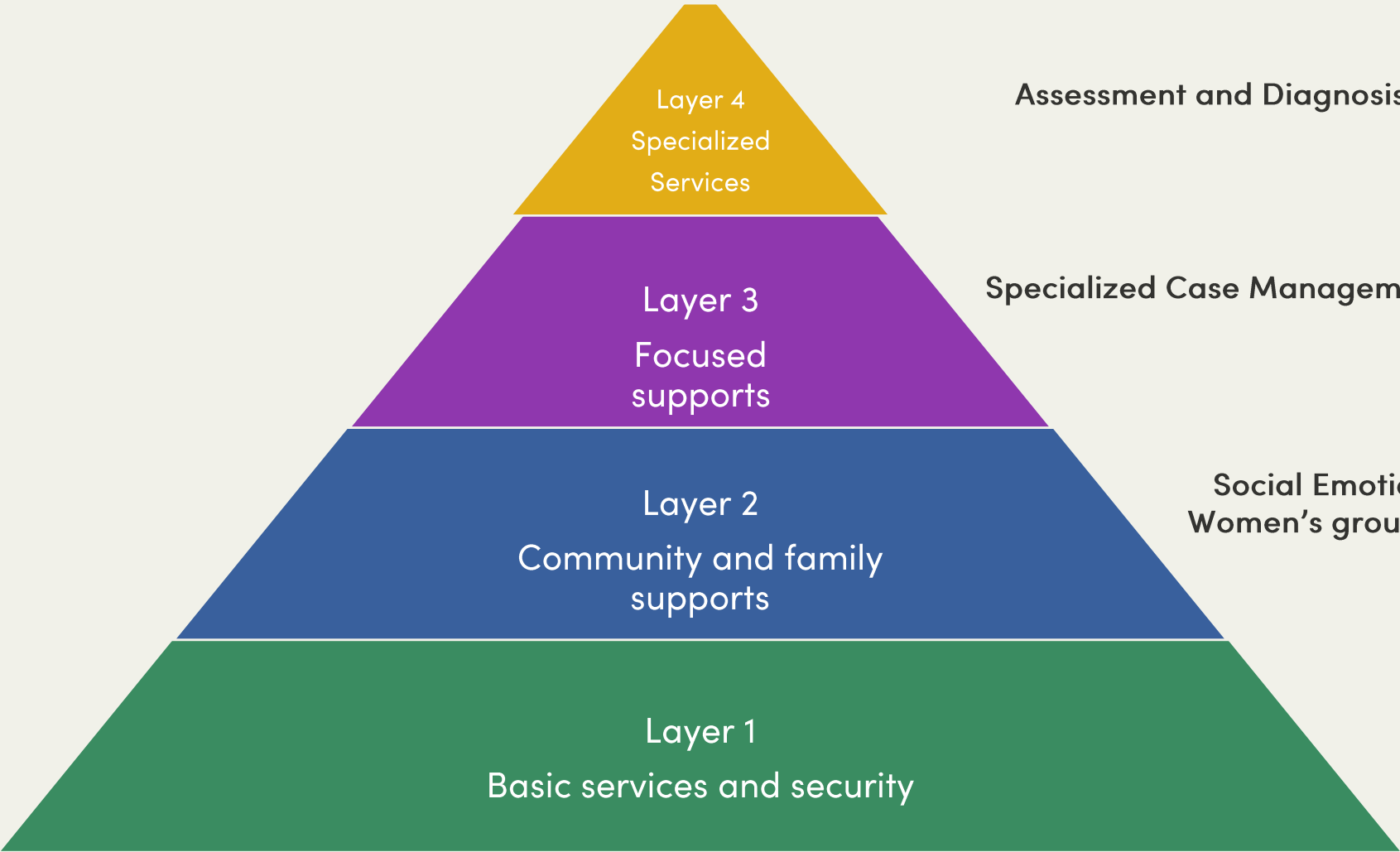
How do you explain mental health and wellbeing?

Explaining Mental Health / Services

In the United States, mental health, like physical health covers a whole range of both wellness and illness. This can include feeling mentally healthy, meaning you can manage most stressful things and can find joy in life and feeling mentally ill, for example not sleeping at night, crying a lot, or feeling scared for no reason.

A counselor or therapist is a professional who listens when you are feeling sad, stressed out, or need extra support. If you are feeling this way, they can help you think about what is best for you and your family to begin to feel better.

MHPSS Framework



Assessment and Diagnosis, Prescribing, Therapeutic Services

Specialized Case Management, Formal Support Groups, Safety Planning, Psychoeducation

Social Emotional Learning, Family Interventions, Women's group, Parenting Support, Religious and spiritual communities.

Food, Medical Care, Shelter, Protection, Psychological First Aid





Mental Health & Psychosocial Support Service Mapping

Supporting forcibly displaced people in accessing mental health and psychosocial supports in the United States

Helpful Resources

- [North Dakota Office of Refugee Services](#)
- [Office of Refugee Resettlement Resource Map](#)
- [Refugee Welcome Collective Resource Map](#)
- [National Child Traumatic Stress Network](#)
- [State Refugee Coordinators](#)
- [National Immigrant Women's Advocacy Project's "Benefits Map"](#)
- [State Funded Benefits](#)
- [Substance Abuse and Mental Health Services Administration Map](#)

Questions?

Thank You!

Please complete the feedback survey!



A PARTNER IN
NCTSN

The National Child
Traumatic Stress Network