

FULL PROGRAM DESCRIPTION

The Academy for Community Behavioral Health (the Academy) is piloting a skills-based certificate program in **Trauma-Informed Organizational Practice (TIOP)**. This program has been co-designed with input from staff, supervisors, and senior leaders from more than 25 community-based organizations (CBOs) and city agencies across NYC. It is designed to help leaders and supervisors create a work environment in which staff at all levels receive supports to protect themselves from the impacts of primary and secondary traumas, and to deliver compassionate, healing-centered care.

The pilot program will engage 30 supervisors and up to 20 senior leaders from non-profit organizations. It will begin in May 2023 and will continue through December 2023.

KEY DATES

- **Information Session: Thursday, April 20, 2023 3-4pm** (recommended)
- **Applications due Friday, April 28, 2023**
- The Academy will notify organizations of their application status no later than May 5, 2023
- Supervisor Track begins May 16, 2023
- Leadership Track begins June 2023

WHY TRAUMA-INFORMED ORGANIZATIONAL PRACTICE?

Trauma-informed care requires more than training direct care staff. Consistent and thoughtful action from leaders and supervisors can turn trauma-informed principles into practice. Yet, few models focus on the supervisory practices, organizational policies, and leadership skills needed to create trauma-informed programs.

This program centers care for staff as the foundation of trauma-informed care. It equips leaders and supervisors with knowledge, skills, and behaviors to promote staff wellbeing and improve services. Through interactive trainings, coaching sessions, and implementation support, participants will gain tools and skills to operationalize your commitment to reducing the impacts of trauma on the staff in your organization and people who engage in services.

The skills and strategies in this course will be relevant to all non-profit social service providers. This course considers the compounded stress that social service providers have experienced in the past few years and related organizational impacts, including increased staff resignations, staffing shortages, and the challenges faced by staff who remain.

This course also recognizes the high levels of stress, trauma, and loss that social service providers and the communities they serve were encountering before the pandemic. This program will help participants assess staff needs and center trauma-informed care practices for those most impacted by the hardships of the COVID-19 pandemic and ongoing systemic inequality, including staff who come from the communities they serve and people who work in peer roles.

Course instructors will guide participants through a structured learning sequence to help you implement consistent trauma-informed supervision; assess organizational culture and practices; and, move toward practices that mitigate harm and promote healing. We will center staff care and healing from primary and secondary trauma as the foundations of effective service delivery in trauma-informed organizations.

PROGRAM ELIGIBILITY

This program is for non-profit **organizations or teams** who deliver social services in New York City and:

- Want to establish consistent, high-quality, trauma-informed supervision and leadership practices
- Participated in the Academy's focus groups to co-design this course (at least one staff person)
- Will enroll **at least 4 supervisors** and **at least 1 senior leader**
- Commit to participating in the program's key learning activities between May-December 2023

This program is not open to individual applicants. We expect that teams will discuss this program internally before applying, including why it would be a good fit, who should participate, and any challenges that might interfere with participation.

PROGRAM STRUCTURE

The Trauma-Informed Organizational Practice program includes two tracks: a **Supervisor Track** and **Leadership Track**. Learning activities in both tracks will be delivered virtually via Zoom.

Trauma Informed Supervision

This track is open to people who currently supervise one or more direct care staff in your organization. We require that **at least 4 supervisors** from each organization or team participate. Organizations may nominate up to 8 supervisors; the Academy will admit additional supervisors where possible, based on capacity.

Supervisors will participate in the following learning activities:

Initial Training: May 16, 2023 – June 20, 2023

- 6 Weekly 2-hour live sessions (**Tuesdays from 1-3pm**)
- 30 minutes preparation for live instruction (on your own)
- 30 minutes/week practice (on your own)

Ongoing Coaching and Implementation Support: July – December, 2023

- Monthly 2-hour live sessions (dates and times TBD)
- 30 minutes/month preparation for live instruction (on your own)
- 1 hour/week practice (on your own)

Trauma-Informed Leadership

This track is open to senior leaders who oversee one or more programs, departments, or divisions within the organization. Senior leaders are those who hold decision-making power over key program policies and practices, staffing, learning and development activities, and/or budget.

We require that **at least 1 senior leader** from each organization participate in this track. Organizations may enroll up to 4 senior leaders. We recommend that organizations nominate the leader(s) who directly supervise the staff participating in the Supervisor Track. We also recommend that organizations nominate at least 1 member of the executive team.

Leaders will participate in the following learning activities:

Initial Training: June 20, 2023

- 3 Weekly 2-hour live sessions (dates and times TBD)
- 30 minutes preparation for live instruction (on your own)
- 30 minutes/week practice (on your own)

Ongoing Coaching and Implementation Support: July – December, 2023

- Monthly 2-hour live sessions (dates and times TBD)
- 30 minutes preparation for live instruction (on your own)
- 1 hour/week practice (on your own)

Individuals may opt to participate in both the Supervisor and Leadership tracks if they meet the criteria for each track.

COURSE CONTENT

Both supervisors and leaders will engage with research, tools, and skills related to the following core topics and competencies:

- Deepen your critical awareness of research related to trauma and healing, as well as relevant critiques
 - The Academy's understanding of trauma includes, but is not limited to, collective trauma; historic and intergenerational trauma; race-based trauma; and vicarious or secondary trauma
- Learn evidence-based skills and strategies to manage strong emotions and trauma responses, for yourselves and others
- Identify a starting point and feasible next steps to create a community of care in your organization
- Use helpful research and tools to consider what makes a trauma-informed organization, assess your current state, and identify improvements that are within your sphere of influence
- Apply learning from posttraumatic growth and healing-centered engagement to help your organization or team adopt strategies that promote healing and recovery after harm

The **Supervisor Track** offers deeper engagement with some of these concepts and tools. Supervisors will also strengthen specific supervisory skills and develop, test, and reflect on your personalized approach to trauma-informed supervision.

This program's ongoing coaching and implementation support will include guided opportunities for supervisors and leaders to work together on advancing a culture of care in your organization or team.

Those accepted to this program will receive a detailed course outline, including a description of each live session; activities to prepare for the live session and practice after the live session; and, a collection of evidence-based skills for managing stress reactions that we will introduce and practice throughout the course.

WHAT TO EXPECT

This will be a highly interactive small-group course. Instructors will model key trauma-informed leadership and supervision skills, and will engage participants to help create a caring learning community during course sessions. While each live session will be different, learners can expect the following common elements:

- Structured activities to prepare for the live session
- Introduction to helpful research, concepts, and tools
- Guided reflections, where learners will have roles as both listeners and speakers
- Guided skills practice
- Time for questions
- Practices that learners can use to ground themselves and manage stress, and share with others
- Time to debrief and synthesize learning
- Structured activities to practice following the live session

Because this course takes place virtually via Zoom, learners will need a computer with a camera and Zoom capability, as well as a quiet, private space to join live sessions.

COURSE INSTRUCTORS

Anna Ortega-Williams, PhD. Anna is a social worker, public scholar, researcher, educator, and organizer inspired by the healing alchemy of social action among Black youth. Prior to joining the Silberman School of Social Work at Hunter College as Assistant Professor, Anna served as the Director of Training and Evaluation at Red Hook Initiative and has held a variety of roles in community-based organizations. Anna's research focuses on historical trauma, posttraumatic growth, organizing, and well-being. She is deeply inspired by local, national, and global social justice movements, in particular Black youth-led responses to interrupting systemic violence. Her work is informed by growing up in public housing in the Bronx, as well as her commitments to joy, healing, imagination, and hope while transforming the world. Anna holds a PhD in social work from Fordham University's Graduate School of Social Service.

Jess Trane, LCSW. Jess is a licensed clinical social worker with more than a decade of experience working with adolescents and adults facing homelessness, involvement in the criminal justice or foster care systems, navigating high school and post-secondary institutions, and mental health challenges. Currently, Jess provides therapy as a private practice clinician and works as a consultant and trainer on topics including trauma-informed care, effective and meaningful supervision, and motivational interviewing. She is passionate about working with individuals and organizations to develop interventions that build on existing strengths to develop meaningful and lasting learning and change.

Jess is a member of the Motivational Interviewing Network of Trainers (MINT) and holds an MSW from Hunter College.

Stacey Younge, LCSW. Stacey is a social worker and the owner of Sixth Street Wellness, a New York City private practice group. She provides evidence-based learning trainings on various mental health topics, including trauma-informed care, vicarious trauma, self, and community care. Stacey has an extensive background working with nonprofits, including the Vera Institute of Justice and CASES, providing services to young people involved in the criminal legal system. She has been in the mental health field for 14 years and is a graduate of the Columbia University School of Social Work.

Vanessa Nisperos, LMSW. Vanessa has more than 15 years of experience leading program design and delivery in community-based mental health and youth serving organizations. As the Academy's Associate Program Director, she engages partner organizations to co-design trauma-informed and equity-centered programs for New York City providers. Prior to joining the Academy, she managed the implementation of a community-based mental health initiative, Connections to Care (C2C), at Red Hook Initiative. Vanessa is a member of the Motivational Interviewing Network of Trainers (MINT) and trains providers in behavioral health, mindfulness, and healing intergenerational trauma. She earned an LMSW through the Silberman School of Social Work at Hunter College's Community Organizing program.