WELCOME!

PSA = People-Service-Action

Victims No More: Trauma-Informed Peer Support in Facts and Figures

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PSA Behavioral Health Agency

PSA is a private, nonprofit behavioral health agency dedicated to the treatment and recovery of individuals with psychiatric illnesses who may also suffer from substance abuse, trauma, and/or other behavioral health issues.

PSA promotes
Hope, Recovery, Diversity & Wellness
1. Identify 10 ways clinical settings may traumatize/re-traumatize victims of abuse and neglect;

2. Know 5 innovative programs based on self advocacy, strengths, hope & creativity;

3. Discuss PSA Survey Findings to learn added value of Peer Support Specialists.
Certified Peer Support Specialists CPSSs

- Are Professionals & Professionally Trained
- Share Lived Experience
- Offer Hope with Emphasis on Recovery & Resiliency
- Self Disclose When Requested & Appropriate
- Are Advocates for Self, Participants & Systems
- Are Bridges Between Clinical Staff & Participant
- Are Team Players with Clinical Staff
- Follow Ethical Boundaries to Protect Self & Others
- Feel a “Calling” to Help Others …
Victims No More …
Trauma-Informed Care

What is Trauma?

Trauma is the experience of physical or emotional abuse, sexual abuse, neglect or abandonment, war experiences, or having been in a natural disaster, such as a tornado, or man-made disaster, such as 9/11.
WHEN DOES TRAUMA OCCUR?

- Trauma occurs when an external threat overwhelms a person’s coping resources.

- Traumatic experience may have happened early in childhood or in adulthood.

- Trauma can have long-lasting effects on people.

- With institutional abuse, such as seclusion & restraint.

- Any situation where one person misuses power over another.
Reports of Trauma within Psychiatric Setting*

2. Being “taken down” by police/staff, or witnessing it.
4. Being put in restraints of any kind.
5. Being “strip-searched.”
6. Medications used as a threat/punishment.
7. Commitment used as a threat/punishment.
8. Being forced to take medicine against your will.
9. Staff calling you, “crazy,” “idiot” &/or verbal bullying.
10. Security guard/police outside seclusion room door.
MY PSYCHIATRIC EXPERIENCE IN A NUTSHELL...

- Four Hospitalizations between 1984-2001
  - Police car, handcuffs & leg shackles with our protests
  - Forced injections against our protests; allergic
  - Forced medications when in “voluntary” observation
  - Threats of commitment
  - Seclusion after asking for “something to help calm me”
  - Security Guard/Policeman in ER room with me alone
  - Dragging me along hallway floor to ER when voluntary
  - Staff not truthful about when, where, who and how
  - Staff unavailable behind Plexiglas window

NO PEER SUPPORTS anywhere to be found …..
WHAT DO OUR PEERS WANT?

- To be given dignity & respect
- To be heard; really listened to & heard
- To be treated as human beings with feelings
- To be treated as human beings with needs
- To have access to appropriate services

- Not to be judged as “less than”
- Not to be labeled as “crazy,” “idiot”
- Not to be stigmatized or disgraced
**VICTIMS NO MORE**

**PSA-PSS Study Spring 2016**

Sample size = 129

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<th>Gender</th>
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<tr>
<td>Males</td>
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<table>
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<td>46-55</td>
<td>28</td>
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<td>56+</td>
<td>41</td>
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Worked in BH? = 17

Worked **ANY** Job? = 103
VICTIMS NO MORE
PSA-PSS Study Spring 2016

Have you ever had a bad/traumatic experience with a non-PSA Provider ....?

YES = 67  NO = 50  N/A = 10

If Yes, How traumatic was it for you?

- Somewhat (1-3) = 5
- Medium (4-6) = 14
- Very (7-9) = 44
Non PSA

- Placed in restraints—locked in seclusion room
- Would not give me my meds when withdrawing from them
- Psychiatrist told me I was stupid and an idiot
- Dr. approached me in fast manner without warning
- Dr. asked why I wasn’t curious when sexually abused
- Went there; told them I had problems; locked me up
- Psychiatrist assaulted me
- Therapist assaulted me
- Made to feel humiliated
- Clinician/ Dr. not listening
- Family members murdered; admitted, just given pills; no help
- I would rather not discuss
Have you ever had a bad/traumatic experience with a PSA Provider ….? 

YES = 18  
NO = 96  
N/A = 4

If Yes, How traumatic was it for you? 

- Somewhat (1-3) = 3 
- Medium (4-6) = 6 
- Very (7-9) = 9
PSA

- Person with disrespectful attitude on staff
- [Staff] keeps saying that I broke the printer
- Issues with staff
- Have had 80 deaths (strange) in my family and no compensation … situation ignored… poverty
- It was long ago but it was resolved
VICTIMS NO MORE
PSA-PSS Study Spring 2016

Have you ever worked with a PSA PSS?
YES = 93  NO = 24  N/A = 7

Has the PSA PSS helped you in any way?
YES = 99  NO = 16  N/A = 11
Has the **PSA PSS** Helped You in Any Way?

- Listening; Understanding; Helpful; Kind; Supportive
- Lets me say without interruption … doesn’t judge
- Helps me realize I have coping skills
- They give me other avenues to take negative to positive
- Helps me deal with issues
- There for me when I had bad times
- They want the best for me
- Provides encouragement
- Allowing me to understand myself and others
- Felt safe and not judged
- Compassionate; listen well, gave helpful hints
- They know not to cross a line; my anxiety is now better
Specifically, has the **PSA PSS** helped you in any way heal from a bad/traumatic clinical experience ... 

**YES** = 61  
**NO** = 21  
**N/A** = 25
VICTIMS NO MORE
PSA-PSS Study Spring 2016

Has PSA PSS helped you heal from traumatic clinical experience…

- Talking to me; Supportive; Give understanding & acceptance
- Overcoming the pain
- Helping me with trust issues
- It is a healing atmosphere
- It’s helped me take my mind off of it
- Helps ground me, and reinforce recovery goals & skills
- I have not been back to the hospital after joining PSA
- Reassurance that I am valued
- I’m more stable. I have purpose. It is healing here
- They bring out different aspects of healing
- Keeping me focused on future goals and my recovery
- Yes. When I got raped, they helped me get over it
VICTIMS NO MORE
Let’s Review Our Objectives …

1. Identify 10 ways clinical settings may traumatize/re-traumatize victims of abuse and neglect;

2. Know 5 innovative programs based on self advocacy, strengths, hope & creativity;

3. Discuss PSA Survey Findings to learn added value of Peer Support Specialists.
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THANK YOU!

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*Reference:

PSA Behavioral Health Agency is a non-profit funded by ADHS/DBHS & AHCCCS, Mercy Maricopa Integrated Care (MMIC), Cenpatico Integrated Care of Arizona, Health Choice Integrated Care (HCIC) & Gila River Indian Community.

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