

**IMPROVING OUTCOMES
PROCEDURAL JUSTICE, TRAUMA-INFORMED
APPROACHES AND SECONDARY TRAUMA**

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Norma D. Jaeger Ph.D. (ABD)

**REMEMBER FIVE KEY BASICS of
EFFECTIVE OFFENDER INTERVENTION**

- **ASSESSMENT** – Validated screening and assessment tools
- **TREATMENT PLANNING** – *Risk / Need/ Responsivity* principles
- **EVIDENCE-BASED INTERVENTIONS** – Manualized cognitive behavioral and other evidence based treatment
- **BEHAVIORAL APPROACHES** - Certain and consistent responses to behavior
- **COLLABORATION** – Buy-in and communication with key stakeholders

2

IS THERE MORE ?

3

UNPACKING THE BASICS

- **Risk / Need / Responsivity (RNR)**
Includes
- **Trauma-informed Care Principles**
- **Procedural Justice Principles**
- **Recovery Principles**

4

Behavior Change Approach 1

- **Behavior Management = Compliance**
 - Focus is on what not to do
 - Short-term change
 - Emphasizes punishment
 - Lasts as long as there is monitoring (external)

5

Behavior Change Approach 2

- **Behavior Shaping = Alliance**
 - Focus is on what to do
 - Long-term change
 - Emphasizes rewards (external and intrinsic)
 - Results in internalized change

COMPLIANCE vs ALLIANCE

- Remember the 3 legs of the stool
Trauma-Responsive
Procedural Justice
Recovery Focus
- Compliance is short term and dependent on monitoring
- Alliance leads to long-term and sustained change = Recovery

7

Look for the overlapping principles

- As we go through the descriptions and discussion of Trauma-informed Care Principles, Procedural Justice Principles and Recovery Principles, be on the lookout for common factors.

8

EXAMINING THE THREE LEGS

- TRAUMA-RESPONSIVE APPROACHES

9

TRAUMA DEFINED - SAMHSA

- Individual trauma results from an event, series of events, or set of circumstances experienced [*or observed] by an individual as physically or emotionally harmful or life-threatening [*which overcomes the individual's coping defenses] with lasting adverse effects on the individual's functioning and mental, physical, social, emotional, or spiritual well-being.

* *My amendment* ☺

10

TRAUMA-RESPONSIVE CARE SAMHSA

- "A program, organization, or system that is trauma-responsive:
- *Realizes* the widespread impact of trauma and understands potential paths for recovery;
- *Recognizes* the signs and symptoms of trauma in clients, families, staff, and others involved with the system; (often appears as noncompliance)
- *Responds* by fully integrating knowledge about trauma into policies, procedures, and practices; and
- *Resists re-traumatization wherever possible.*

11

TRAUMA- RESPONSIVE PRINCIPLES

- Safety
- Trustworthiness
- Transparency
- Peer Support
- Collaboration and Mutuality
- Empowerment, Voice & Choice
- Cultural, Historical and Gender Issues

12

SAFETY

- Create a safe, calm environment
- Reduce distractions
- Consider the positioning of people
- Manage movement and physical space of people in the courtroom
- Maintain composure and tone and level of voice
- Understand the outsized effect of criticism / shaming

13

TRUSTWORTHINESS

- Honor commitments
- Be dependable
- Demonstrate knowing and caring
- Be predictable

14

TRANSPARENCY

- Help participant understand what is happening in court and in the program
- Explain processes and decisions and follow policies and procedures
- Help participant understand what happens in staffing
- Provide clear participant handbook and other written materials (reading level)

15

PEER SUPPORT

- Use Peer Specialists who have had positive experience in the treatment court
- Use mentors
- Provide opportunities to be a mentor

16

COLLABORATION AND MUTUALITY

- Engage participant in service planning
- Seek solutions together
- Give and expect respect

17

EMPOWERMENT, VOICE, CHOICE

- Hear their story, their circumstances
- Engage their goals
- Ask what help they need
- Offer choices whenever possible

18

CULTURAL, HISTORICAL AND GENDER ISSUES

- Understand cultural differences including differing roles of family and community
- Culture of poverty
- Explore implicit biases
- Understand historical trauma for many groups and individuals
- Understand gender issues (both female and male) and how they may impact understanding of mental illness, treatment and recovery

19

EXAMINING THE THREE LEGS

- **Procedural Justice**

20

PROCEDURAL JUSTICE

- ***Perceived* fairness and interpersonal interactions with participants**
- **It is about *their* perceptions not about your intentions**

21

ELEMENTS OF PROCEDURAL JUSTICE

- Voice
- Transparency / Understanding
- Respectful Treatment / Dignity)
- Neutrality
- Trust (caring, helpfulness, and fairness)

22

VOICE

- Let them tell their side of the story
- Elicit their “story” and their “experiences” particularly those that demonstrate strengths and resiliency
- Ask clients to tell what is going well and what is challenging
- Ask what help is needed

23

TRANSPARENCY & UNDERSTANDING

- Apply policies and practices consistently
- Explain the basis for changes or deviations in decision
- Explain the process of making the decision
- Disclose the basis for decisions
- Demystify staffing discussions

24

RESPECT and DIGNITY

- Let them know they have been heard
- Let them know about their rights
- Provide for an appeal mechanism
- Understand the dynamics of dignity
- Elicit feedback, act on feedback, let them know the response to feedback
- Become aware of subtle acts of disrespect

25

TRUST

The following attributes develop trust:

- Benevolence
- Caring
- Sincere helpfulness & competence
- Listening
- Explaining decisions
- Being accountable for commitments
- Predictability

26

NEUTRAL DECISIONMAKING

- Listen to all the facts
- Be open to new information from the participant added to staffing information
- Demonstrate unbiased decision making
- Be clear about the factual basis for decisions
- Explore implicit biases
- Develop effective inclusive teamwork

EXAMINING THE THREE LEGS

- **RECOVERY PRINCIPLES**

28

Goal Reorientation

- Sobriety is **not** the goal of treatment court
- Mental health symptom management is **not** the goal of treatment court
- Reducing recidivism, alone, is **not** the goal of treatment court
- **Recovery** is the goal!

29

Recovery = SAMHSA Definition

- A process of change through which individuals improve their health and wellness, live a self-directed [*prosocial] life, and strive to reach their full potential.

* My amendment 😊

30

Dimensions of Recovery

- **Health:** overcoming or managing one's disease(s) and making informed, healthy choices that support physical and emotional wellbeing.
- **Home:** a stable and safe place to live;
- **Purpose:** meaningful [*prosocial*] daily activities, such as a job, school, volunteerism, family caretaking, or creative endeavors, and the independence, income and resources to participate in society; and
- **Community:** relationships and social networks that provide support, friendship, connection, love, and hope.

ABOVE ALL, HOPE

31

RECOVERY PRINCIPLES

- Self-direction
- Individualized and person-centered
- Empowerment
- Holistic
- Non-linear
- Culturally-based
- Strengths-based
- Peer support
- Relationships
- Family & Community
- Respect
- Responsibility
- Hope

32

These recovery principles can present some challenges

- The question is, can we incorporate **more** of these principles of recovery than we currently are doing?

33

Yes - We Can Do More!

- **Goals (Their goals, not just ours)**
- **Choices (Options when possible)**
- **Use strengths (Assess strengths better)**
- **Make decisions (Encourage decision-making and teach skills)**
- **Validate many pathways to recovery**

34

THREE LEGS OF THE STOOL COMMONALITIES

Recovery Principles

- Self-Direction
- Individualized
- Person Centered
- Empowerment
- Holistic
- Non-linear
- Strengths-based
- Peer Support
- Respect
- Responsibility
- Hope

Trauma-Responsive Principles

- Safety
- Trustworthiness
- Transparency
- Peer Support
- Collaboration and Mutuality
- Empowerment, Voice & Choice
- Culture, History and Gender Issues

Procedural Justice Principles

- Voice
- Respect / Dignity
- Transparency / Understanding
- Neutral Decisions
- Trust (caring, helpfulness, fairness)

35

Overview and Introduction

Secondary Trauma
Vicarious Trauma
Compassion Fatigue

All represent a continuum of the impact of our work helping those who have experienced trauma

Some Final Thoughts

Secondary / Vicarious Trauma

Secondary trauma refers to experiencing signs and symptoms mirroring those of participants who have directly experienced trauma

Includes:

- hyperarousal (startle, heart rate, pulse)
- Intrusive thoughts
- Avoidance or numbing
- Anxiety and or depression

Other impacts from secondary trauma

- Relationship with meaning and hope
- Willpower
- Sense of humor
- Memory / Imagery
- Sense of connection to others

Compassion Fatigue

- The more severe, cumulative the stress of working with trauma survivors
- Includes exhaustion and dysfunction, physically and emotionally

**Addressing Compassion Fatigue:
A Personal Issue / An Ethical Issue**

- Becoming excessively judgmental of others
- Tuning out
- Disconnecting from colleagues and loved ones
- Becoming cynical or angry or hopeless
- Isolating
- Developing overly rigid, strict boundaries
- Developing rescue fantasies or over involvement

Recognize the Plus-side: Compassion Satisfaction

- We find purpose, meaning and satisfaction in helping others
- We may gain a sense of strength and confidence
- We gain respect for human resilience
- We may experience a heightened spiritual connection

Risk Factors - Individual

- Personality and coping styles
- Current life circumstances
- Social supports
- Spiritual connection and resources
- Work style
- Personal History ACEs (adverse childhood experiences)

Risk Factors - Work Situation

- Role at work
- Work setting and exposure
- Work conditions
- Agency support
- Client responses and reactions

Risk Factors - Community

- Cultural factors
- Available community resources
- Community environment
- Community trauma

Risk Reduction: The Basics

- Adopt and engage in basic health and wellness habits
 - Sleep
 - Healthy eating
 - Exercise
 - Time out

Self-Care

- Personal Responsibility
- Professional Responsibility
- Ethical Duty

Risk Reduction: General Approaches

- Connecting with others
- Use your supervision effectively
- Developing creative and enjoyable leisure activity
- Engaging in deeply engaging hobbies
- Writing (letters, poems, thank you notes, journal)
- Using your spiritual resources
- Learning something new
- Learning and doing a mindfulness practice

Of Course: There's an App for That

- **Virtual Hope Box**
An app to help with emotional regulation as well as general coping during times of stress. You can choose which coping skill to use: distraction, inspiration, or relaxation. You can also create your own customized coping skills reminder cards.
- **PTSD Coach**
Helps you learn more about trauma symptoms and Post-traumatic Stress Disorder. You can assess and track your symptoms, locate and create a support network, and get some help with managing your PTSD symptoms.
- **Breathe 2 Relax**
Guides you along in a breathing exercise to help calm anxiety and stress. Stress activates the body's adrenaline (fight-flight-freeze) reaction. Taking long, deep breaths helps your brain to calm this reaction, which helps you feel more relaxed and less anxious. This app allows you to select your preferred background music and visual scene.
- Free through the Department of Defense (originally to help those in the military and their families). By Amy Sugeno, LCSW | April 19th,

- **MoodTracker**
Helps you track your stress, anxiety, depression, post-traumatic stress, head injury, or general well-being. This can be useful information to share with your doctor or therapist, and can help you determine patterns and triggers.

Insight Timer
This app is available on your computer via the Internet or on your smartphone. As of November, 2016, it offers several bell options for silent meditation and over 3,015 free guided meditations, music tracks, talks and courses by over 800 teachers in over 20 languages, with offerings increasing steadily.

Especially for You!

Specifically for those in helping professions (all of you here)

- **Provider Resilience**
An app for helping professionals wanting to keep track of their burnout or compassion fatigue. There are helpful tools, information, videos, and inspirational cards. You can keep track of your “builders/killers” – those small, concrete activities that can help or hurt your ability to manage burnout and compassion fatigue. There is even a vacation clock that keeps track of how long since you last took time off. If you keep track of all the different factors (burnout, vacation time, builders/killers, etc.), it will give you an overall resilience rating you can use to monitor how you are doing.

National Center for Telehealth and Technology

- The **National Center for Telehealth & Technology (T2)** is one of the **Defense Centers of Excellence for Psychological Health and Traumatic Brain Injury (DCoE)**, a part of the **Military Health System (MHS)**. T2 was originally established to lead the integration of **behavioural sciences** with **technology** to provide solutions for psychological health and traumatic brain injury (TBI). T2 is a principal coordinator of **United States Department of Defense (DoD)** initiatives involving **telehealth**, online health tools, suicide surveillance and prevention, and information technology.¹¹
- T2 was established as a Department of Defense organization at Joint Base Lewis-McChord in 2008. It was developed out of the Army Behavioral Health Technology Office at Madigan Army Medical Center.

Some Quick Fixes

- Stare at something pretty or personally meaningful
- Sing or otherwise make music
- Text a friend
- Hug someone
- Listen to favorite music (upbeat or classical)
- Take a walk or other quick physical activity
- Play with a pet
- Breathe (Really Breathe)
- Get some little thing done (clean out one drawer)
- Send a thank you card
- Give a compliment

So If We Know We Are At Risk Why Don't We Do Something

- What are your barriers?
- What are the reasons you give yourself?
- What could you do to overcome those barriers?
- What would you need to tell yourself to make a change?
- What one small (really small) step could you take next week (or tomorrow)?

What is a change you think would help you *reduce your risk of compassion fatigue?* Care for yourself?

- What is a *very* small step you could take tomorrow?
- Who could you tell who would offer support (and maybe hold you accountable) ?
- What would be the next small step?
- Consider exchanging phone numbers with someone here you could check in with.

Make a Commitment to Start

- What are your barriers
- What is getting in the way of making a change
- What could you do to overcome that barrier
- What is a very small step you could take – tomorrow or next monday

Questions or Thoughts?
