



Trauma-Informed Organizations

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October 21, 2022

Family Promise of Greater Cleveland
Who we are...



FAMILY PROMISE HISTORY

- Created in 2011 from a merger of New Life Community and Interfaith Hospitality Network
- New specialized focus on young homeless families
- Major shelter renovation 2016 - 2019
- New Strategic Plan approved mid-2020
- Change in leadership late 2020

MISSION STATEMENT

We provide families facing the crisis of homelessness with a safe place designed to engage, inspire, and guide them toward a future where they feel empowered to control the course of their lives.

CORE SERVICES

Temporary Housing

Case Management Services

Employment Services

Community-Based Case
Management

CHOOSING A MODEL

- In 2020, FPGC released a new three-year strategic plan that specifically identified the importance of creating a trauma-informed culture as one of its three goals. FPGC explored several different models, but ultimately decided on working with the Sanctuary Institute (Sanctuary) because of the rigorous standards required to become a certified trauma-informed agency.
- Sanctuary is an evidence supported framework for creating a trauma-informed organizational culture.
- According to Sanctuary, the model is a blueprint for clinical and organization change, which at its core promotes safety and recovery from adversity through the active creation of a trauma-informed community.
- Sanctuary is a three-year implementation process
 - Year 1: Engaging
 - Year 2: Embedding
 - Year 3: Evaluating
- FPGC has just completed our first year toward this certification.

When You Think of Trauma-Informed Care...

- Seeing clients through the lens of “what’s happened to you” vs. “what’s wrong with you”
- Understanding that trauma and adversity are universal experiences
- Focus is on clinical, evidenced based, interventions for *clients*



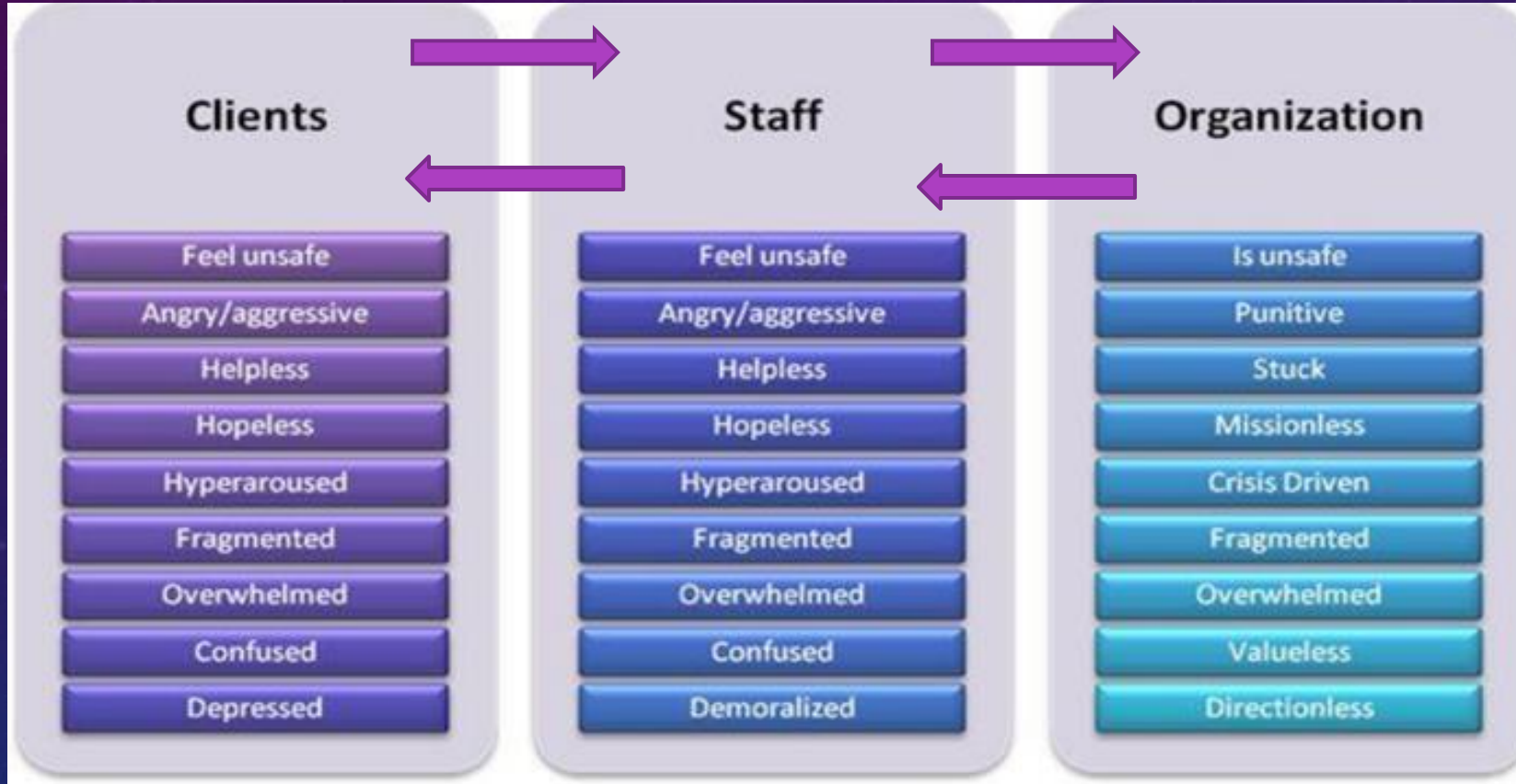
PARALLEL PROCESS

When two or more systems – whether these consist of individuals, groups, or organizations – have significant relationships with one another, they tend to develop similar affects, cognition, and behaviors, which are defined as parallel processes.”

Kenwyn Smith et al., 1989

Popularized by Sandra Bloom, Sanctuary Model

PARALLEL PROCESS



IMPACT SO FAR...

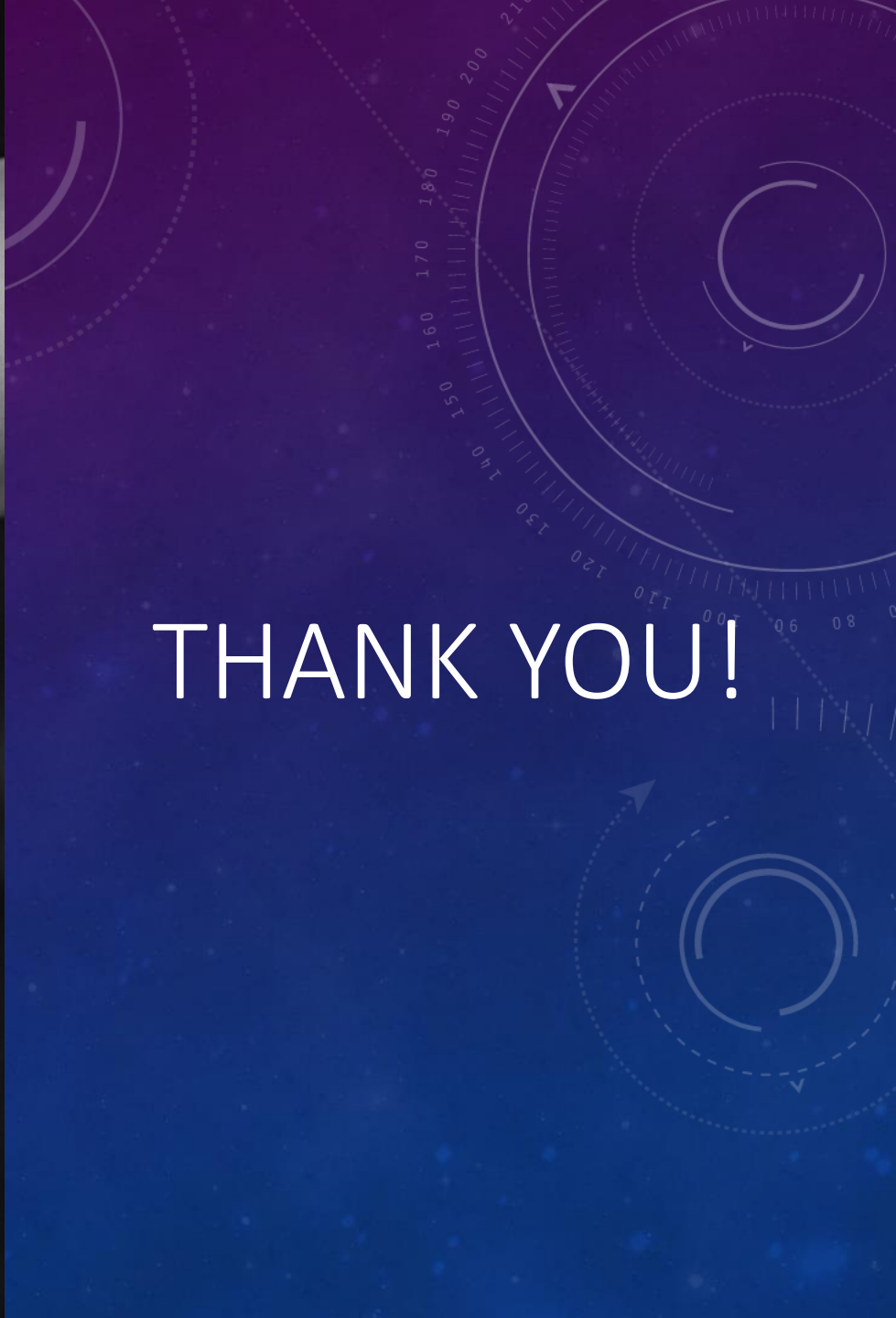
- Agency wide, 5- day, Sanctuary training and multiple on-site visits
- Increased staff development
- Self-care time and bonus
- New policy around PTO
- Increased wages
- Increased fringe benefits- EAP, Life Insurance, STD, LTD
- Increased employer contribution in 403b
- Committees- DEI, Wellness and Culture, Safety, Client Enrichment
- DEI consultant
- Staff Socials
- Daily Brain Breaks
- Trauma-informed yoga
- Staff Shout-outs
- Secret buddy

PARALLEL PROCESS, REVISITED

| CLIENTS | STAFF | ORGANIZATION |
|------------------|------------------|---------------------|
| Feel unsafe | Feel unsafe | Is unsafe |
| Angry/aggressive | Angry/aggressive | Punitive |
| Helpless | Helpless | Stuck |
| Hopeless | Hopeless | Mission-less |
| Hyper-aroused | Hyper-aroused | Crisis Driven |
| Fragmented | Fragmented | Fragmented |
| Overwhelmed | Overwhelmed | Overwhelmed |
| Confused | Confused | Valueless |
| Depressed | Demoralized | Directionless |
| Empowered | Effective | Mission driven |
| Valued | Respected | Reputable |

The background is a dark blue gradient with a subtle pattern of white stars. Overlaid on this are several technical diagrams in a lighter blue color. In the top right, there is a large circular gauge with a scale from 0 to 210 and a needle pointing towards 180. Below it is another circular diagram with concentric circles and arrows. In the bottom left, there is a partial circular diagram with a dashed arrow pointing left. In the bottom right, there is a circular diagram with concentric circles and a dashed arrow pointing up and to the right.

QUESTIONS?



THANK YOU!