

Trauma Informed Excellence



Coldspring
Center

for Social and Health Innovation

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The Trauma Informed Paradigm

Paradigm Shift: A new way of thinking that challenges existing belief structures.

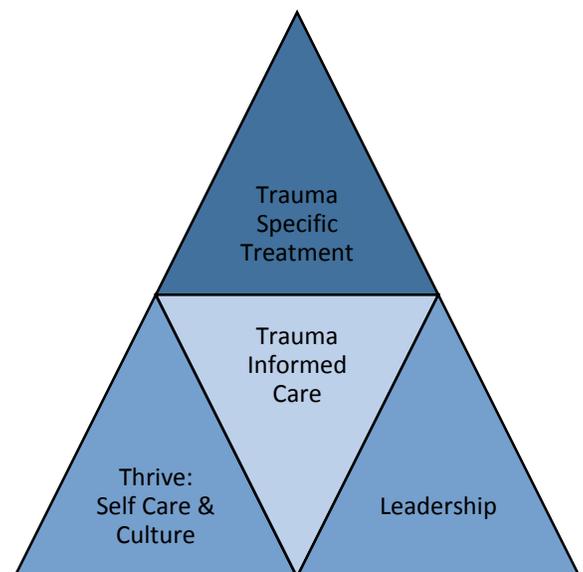
Trauma Informed definition (SAMHSA): “When a human service program takes the step to become trauma-informed, every part of its organization, management, and service delivery system is assessed and potentially modified to include a basic understanding of how trauma affects the life of an individual seeking services. Trauma-informed organizations, programs, and services are based on an understanding of the vulnerabilities or triggers of trauma survivors that traditional service delivery approaches may exacerbate, so that these services and programs can be more supportive and avoid re-traumatization.”

Traditional Paradigm	Trauma Informed Paradigm
➤ Clients are sick, ill or bad	➤ Clients are hurt and suffering
➤ Client behaviors are immoral and need to be punished	➤ Client behaviors are survival skills developed to live through the trauma but are maladaptive in normal society
➤ Clients can change and stop immoral destructive behavior if they only had the motivation	➤ Clients need support, trust and safety to decrease maladaptive behaviors
➤ Manage or eliminate client behaviors	➤ Provide opportunities for clients to heal from their trauma
➤ Staff should come to work every day at their best and perform to leadership’s expectations	➤ Leaders need to create strong organizational culture to combat trauma and stress associated with work with traumatized clients
➤ System of care should be created to minimize short term costs and contain immoral behaviors	➤ System of care invests in healing trauma, saving money over the long term

Trauma Informed Excellence: The Model

The Trauma Informed Excellence, or TIE, Model was developed to give organizations and systems of care the knowledge and skills to fully integrate the trauma informed paradigm into their operations. There are four trainings in the TIE Series:

1. Trauma Informed Care
2. Thrive: Self-care and Culture
3. Leadership
4. Trauma Specific Treatment



Trauma Informed Care. Recent research on the brain and trauma provides those working in the helping professions a new paradigm to conceptualize and work with clients. Understanding how trauma impacts brain development, puts harmful behaviors and destructive thinking patterns in context, and gives helpers a roadmap to build relationships and promote healing and growth. This training presents the Trauma Informed paradigm in a practical context, giving learners both a theoretical basis and tools to apply immediately to their work with clients. Through the application of this Trauma Informed paradigm, direct care workers/helpers can minimize re-traumatization while creating an environment for the traumatized individual to regain control of their lives. Those completing *Trauma Informed Care* will be able to:

- Identify the impact of trauma on the physical, social and mind health of clients.
- Improve the robustness and resiliency of clients.
- Help clients build resiliency through strategies that promote post-traumatic growth.

THRIVE: Self-Care and Culture. Helping professionals are at risk of experiencing issues that mirror those of traumatized clients. Exposed to trauma, combined with a stressful work environment, can have dangerous consequences for the physical and emotional health of helpers. Knowledge is the best defense against burn-out, vicarious trauma and compassion fatigue. The *Thrive* training goes further than other self-care trainings by addressing the critical elements of health which enhance productivity and quality of work. Utilizing research in neurobiology, psychology and business, this training provides skills for helpers to be more effective and efficient at work. Those completing *Thrive: Self-Care and Culture* will be able to:

- Increase physical, mind and social health and energy.
- Avoid and minimize the trauma and stress inherent to the helping professions.
- Create a trauma-informed culture in your team and organization.

Leadership. This training provides leaders with skills and knowledge to propel their agencies, systems or programs toward excellence. *Leadership* provides a practical model designed to enhance staff health, while maximizing clinical and organizational outcomes. The training presents a new paradigm of leadership for helping organizations, including a set of skills to implement in supervision of staff and management of programs. The approaches and strategies presented promote healing and growth, and can transform individuals, organizations and systems of care. Both aspiring and experienced leaders will see their role and work in a whole new light. Those completing *Leadership* will be able to:

- Minimize the impact of secondary trauma, vicarious trauma, compassion fatigue and burnout.
- Utilize key strategies to move individuals and the organization toward excellence.
- Improve key clinical and performance outcomes.

Trauma Specific Treatment. The core of the TIE Model is education about the impact of trauma on the individual. Staff with a foundational understanding of trauma are better able to maximize opportunities for growth, and minimize the possibility of re-traumatizing the client. It is important for direct care professionals to assess the impact of trauma on the client in order for clinical interventions to have maximum effect. This training provides professionals an understanding of how people recover from trauma and the best practice treatment models currently available. Those completing *Trauma Specific Treatment* will be able to:

- Understand the processes that lead to post traumatic growth.
- Identify best practices and available trauma specific treatment for unique client populations.

Trauma Informed Excellence: The Team



Matt Bennett, MA, MBA specializes in the development of trauma informed care, quality improvement, and results-based leadership and clinical practices. A dynamic trainer, Matt's expertise takes him around the country speaking on topics including: trauma, leadership, quality improvement, Motivational Interviewing and resiliency. Matt has successfully combined his academic pursuits as a researcher and published author with his practical experience in leading nonprofit organizations and educational institutions. This combination of the academic and the pragmatic has led to research based solutions which improve the health of individuals, organizations and systems.



Bettina Harmon, M.Div. specializes in program development, implementation and evaluation; project management; continuous quality improvement; and grant compliance and accountability. Bettina has expertise in the development, implementation, and administration of technology solutions for service organizations and collaborative systems of care. Bettina has also worked with organizations and systems of care to implement quality assurance and quality improvement programs to ensure evidence-based, quality services to diverse consumer populations.



Brooke Bender, MPH specializes in public health evaluation, research, program planning and policy development. Brooke has experience working locally and abroad with a variety of stakeholders, including youth, parents, teachers, health professionals, religious leaders and politicians. Brooke has supported a variety of programs in identifying community/ programmatic needs, establishing objectives to address those needs, and evaluating outcomes to highlight programmatic success.

Our Expertise:

- 12 years of experience in the development of interactive and engaging online training curricula
- Integrating new knowledge into quality improvement processes
- Teaching clinical approaches to improve client outcomes
- Highly successful speakers and trainers
- Published authors in the field of trauma informed care
- Integrating technology for organizational and system change

What people are saying about TIE:

"This was by far one of the best, most interactive trainings I've been to."

"This is the best workshop I've been to in years!"

"Opened my eyes and challenged me to look at 'the bigger picture.' Very informative application, passionate delivery of information. Practical skills to implement into my day to day activities."

"Absolutely brilliant trainer and workshop!"

"I judge the value of trainings with how impactful they are on what I do. This is judged by how I use what I've learned. I know how valuable this institute will turn out to be for me."

"Absolutely excellent! Very valuable information. It energizes and makes me excited to get back to work. Matt communicated in a way that was very clear, interesting and engaging."

Trauma Informed Excellence: Implementation Options

Online and In-person training options are available and can be customized to meet the specific needs of your organization. Choose a combination of In-person and On-line training, or just one modality. Coldspring Center utilizes a learning management system that allows us to provide tracking and reporting functionality for organizations implementing the series. We also offer proctoring and quality improvement services to maximize the impact of the TIE material.

Service	Cost
One day of in-person training (6 -7 hours)	\$2,000
Access to the OLT per person	
➤ Set up cost in Learning Management System & Implementation Planning	\$500
➤ TIE 4 training package (online)	\$80
➤ Individual Trainings (online)	
○ Thrive: Self-care	\$30
○ Leadership	\$30
○ Trauma Informed Care	\$30
○ Trauma Specific Treatment	\$10
Technical Assistance	\$125/hour
Access to TIE 4 training package (online)—for new staff after initial implementation	\$150

For Organizations and Systems of Care

- Each individual completing the training will receive a TIE Certificate upon completion
- Once everyone has completed the training the organization and/or system of care will receive TIE Organization/System Certification and TIE logo to demonstrate they have completed a trauma informed curriculum
- To retain TIE Organization/System Certification, new staff and board members must complete the training within a year of hire/start.
- Proctoring and Quality Improvement services are optional. Proctoring can assist with the implementation and integration of content as well as provide support for change management. Quality Improvement services can help leadership to identify how TIE can improve outcomes and set up measurement systems to help collect and analyze data

Additional Training

Coldspring offers a variety of trainings that build off the TIE Series:

- Motivational Interviewing
- De-escalation
- Integrating Mindfulness into Client Services
- Historical Trauma and Cultural Awareness
- Improving Medical Adherence and Health Literacy
- Cost: \$2,000 a day plus travel costs
- Continuing Education Credits available