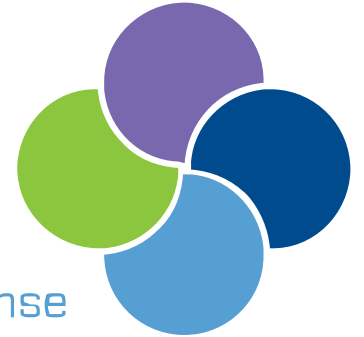


We Care, We Listen, We Respond...24 Hours a Day

Trauma
Informed Care:
An Ongoing
Journey

BHR

Behavioral Health Response



Holly Nemec, MA
Chris Sandwell, MA, LPC, NCC



What
if?

...we didn't have to be in the business of crisis intervention?

...we could address mental health concerns during childhood and resolve them before adulthood?

...staff felt safe enough to share their struggles *with us*?

How We Began....



NCTSN

The National Child
Traumatic Stress Network



St. Louis CENTER FOR
Family Development LLC

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The Missouri Model: A Developmental Framework

Trauma Aware
Trauma Sensitive
Trauma Responsive
Trauma Informed

Missouri Model: A Developmental Framework for Trauma Informed, MO Dept. of Mental Health and Partners (2014)

We Care, We Listen, We Respond...24 Hours a Day



Our Best Internal Resource....

BHR
Employees!

We Care, We Listen, We Respond...24 Hours a Day



Action Plan

Domain 1: Program Procedures and Settings;
*safety, trustworthiness, choice, collaboration,
empowerment, safety for staff, trustworthiness
for staff, choice for staff, collaboration for staff,
and empowerment for staff



Action Plan

Domain 2: Formal Service Policies

- Initial review of BHR Policies and Procedures utilizing a trauma informed lens completed
- Ongoing as new contracts are received and new policies are being created

Action Plan

Domain 3: Trauma Screening, Assessment, Service Planning, and Trauma-Specific Services

- **Piloting Universal Trauma Screening & Assessment**
 - **Mobile Outreach Team**

Action Plan

Domain 4: Administrative Support for Program-wide Trauma-informed Services



Action Plan

Domain 5: Staff Trauma Training and Education



Action Plan

Domain 6: Human Resources Practices



Action Plan

Domain 7: Community Education & Partnership Building

- Increased Community Advisory Board membership from 11 to 37!
- Providing 400+ Trauma Informed Care presentations in the Community
- Discussing quarterly how to collaborate with local organizations to build trauma informed communities

Action Plan

Zero Suicide

- Founding member of Zero Suicide Academy
- Implemented Crisis Plan in addition to Safety Plan
- Established additional policies and protocols related to assisting callers in maintaining their safety





- Tranquility Room
- DND Code

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Lifesaver Award Recognition



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Tranquillogy

INSIDE

It's all in the name of a healthy life!
Connect with Peabody Co.
Please print or call 800-368-5822
We're \$25 by answering riddles!

BHR's Vision: We envision a world where all people are empowered to receive essential help and support to promote healthy living.

Our First Issue!

Employee Highlight: MOT Angie Reno

EVENTS

- 8/6 Cardinal's Game 
- 8/11 Feast in the Park (St. Louis County Faust Park in Chesterfield)
- 8/15 Relaxation Day 
- 8/19-21 St. Louis World's Fair heritage Festival and Games (World's Fair Pavilion in Forest Park)
- 8/19-21 Festival of the Little Hills (Frontier Park-Saint Charles)
- 8/27-28 Festival of Nations (Tower Grove Park)
- 8/28 Cherese Alcorn's 

What's rocking your world today?
Audiobooks are currently rocking my world. I can't believe it's taken me this long to discover them, but for the past 6 months, I've been enjoying listening to books while driving all over for MOT work. Currently I'm listening to Jim Gaffigan's "Food, a love story"



Left to right: Angie Reno, Andy Reno, and their children (L.R.)

What is your best recipe?

I love to cook. It's one of my self-care techniques - if I've made 1-2 Cook Smarts meals in a week, I'm doing pretty good. My favorite thing to make for a crowd is Italian - lasagna, chicken parm, spaghetti with meatballs. I most recently (as in, tonight) made a shrimp and chorizo bell pepper saute.

What is the most important personal attribute that you bring to your job?

Compassion and caring. Belief that every person matters and deserves to be treated as such.

Anniversaries

- Tara Carney (5)
- Raven Redfern (4)
- Tracy Whisenton (4)
- Angela Tate (9)
- Nahnahsha Deas (5)
- Renee Cwikowski (2)
- Catherine Nkonge (4)
- Nicole Ainley (10)
- Maria Huebner (11)
- Bart Andrews (18)

TIC TIP:

Become part of the team again! No matter what our titles are within the agency, we are all a part of something great. When we feel part of the team, our spirits lift and morale is raised and it is when we are up there, we are our best for ourselves and our consumers!



Want to win a \$25 gift card and have fun in the process? Try to answer the three riddles below and email or drop off your answers to Tara before 8/31. You will be entered into a drawing for a \$25 gift card!!! Good luck!

1. What has 4 eyes and cannot see?
2. What has no beginning, end or middle?
3. What jumps when it walks and sits when it stands?

Tranquillogy is brought to you by TIC Domain 7: Holly Nemer, Tara Carney, Renee Tichatz & Seth Shouster. Thank you to all those who assisted in information! Check yourself for updates on news throughout the month. Enjoy!

- Employee Highlight
- Day In The Life
- TIC TIP
- Trainings/Events
- Coping Skill
- Recovery Spotlight
- Recovery Response



Bart Andrews shared Megan Stone's post. 

1 min · 

Folks at BHR rocking the Trauma Informed Care culture **Chris Coleman Sandwell Kelsey Elaine Seth Showalter Megan Stone**



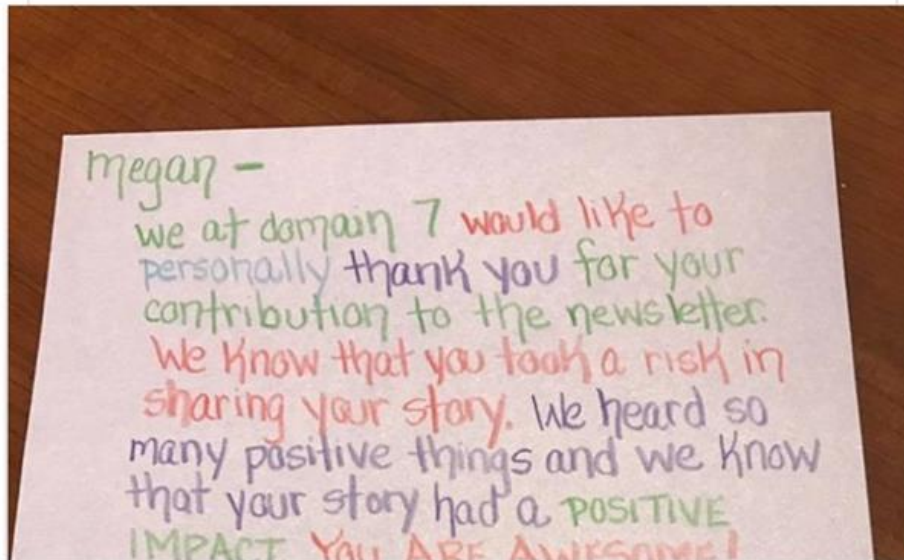
Megan Stone

19 mins · 

Reason number 4,378 why I love my coworkers and am so grateful that I work at such an amazing place. They make it so much easier to be brave. And I laughed because I immediately recognized the artistry that is **Seth Showalter's** handwriting.



#TeamBHRocks



- Additional Policies Created Based On Need
 - Youth
 - NSSI
- Self-Care Planning/Training for Staff
 - Part of employee quarterly reviews
- BHR University
 - Professional Development
- Mentor Program
 - Assigned a mentor upon hire
 - Meet regularly throughout probationary period

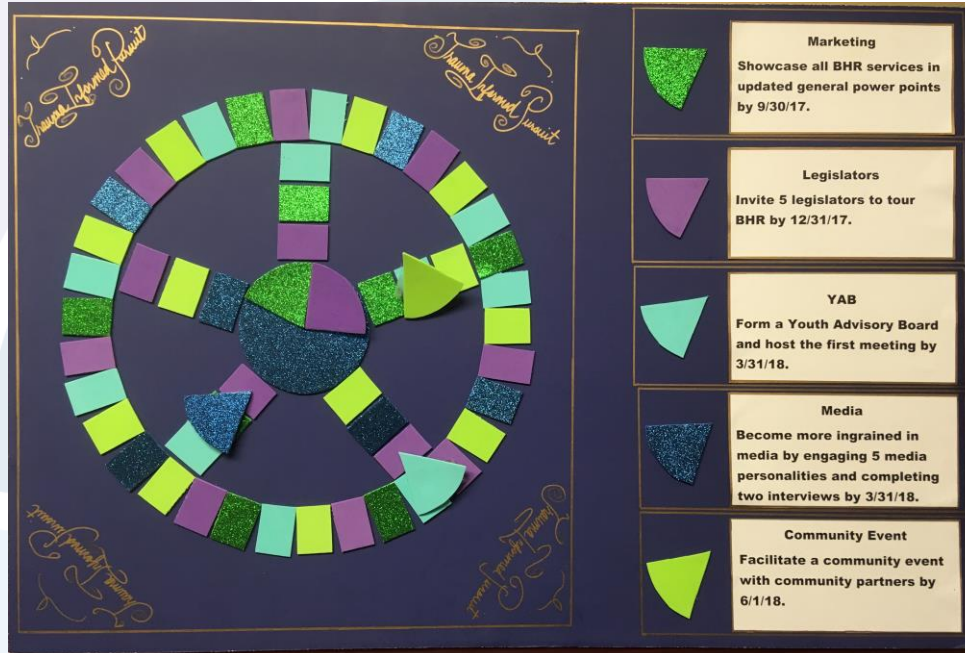


- Furry Friends
- Cultural Food Potluck
- Self-Care Week
- Massages
- Valentine's Day Challenge
- Ice cream social
- Fundraiser for Officer Flamion



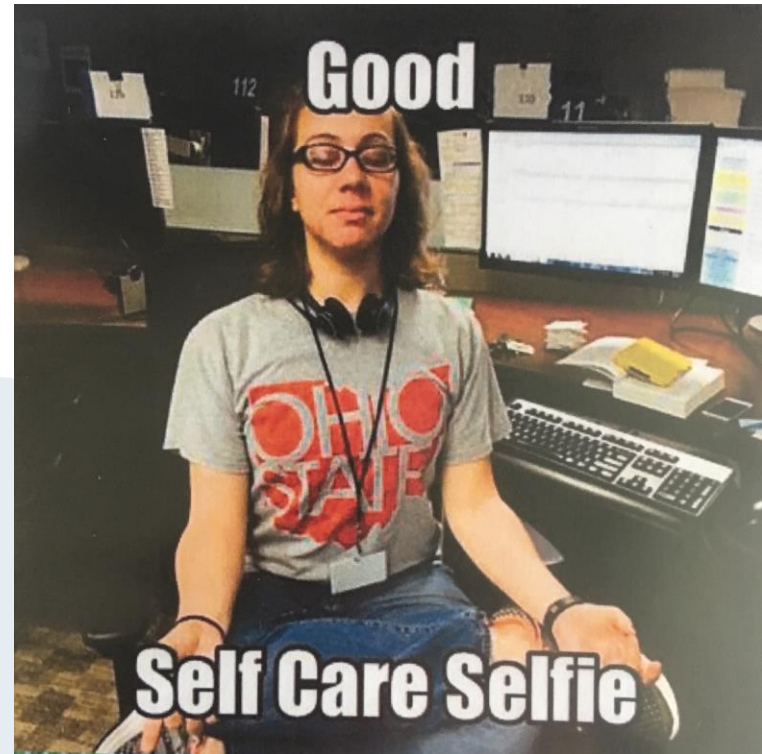
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We Care, We Listen, We Respond...24 Hours a Day

Weekly TIC Tip



What Has Changed?

Employee Turnover Has Decreased!

YTD Fiscal 2015: 43.00%

YTD Fiscal 2016: 26.38%

YTD Fiscal 2017: 20.50%

YTD Fiscal 2018: 18.40%

What Has Changed?

Employee Satisfaction Scores Have
Increased!

125%

What Has Changed?

Non-collaborative calls to 911 Have
Decreased!

27%

What Has Changed?

81% of employees have completed a self-care plan and are using it regularly.

61% of employees are reading Tranquillogy regularly.

TIC Survey—Internal Staff

- BHR Staff requested trainings to increase knowledge in these areas:
 - 85% Using Trauma Informed Care Effectively
 - 80% Brain Science of Trauma Informed Care
 - 72% Historical and Cultural Competency
 - 70% Symptoms of Trauma
 - 66% Self Care
 - 57% Origin of Trauma Informed Care

So....We Have Developed

- *Brain Science and The Symptoms of Trauma*
Professional Development Training
- *Using Trauma Informed Care Effectively*
Professional Development Training



- *Historical and Cultural Competency*
Professional Development Training

“A Clinician In The Car”



- St. Louis County PD
- Ballwin PD
- Manchester PD
- Shrewsbury PD
- Hazelwood PD
- West County PD

And Now....

- St. Charles County
Ambulance District

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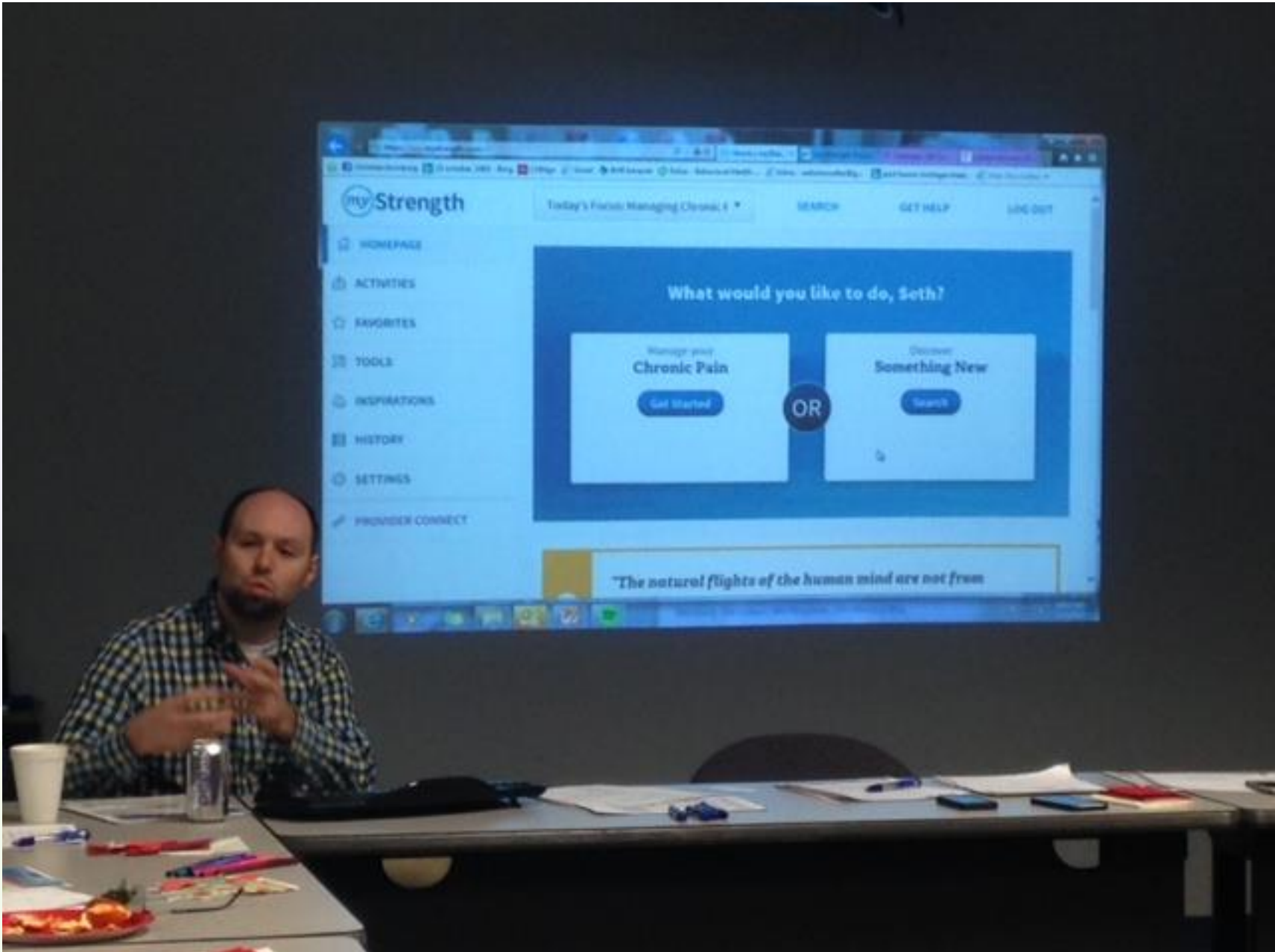
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Community Advisory Board



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TIC for Law Enforcement

Trauma Informed Care
For
Law Enforcement
March 30, 2018
8a.m.—4p.m.
Large Boardroom HQ

Interactive Workshop Agenda

- ↳ American Sniper
- ↳ Trauma Informed Care
- ↳ LUNCH
- ↳ SLMPD PEER PANEL!!
- ↳ Officer Resource Meet & Greet

Sign up is available through the Intranet.
POST Certified.

BE STRONG ENOUGH TO STAND ALONE.
BE SMART ENOUGH TO KNOW WHEN YOU NEED HELP.
BE BRAVE ENOUGH TO ASK FOR IT.
Embracing the Badge

- St. Louis County CIT
- St. Louis Metro CIT
- St. Louis Metro SWAT
- Franklin County CIT
- Jefferson County CIT
- Great Rivers CIT



We Are Still Working On....

- Universal Screening for Trauma
 - Mobile Outreaches
 - Crisis Lines
- More Consumer Feedback
 - Community Advisory Board
 - Stakeholder Survey (mobile outreaches)
 - Youth Advisory Board

We Are Still Working On....

- Advanced Trainings Related to Trauma Informed Care
 - BHR University
 - BHR Community Partners
- Recruit Additional Members for Domains
- Moving from a Trauma-Sensitive to Trauma-Responsive Organization

BHR

Behavioral Health Response



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Chris Sandwell

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csandwell@bhrworldwide.com

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BHR

Behavioral Health Response



Thank You!

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