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Webinar Tips

• To download a copy of the PowerPoint slides and other pertinent handouts, use the Handout Pod in the upper right-hand corner of your screen. Select the name of the handout(s) you want and click the “Download File(s)” button.

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Chat Box – To send a chat message to the host, a panelist, or another attendee:

1) Click the menu icon in the upper-right corner of the chat pod. Choose Start Chat With, and then select Hosts, Presenters, or specific attendees.

2) Type your message into the text box.

3) Hit Enter or click the message bubble icon to send.
Certificate of Attendance

Individual Attendee Certificate Process
• Attendees signed in will receive an automated feedback email with a Certificate of Attendance.

Group Certificate Process
• Attendees joining as part of a group should download, in conjunction with the signed-in attendee, the Group Validation Form from the handouts pod, complete, and send to ojjdptta@usdoj.gov.

Agenda

Opening Remarks
William Moore, OJJDP’s NTTAC

Moderator
Salli Kerr, State Liaison, Western Regional Children’s Advocacy Center

Presenter
Jennifer Hossler, Project Manager, Project Intersect
Georgia Center for Child Advocacy

Q&A
Jennifer Hossler, Project Manager, Project Intersect
Georgia Center for Child Advocacy

Next Steps and Conclusion
William Moore, OJJDP’s NTTAC

Moderator
Salli Kerr
State Liaison
Western Regional
Children’s Advocacy Center
skerr@rchsd.org

Salli Kerr has over 5 years of experience as an Executive Director and CEO in the nonprofit sector and was instrumental in the formation and accreditation of the state chapter of children’s advocacy centers in Nevada. As Executive Director, she led a multi-service center that housed the Nye County Children’s Advocacy Center, the Children’s Advocacy Centers of Nevada and other service organizations for victims of domestic violence, sexual assault, stalking and other crimes.

Ms. Kerr’s background of providing direct services, including foster parenting, provides her with a unique perspective on the impact of trauma in the lives of victims and the positive influence that a coordinated response has on victims’ recovery and wellness.
Welcome to a series of three webinars for professionals working with Children’s Advocacy Centers. This series will examine:

• A trauma-informed approach to investigating child abuse allegations and responding to child victims,

• Ways for multi-disciplinary professionals to incorporate trauma-informed practices and skills in the systems that respond to those children and youth, and

• The use of a Trauma-Informed Organizational Assessment tool to inform changes a CAC can implement to improve staff skills and services provided to children and families.

Attribution
This project is supported by Grant #2019-CF-FX-K002 awarded by the Office of Juvenile Justice and Delinquency Prevention, Office of Justice Programs, U.S. Department of Justice.

Disclaimer
The opinions, findings, and conclusions or recommendations expressed in this program are those of the author(s) and do not necessarily reflect those of the Department of Justice.
Do we have sources for photos and statistics? Need alt text for images and charts for 508 compliance

TeSelle, Nancy, 10/13/2020
This webinar will focus on the assessment of children’s advocacy centers as trauma-informed providers of care to children and youth experiencing trauma. We will review the use of the National Child Traumatic Stress Network (NCTSN) Trauma-Informed Organizational Assessment (TIOA) tool to assess a children’s advocacy center (CAC) and rely on the lessons learned during a beta use of the assessment to discuss how changes in a CAC can improve staff skills and services provided to children and youth that have experienced trauma.

Jennifer Hossler, MSW
Project Manager, Project Intersect
Georgia Center for Child Advocacy
jenniferh@gacfca.org

Presenter
Jennifer Hossler, MSW, is the Project Manager for Project Intersect at the Georgia Center for Child Advocacy. She has over 20 years of social work experience, with extensive expertise in child welfare practice, training, and system change across the country. She has worked with traumatized children and their families in child advocacy centers, residential treatment centers, and hospitals in Minnesota, California, and most recently, in Atlanta, Georgia.

Ms. Hossler has been an active member of the National Child Traumatic Stress Network since 2013 and has provided multiple trainings across the country on trauma-informed practices and secondary traumatic stress for child welfare workers, supervisors, and caregivers. She received her bachelor of arts degree in Psychology and Social Work from Luther College in Decorah, Iowa, and her master’s degree in Social Work from San Diego State University.

Assessing and Improving Trauma-Informed Care in Children’s Advocacy Centers
Jennifer Hossler, MSW
Project Manager – Project Intersect
Georgia Center for Child Advocacy
Atlanta, GA
October 20, 2020
Atlanta CAC serving Fulton and DeKalb Counties
• 34 staff in 2 locations
• Non-profit, community-based, FREE
• Prevention, Forensic Interviews, Therapy, Family Advocacy, Training, Development & Fundraising, 2 federal grants with CSEC focus
• Leader in statewide initiatives
• 14,000+ adults trained in Stewards of Children; 1,000 trained in Connections Matter

New Training Space
Forensic Services – 2019

729 forensic interviews conducted

Race/Ethnicity

- African/African American: 83%
- Hispanic: 7%
- Caucasian White: 5%
- Bi-racial/Multi-Racial: 4%
- Asian/Pacific Islander: 1%

Clinical Services – 2019

- 139 children engaged in TF-CBT treatment
  - 72% female
  - 73% African American
- 1,342 therapy sessions completed
- Problematic Sexual Behaviors – ages 7-12
- 30 foster parents trained in trauma-informed parenting
- 100 therapists trained in TF-CBT
- 12 Envision events for CSEC youth

Clinical Services – 2019

What does a Trauma-Informed Child- and Family-System mean to you?

A trauma-informed child- and family- service system is one in which all parties involved recognize and respond to the impact of traumatic stress on those who have contact with the system including children, caregivers, and service providers. Programs and agencies within such a system infuse and sustain trauma awareness, knowledge, and skills into their organizational cultures, practices, and policies. They act in collaboration with all those who are involved with the child, using the best available science, to maximize physical and psychological safety, facilitate the recovery of the child and family, and support their ability to thrive.
In general:
• Good fit for CAC
• Best practice
• Enhance TI culture
• Identify areas of strength and growth
@ GCCA
• Organizational strategic plan
• Aligns with other GCCA initiatives
  – Prevention training
  – Grant-funded projects

Why Use a TI Assessment?

National Child Traumatic Stress Network

• In 2018, GCCA served as the beta test site for the newly-developed NCTSN Trauma-Informed Organizational Assessment (TIOA)
• Recently completed pilot testing of the tool
• Updating the TIOA based on pilot findings
• Will be available online and FREE

Questions about the TIOA?
Contact Carrie Purbeck Trunzo - tioa@nctsn.org
www.nctsn.org
NCTSN Trauma-Informed Organizational Assessment (TIOA)

- Free and will be available online
- Considers what can be done at practice, programmatic and organizational levels
- Based on NCTSN experience and expertise (beta and pilot tested)
- Uses an implementation framework
- Implementation support at multiple stages
- Specific to child-serving organizations & used across child-service systems

TIOA Domains

1. Trauma Screening
2. Assessment, Care Planning & Treatment
3. Workforce Development
4. Resilience & Protective Factors
5. Parent & Caregiver Trauma
6. Cross-System Collaboration
7. Secondary Traumatic Stress
8. Partnering with Youth & Families
9. Intersection of Culture, Race & Trauma

Designed to.....

- Measure where your organization is at a given point in time
- Create a common language around TIC at all levels of staff
- Highlight growth areas for your organization to address related to TIC
- Create a roadmap for organizational change related to TIC
- Identify specific NCTSN tools, resources, and strategies to help your organization better serve children and families
- Help your organization assess progress and improvement over time
Develop your team

- Project lead
- Trauma champions
- Across locations, departments and roles
- Regular meetings and progress

Process

Take the survey – decide who will participate

**All GCCA staff completed survey**

A Team:
- Summarized each domain
- Department-specific meetings
- Prioritized domains
- Identified tasks for 2020
- Ongoing
- REMEMBER OUR WHY
Timeline

- Summer, 2018
  - Developed the A Team
  - Monthly meetings

- Nov/Dec, 2018
  - Administered TIOA
  - Received TIOA report

- Jan, 2019
  - NCTSN site visit, 3 domains reviewed
  - A Team planning

Timeline (cont.)

- Jan-March, 2019
  - A Team review of 6 remaining domains
  - Multiple A Team meetings

- April, 2019
  - Staff meeting presentation
  - A Team priorities

- May-Dec, 2019
  - A Team planning and strategies
  - Developed tasks for 2020

And then...

WHEN DOES SEASON 2 OF 2020 START?
I DO NOT LIKE SEASON 1.
Average Scores by Domain

Domain Overall Mean Score
1. Trauma Screening 4.33
2. Assessment, Care Planning, Treatment 4.47
3. Workforce Development 4.04
4. Resilience and Protective Factors 4.05
5. Parent and Caregiver Trauma 3.80
6. Cross-System Collaboration 4.46
7. Secondary Traumatic Stress 4.03
8. Partnering with Youth and Families 3.06
9. Intersection of Culture, Race & Trauma 4.21

Overall Score by Domain

Average Score by Program
A Team Priorities - 2019

<table>
<thead>
<tr>
<th>Workforce Development</th>
<th>Secondary Traumatic Stress</th>
</tr>
</thead>
<tbody>
<tr>
<td>• No standardized trauma training/onboarding for new staff</td>
<td>• Enhancing GCCA commitment to staff well-being</td>
</tr>
<tr>
<td>• Professional development opportunities</td>
<td>• Need for resources for all staff – vicarious trauma group, EAP</td>
</tr>
<tr>
<td>• Trauma champions</td>
<td>• More support &amp; tools needed when working in the community</td>
</tr>
<tr>
<td>• Resources &amp; tools for our community-based staff</td>
<td>• No method for obtaining staff feedback or monitoring/managing STS</td>
</tr>
<tr>
<td>• Enhancing psychological safety</td>
<td></td>
</tr>
</tbody>
</table>
Tasks for 2020

1. Develop trauma training protocol
2. Develop trauma-informed tour & elevator pitch – common language
3. Partner list
4. Define psychological safety and develop message board
5. Research STS response and critical incident response
6. **Pandemic response**

Takeaways

- Strengths – collaboration
- Challenge areas – partnering with youth & families
- Need leadership buy in
- Identified knowledge and practice gaps
- What about caregivers?
- Not a quick or easy process
- Timing matters

GCCA Wins

- Changes in MH coverage
- Employee Assistance Program
- New building
- Connections Matter
- Common language
- STS – all staff training, STSI-OA
- Opportunities for new grants
- New focus on antiracism
Considerations for Other CACs

1. GCCA is located in large, urban area with access to resources
2. Our services are free
3. Staff dedicated to the cause
4. Strong community partners
5. NCTSN partner
6. Grants

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OJJDP’s NTTAC Contact Information

OJJDP’s National Training and Technical Assistance Center (NTTAC)
https://ojjdp.ojp.gov/national-training-and-technical-assistance-center

Click here or text "NTTAC" to 22828 to sign up for OJJDP’s NTTAC TTA listserv!

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1-833-647-0513
ojjdppta@usdoj.gov

Office of Juvenile Justice and Delinquency Prevention
https://ojjdp.ojp.gov/

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Click here to view upcoming events!

OJJDP’s TTA360

Have a Training or Technical Assistance need?
Submit a request for help via OJJDP’s TTA360 Platform:
https://tta360.ojjdp.ojp.gov/

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Join Us for These Upcoming Events!

- Effective Leadership Series Part 3: Wellness Strategies for Effective Leaders
  Wednesday, October 28, 2020 3-4:30 p.m. ET
- Corroborating Evidence: For Prosecutors, LE, FS, and Other MDT Members
  Tuesday, November 3, 2020 3-4:30 p.m. ET
- Effective Leadership Series Part 4: Building an Effective Team
  Wednesday, November 4, 2020 3:00-4:30 p.m. ET
- DNA: Making Sense of the Methods & Science Behind Your Samples
  Tuesday, November 10, 2020 3:00-4:30 p.m. ET