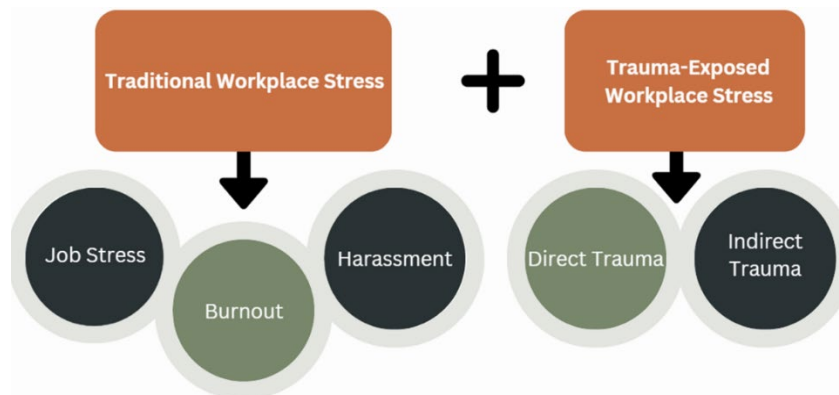


Taking the BS (Blame and Shame) out of Secondary Traumatic Stress

Presented by: Kara Patin, LCSW, ADB
Mary Beth Vogel-Ferguson, PhD

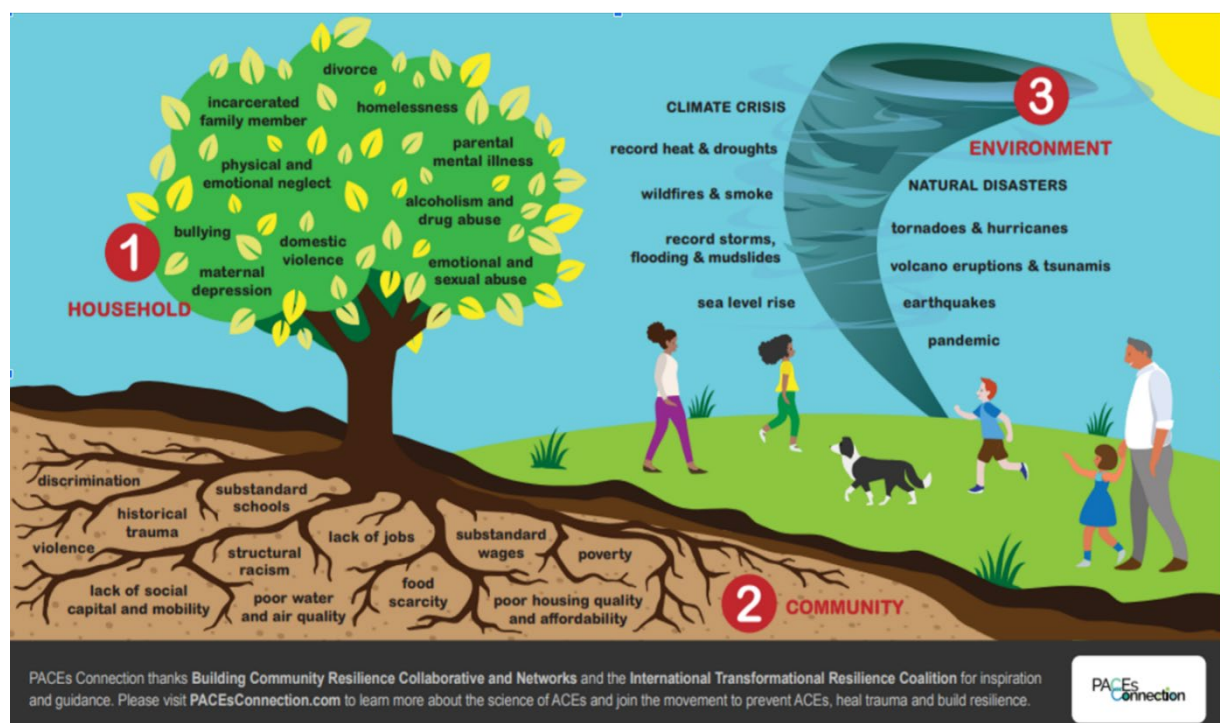


Trauma Defined:

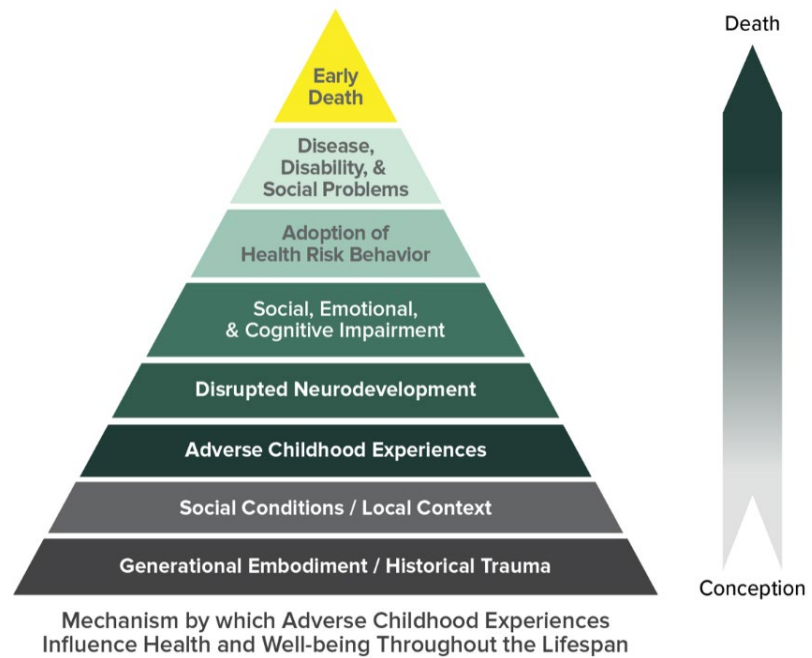
“Trauma results from an **event, series of events**, or set of circumstances that is **experienced** by an individual as physically or emotionally harmful or threatening and that has lasting adverse **effects** on the individual's functioning and physical, social, emotional, or spiritual well-being.” – SAMHSA, 2014

Examples of potentially traumatic events:

- Community violence
- Physical injury/illness
- Natural disasters
- Neglect
- Abandonment
- Physical abuse
- Sexual abuse
- Bullying
- Terrorism
- Loss of job
- Domestic violence
- Decline in income



What happened to you???

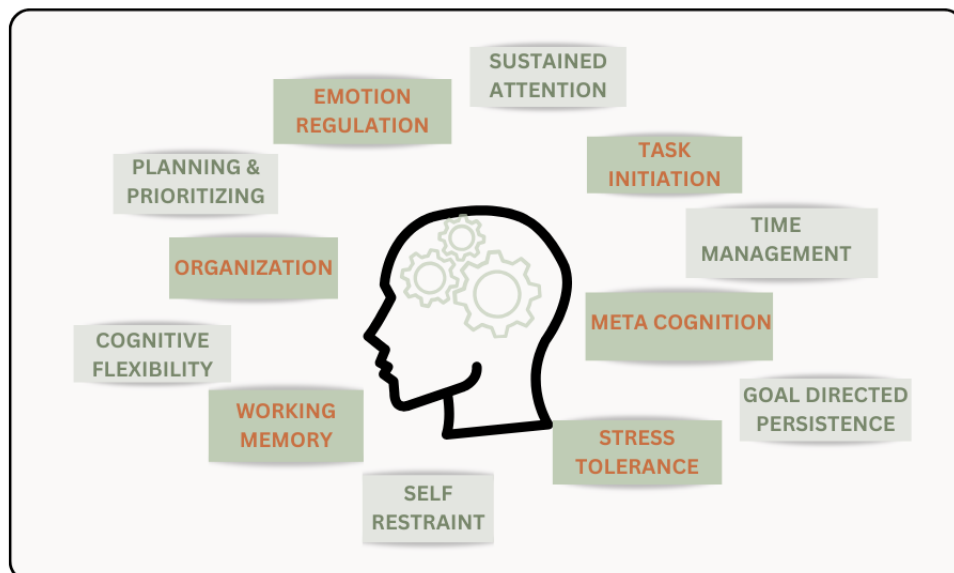


Trauma Can Impact

- * Cognitive Functioning
- * Physical Health
- * Mental Health
- * Social Skills
- * Occupational Skills
- * Emotional Health



Executive Functioning Skills



Homelessness.....

- 66% had scores of 5 or more (compared to less than 10% in Gen Pop)
- 80% disclosed mental health diagnosis
- 40% Diagnosed learning disability/Special Education
- 10x more likely to have:
 - Lived with someone who used street drugs
 - Had a family member incarcerated
- Experienced Physical abuse
(Shelter from the Storm, Hopper, Bassuk & Olivet)



Substance Use.....

- Early initiation of alcohol use. (Dube et al, 2006)
- Problem drinking behavior in adulthood (Dube et al, 2002)
- Lifetime illicit drug use, ever having a drug problem, and self-reported addiction Dube et al, 2003)
- Prescription drug use (Anda et al, 2008)
- Increased likelihood of early smoking initiation (Anda et al, 1999)
- Continued smoking, heavy smoking during adulthood (Ford et al, 2011)



Compassion Fatigue / Secondary Traumatic Stress

Compassion fatigue, or secondary traumatic stress is a natural but disruptive by-product of working in trauma-exposed fields. It is a set of observable reactions to working with people who have been traumatized and mirrors the symptoms of post-traumatic stress disorder (PTSD). (Osofsky, Putnam & Lederman, 2008; Figley, 1995)



The expectation that we can be immersed in suffering and loss daily and not be touched by it is as unrealistic as expecting to be able to walk through water without getting wet.

Rachel Remen

What scenarios in your work are you exposed to the trauma of others?

Risk Factors for Secondary Traumatic Stress

- Working in trauma-exposed fields
- High caseloads
- Personal trauma history
- Empathetic by nature
- Isolation
- Lack of training
- Lack of professional development
- Preexisting mental health issues
- Personal recovery process
- Difficulty processing strong emotions
- Lack of non-work-related activities

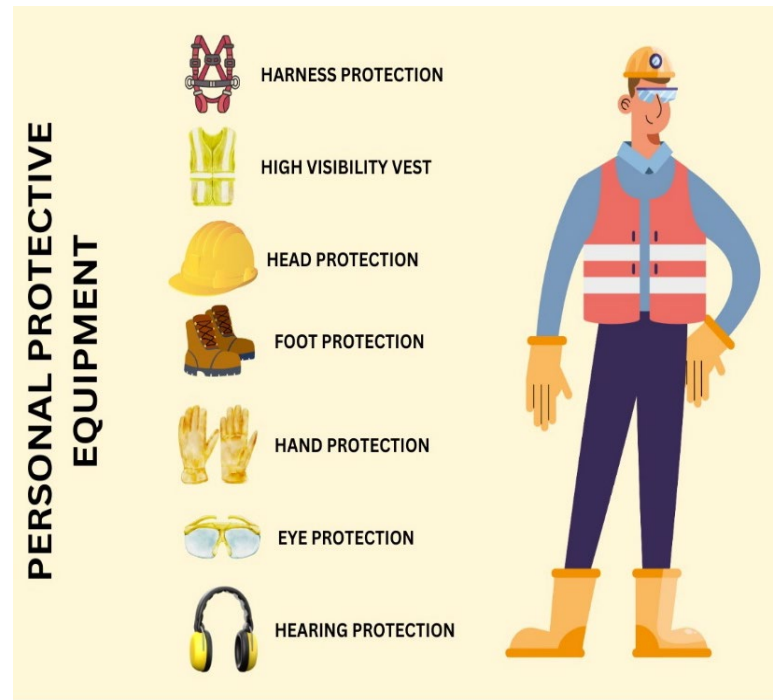


Signs & Symptoms of Secondary Traumatic Stress



Adapted from Trauma Stewardship by Laura van Dernoot Lipsky

What signs and symptoms have you seen in yourself?



Protective Factors

- Supportive relationships
- Strong cultural identity
- Access to healthcare (medical and mental health)
- Stable housing
- Economic stability—ability to earn a livable wage
- Social support—connections to family and friends
- Self-compassion
- Training
- Peer Support
- Affiliation with a supportive religious or faith community



Building Your Own Resilience

- Make connections
- Take care of yourself
- Move toward your goals
- Take decisive actions
- Look for opportunities for self-discovery
- Nurture a positive view of yourself
- Keep things in perspective
- Avoid seeing crises as insurmountable problems
- Accept that change is a part of living





5 – 4 – 3 – 2- 1- Coping Technique

Acknowledge.....

5 things you can see around you

4 things you can touch

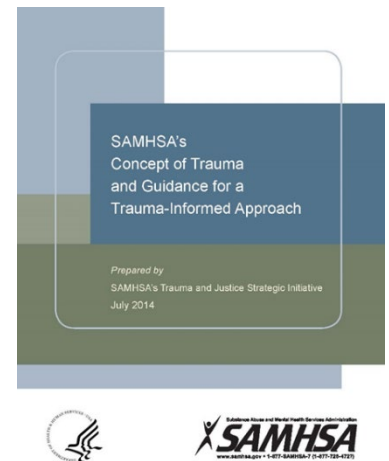
3 things you can hear

2 things you can smell

1 thing you can taste

Definition: Trauma-Informed Approach (SAMHSA)

A strengths-based service delivery approach that is grounded in an understanding of and responsiveness to the impact of trauma, that emphasizes physical, psychological, and emotional safety for **both providers and survivors**, and that creates opportunities for survivors to rebuild a sense of control and empowerment.



Why does this matter?

- Identified as one of main contributing factors to turnover in organizations
- One of the hazards of working in human services
- Character traits that draw someone to the helping fields and make good employees are often risk factors for developing secondary trauma.
- Treat as a potential occupational hazard rather than reflection on strength or capacity of an employee.



Elements of a Trauma-Informed Approach



TIA & STS in Action!	Policy	Peer Support
Key Objectives	Reduce Secondary Trauma Scores in Staff	Reduce Secondary Trauma Scores in Staff
Stakeholder Feedback (Not just one example, but represents themes)	<ul style="list-style-type: none"> • “Self-care is not encouraged by the organization.” • “I don’t know what to do if I feel like I need help.” • “You’re looked down on if you go to therapy here.” 	<ul style="list-style-type: none"> • 48% of staff reported isolated in work • 64% of staff reported a desire formore connection with colleagues
Strategies	<ul style="list-style-type: none"> • Increase available resources to staff • Increase utilization of resources 	<ul style="list-style-type: none"> • Peer Support Program • Mentorship Program • Employee Advisory Board
Activities	<ul style="list-style-type: none"> • Time allowed for mental health Tx • Discretionary time for supervisors to allocate 	<ul style="list-style-type: none"> • Peer support training • Structured program • Consult networks

Empower
your team

Strategic Planning
Culture & Climate
6 Key Principles
Employee Satisfaction
Workflow
Service Delivery
Knowledge & Skills
& more!!!

Internal Supports

1. What are you doing to incorporate self-personal wellness activities in the workplace?
2. What do you do support healthy work/life balance?
3. How do you support balancing personal wellness and work responsibilities?
4. How is YOUR personal wellness enhancing staff and client outcomes?
5. What support can you give as a supervisor / leader to help your team members manage job stress?



What can you do?

As a supervisor...

- Using established supervisory tools for reflective supervision and supervisory competencies
- Knowing what resources are available to your staff-model & encourage use

As an individual...

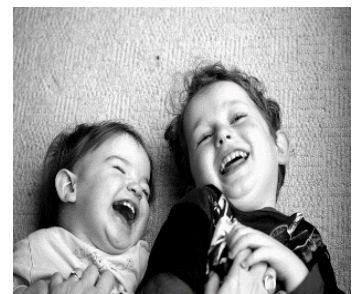
- Learn about resources available:
- TAVA which is 6 free counseling sessions, and have continued access
- Bloomquist Hale
- Use of health insurance benefits-mental health, preventative health, etc.
- What else?

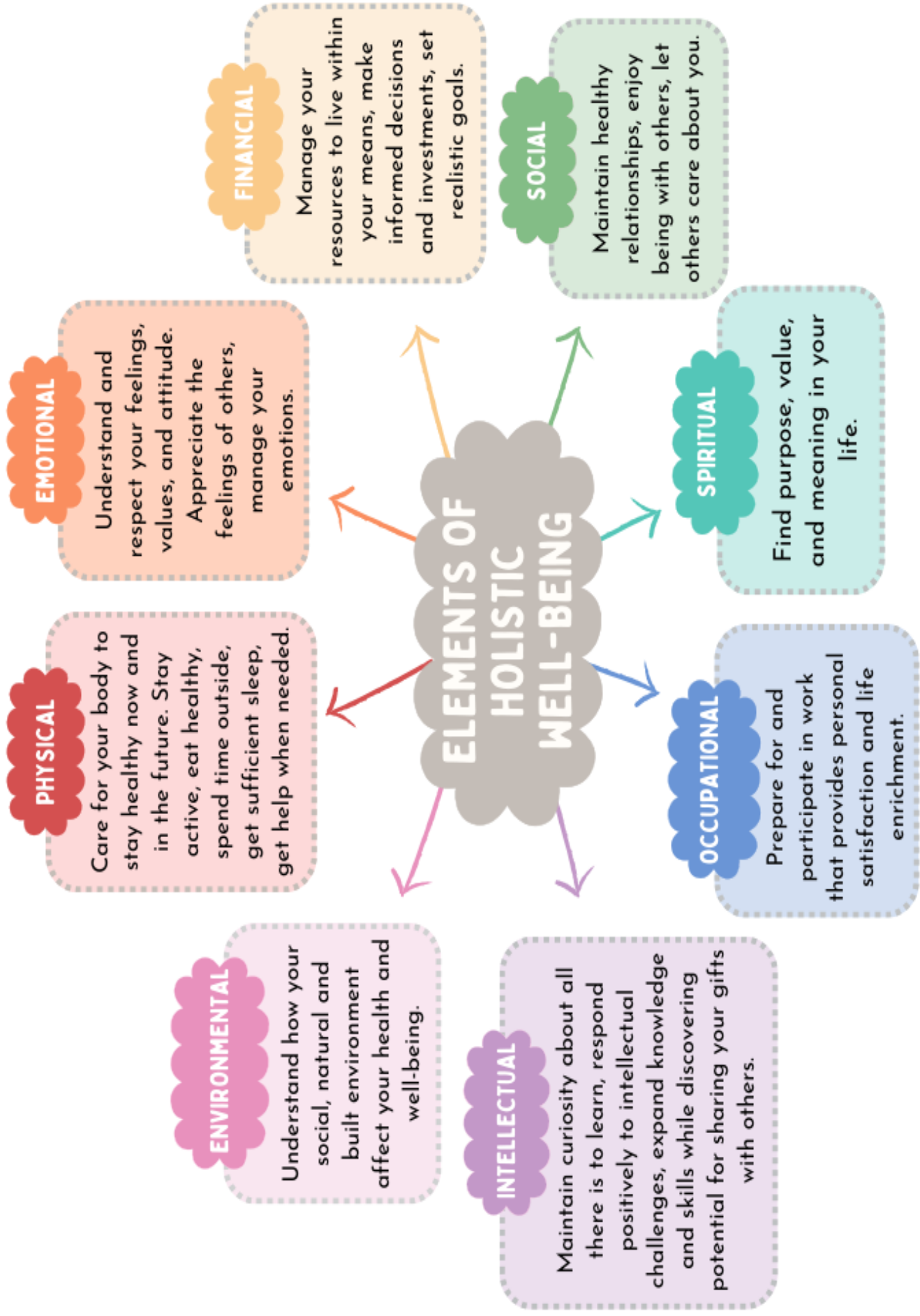
What could your organization do to support you in your work and create a more trauma-informed workplace?

Building Ourselves and Others

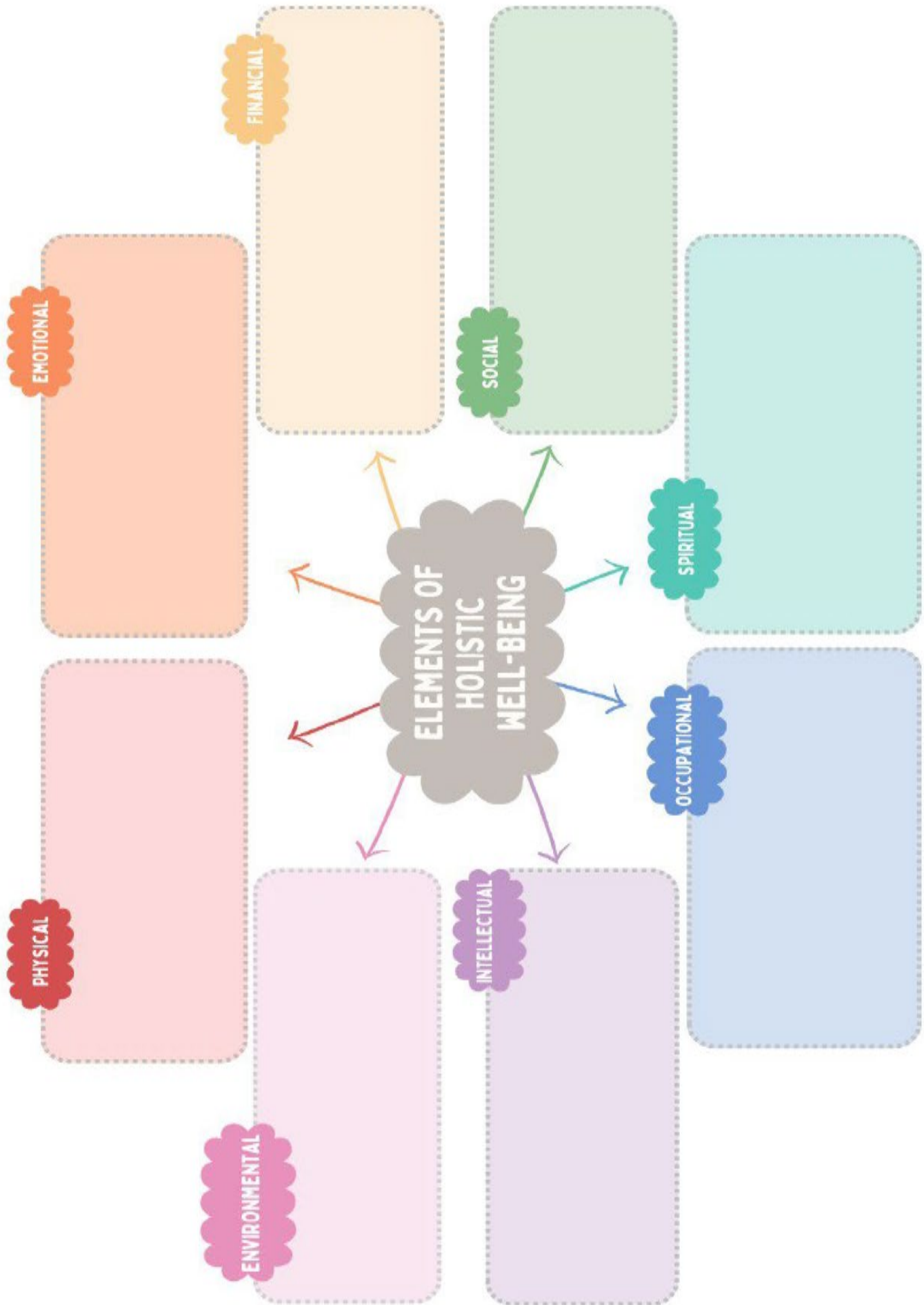
"Every day offers you 10,000 reasons to cry, but if you can find just one reason to laugh you'll be alright."

Maya Angelou





Adapted from Swarbrick, M. (2006). A Wellness Approach. *Psychiatric Rehabilitation Journal*, 29(4), 311–314.



Adapted from Swarbrick, M. (2006). A Wellness Approach. *Psychiatric Rehabilitation Journal*, 29(4), 311-314.

PROFESSIONAL QUALITY OF LIFE SCALE (PROQOL)

COMPASSION SATISFACTION AND COMPASSION FATIGUE

(PROQOL) VERSION 5 (2009)

When you [help] people you have direct contact with their lives. As you may have found, your compassion for those you [help] can affect you in positive and negative ways. Below are some-questions about your experiences, both positive and negative, as a [helper]. Consider each of the following questions about you and your current work situation. Select the number that honestly reflects how frequently you experienced these things in the last 30 days.

1=Never

2=Rarely

3=Sometimes

4=Often

5=Very Often

- _____ 1. I am happy.
- _____ 2. I am preoccupied with more than one person I [help].
- _____ 3. I get satisfaction from being able to [help] people.
- _____ 4. I feel connected to others.
- _____ 5. I jump or am startled by unexpected sounds.
- _____ 6. I feel invigorated after working with those I [help].
- _____ 7. I find it difficult to separate my personal life from my life as a [helper].
- _____ 8. I am not as productive at work because I am losing sleep over traumatic experiences of a person I [help].
- _____ 9. I think that I might have been affected by the traumatic stress of those I [help].
- _____ 10. I feel trapped by my job as a [helper].
- _____ 11. Because of my [helping], I have felt "on edge" about various things.
- _____ 12. I like my work as a [helper].
- _____ 13. I feel depressed because of the traumatic experiences of the people I [help].
- _____ 14. I feel as though I am experiencing the trauma of someone I have [helped].
- _____ 15. I have beliefs that sustain me.
- _____ 16. I am pleased with how I am able to keep up with [helping] techniques and protocols.
- _____ 17. I am the person I always wanted to be.
- _____ 18. My work makes me feel satisfied.
- _____ 19. I feel worn out because of my work as a [helper].
- _____ 20. I have happy thoughts and feelings about those I [help] and how I could help them.
- _____ 21. I feel overwhelmed because my case [work] load seems endless.
- _____ 22. I believe I can make a difference through my work.
- _____ 23. I avoid certain activities or situations because they remind me of frightening experiences of the people I [help].
- _____ 24. I am proud of what I can do to [help].
- _____ 25. As a result of my [helping], I have intrusive, frightening thoughts.
- _____ 26. I feel "bogged down" by the system.
- _____ 27. I have thoughts that I am a "success" as a [helper].
- _____ 28. I can't recall important parts of my work with trauma victims.
- _____ 29. I am a very caring person.
- _____ 30. I am happy that I chose to do this work.

YOUR SCORES ON THE PROQOL: PROFESSIONAL QUALITY OF LIFE SCREENING

Based on your responses, place your personal scores below. If you have any concerns, you should discuss them with a physical or mental health care professional.

Compassion Satisfaction _____

Compassion satisfaction is about the pleasure you derive from being able to do your work well. For example, you may feel like it is a pleasure to help others through your work. You may feel positively about your colleagues or your ability to contribute to the work setting or even the greater good of society. Higher scores on this scale represent a greater satisfaction related to your ability to be an effective caregiver in your job.

If you are in the higher range, you probably derive a good deal of professional satisfaction from your position. If your scores are below 23, you may either find problems with your job, or there may be some other reason—for example, you might derive your satisfaction from activities other than your job. (Alpha scale reliability 0.88)

Burnout _____

Most people have an intuitive idea of what burnout is. From the research perspective, burnout is one of the elements of Compassion Fatigue (CF). It is associated with feelings of hopelessness and difficulties in dealing with work or in doing your job effectively. These negative feelings usually have a gradual onset. They can reflect the feeling that your efforts make no difference, or they can be associated with a very high workload or a non-supportive work environment. Higher scores on this scale mean that you are at higher risk for burnout.

If your score is below 23, this probably reflects positive feelings about your ability to be effective in your work. If you score above 41, you may wish to think about what at work makes you feel like you are not effective in your position. Your score may reflect your mood; perhaps you were having a “bad day” or are in need of some time off. If the high score persists or if it is reflective of other worries, it may be a cause for concern. (Alpha scale reliability 0.75)

Secondary Traumatic Stress _____

The second component of Compassion Fatigue (CF) is secondary traumatic stress (STS). It is about your work related, secondary exposure to extremely or traumatically stressful events. Developing problems due to exposure to other's trauma is somewhat rare but does happen to many people who care for those who have experienced extremely or traumatically stressful events. For example, you may repeatedly hear stories about the traumatic things that happen to other people, commonly called Vicarious Traumatization. If your work puts you directly in the path of danger, for example, field work in a war or area of civil violence, this is not secondary exposure; your exposure is primary. However, if you are exposed to others' traumatic events as a result of your work, for example, as a therapist or an emergency worker, this is secondary exposure. The symptoms of STS are usually rapid in onset and associated with a particular event. They may include being afraid, having difficulty sleeping, having images of the upsetting event pop into your mind, or avoiding things that remind you of the event.

If your score is above 41, you may want to take some time to think about what at work may be frightening to you or if there is some other reason for the elevated score. While higher scores do not mean that you do have a problem, they are an indication that you may want to examine how you feel about your work and your work environment. You may wish to discuss this with your supervisor, a colleague, or a health care professional. (Alpha scale reliability 0.81)

WHAT IS MY SCORE AND WHAT DOES IT MEAN?

In this section, you will score your test so you understand the interpretation for you. To find your score on **each section**, total the questions listed on the left and then find your score in the table on the right of the section.

Compassion Satisfaction Scale

Copy your rating on each of these questions on to this table and add them up. When you have added then up you can find your score on the table to the right.

3. _____
6. _____
12. _____
16. _____
18. _____
20. _____
22. _____
24. _____
27. _____
30. _____

Total: _____

The sum of my Compassion Satisfaction questions is	And my Compassion Satisfaction level is
22 or less	Low
Between 23 and 41	Moderate
42 or more	High

Burnout Scale

On the burnout scale you will need to take an extra step. Starred items are "reverse scored." If you scored the item 1, write a 5 beside it. The reason we ask you to reverse the scores is because scientifically the measure works better when these questions are asked in a positive way though they can tell us more about their negative form. For example, question 1. "I am happy" tells us more about

- *1. _____ = _____
*4. _____ = _____
8. _____
10. _____
*15. _____ = _____
*17. _____ = _____
19. _____
21. _____
26. _____
*29. _____ = _____

Total: _____

The sum of my Burnout Questions is	And my Burnout level is
22 or less	Low
Between 23 and 41	Moderate
42 or more	High

You Wrote	Change to	
	5	the effects of helping when you are <i>not</i> happy so you reverse the score
2	4	
3	3	
4	2	
5	1	

Secondary Traumatic Stress Scale

Just like you did on Compassion Satisfaction, copy your rating on each of these questions on to this table and add them up. When you have added then up you can find your score on the table to the right.

2. _____
5. _____
7. _____
9. _____
11. _____
13. _____
14. _____
23. _____
25. _____
28. _____

Total: _____

The sum of my Secondary Trauma questions is	And my Secondary Traumatic Stress level is
22 or less	Low
Between 23 and 41	Moderate
42 or more	High

SECONDARY TRAUMATIC STRESS SCALE

The following is a list of statements made by persons who have been impacted by their work with traumatized clients. Read each statement then indicate how frequently the statement was true for you in the past **seven (7) days** by circling the corresponding number next to the statement.

NOTE: “Client” is used to indicate persons with whom you have been engaged in a helping relationship. You may substitute another noun that better represents your work such as consumer, patient, recipient, etc.

	Never	Rarely	Occasionally	Often	Very Often
1. I felt emotionally numb.....	1	2	3	4	5
2. My heart started pounding when I thought about my work with clients.....	1	2	3	4	5
3. It seemed as if I was reliving the trauma(s) experienced by my client(s).....	1	2	3	4	5
4. I had trouble sleeping.....	1	2	3	4	5
5. I felt discouraged about the future.....	1	2	3	4	5
6. Reminders of my work with clients upset me.....	1	2	3	4	5
7. I had little interest in being around others.....	1	2	3	4	5
8. I felt jumpy.....	1	2	3	4	5
9. I was less active than usual.....	1	2	3	4	5
10. I thought about my work with clients when I didn't intend to.....	1	2	3	4	5
11. I had trouble concentrating.....	1	2	3	4	5
12. I avoided people, places, or things that reminded me of my work with clients.....	1	2	3	4	5
13. I had disturbing dreams about my work with clients.....	1	2	3	4	5
14. I wanted to avoid working with some clients.....	1	2	3	4	5
15. I was easily annoyed.....	1	2	3	4	5
16. I expected something bad to happen.....	1	2	3	4	5
17. I noticed gaps in my memory about client sessions.....	1	2	3	4	5

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Intrusion Subscale (add items 2, 3, 6, 10, 13)

Avoidance Subscale (add items 1, 5, 7, 9, 12, 14, 17)

Arousal Subscale (add items 4, 8, 11, 15, 16)

TOTAL (add Intrusion, Arousal, and Avoidance Scores)

Intrusion Score

Avoidance Score

Arousal Score

Total Score

Bride, B.E., Robinson, M.R., Yegidis, B., & Figley, C.R. (2004). Development and validation of the Secondary Traumatic Stress Scale. *Research on Social Work Practice, 14*, 27-35.



Trauma-Informed Climate Scale-10 (TICS-10)

APPENDIX NN

The following questionnaire may be used to assess your perceptions of the agency you currently work for. The TICS-10 is a reduced version of the Trauma-Informed Climate Scale (Hales, Kusmaul, & Nochajski, 2017), based on Harris and Fallo's (2001) five values of TIC. The TICS-10 has been validated in research (Hales, Kusmaul, Sundborg, & Nochajski, 2019).

Please select the extent to which you agree or disagree with the following statements using the following rating scale:

1= Strongly Disagree 2 = Disagree 3 = Not Sure 4 = Agree 5 = Strongly Agree

- _____ 1. When I come to work here, I feel emotionally safe.
- _____ 2. If I am upset at work, I know that other staff and supervisors will understand.
- _____ 3. I'm not sure who I can trust among my coworkers, supervisors, and administrators.
- _____ 4. I can trust my supervisor to be fair in dealing with all staff.
- _____ 5. I feel like I have a great deal of control over my job satisfaction.
- _____ 6. I don't have many choices when it comes to doing my job.
- _____ 7. The leadership listens only to their favorite employees.
- _____ 8. The administration here does not share decision-making with the rest of the staff.
- _____ 9. This organization doesn't seem to care whether staff gets what they need to do their jobs well.
- _____ 10. Staff is not supported when they try to find new and better ways to do things.

Scoring the TICS-10

To obtain your TICS-10 score, add the scores for each of the questions. The table 'Interpreting your score' is designed to help with interpretation.

1. _____
2. _____
- * 3. _____ = _____
- * 4. _____ = _____
5. _____
- * 6. _____ = _____
- * 7. _____ = _____
- * 8. _____ = _____
9. _____
- * 10. _____ = _____

Interpreting your score	
TICS-10 Total	Interpretation
40–50	High TI Environment
35–39	Moderate TI Environment
< 35	Low TI Environment

* Reverse the score before totaling: 1 = 5, 2 = 4, 3 = 3, 4 = 2, 5 = 1.

Note: If you wish to assess the organizational climate as opposed to individual perceptions, you may average the total scores of numerous staff members within a single agency. Averages can be yielded by summing the total scores and dividing by the number of participants.

Rising from the ashes...

References

Hales, T., Kusmaul, N., & Nochajski, T. (2017). Exploring the dimensionality of trauma-informed care: Implications for theory and practice. *Human Service Organizations: Management, Leadership & Governance*, 41, 317–325. DOI: 10.1080/23303131.2016.1268988

Hales, T., Kusmaul, N., Sundborg, S., & Nochajski, T. (2019). The trauma-informed climate scale-10 (TICS-10): A reduced measure of staff perceptions of the service environment. *Human Service Organizations: Management, Leadership & Governance*, 43, 443–453. DOI: 10.1080/23303131.2019.1671928