Trauma Informed Care in Case Management: Interrupting the Intergenerational Cycles of Trauma and Poverty

Resources For Human Development
FaSST/Connections
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Introduction

- 3 Learning Objectives:
  - Trauma 101: An Overview
    - Trauma Theory
    - Observations of Intergenerational Trauma and Poverty in Philadelphia
    - Intergenerational Trauma
  - Case Manager as an “Interrupter” of Cycles of Poverty and Trauma
    - Overview of the Sanctuary Model
    - Re-Traumatization
    - Boundaries with Service Providers
  - Boundaries
    - Trauma and Boundary Negotiation
    - Helping Children Set Healthy Boundaries
    - Triangulation and Trauma Reenactments
Sanctuary Model Community Check-In

- Your name and where you’re from
- One word to describe how you’re feeling
- Your goal for today
- Who will help you achieve your goal?

*Feeling Wheel developed by Dr. Gloria Wilcox*
Trauma and the Brain

- The Reptilian Brain
  - Fight or Flight
- The Limbic System
  - Emotions
  - Memory
- The Frontal Lobe
  - Judgement
  - Decision Making

Case Management

- Educating clients about the physical symptoms of trauma
  - Attempt to normalize the symptoms

- Grounding techniques and de-escalation
  - Breathing exercises
  - Sensory awareness to bring the focus back to the present (54321 game)
Types of Trauma

- Physical Abuse
- Sexual Abuse
- Emotional Abuse
- Physical Neglect
- Emotional Neglect
- Mother Treated Violently
Trauma Correlation to Poverty

- 49% of American children in urban areas (9.7 million) live in low-income families.
- Families constitute around 40% of the U.S. homeless population, which increases the risk of trauma exposure and intense anxiety and uncertainty.
- 83% of inner city youth report experiencing one or more traumatic events.
- Around 10% children under the age of six living in a major American city report witnessing a shooting or stabbing.
- 59% - 91% of children and youth in the community mental health system report trauma exposure.
- Urban males experience higher levels of exposure to trauma, especially violence related incidents, while females are four times more likely to develop Post-Traumatic Stress Disorder (PTSD) following exposure to traumatic events.
- One-third of individuals who were abused as children will become perpetrators of abuse in adulthood.

Observations in Case Management

- Working with families in the Philadelphia Shelter System
  - Previous Trauma or Currently Experiencing Trauma

- Seclusion, Mental Health
  - Effects on the Children

- Building Relationship and Rapport with Mothers; Time Consumption
  - Community Resources
  - Shelter Involvement

- Unfamiliarity

- Inability to provide as a mother

- Housing Process
Case Presentation: Ms. Mason

- Ms. Mason is a 35 year old woman, mother of 2
- Lost her job and house within weeks of each other
- Bipolar disorder, currently experiencing depressive episode; often discussed how being in shelter was a traumatic experience and that she is in a perpetual state of discomfort
- Chronically homeless
- Housed after 18 months in shelter
Intergenerational Trauma: Relational Psychoanalytic and Attachment Theories

- **Dissociation and Relationship Patterns**
  - Trauma transmitted through dissociation
  - Negative parent response to child distress results in “intolerable anxiety” in children
  - Results in disorganized attachment

- **Dissociation and Transmission of Trauma**
  - Impairs dialogue between conscious and unconscious self-states (Bromberg)
    - Limits self-awareness
  - Dissociated memories and affects negatively impact the self and others in relationships

- **Turning up the Volume**
  - “Relational Attunement vs. Relational Malattunement”- effects of emotional dysregulation across generations

The Chalmers Family

- Single mother living with 5 children ages 3 YO to 16 YO
- Family became homeless fleeing DV situation and due to financial stressors.
- Mom denies MH issues and refuses treatment. Speaks often about trauma history. Ambivalent about support for her children.
- Family has history of DV, impacted all family members, 11 YO son has significant behavioral issues.
- Family has strong natural support system, reside in permanent supportive housing, and recently authorized for intensive in home support.
- Mom recently returned to work, varying academic performance and interest among children.
Sanctuary Model

- Trauma Informed Versus Trauma Organized Cultures
  - What happened to you versus what’s wrong with you
  - SELF (Safety, Emotions, Loss, Future)

- Creating Sanctuary
  - Dawn and the beginnings of Sanctuary
  - Challenging power and the status quo

- Destroying Sanctuary
  - Organizational Culture
  - Organization as a living being

- Practical Applications in Case Management
Commitments of the Sanctuary Model

- Nonviolence
- Emotional Intelligence
- Social Learning
- Open Communication
- Democracy
- Social Responsibility
- Growth and Change
How Systems Re-traumatize

- Failing to provide a safe and secure program/environment
- Challenging or discounting reports of trauma
- Failing to screen for trauma
- Disrupting client-provider relationship
- Repeated, intensive, humiliating interviews
Preventing Re-traumatization

- Trauma informed care
- Providing a safe environment
- Coordinating services with multiple agencies
- Cultural competency
- Coaching clients before court or appointments
Common Re-traumatizing Systems

- Health Care System
  - Doctors, Hospitals

- Behavioral Health System
  - Clinicians, Counselor, Case Managers

- Legal System
  - Police, Court
Transference in Case Management

Transference-The term transference originates from Psychodynamic Therapy where it is defined as a client’s unconscious conflicts that can cause problems in everyday life. … Depending on that relationship a client may either form a positive or negative transference

Observations around Transference
  ▪ While transference is uncomfortable for the case worker, it can be confusing for your clients as well.
Transference

- Effect on Client-case manager relationship and Treatment
- Effect on Relationships
- Effect on Mental Health
- Overdependence
- Regress in Treatment
- Addressing issue and Moving Forward
Importance of Service Providers
Boundaries with Service Providers

- Establishing Treatment Goals
  - Linkage Meetings
  - Communication
    - Avoiding splitting and avoid placing blame.

- Knowing Your Role and Carrying it Out

- Importance of Educating your Client About Treatment
  - FaSST/Connections and Education
Expectations from Organizations and Clients

- Making Appointments on Time
  - Scheduling

- Acquiring Documentation

- Client and Child Consideration
  - Being involved in treatment and the time it consumes

- Recognizing Trauma and its Impact on the Family
  - Finding the most appropriate provider the situation
    - Family Based Services
Encouraging Independence

- Barriers to Independent Living: Reliance on Case Manager

- Goal Planning and Communication
  - Alumni

- Success after housing
  - Graduation
Children and Boundaries

- Modeling Boundaries
- Value of a positive relationship
- Helping children put words to experiences
- Linking to community resources and supports
- Communicating with supports
Case Presentation

- Family consisting of mother and 11 year old daughter referred for case management services after arriving at a Philadelphia city shelter

- Mother was fleeing intimate partner violence and daughter had recently been sexually assaulted

- Daughter began inappropriate relationships with strangers through a cell phone app

- Mom expressed concern over modeling healthy relationships and boundaries for daughter due to her own trauma history
Triangulation and Trauma Reenactments

- “We cannot help it. We are bound to tell the story of our unresolved past through our behavior in current relationships (Bloom, 2013).”

- “We reenact our past everywhere... we cue each other to play roles in our own personal dramas, secretly hoping that someone will give us a different script, a different outcome to the drama, depending on how damaging our experiences have been (Bloom, 1999).”
Karpman’s Trauma Triangle

- Triangulation
  - Staff splitting, difficulty communicating difficult experiences and emotions

- What role does each family member play?
  - Family issues and reenactments with helping professionals

- Stay out of the triangle!

References


References


Thank You!

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