Culturally Responsive Strategies: Coping and Resilience Strategies for Crisis and Trauma Service Providers

21st Annual Arizona State University Summer Institute for Behavioral Health: Brave New World
DISCLAIMER

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Best Practices while in a Zoom Workshop/Meeting

If you did not sign in with your first and last name, please change it on Zoom.

Check your internet speed. If you're on free wifi or have low bandwidth do the following:

Turn off all other software dependent on the internet.

“Raise hand” to ask a question or make a comment. The host will unmute your microphone. Click on the box "unmute myself" to speak.

Use the Q&A to ask general questions about content. Use the comment box for activities when directed.

Please keep handy a notepad, tablet, etc. on which to jot down ideas and do the reflective exercises.
Presenters

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Pacific Southwest Mental Health Technology Transfer Center Network
Objectives

Describe the definition of culture and trauma and their intersection as it relates to trauma experienced by first responders.

Define vicarious and secondary trauma and its impact on crisis/trauma response providers and other providers, distinguish vicarious trauma as seen through a cultural lens.

Identify culturally responsive individual, organizational and systemic approaches to providing coping and resilience building strategies.

Examine culturally responsive, trauma-informed approaches to coping positively and moving toward posttraumatic growth.
Opening Remarks, Objectives, Agenda, Group Agreements and Introductions

Creating a shared understanding of the intersection of culture and trauma

Using a Cultural Lens to Determine Impact of Secondary/Vicarious Trauma on Crisis/Trauma Response Providers

Culturally Responsive Approaches to Provide Coping and Resilience Building Strategies

Q&A/, Evaluation, Wrap Up
Our Role
We offer a collaborative MHTTC model in order to provide training, technical assistance (TTA), and resource dissemination that supports the mental health workforce to adopt and effectively implement evidence-based practices (EBPs) across the mental health continuum of care.

Our Goal
To promote evidence-based, culturally appropriate mental health prevention, treatment, and recovery strategies so that providers and practitioners can start, strengthen, and sustain them effectively.
Pacific Southwest Mental Health Technology Transfer Center (MHTTC)

Services Available

No-cost training, technical assistance, and resources

- Webinars
- Newsletter
- Affinity-group Learning
- Online Courses
- Tools
- Regional Trainings
- Individual Coaching
- Individual Consultation
Getting to Know YOU!

Using the chat box, please share:

- Your pronouns, organization, and role
- What is one thing you are hoping to learn from this session?
Engagement Agreements

The workshop is only as useful as you intend it – so please participate fully via the chat box and the Q&A box, or by asking questions and providing comments via audio.

We understand that a discussion on trauma may reactivate past experiences. Please practice self-care as you participate in this workshop.

There are no right or wrong answers and questions – they are your responses, so please do not hesitate to share your thoughts and participate. It is by sharing that we can learn in a peer environment.

Prepare to be open to all perspectives shared during this workshop, recognizing that learning begins with having an open mind to new ideas and thoughts.

Have fun and give us feedback throughout and at the end of the session so that we can learn and improve our workshops.
Creating A Shared Understanding of the Intersection of Culture and Trauma
Culture at its most basic definition is a powerful social system based on a group’s values, norms, and expectations. It is a communication and interaction guide for a group’s way of thinking, feeling, and acting. Culture informs how a group perceives health, wellness, disease, health care, and prevention.

Sockalingam, S. 2009
Culture refers to the beliefs, perceptions, relationships, attitudes, practices, rituals, routines, and rules that inform the day-to-day interactions of people.
Individual trauma results from an event, series of events, or set of circumstances that is experienced by an individual as physically or emotionally harmful or life threatening and that has lasting adverse effects on the individual’s functioning and mental, physical, social, emotional, or spiritual well-being.

SAMHSA’s Concept of trauma and guidance for a trauma-informed approach
https://store.samhsa.gov/shin/content/SMA14-4884/SMA14-4884.pdf
What connection, if any, do you see between how trauma is experienced and the culture of the individual experiencing the trauma?

**Poll Everywhere**

Respond at PollEv.com/changematrix335

Text 22333 with the word CHANGEMATRIX335

**Note:** You DO NOT need to leave Zoom
How has your own culture influenced your experience of trauma?
Historical Trauma

Cumulative emotional and psychological wounding across generations, including the lifespan, which emanates from massive group trauma

*Maria Yellow Horse Brave Heart*

Relates to major events that oppressed a group of people, such as slavery, genocide, war, forced migration, and colonization

*Administration for Children and Families Trauma Toolkit: https://www.acf.hhs.gov/trauma-toolkit/trauma-concept*

Historical trauma refers to a complex and collective trauma experienced over time and across generations by a group of people who share an identity, affiliation, or circumstance.

*Mohatt, N.V. et al, 2004*
Intergenerational Trauma

What human beings cannot contain of their experience – what has been traumatically overwhelming, unbearable, unthinkable – falls out of social discourse, but very often on to and into the next generation as an affective sensitivity or a chaotic urgency.


Serious trauma can affect the children and grandchildren of those who had the first-hand experience, due to living with a person suffering from PTSD and the challenges that can bring.
Trauma-informed

• A trauma-informed approach to the delivery of behavioral health services includes an understanding of trauma and an awareness of the impact it can have across settings, services, and populations.

• It involves viewing trauma through an ecological and cultural lens and recognizing that context plays a significant role in how individuals perceive and process traumatic events, whether acute or chronic.

• Three key elements of a trauma-informed approach:
  • realizing the prevalence of trauma;
  • recognizing how trauma affects all individuals involved with the program, organization, or system, including its own workforce; and
  • responding by putting this knowledge into practice” (SAMHSA, 2012, p 4).

TIP 57: Trauma-informed care in behavioral health services
https://store.samhsa.gov/shin/content//SMA14-4816/SMA14-4816.pdf
Using a Cultural Lens to Determine Impact of Secondary/Vicarious Trauma on Crisis/Trauma Response Providers
How do you define secondary or vicarious trauma?
Secondary Trauma: the stress resulting from helping or wanting to help a traumatized or suffering person.

Vicarious Trauma: cumulative transformative effect of working with survivors of traumatic life events

http://www.secondarytrauma.org/secondarytrauma.htm
Secondary/Vicarious Trauma

• Secondary trauma or vicarious trauma is the emotional residue of exposure that crisis/trauma providers have from working with people, hearing their trauma stories, and becoming witnesses to the pain, fear, and terror that trauma survivors have endured.

• This experience is filtered through their own cultural values and beliefs.

• Assessing for symptoms of this vicarious/secondary trauma through a cultural lens is critical if effective interventions are to be initiated.
Cultural Influences on Trauma and Health-Seeking Behaviors & Attitudes

- Diverse beliefs about trauma
- Reliance on traditional healers, practices, and medicines to address symptoms of trauma
- Mistrust of health care professionals and institutions outside of own culture
- Experiences of racism, discrimination, and bias that further exacerbate the experience of trauma
- Communication/linguistic barriers
- Lack of understanding of western medical systems and accessing care
Other Aspects:

• Culture of Intolerance
• Styles of Expression
• Culture of the Profession
Elements of Vicarious/Secondary Trauma: 
*Care*

- Happens because you care about people who have been hurt.
- Happens not only because you care about people who have been hurt, but because you feel committed or responsible to help.

Pearlman, L.A. and McKay, L. Understanding and Addressing Vicarious Trauma, Headington Institute
Reflection Question

How does your sense of commitment and responsibility emanating from your own cultural identity either support or hinder you in your work?
Compassion Fatigue

- State of emotional exhaustion caused by the stresses – job role, work environment or lack of support.
- Physical, emotional and spiritual exhaustion that take over a person and cause a decline in his/her ability to experience joy or feel and care for others and one’s self.
- Common in service-based and helping professions.
Burn Out

- State of emotional, physical, and mental exhaustion caused by excessive and prolonged stress.
- Occurs when you feel overwhelmed, emotionally drained, and unable to meet constant demands.
- As the stress continues, you begin to lose the interest and motivation that led you to take on a certain role in the first place.
- It reduces productivity and saps energy, leaving you feeling increasingly helpless, hopeless, cynical, and resentful.
- Eventually, you may feel like you have nothing more to give.

Secondary Traumatic Stress

- The traumatic exposure is indirect, but otherwise nearly identical to post traumatic stress
- This manifests in similar symptoms e.g.:
  - Hyperarousal
  - Distressing emotions
  - Cognitive changes
  - Functional impairment
  - Intrusive thoughts
Innovations in Addressing Secondary Traumatic Stress in the Workplace
Culturally Responsive Approaches to Provide Coping and Resilience Building Strategies
What is a cultural healing practice (for either a physical or emotional hurt) that you know about from your family/community?
What does it mean to be culturally-responsive?

“We can never become truly competent in another’s culture. We can demonstrate a lifelong commitment to self education and self-critique”

Minkler (2005) Journal of Urban Health

It is the ability to learn from and relate respectfully with people of your own culture as well as those from other cultures
Self-Care Plans

Self-care behaviors as part of a plan may be more sustainable

Development of a self-care plan is important and needs to include active coping strategies:

- physical health
- emotional well-being
- seeking social support

Other strategies found to manage compassion fatigue:

- Participate in activities or hobbies that restore energy
- Have a work-to-home transition plan that is part of the plan

Preventing Compassion Fatigue

Develop a Self Care Plan that includes:

- EXERCISE
- NUTRITION
- SLEEP
- CREATIVE ENDEAVORS
- SPIRITUAL ACTIVITIES
- SOCIAL SUPPORT
Self-Compassion model involves THREE components:

- extending KINDNESS and understanding to oneself rather than harsh self-judgment
- seeing one’s experiences as part of the larger human experience rather than as separating and isolating (SENSE OF COMMON HUMANITY)
- holding one’s painful thoughts and feelings in balanced awareness rather than over-identifying with them (MINDFULNESS)

These components interact to foster compassion focused inward

Mindfulness and Mindfulness Training...

Mindfulness - ‘state of being present through attention and awareness without judgment or other common filters

Mindfulness Training - ‘Reduced experiences of stress, negative affect, rumination, and anxiety’

- ‘know when to take time away or engage in “self-care,” which may serve as a buffer to the experience of compassion fatigue and heighten feelings of compassion satisfaction.

- ‘Mindfulness plays a significant role as a protective factor. Providers benefit from a mindful presence, which impacts their work with clients’

Culturally-Responsive Organizational Strategies

Organizational Culture and Climate

Management Support

Organizational Practices
Organizational Practices

Strategies:

• Create awareness
• Increase knowledge
• Manage dynamics of differences
• Identify stressors in the workplace
• Adapt – policies, practices, behaviors, values, beliefs
Organizational Practices

Culturally-Responsive Strategies examples:

• Increase knowledge
• Identify stressors in the workplace
Organizational Culture and Climate

Strategies:

• Compensation
• Professional Development
• Safety Plans
• Support Services
• Family Assistance
• Job Enrichment
• Work Schedules
Organizational Culture and Climate

Culturally-Responsive Strategies examples:
• Safety Plans
• Support Services
Management Support

Strategies:

• Understand psychological and spiritual impact
• Appraise cumulative exposure
• Regular check-in
• Mentor staff – seek support
• Role Model
Management Support

Culturally-Responsive Strategies examples:
• Understand psychological and spiritual impact
• Mentor staff – seek support
Q&A and Final Reflection

What is one action you will take to advance culturally-responsive, trauma-informed coping and resilience strategies in your organization?
THANK YOU!!
Pacific Southwest MHTTC

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Simply search, tweet, follow, and like us today!
Thank you for attending!

We need to hear from you to keep bringing you these FREE resources!
Please take a few minutes to give us your feedback!

https://www.surveymonkey.com/r/9909TR115
We use it to plan our future events—and we are required to include it in our reports for our funder, SAMHSA.