

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

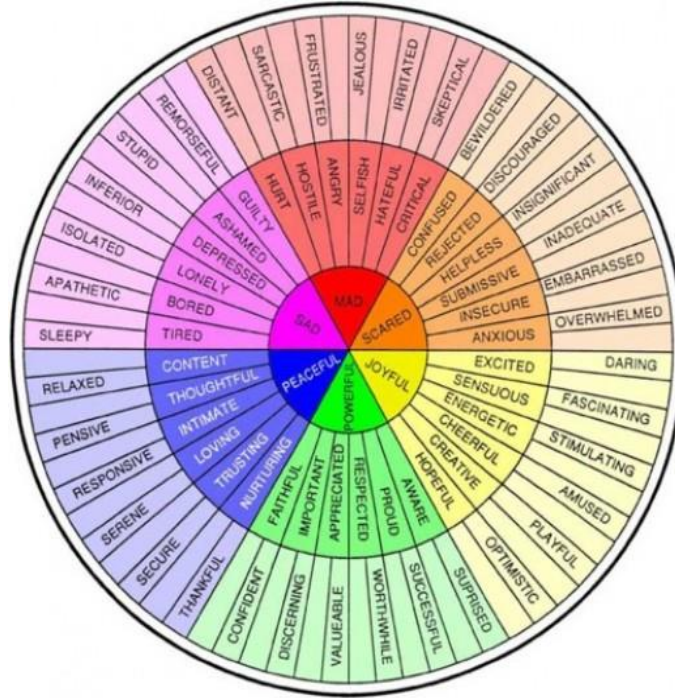
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# Introduction

- 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

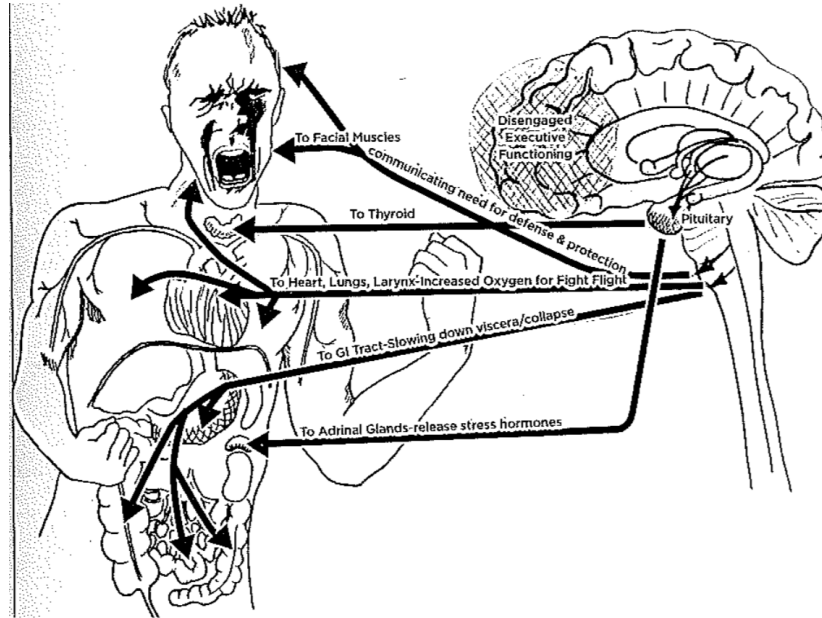
- Your name and where you're from
- One word to describe how you're feeling
- Your goal for today
- Who will help you achieve your goal?



\*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



Van der Kolk, Bessel A. (2014). The body keeps score. Penguin Group (USA).

# 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.

Collins, K., Connors, K., Davis, S., Donohue, A., Gardner, S., Goldblatt, E., Hayward, A., Kiser, L., Strieder, F. Thompson, E. (2010). Understanding the impact of trauma and urban poverty on family systems: Risks, resilience, and interventions. Baltimore, MD: Family Informed Trauma Treatment Center. [http://nctsn.org/nccts/nav.do?pid=ctr\\_rschnprod\\_ar](http://nctsn.org/nccts/nav.do?pid=ctr_rschnprod_ar) or <http://fittcenter.umaryland.edu/WhitePaper.aspx>

# 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
- Bradfield, Bruce (October, 2011). The dissociation of lived experience: a relational psychoanalytic analysis of the intergenerational transmission of trauma. *International Journal of Psychoanalytic Self Psychology*, 6:531–550.

# The Chalmers Family

Family became homeless fleeing DV situation and due to financial stressors.

Single mother living with 5 children ages 3 YO to 16 YO

Mom denies MH issues and refuses treatment. Speaks often about trauma history. Ambivalent about support for her children.

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.

Family has history of DV, impacted all family members, 11 YO son has significant behavioral issues.

# 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

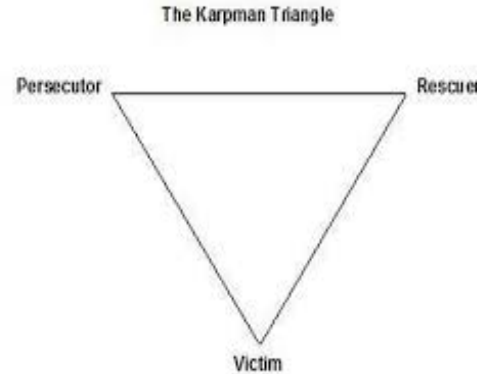


# Triangulation and Trauma Reenactments

- “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!



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# Thank You!

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