

BEYOND A SERVICE DELIVERY MODEL: TRAUMA INFORMED SUPERVISION

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DWC MISSION

The Downtown Women's Center (DWC) is the only organization in Los Angeles focused exclusively on serving and empowering women experiencing homelessness and formerly homeless women.

Our mission is end homelessness for women and gender diverse individuals by providing safe housing and supportive services centered on wellness, employment, and advocacy.

We envision a Los Angeles with every woman housed and on a path to personal stability.



GROUP AGREEMENTS

- Be respectful of other's input- make space for others.
- Protect confidentiality- share learnings, not stories.
- What's shared here stays here, what's learned here leaves here.
- Practice self-care, participate, and minimize distractions.
- Stay engaged, be curious, and ask questions.



LEARNING OBJECTIVES

1. Foster an Understanding of Trauma-Informed Supervision
2. Review the six principles of Trauma-Informed Care
3. Explore the different ways that trauma can manifest in the workplace, and
4. Learn how to implement Trauma-Informed Supervision with staff to support their resilience in this work.



YOUR SUPERVISION HISTORY

1. Make a list of previous supervisors (Please do not include anyone in this room or use identifying info)
2. Circle anyone you define as a “great” supervisor
3. Put a square around anyone who negatively impacted you or your work
4. What qualities did the people you circled possess?
5. How did they impact your work?



#1: UNDERSTANDING TRAUMA- INFORMED SUPERVISION



"We often assume that our very status as helpers grants us immunity from the suffering we witness. We are often wrong."

Laura van Dernoot Lipsky
from the book Trauma Stewardship



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WHAT IS TRAUMA-INFORMED SUPERVISION?

- Acknowledges that past experiences impact current experiences and behavior
- Realizes the widespread impact of trauma and understands potential paths for recovery
- Acknowledges power dynamics
- Culturally responsive; acknowledges that systemic and racial oppression are traumatic
- Understands supervision as a critical strategy to prevent, manage, and support the healing of vicarious trauma
- Feedback & feeling focused



WHAT TRAUMA-INFORMED SUPERVISION IS NOT:

- Therapy
- A low-or-no accountability strategy
- Requiring supervisors to be trauma experts
- A no-boundaries approach



#2: THE 6 PRINCIPLES OF TRAUMA-INFORMED CARE



6 PRINCIPLES OF TRAUMA-INFORMED CARE

1. Safety
2. Trustworthiness & Transparency
3. Peer Support
4. Collaboration & Mutuality
5. Empowerment, Voice & Choice
6. Considers Culture, History & Gender



#3: TRAUMA, THE WORKPLACE, AND ITS IMPACT



TRAUMA IN THE WORKPLACE

- Burnout
 - Experienced in any field
 - Results from powerlessness, low job satisfaction
 - Physical and mental exhaustion
- Direct or primary trauma
- Secondary or vicarious trauma
 - Impact of bearing witness to stories of others' trauma
 - Can cause PTSD (Post Traumatic Stress Disorder)
- Compassion fatigue
 - Results from inability to refuel and regenerate
 - Gradual erosion of hope, empathy, and compassion for self & others

50% of mental health professionals report moderate-to-high burnout

15% of licensed clinical social workers meet criteria for PTSD (2x the rate of the general population)

20% of providers working with survivors of family or sexual violence experience symptoms of secondary traumatic stress (Galindo & Stoner, 2020)

42% of social workers said they suffered from secondary stress (Adams et al. 2006)

65% of gender-based violence workers had at least one symptom of secondary traumatic stress (Bride, 2007)



**#4: IMPLEMENTING TRAUMA-
INFORMED CARE IN
SUPERVISION**



EMPHASIZING PEER SUPPORT & TEAM BUILDING

- Encourage peer engagement across programs
- Identify role specific training opportunities
- Create intentional spaces for staff support
 - Group supervision
 - Staff support groups
 - Self-care activities
- Collaborate
 - Create outside networks/supports
 - ID network opportunities
- Foster team building
 - Host reoccurring events
 - Prioritize opportunities for in-person gatherings



PRINCIPLES OF COLLABORATION

- Working together toward the same goal
- Encouraging supervisees
- Seeking out feedback and open communication
- Being comfortable with the uncomfortable
- Processing and containing conflict
- Be explicit that diversity and culture matter to you and to the work



CONSISTENCY PROVIDES SAFETY

- Establish a set meeting time
- Practice reflective listening
- Be fully present and engaged – this is their time :)
- Consistent, expected relationship dynamics
- Requires a supervisor's emotional regulation
- Mindful communication



CENTERING EQUITY

- Explore relevant differences
- Acknowledge your own positionality, privilege, implicit biases
- Become a steward of cultural competence
- Show interest in peoples' identities (culture, gender, faith, etc.)
- Commit to ongoing self-reflection and education



FOSTERING RESILIENCE

- RESILIENCE: The capacity to withstand or to recover quickly from difficulties
 - A few synonyms: buoyancy & elasticity
- Ways to Build Resilience:
 - Cultivate psychological safety
 - Model self-care and healthy boundary setting - foster wellness!
 - Learn from setbacks - how do we bounce back?
 - Acknowledging small wins and progress
 - Identify shared goals
 - Crisis debriefs



TRUSTWORTHINESS & TRANSPARENCY: FEEDBACK

Preparing for Feedback

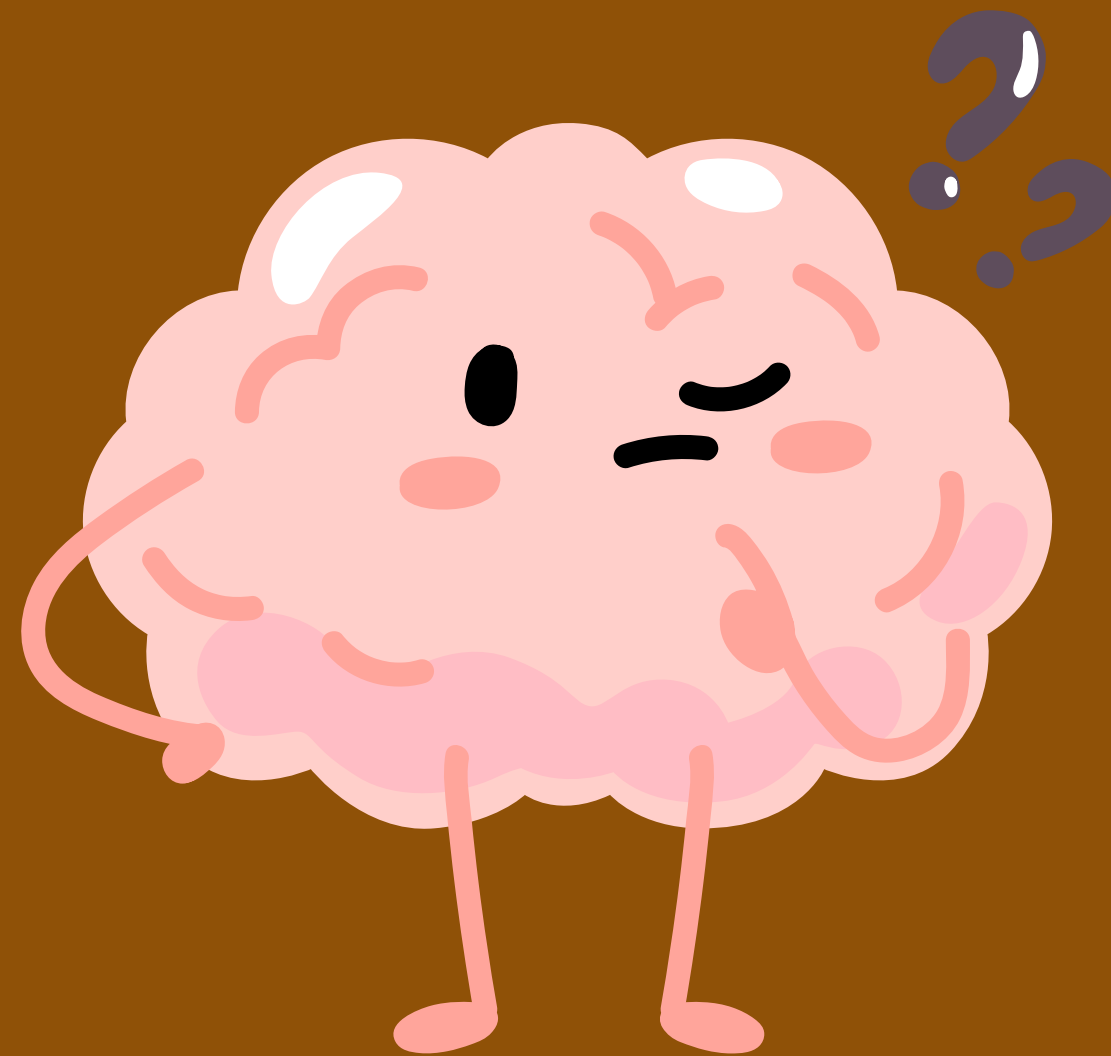
- Prepare staff that you will have hard conversations and conflict
- Question your assumptions
- Be intentional about positive feedback too!

Sharing Feedback

- Separate the behavior from the person
- Be specific
- Share the impact
- Explore barriers
- Let go of being right



TAKEAWAYS & QUESTIONS



RECOMMENDED READING

- Trauma Stewardship: An Everyday Guide to Caring for Self While Caring for Others - Laura van Dernoot Lipsky with Connie Burk
- A Practical Guide to Reflective Supervision - Sherryl Scott Heller & Linda Gilkerson
- The Racial Healing Handbook - Anneliese A. Singh
- Restoring Sanctuary: A New Operating System for Trauma-Informed Systems of Care - Sandra L. Bloom
- Crucial Conversations: Tools for Talking When the Stakes Are High - Kerry Patterson



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- Reflective Supervision Toolkit, 2016, Daphne Husan and Micael Carrol
- Using Reflective Practice to Examine Microaggressions within Our Systems – Dr. Barbara Stround 11/15/2019
- A Practical Guide to Reflective Supervision, 2011, Sheryl Scott Heller and Lynda Glikerson
- Multiculturalism and Diversity in Clinical Supervision: A Competency-based Approach, 2014, Carol A. Falender, Edward P. Sharanske, and Celia J. Falcov
- Inclusion: Diversity, The New Workplace and the Will to Change, 2016, Jennifer Brown
- Reflective Supervision: A Guide from Region X to Enhance Reflective Practice Among Home Visiting Programs, <https://www.dcyf.wa.gov/sites/default/files/pdf/RegionX-ReflectSupGuidelines.pdf>
- The Infant Crier, Fall 2010, No 127, Michigan Association for Infant Mental Health <https://nasw-michiganblog.weebly.com/blog---the-social-worker-perspective/the-parent-as-therapist-reflections-on-a-first-year>
- <https://sites.lsa.umich.edu/inclusive-teaching/2017/08/16/social-identity-wheel/>
- <https://olgaphoenix.com/blog/painful-truths-about-vicarious-trauma-statistics-from-the-field/>
- E-Book: Creating a Trauma-informed System of Care; Addressing Individuals, Professionals and Organizations, 2020, N. Galindo, MSW MSPH & M. Lewis-Stoner, LCSW-C.)



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