Person-Centered Trauma Informed Care

MELISSA ACKERNECHT, MS
Behavioral Support Specialist

TIARA CADET
Behavioral Support Specialist

TRISHA CHAPMAN
Director of Specialized Services

Objectives

Be	At the end of this training, you will be able to:
Define	Define trauma and trauma informed care
Recognize	Recognize signs of trauma and how trauma affects the mind, body and behavior
Learn	Learn ways to respond in a person-centered approach
Acquire	Acquire resources and contacts to support members who need Trauma Informed Care

What is Trauma?

TRAUMA IS:

✓ An event, a series of events, or set of circumstances out of a person's control that is experienced as physically or emotionally harmful or threatening.

✓ Has lasting adverse effects on the individuals functioning and physical, social, emotional, or spiritual well-being.

✓ It can be any incident experienced by a person that is perceived to be dangerous and threatens serious injury.

- Ex. Hurricane, Abuse, Victim of Crime

(Swedo et al., 2023)

Prevalence

64%
of adults have experienced at least 1 Adverse Childhood Experience (ACE)

1 in 6
adults have experienced 4+ ACEs (16%)

INDIVIDUALS WHO HAVE A DISABILITY
are at **GREATER RISK** of experiencing a traumatic event

(Swedo et al., 2023)

Risk Factors

The ID/DD population have increased exposure to:

- Bullying
- Physical and Sexual Abuse
- Neglect
- Domestic Violence
- Physical Restraint
- Seclusion
- Intrusive Medical Procedures

Due to:

- Stress of parents and other caregivers
- Supervised/Institutional Setting
- Interaction with staff / turnover
- Challenging behaviors and care requirements
- Taught to follow rules / obey authority

(Karatzias et al., 2019)

Recovery Journey

[Recovery Stories: Tonier (youtube.com)](youtube.com)

Addressing Trauma in a Person-Centered Manner

- Each person will display their trauma history in a different manner.

- Using a person-centered approach, means that we meet individuals where they are in their journey.

- Take the time to understand how the individual perceived and responded to their traumatic experiences.

- Asking "Is there a past experience, that I should know about?" vs. "What's wrong with you?"

"Trauma is a fact of life. It does not, however, have to be a life sentence."

— PETER A. LEVINE

The Three E's of Trauma

1

EVENTS

"Is there a past event, that I should know about?"

2

EXPERIENCE

How, When, Where, How Often

3

EFFECTS

The effect of trauma can be different for each person, how is the person showing the signs of their trauma?

Types of Trauma

✓ **Traumatic Stress**
- Includes intense physical and emotional responses that can have a lasting impact
- Stress that induces the flight/fight/freeze response

✓ **Complex Trauma**
- Exposure to multiple, simultaneous, or prolonged traumatic events
- Usually produces a domino effect

✓ **Re-Traumatization**
- The recurrence of traumatic stress symptoms upon exposure to multiple traumatic events
- Reexperiencing traumatic stress when a new situation is similar to prior trauma

How Trauma Impacts the Body

✓ **Trauma impacts the brain's alarm system.**

✓ **Increases stress hormones**.

✓ **The system that filters relevant and irrelevant information is damaged.**

✓ **Trauma survivors often:**
- Become hypervigilant to threats.
- Repeat the same problems.
- Have difficulty learning from past experiences.

Clinical Manifestations of Trauma

- Nausea & GI Distress

- Skin Manifestations (rash)

- Elevated Heartbeat, Respiration, and Blood Pressure

- Extreme Fatigue or Exhaustion

- Hyperarousal

- Sleep Disturbances (Nightmares)

- Appetite and Digestive Changes (weight changes)

- Lowered Immune System

- Elevated Cortisol Levels

Behavioral Manifestations of Trauma

- **SUDDEN MOOD FLUCTUATIONS**

- **DISRUPTIVE OR IMPULSIVE**

- Attention seeking

- Predatory

- Timid

- Hypersexual

- Paranoid

- Reactive without a known trigger

- Catatonia

How Trauma Affects the Mind

Views about Self

"I am incompetent. I should've reacted differently."

"It is too much for me to handle."

"I feel damaged."

Views about the World

"The world is a dangerous place."

"People cannot be trusted."

"Life is unpredictable."

Views about the Future

"Things will never be the same."

"What is the point? I will never get over this."

"It is hopeless."

What does it mean to be Trauma-Informed?

- Accepting certain principles that guide individual decisions.

- Emphasizes member safety, control, and empowerment.

- Remaining mindful regarding the potential for re-traumatization.

- Pursing ongoing professional development and support to maintain competencies and confront certain biases.

Six Key Principles of a Trauma-Informed Approach
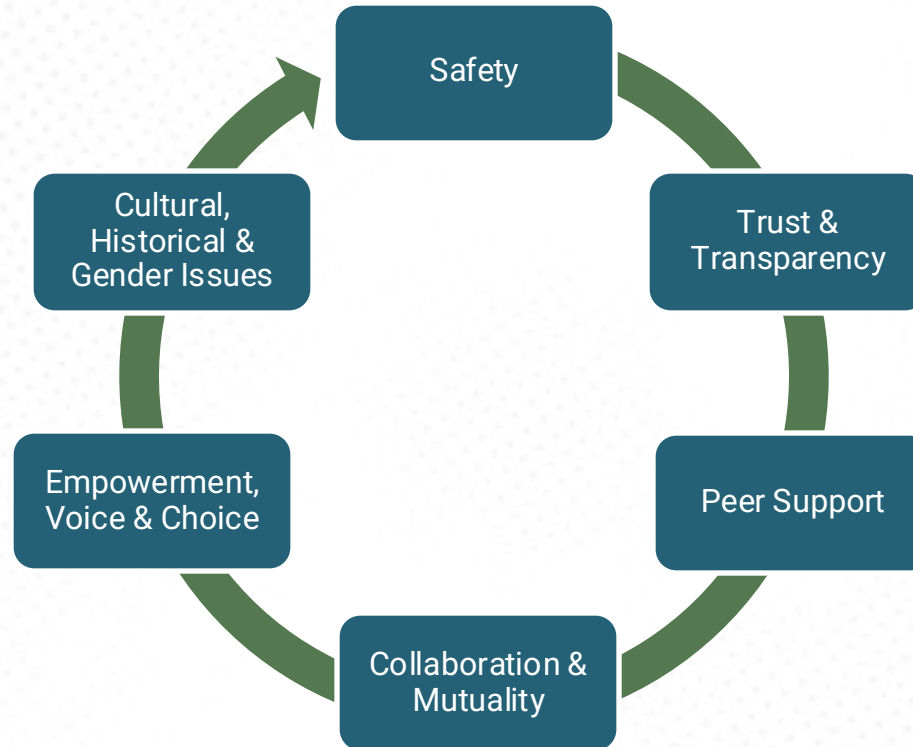
Case Study: Rasha's Story

Rasha, a member in her 30's, lives in the community. Rasha has a job, and her mother is burnt out from transporting her and really wants her to learn how to drive the family car. Her Job Coach thinks she has the skills to drive successfully. Rasha has stated she does not ever want to learn how to drive and refuses to ride in a vehicle with anyone except her mother. This has limited Rasha's ability to participate in other activities like a wow day program because she won't ride in a vehicle driven by staff.

Rasha's care team brainstorms some ideas. Her Com Hab worker explains to Rasha that many people with disabilities drive, and it's safer than flying. Her Care Manager explains that she may even be able to enroll in a driving school at no cost to her. Her Job Coach picks up a manual at the DMV so Rasha can study for her permit test.

PERSON-CENTERED TRAUMA INFORMED CARE

Case Study: Rasha

✔ **Let's consider this with a trauma-lens:**

Rasha's life plan mentions that her father lived with her family until he entered a nursing home when Rasha was a child. Rasha's father got into a terrible car accident that caused brain damage, irrevocably changing the family and their lives.

How might her body react when she thinks about driving a car?

Person-Centered Approach

✓ **Use the following techniques to learn about the effects of a person's trauma:**

- Pay attention to language

- Be strength based

- Focus on building relations

- Practice crisis de-escalation and prevention

Strength-Oriented Questions

✅ **Using person-centered language ask the following questions:**

- "Can you tell me about some accomplishments?"

- "What are your strengths?"

- "How do you cope with stress?"

- "What helped you survive your trauma?"

- "What does recovery look like for you?"

Techniques to Prevent Re-traumatizing a Person

✓ **Use the knowledge of the person and their trauma.**

✓ **Provide a sense of safety and develop a sense of trust.**

✓ **Link the person to trauma informed support.**

Building Resiliency

✓ **Social Support**

- Social networks, whether they are through employment, school, faith communities, or other networks, help enhance an individual's stress response

✓ **Getting Back to Normalcy**

- Being able to resume day-to-day tasks can help create a sense of structure and purpose after an individua has experienced trauma

✓ **Meaning-Making**

- Provide meaningful reasons for why the event ma have occurred and how they are able to create some positive take-aways from the experience

✓ **Mental Health Supports**

- Engage in counseling to build healthy coping mechanisms

LACE

LISTEN
to the
member's story

ADVOCATE
for the
member's needs

CONNECT
to supports to
allow member to
live a quality of life

ENCOURAGE
recovery through
a person-centered
approach.

LISTEN, ADVOCATE, CONNECT, ENCOURAGE

Resources

- Psychology Today: Health, Help, Happiness + Find a Therapist

- Red Cross- Immediate Financial Assistance Program

- Community mental health organization (Albany county mental health)

- Talk to PCP

- E Counseling/ Text Counseling

- MHEP, INC – Mental Health Empowerment Project (mhepinc.org) (518)434-1393 Main Office

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How can Partnership Solutions support?

Partners Health Plan-PHP

Partners Health Plan is a not-for-profit health plan, dedicated solely to providing supports and services for persons with Intellectual and other Developmental Disabilities (IDD).

PHP–FIDA IDD has been operational since April 2016. PHP is governed by 3 entities: CMS, DOH and OPWDD. PHP incorporates all the benefits of a CCO and a mainstream health plan.

Eligibility requirements:

- Must have Medicare and Medicaid

- Must be 21 years or older at the time of the enrollment

- Must reside in the PHP catchment area (NYC, Long Island, Westchester and Rockland)

- Must be eligible for OPWDD services and Determined to be eligible for ICF-IID level of care

PHP-Integration of Services

PHP integrates medical, behavioral health, dental, waiver and long-term services including:

- **Dedicated Care Coordination Team**
    - **Care Manager**
        - Connect members with clinical services
        - **Serves as an advocate for services**

    - **Clinical Team Leader**
        - Transitions of care

- **Behavioral Health**

- **Telemedicine Visits and 24-hours Nursing Line available**
    - **Station MD**

- **Our transportation benefits go above and beyond the typical Medicaid benefit:**
    - **Promotes normalcy**
        - 120 rides a year to supermarket
        - Easy website/phone call to arrange transportation with Ride Health

    - **Supports social networking**
        - 24 rides to community events (church, SEMP)

    - **Promotes the importance of Mental Health Support**
        - Easy website/phone call to arrange transportation with Ride Health for counseling appointments

PHP Enrollment Process

PHP enrollment is voluntary and Members can disenroll at any time

- Enrollments are managed by NY Medicaid Choice at 1-844-343-2433 (TTY: 1-888-329-1541)

- Help is available Monday through Friday, 8:30 AM to 8:00 PM, and Saturday, 10:00 AM to 6:00 PM

- Enrollments are done via phone

PHP has an Outreach Team that can provide education and answer all plan benefits questions.

- Our team will qualify the providers used and facilitate the enrollment as well

- Team is led by Annrose Bacani, Director of Outreach and Enrollment abacani@phpcares.org

- PHP website is www.phpcares.org for more information

Partnership Solutions

Thank you for your time!
We hope to see you at our next Provider Webinar on July 22, 2025!

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