



VIRTUAL
2020 NATIONAL
RYAN WHITE
CONFERENCE ON
HIV CARE & TREATMENT

The Role of Trauma-Informed Supervision in Ending the Epidemic

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UNIVERSITY of HOUSTON
GRADUATE COLLEGE of SOCIAL WORK

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Learning Outcomes



At the conclusion of this activity, participants will be able to:

1. **Identify** and **list** the principles of trauma informed care.
2. **Describe** the core components of trauma-informed supervision and their connection to trauma-informed care principles.
3. **Apply** and **integrate** trauma-informed supervision strategies in respective environments.

SUSTAIN: Who We Are



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SUSTAIN: What We Do

COMPASS Coordinating Centers

UNIVERSITY of HOUSTON
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EMORY | ROLLINS
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HEALTH

SAC
SOUTHERN AIDS COALITION

Build organizational capacity in:

Mental health
Trauma-informed care
Substance use/harm reduction
Wellness, including Healing
Justice

We provide:

Collaborative Learning



ACTION
in the South

Grants

Free Trainings



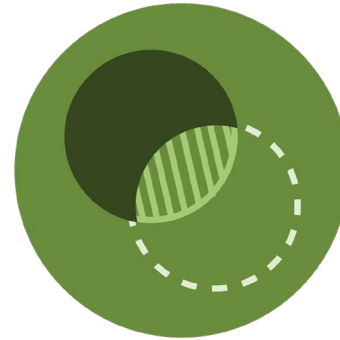
Our Shared Values



Meaningful
Involvement of
People Living
with HIV/AIDS



Intersectionality and
Social Justice,
emphasizing Racial
Justice



Openness,
Transparency, and
Learning

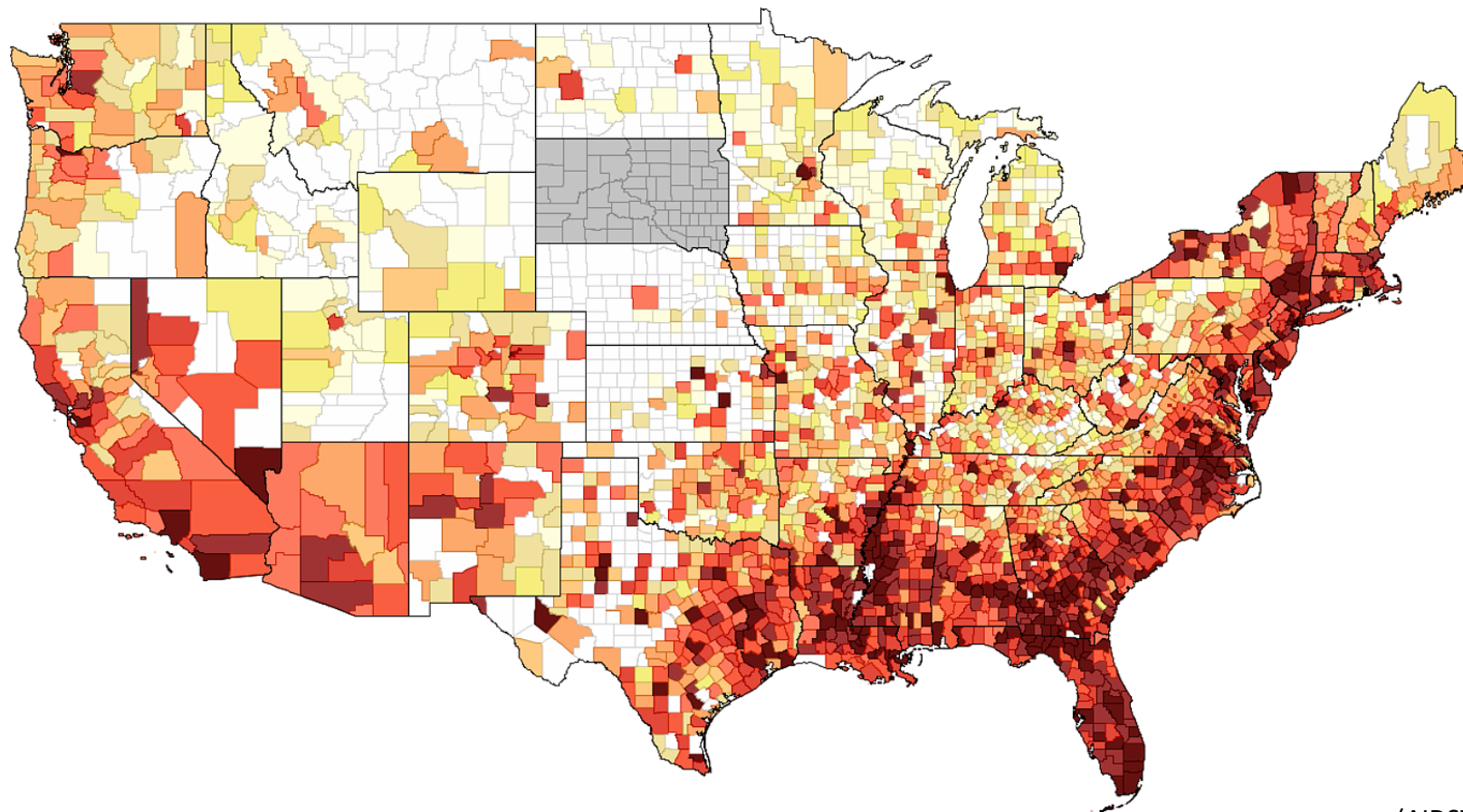


Collaboration
and Commitment

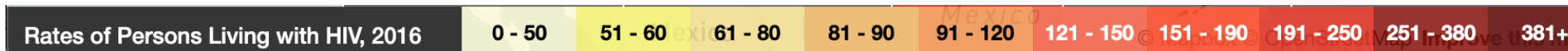
Context: HIV in the South



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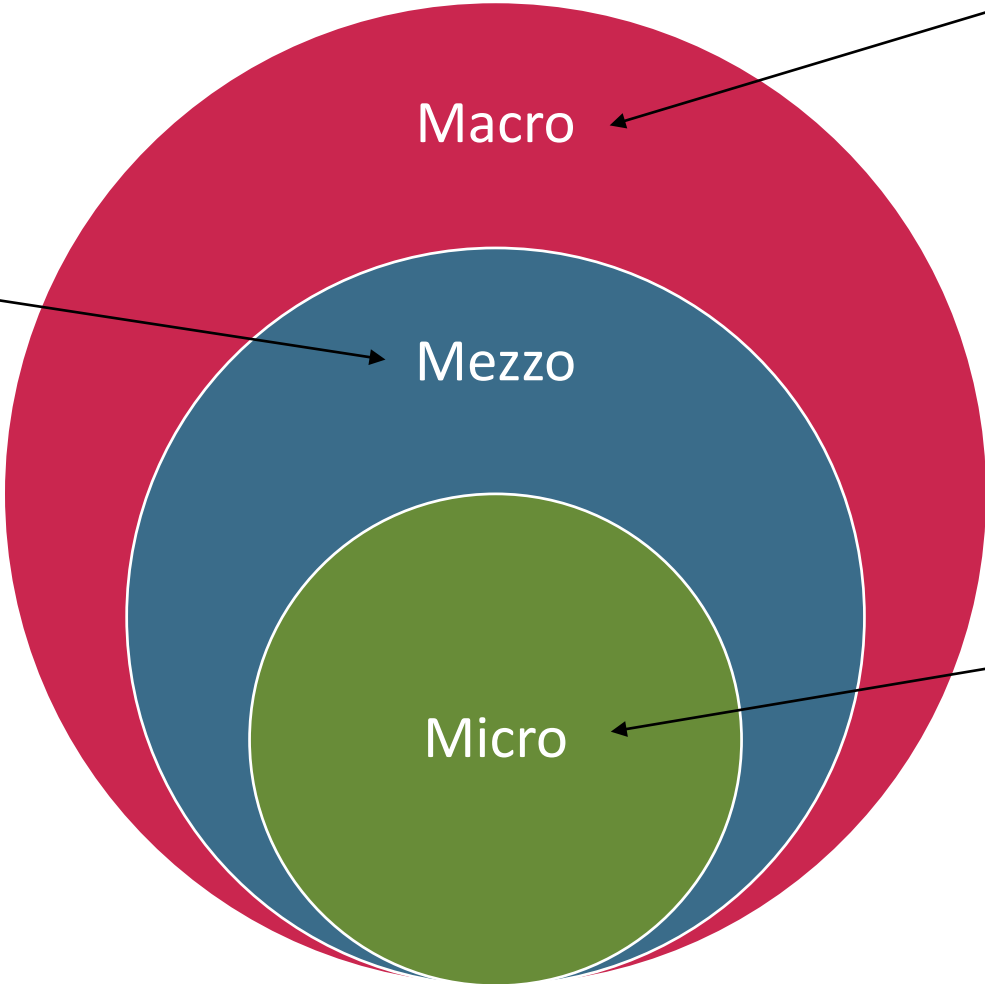
(AIDSvU, 2020)



Multi-Level Influences

Communities & Organizations
Examples include:

- Community-Based Organizations
- Federally Qualified Health Centers
- Health Departments



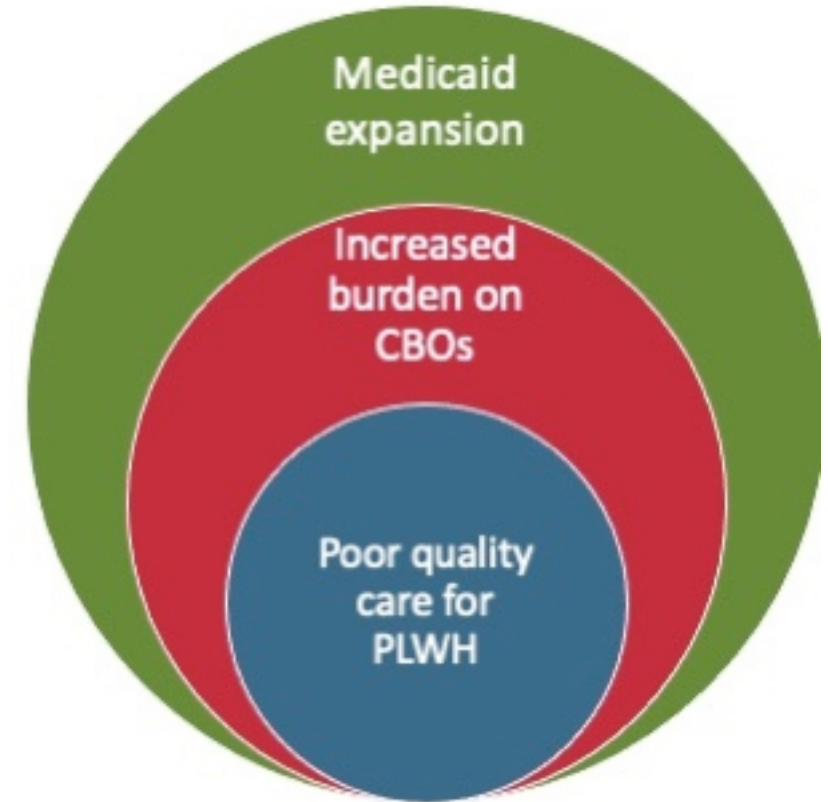
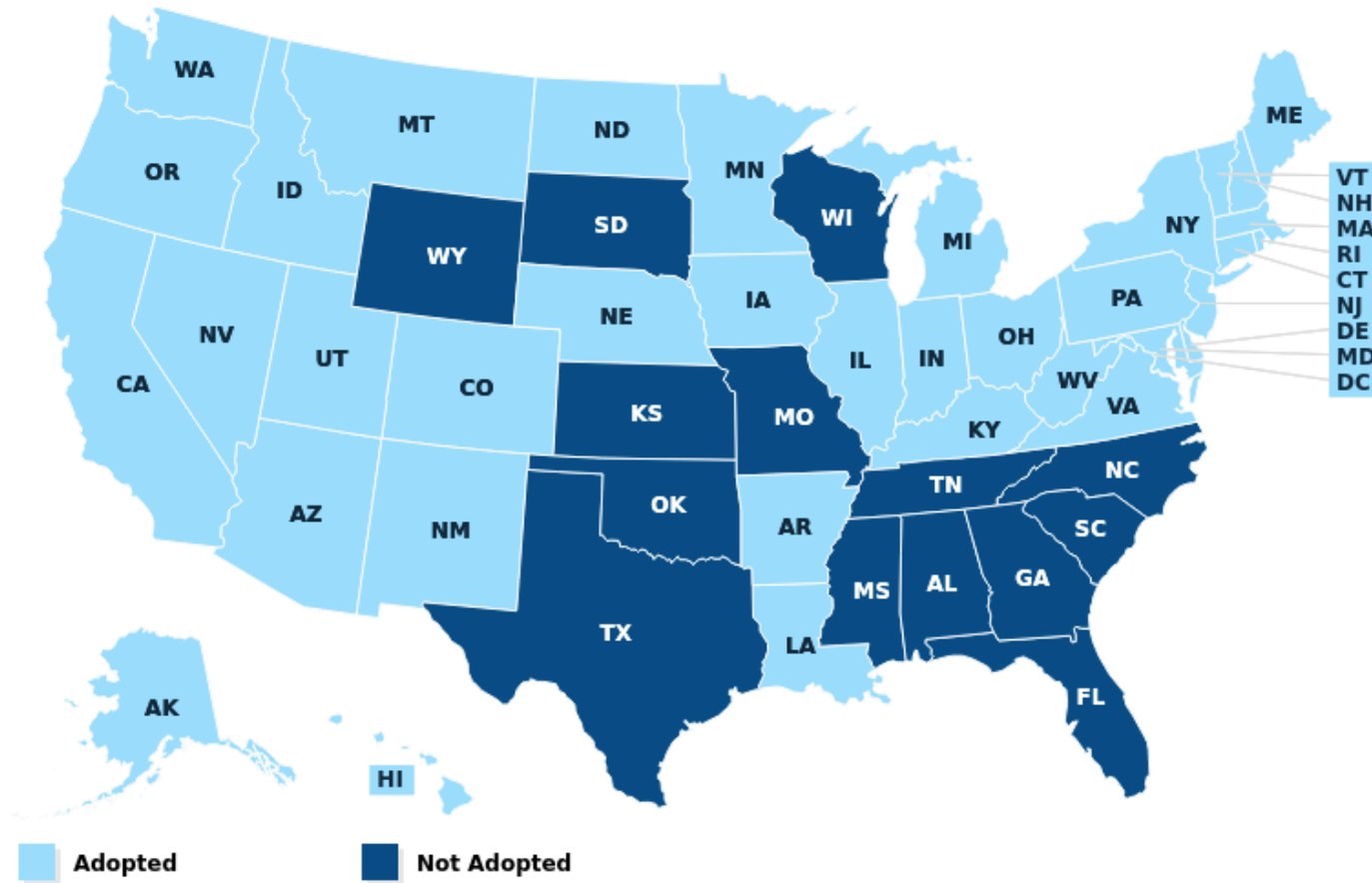
Systems & Policies
Examples include:

- Ending the Epidemic plans
- HOPWA programs
- Ryan White funding
- Other healthcare programs/policies

Individuals & Interpersonal
Examples include:

- Individual characteristics
- Choices
- Support

Context: Medicaid Expansion



SOURCE: Kaiser Family Foundation's State Health Facts.

Impact on Organizations

- Funding
- Policies
- Inadequate training for staff
- Staff turnover
- Fear/mistrust
- Practices & beliefs not rooted in best practices



Impact on Service Providers

Results in:

- Burnout
- Compassion fatigue
- Staff turnover
- Poor quality care for clients



Background Summary

In order to end the HIV epidemic, we must consider the impact of organizational environments that frontline staff and social workers are a part of.

We must also create effective strategies and interventions to build healthy, trauma-informed environments.





Trauma-Informed Supervision

Trauma-Informed Care Key Concepts



- TIC is an organizational approach that is ongoing and unfolds over time
- Shift in knowledge, perspective, skills, and attitudes
- Realizes, recognizes, responds to and resists re-traumatization
- Multi-level (individuals, organizations, policies)
- Shift in focus

What's wrong
with you?

What happened
to you?

6 Trauma-Informed Care Principles



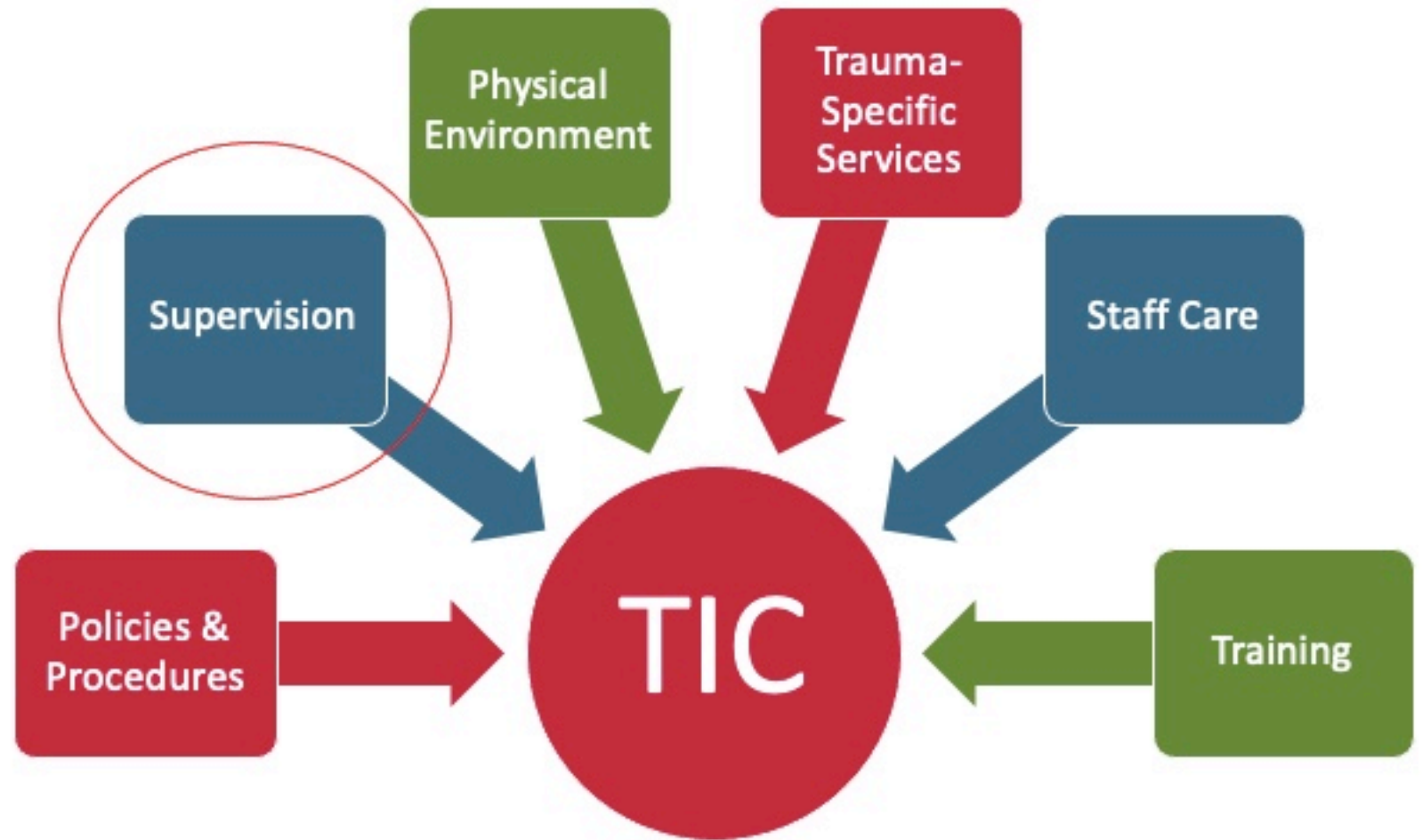
(CDC, 2018)

TIS as Part of TIC



Trauma-informed supervision is ONE part of a larger strategy to implementing a trauma-informed approach in your organization.

Supervisors are in a unique position to influence work culture and help their organization move along the continuum of implementing a trauma-informed approach.



TIS: What It Is



- Emphasizes supporting staff members
- Encourages self-care
- Relationship-based
- Motivational interviewing-based
- Values honest communication & transparency
- Strengths-based in both attitudes and language

TIS: Why It's Important



Trauma-Informed Supervision

Increases
staff
satisfaction

Promotes
staff
retention

Decreases
burnout
and staff
turnover

Negates
vicarious
trauma

Enhances
staff
wellbeing

Improves
services
provided to
clients

Role of Supervisors



How do you practice these principles in these roles?

Safety

Trustworthiness & Transparency

Collaboration & Mutuality

Peer Support

Cultural, Historical & Gender Factors

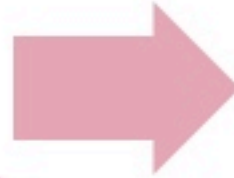
Empowerment, Voice & Choice

Safety: Description of Concepts



Characteristics

- Relationship-oriented
- Learning focused
- Feedback-oriented
- Mutual accountability



Manifestations

- A safe & welcoming environment
- Consistency & predictability
- Non-shaming, non-blaming, non-violent
- Ensures privacy & confidentiality
- Clear expectations about what and why
- Values self-care

Safety: Examples in Practice

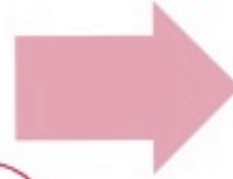


- Be clear about providing a safe/brave space for staff to voice their concerns and ideas.
- Set regular meeting times and inform your staff what the meeting is about so that they can come prepared.
- Address staff concerns privately (rather than in a group setting). Focus on solutions, rather than the problem.
- When policies and/or processes change, explain to staff why those changes have been implemented.

Collaboration & Mutuality: Description of Concepts

Characteristics

- Open & honest communication
- Consistent
- Inclusive in speech
- Feedback-oriented



Manifestations

- Ensures respect, connection & hope
- Working WITH staff; shared decision-making
- Levels power differences
- Recognizes that healing occurs in interpersonal relationships
- Recognizes everyone has a role to play

Collaboration & Mutuality: Examples in Practice



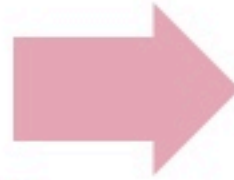
- Regular check-ins with staff (ex: “Hi, how are you? Just checking in to see if there is anything you need from me?”).
- Support staff on decisions in complex client cases.
- Set aside time to debrief with staff after major incidents and/or complex cases.
- Listen to staff ideas and support these changes when possible. Advocate on behalf of your team with leadership.

Trust & Transparency: Description of Concepts



Characteristics

- Clear expectations
- Open & honest communication
- Relationship-oriented
- Mutual accountability



Manifestations

- Builds & maintains trust among staff & clients
- Maintains professional boundaries
- Ensures policies & processes are transparent
- Has an informed consent & grievance processes
- Assumes people are doing the best they can

Trust & Transparency: Examples in Practice



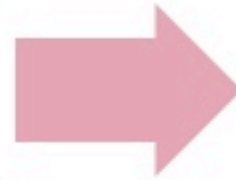
- Be transparent with staff (ex: explain why you're rescheduling a meeting).
- Explain professional boundaries to staff, and do so early on.
- Review policies and procedures with staff and ensure they understand, encouraging them to ask questions.
- Be clear about who is responsible for what and in what timeframe, especially on collaborative projects.

Empowerment, Voice & Choice: Description of Concepts



Characteristics

- Shared vision
- Strengths-based
- Offers choices
- Provides tools & resources



Manifestations

- Supervises to strengths
- Uses strengths to build healthy coping skills
- Values social roles
- Increase individual control & autonomy; offers choices in work
- Frame experiences of survivorship, not victimization

Empowerment, Voice & Choice: Examples in Practice



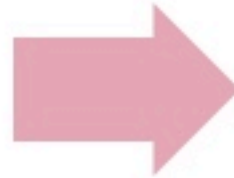
- Celebrate your staff's success with clients.
- Learn your staff's self-care strategies and encourage staff to practice them.
- Understand and value that staff have other social roles to fulfill outside of work (ex: allowing a staff member come in late, so they can attend their child's event at school).
- These questions will help in learning more about your staff:
 - What do you enjoy most in your day to day work activities?
 - What part of your role is the most exciting to you and why?
 - What are some of your professional goals? How can I support?

Peer Support: Description of Concepts



Characteristics

- Feedback-oriented
- Partnership-oriented
- Supportive
- Empathetic
- Team-oriented



Manifestations

- Monitors compassion fatigue
- Recognizes that peer support & mutual self-help are key vehicles for:
 - Establishing safety & hope
 - Building trust
 - Enhancing collaboration

Peer Support: Examples in Practice



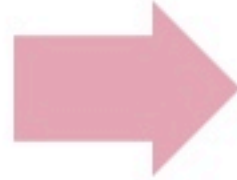
- Check in on staff general well-being.
- Offer feedback on performance (both encouragement and corrections); do not shame staff for mishandling a situation; rather use it as a teaching opportunity.
- Debrief after complex cases.
- Offer healing/supportive spaces during times of crisis (ex: COVID-19).

Cultural, Historical & Gender Factors: Description of Concepts



Characteristics

- Communication
- Consistency & flexibility
- Respect, validation & affirmation
- Follow-through
- Learning-oriented



Manifestations

- Actively moves past cultural stereotypes & biases
- Provides gender responsive services
- Incorporates policies & processes that are responsive to cultural needs of individuals

Cultural, Historical & Gender Factors: Examples in Practice



- Discuss historical traumas with staff, and recognize possible triggers in the workplace.
- Acknowledge times of crisis and/or political/social injustices that may impact staff.
- Be transparent - share notes and document key decisions.
- Listen to and consider new ideas from staff.
- Use and respect pronouns.
- Avoid making assumptions about staff and/or clients.

- TIS and TIC recognize the importance of self-care
- Given that trauma is complex and pervasive, it's important to take care of ourselves
- Keep in mind what brings you joy and take time to do those things!

**CARING FOR
MYSELF IS NOT
SELF-INDULGENCE,
IT IS SELF-
PRESERVATION
AND THAT IS
AN ACT OF
POLITICAL
WARFARE.**

AUDRE LORDE





Closing Reflection

Questions?



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*For a more comprehensive list of opportunities to practice trauma-informed supervision, please reach out via email.

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