

GOOD SHEPHERD SERVICES: IMPROVING OUTCOMES WITH THE SANCTUARY MODEL OF TRAUMA-INFORMED CARE

Upcoming webinar

October 14, 2014, 3 pm EDT

Scaling an Effective Intervention: How to Build Implementation Capacity, Replicate with Fidelity and Produce Consistent Outcomes

Register: <http://www.performwell.org>

Previous webinars

July 24, 2014

How Trauma-Informed is Your Organization? Assessing and Improving Organizational Performance

Archived Recording: <http://www.performwell.org/>

GOOD SHEPHERD SERVICES: IMPROVING OUTCOMES WITH THE SANCTUARY MODEL OF TRAUMA-INFORMED CARE

Moderator Presenters



Ingvild Bjornvold

Director of
Strategic
Initiatives

Social Solutions



Dr. Sandra L. Bloom

Associate Professor
of Health
Management &
Policy, Drexel
University

Co-Director, Center
for Non-Violence and
Social Justice



Denise Hinds

Associate
Executive Director

Foster Care,
Juvenile Justice
and Supportive
Housing

Good Shepherd
Services



Lina E. Pasquale

Division Director

Foster Care,
Juvenile Justice
and Supportive
Housing

Good Shepherd
Services



Jennifer Nix

Deputy Director

Program Evaluation
and Planning

Good Shepherd
Services



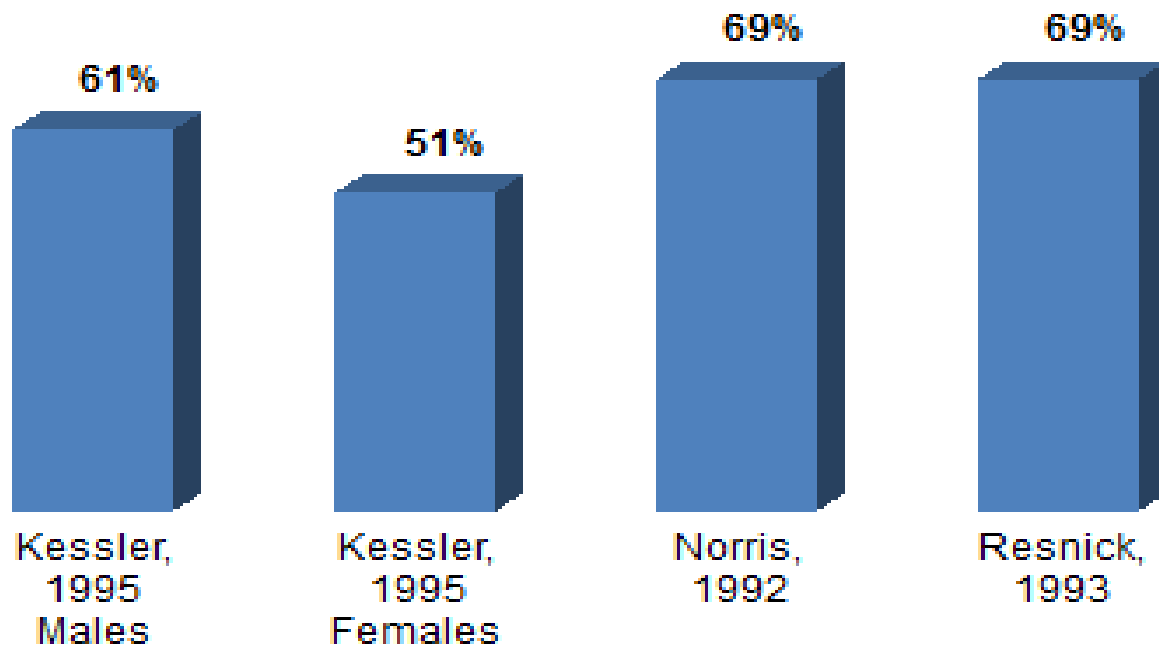
AGENDA

- Trauma-Informed Care
- The Sanctuary Model
- The Need for Trauma-Informed Care at Good Shepherd Services
- Implementing the Sanctuary Model
- Evaluating the Sanctuary Model
- Lessons Learned
- Q & A

KINDS OF STRESS

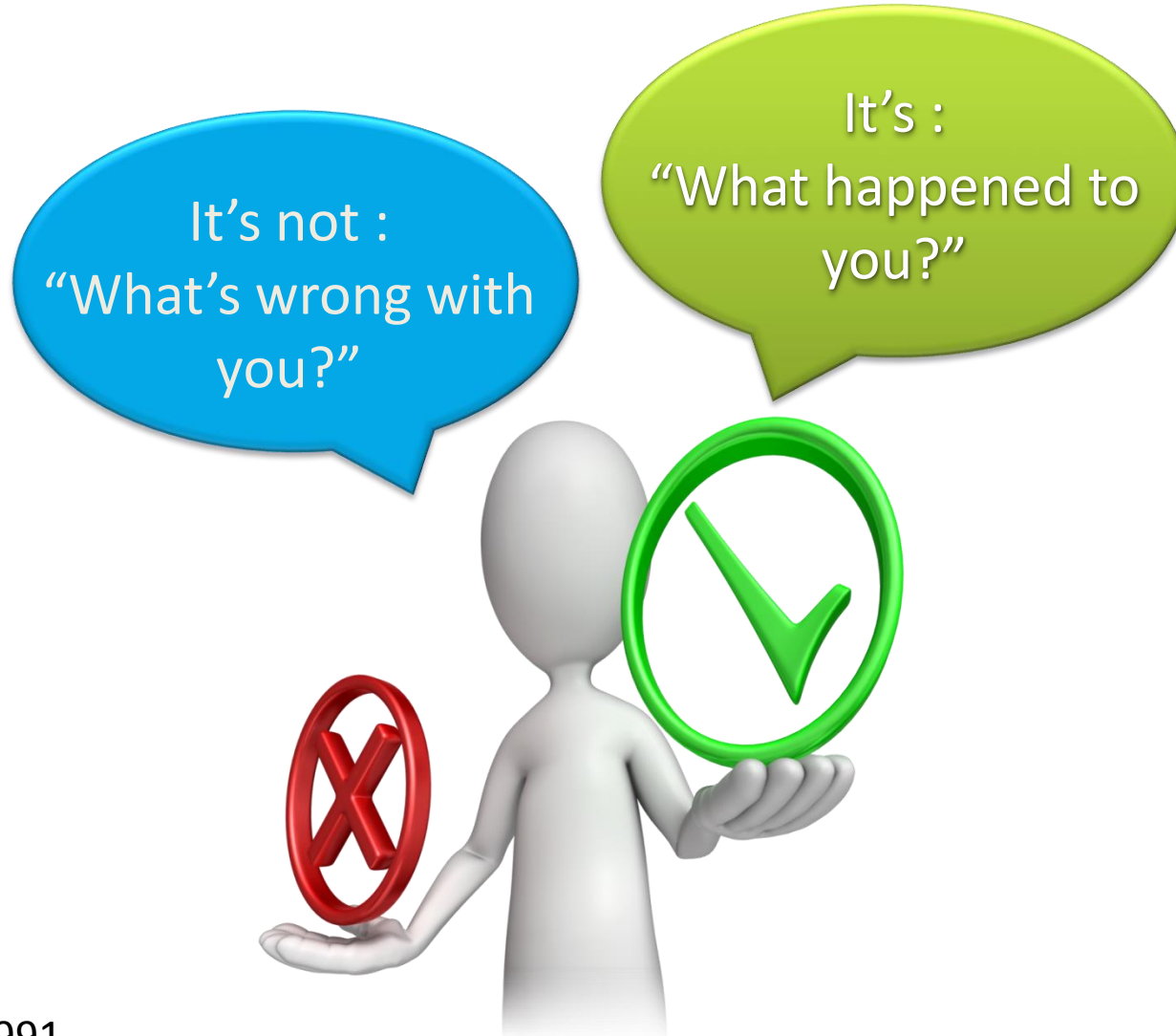


TRAUMA TOUCHES EVERYONE'S LIFE



Lifetime Prevalence of Trauma Exposure in the U.S.

CHANGING THE FUNDAMENTAL QUESTION



Foderaro, 1991

CREATING A CULTURE OF SAFETY



CLIENTS

STAFF

MANAGERS

SYSTEMS

WHAT IS THE SANCTUARY MODEL?



*“Creating Sanctuary”
refers to the shared
experience of creating
and maintaining
safety within a social
environment - any
social environment.*

CREATING A CULTURE OF SAFETY

**Trauma
Theory**



**Sanctuary
Commitments**



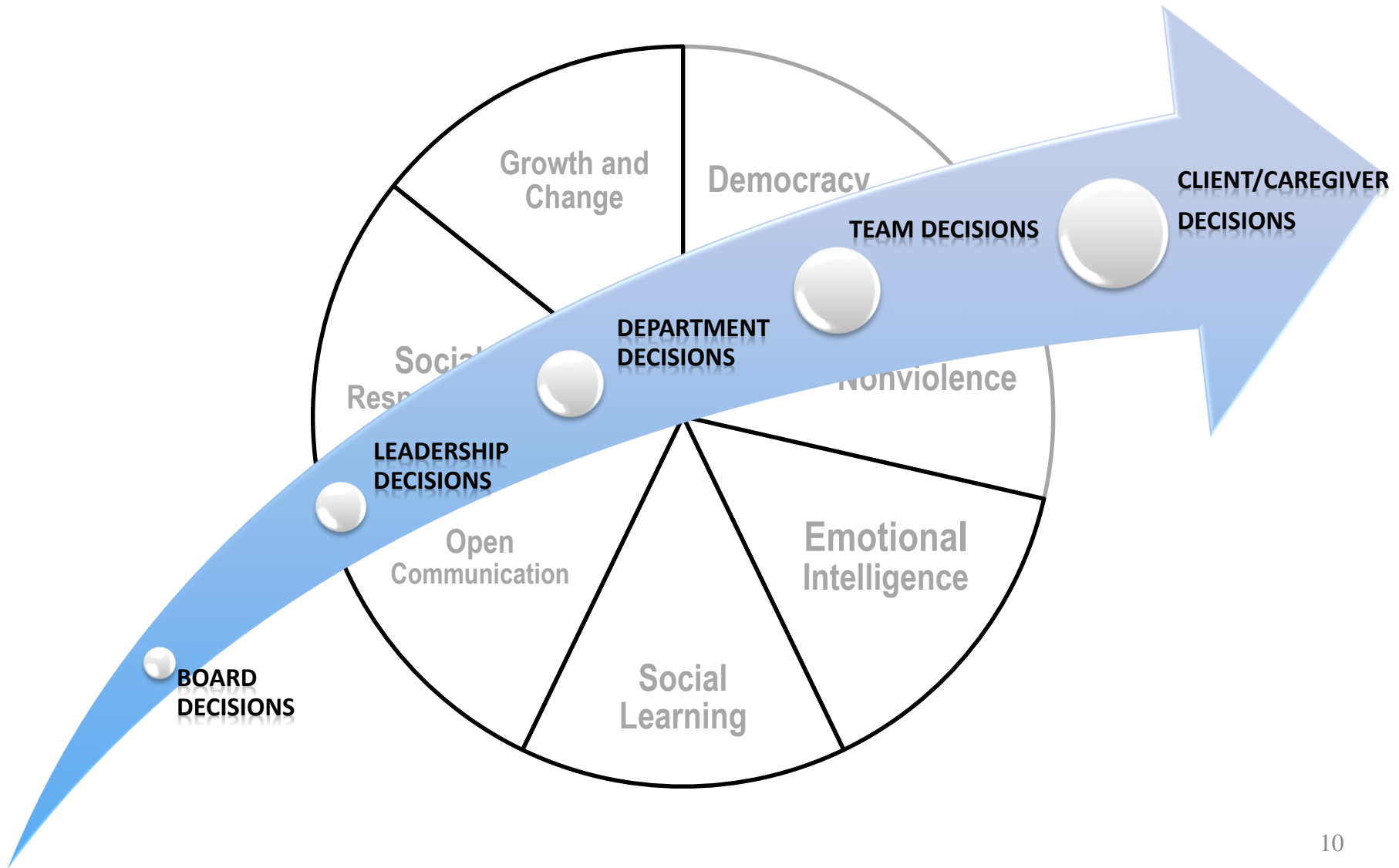
S.E.L.F.



**Sanctuary
Tool Kit**



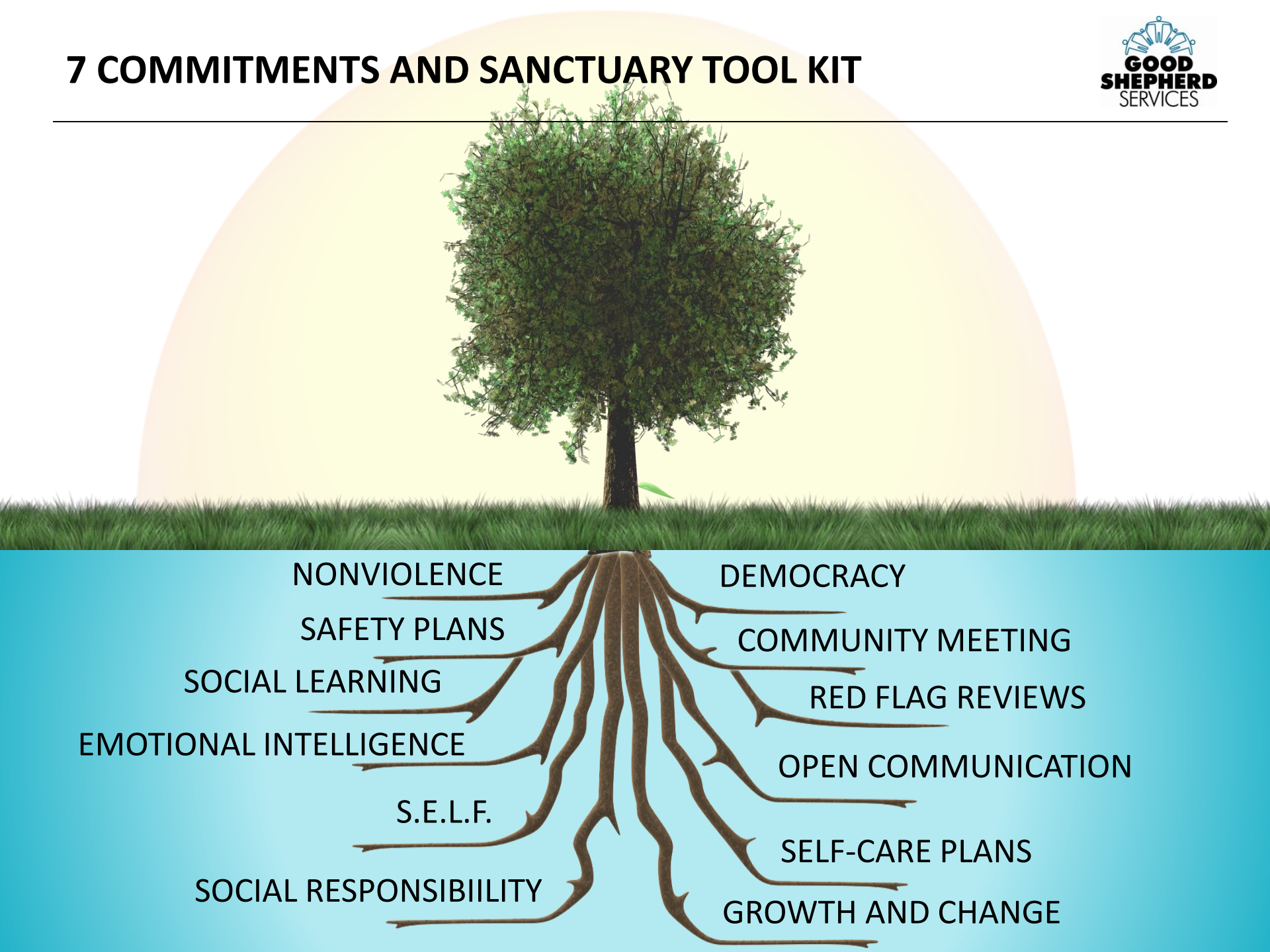
SHARED VALUES AND COMMITMENTS





*The Trick is
Knowing How to
Begin*

7 COMMITMENTS AND SANCTUARY TOOL KIT



ABOUT GOOD SHEPHERD SERVICES



Good Shepherd Services goes where children, youth, and families face the greatest challenges and builds on their strengths to help them gain skills for success. We provide quality, effective services that deepen connections between family members, within schools, and among neighbors. We work closely with leaders to advocate on behalf of our participants to make New York City a better place to live and work.

Good Shepherd Services leads in the development of innovative programs that make a difference in the lives of children, youth and families today.



WHAT WE DO

A multi-service agency, we operate networks of community-based youth development, education, and family service programs in Brooklyn and the Bronx; group homes for adolescents; foster care and adoption services; and an in-service professional training program. Last year alone:

29,595

participants were served through

88

programs operated across

3

boroughs (Brooklyn, Bronx, Manhattan)



THE NEED FOR TRAUMA-INFORMED CARE AT GOOD SHEPHERD SERVICES

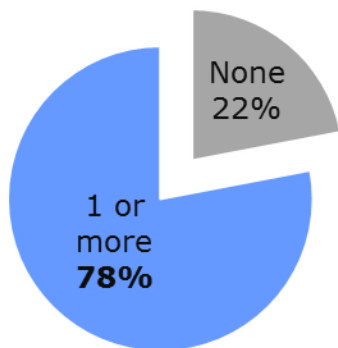
- Closures of residential facilities run by the city in 2008
- Increase in youth with multiple and high complex traumatic symptoms and experiences
- Staff felt unprepared to meet the changing needs of youth
- Increase in incidents: fights, assaults and hospitalizations

THE NEED FOR TRAUMA-INFORMED CARE AT GOOD SHEPHERD SERVICES

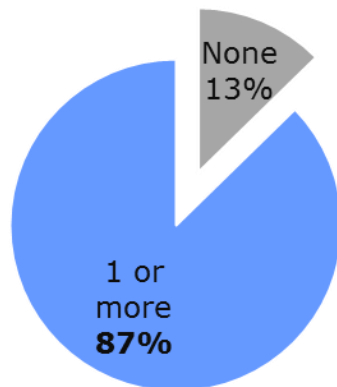


Percent of Youth Who Experienced at Least One or More Traumatic Events*

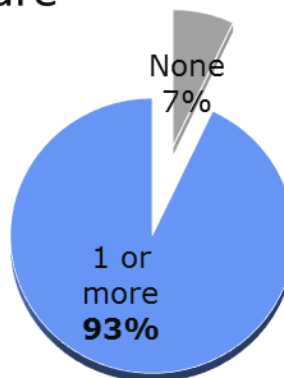
Family Foster Care



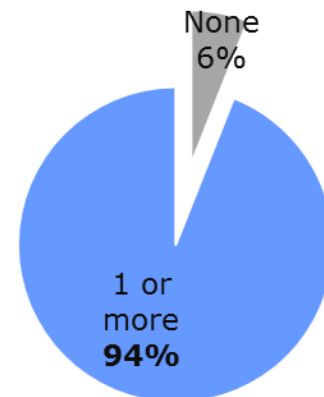
Juvenile Justice



Residential Foster Care



Supportive Housing



*2012-2014 Good Shepherd Services survey data using UCLA PTSD Index
Scale. N = 1,195.



DECISION TO USE SANCTUARY

- Alignment with Good Shepherd Services mission, vision and values
- Fit with our overarching Youth and Family Development Model
- Accessibility to NYC urban youth and families
- Flexibility to use our creativity in implementation
- Comprehensiveness in providing two-pronged approach to address organizational and participant trauma



EXPECTED OUTCOMES

- Reduction in trauma related symptoms
- Increase in self-esteem
- Greater internal locus of control
- Greater utilization of social networks
- Improvement in decision making and problem solving skills
- Improvement in peer and family relationships
- Decrease in aggressive behavior

KEY IMPLEMENTATION PROCESSES AT GOOD SHEPHERD SERVICES



Trauma-Informed Practice Department

Steering Committee , Core Team and
Trauma-Informed Practice Committees

Training Delivery and Transfer of Learning

Trauma-Informed Program Meetings

Ongoing Program Support, Consultation
and Coaching

TRAINING PORTFOLIO



Introduction to
Sanctuary

Advanced
Sanctuary Training
(12 sessions)

Sanctuary
Psycho-education

Advanced Trauma
Concepts

Refresher
Trainings

Trauma-Informed
Practice of the
Month

SANCTUARY COMMITMENTS AND TOOLS EXIST IN ALL OUR PROGRAMS



TOOLS

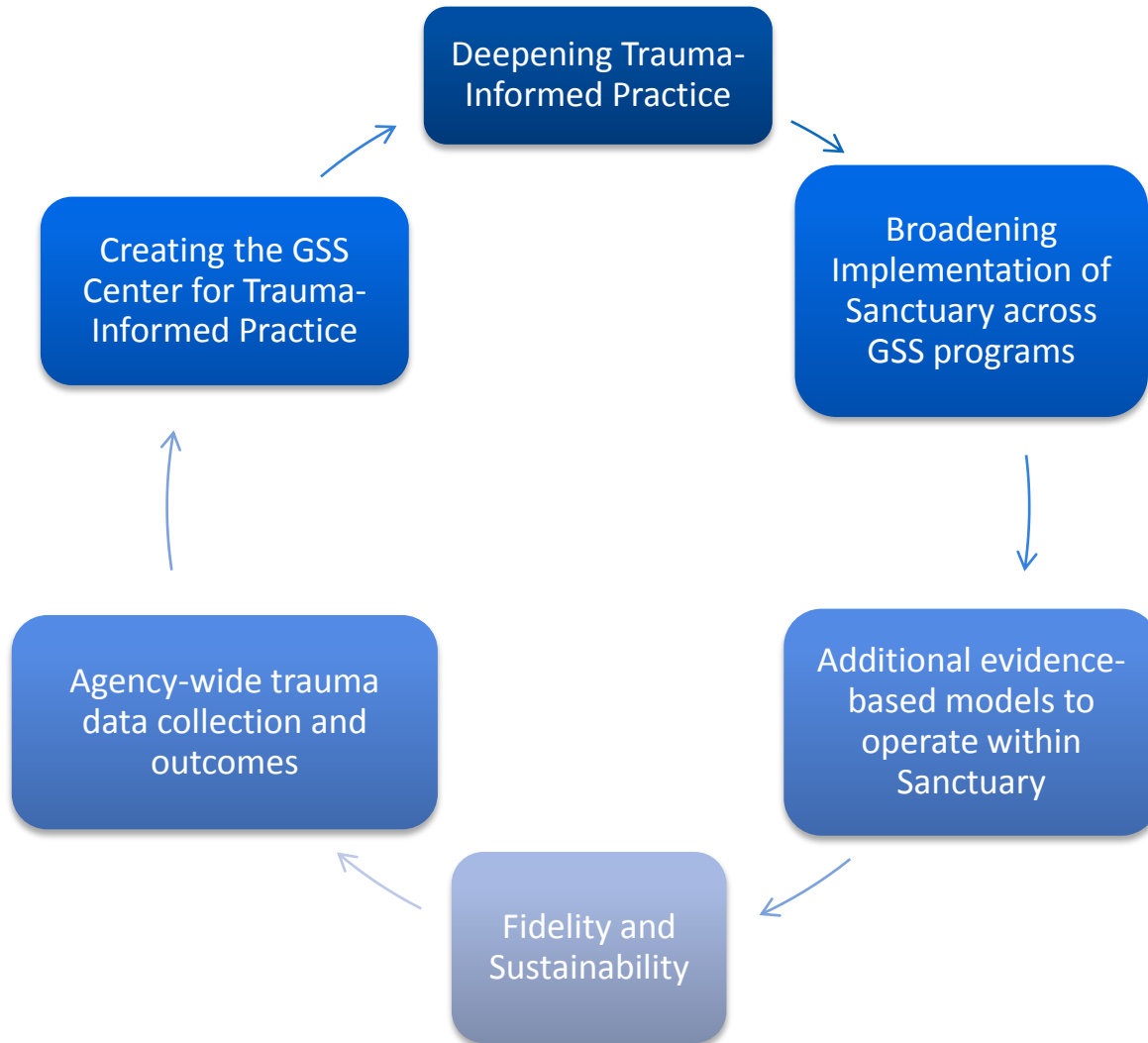
- Community Meeting
- Safety Plans
- Red Flag Reviews
- Psycho-education
- S.E.L.F. Team Meetings
- S.E.L.F. Treatment Plans

Good Shepherd Services was
certified as a Sanctuary Model
provider in 2012

“Sanctuary certification symbolizes an organization's commitment to providing a higher level of care, a trauma-sensitive environment for the people they serve and a better work environment for employees.”



ONGOING IMPLEMENTATION OF TRAUMA-INFORMED PRACTICES



“Creating and maintaining a trauma-sensitive culture that fosters movement towards healing, growth and change.”

PERFORMANCE MANAGEMENT LIFECYCLE



LOGIC MODEL

LOGIC MODEL DEFINITIONS

PROGRAM'S INTENDED IMPACT: The overall result of all the program activities to the target population and/or community.

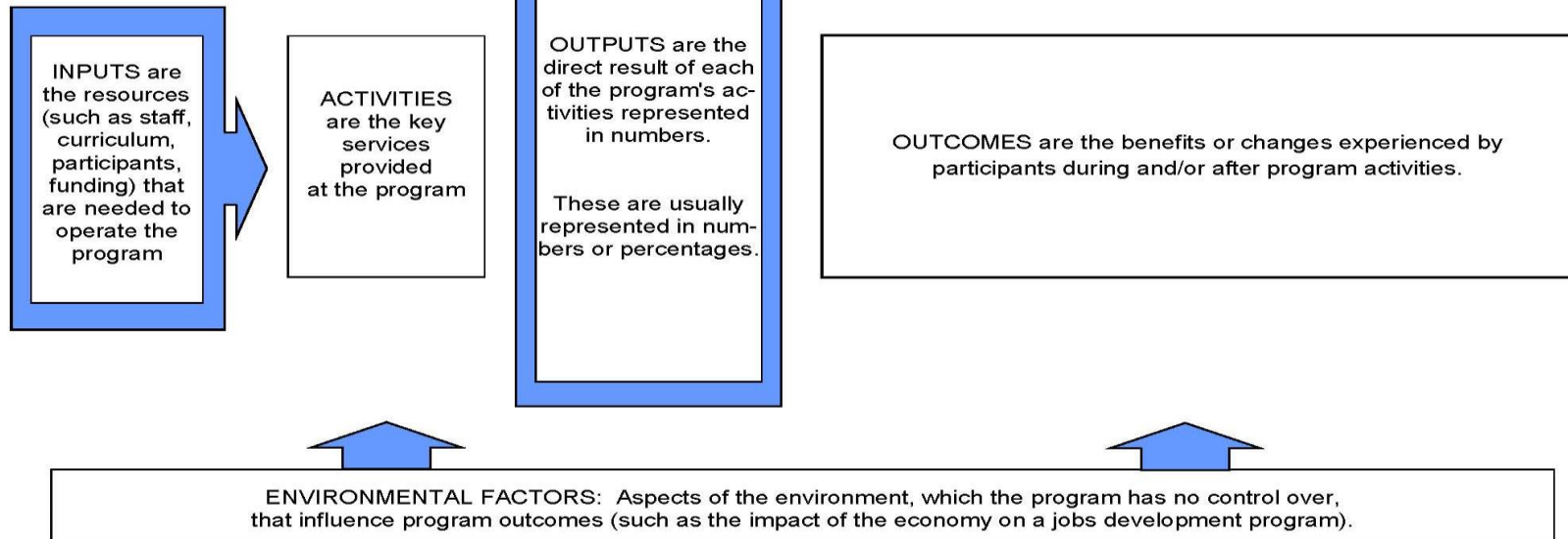
TARGET POPULATION TO BE SERVED: A description of the population the program is designed to serve

Inputs

Activities

Outputs

Outcomes





PURPOSE AND EVOLUTION OF THE SANCTUARY LOGIC MODEL

PURPOSE

- Unified map to support implementation, fidelity, outcomes and sustainability across programs
- Communication
- Common Goals

PROCESS

- Sanctuary Core Team
- Logic Model Development Process

SANCTUARY LOGIC MODEL

SANCTUARY LOGIC MODEL

Intended Impact: To create and maintain a trauma sensitive environment that fosters movement towards healing, growth and change.

Target Population to be served: Children, youth and families in GSS programs that implement Sanctuary.

Inputs

- Sanctuary Standards
- 7 Commitments
- SELF Practice Model
- Sanctuary Tool Kit
- Sanctuary Curricula
- GSS Sanctuary Achievement System
- Implementation Team
- Sanctuary-specific Funding
- Sanctuary Network
- Standardized Trauma Assessments

Activities

- Trainings
- Implementation Meetings (i.e., Steering Committee, Core Team, Sanctuary Program Planning)
- Sanctuary Events (i.e., Kickoffs, World Cafes)
- Sanctuary Groups for Participants (i.e., psycho-education Sanctuary Beginnings)
- Red Flag Meetings
- Community Meetings
- SELF Team Meetings
- SELF Treatment Planning
- Safety Planning
- Psycho-education
- Trauma Assessment
- Incident Reporting

Outputs

- Percentage of participants with completed trauma assessments
- Percentage of participants with Safety Plans
- Percentage of participants who received psycho-education
- Percentage of participants who were encouraged to use Sanctuary Tools
- Percentage of participants who were encouraged to use Sanctuary Commitments

Outcomes

Safety:

Participants will feel psychologically, physically, socially and morally safe.

Emotional Management:

Participants will be able to manage their emotions.

Loss:

Participants will recognize how loss affects them.

Future:

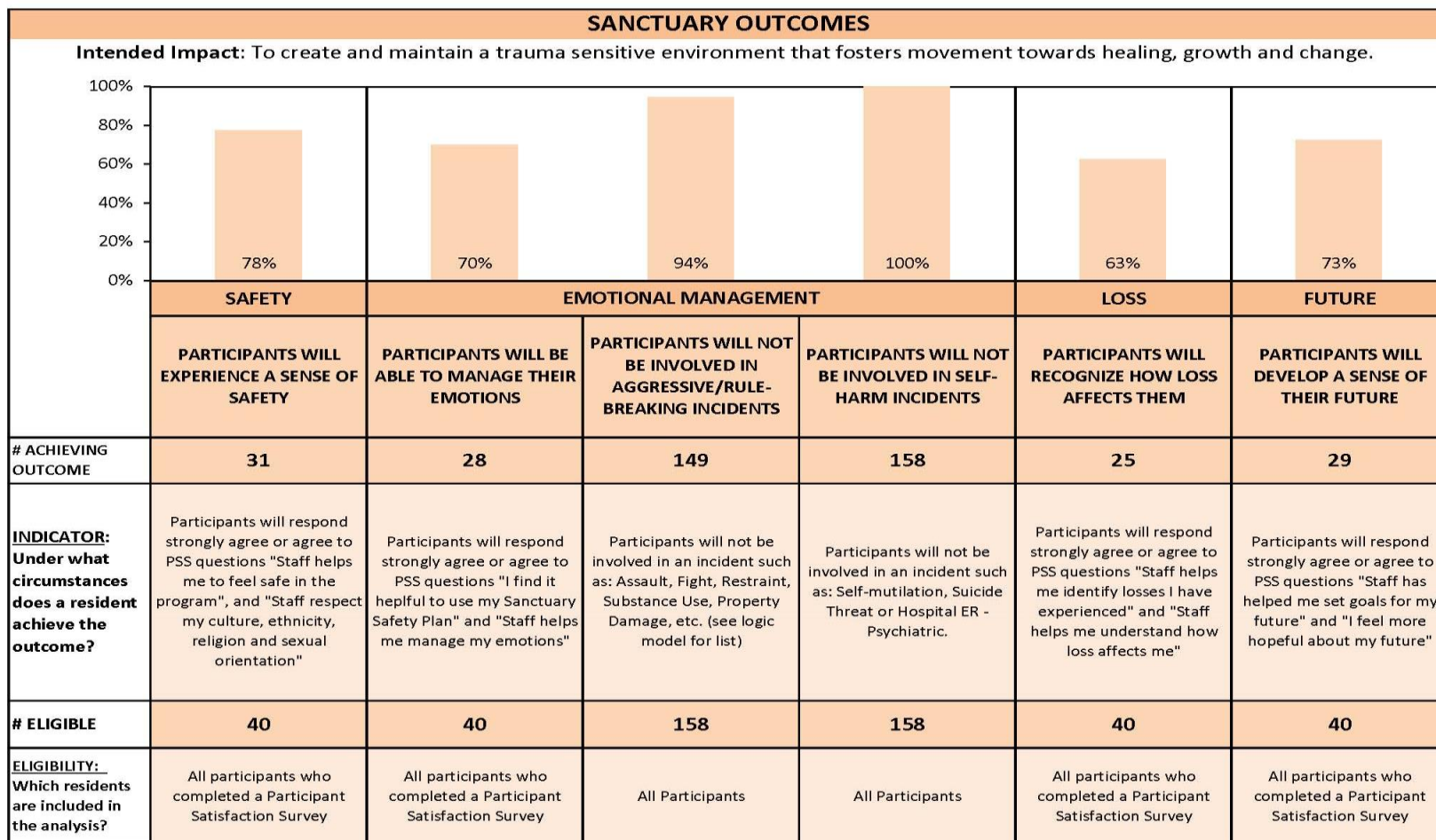
Participants will develop a sense of their future and work towards growth and change.

Environmental Factors: Aspects of the environment that may influence program outcomes (i.e., availability of resources, program population, program structure, funding mandates).

OUTCOMES PROGRESS REPORT



Good Shepherd Services FY13 Sanctuary Outcomes Progress Report



© 2013 Good Shepherd Services. Sanctuary Logic Model. All rights reserved.



LESSONS LEARNED

- Becoming an organization that is trauma-informed is hard work and doesn't happen overnight.
- Agency-wide commitment from the highest levels is essential to the success of implementation.
- Being trauma-informed is as important for staff as it is for participants.
- Investment in additional resources are needed to get it right!

RESTRAINT DATA FROM ADOLESCENT FEMALE RESIDENTIAL PROGRAM



THANK YOU!



For more information about Good Shepherd Services, please visit:

www.goodshepherds.org

For more information about Good Shepherd Services' Center for Trauma-Informed Practice, please contact:

[Lina E. Pasquale, Division Director](#)

trauma-informedpractice@goodshepherds.org

For more information about ANDRUS Sanctuary Institute, please contact:

[Sarah Yanosy, Director](#)

syanosy@jdam.org

RESOURCES



Eckhart-Queenan, J. & Forti, M. (2011). *Measurement as Learning: What Nonprofit CEOs, Board Members, and Philanthropists Need to Know to Keep Improving*. Boston: MA: The Bridgespan Group. <http://www.bridgespan.org/measurement-as-learning.aspx>

Good Shepherd Services (2012). *Good Practice Produces Good Outcomes: Good Shepherd Services' Commitment to Evidence-Based Practice*.
<http://www.goodshepherds.org/about/results.html>

Rivard, J.C., Bloom, S. L., Abramovitz, R., Pasquale, L.E., Duncan, M., McCorkle, D., Gelman, A. (2003). Assessing the Implementation and Effects of a Trauma-focused Intervention for Youths in Residential Treatment. *Psychiatric Quarterly*, 74(2): 137-154.
http://www.sanctuaryweb.com/PDFs_new/Rivard%20Implementing%20Sanctuary.pdf

National Child Traumatic Stress Network. (2008). Trauma-Informed Interventions. Sanctuary Model: General Information.
http://www.nctsnet.org/nctsn_assets/pdfs/promising_practices/Sanctuary_General.pdf

Additional literature on Sanctuary and writings by Dr. Sandra Bloom:
<http://www.nonviolenceandsocialjustice.org/Research-Literature/Sanctuary-Model-literature-and-works-by-Sandra-Bloom/73/>



ANNOUNCING

The Center for Trauma-Informed Practice

Good Shepherd Services
New York City



This new initiative seeks to deepen trauma-informed practice among social-service providers through workshops, learning journeys, resources and building communities of practice which implement and sustain high quality trauma-informed services and promote healing in individuals, families, communities and organizations.

Workshops * Learning Journeys * Communities of Practice * Resources

Center for Trauma-Informed Practice
Good Shepherd Services' Human Services Workshops
12 West 12th Street, New York, NY 10011
Ph: 212-243-7070 x 479 | Fax: 212-337-0060
Email: trauma-informedpractice@goodshepherds.org

"Good Shepherd Services is certified in the Sanctuary Model" of trauma-informed care."

Upcoming Workshops

UNDERSTANDING PTSD AND COMPLEX TRAUMA

Friday, September 19, 2014 | 9:30 A.M. to 12:30 P.M.
Friday, October 17, 2014 | 9:30 A.M. to 12:30 P.M.

THE CORE CONCEPTS OF TRAUMA-INFORMED CARE

Friday, September 19, 2014 | 1:30 P.M. to 4:30 P.M.
Friday, October 17, 2014 | 1:30 P.M. to 4:30 P.M.

CREATING TRAUMA-INFORMED SUPERVISORY PRACTICE: SUPERVISING TO PREVENT VICARIOUS TRAUMA AND TO MINDFULLY CREATE A POSITIVE PARALLEL PROCESS

Friday, September 26, 2014 | 9:30 A.M. to 4:30 P.M.
Thursday, October 30, 2014 | 9:30 A.M. to 4:30 P.M.

TRAUMA AND CHRONIC STRESS IN ORGANIZATIONS

Tuesday, September 23, 2014 | 9:30 A.M. to 4:30 P.M.

TRAUMA FOCUSED-CBT: A COMPREHENSIVE OVERVIEW OF THIS EVIDENCE- BASED PRACTICE FOR CLIENTS, CLINICIANS, SUPPORT AND ADMINISTRATIVE PROFESSIONALS

Wednesday, October 22 & 29, 2014 | 9:30 A.M. to 4:30 P.M.

One Day Workshop: \$ 125.00 | Half Day Workshop: \$65.00
Please visit link below for full workshop descriptions and to register.

<http://www.goodshepherds.org/programs/training/human-services.html>

Upcoming Webinar

IMPROVING OUTCOMES WITH THE SANCTUARY MODEL OF TRAUMA-INFORMED CARE

Thursday, September 3, 2014 | 3:00 P.M. to 4:30 PM

Free

Please visit link below for full webinar description and to register.

<http://www.socialsolutions.com/performance-management-webinars>

NEXT WEBINAR

Scaling an Effective Intervention

How to Build Implementation Capacity, Replicate with Fidelity, and Produce Consistent Outcomes

Guest Speaker: Dean Fixsen

October 14, 3:00-4:30pm ET

Register at www.socialsolutions.com

GOOD SHEPHERD SERVICES: IMPROVING OUTCOMES WITH THE SANCTUARY MODEL OF TRAUMA-INFORMED CARE

Moderator Presenters



Ingvild Bjornvold

Director of
Strategic
Initiatives

Social Solutions



Dr. Sandra L. Bloom

Associate Professor
of Health
Management &
Policy, Drexel
University

Co-Director, Center
for Non-Violence and
Social Justice



Denise Hinds

Associate
Executive Director

Foster Care,
Juvenile Justice
and Supportive
Housing

Good Shepherd
Services



Lina E. Pasquale

Division Director

Foster Care,
Juvenile Justice
and Supportive
Housing

Good Shepherd
Services



Jennifer Nix

Deputy Director

Program Evaluation
and Planning

Good Shepherd
Services