

**Multnomah County
Behavioral Health Division
Behavioral Health Advisory Council Meeting
January 5th, 2022**



Community Representatives	Public Service Representatives	Staff	Guests
<ul style="list-style-type: none"> ✓ Laura Bueford ✓ June Howard Johnson ✓ Kevin Fitts ✓ Mamie Gathard ✓ Etta Assuman ✓ Patty Hamit Arvizu ✓ Robert Fentress ✓ Barb. Rainish ✓ Ruthie Benjamin ✓ Ryan Hamit • Sandi Delarosa <input type="checkbox"/> Vacant <input type="checkbox"/> Vacant <input type="checkbox"/> Vacant <input type="checkbox"/> Vacant <input type="checkbox"/> Vacant 	<ul style="list-style-type: none"> ✓ Cascadia Behavioral Healthcare Dave Kohler ✓ Central City Concern Albert Parramon ✓ Lutheran Community Services Ron Weaver • Lifeworks NW Melissa Finch/Nadia Dunkle/Nybelle Caruso ✓ New Narrative Jennifer Gantner ✓ Local Public Safety Coordinating Council Abbey Stamp ✓ Multnomah County Sheriff's Office Nora Mains ✓ NAMI Multnomah Kerri Melda ✓ Northstar Liz Wright/John Williams ✓ Portland Police Bureau Casey Hettman ✓ Quest Center Danielle Deer/Scott Moore <input type="checkbox"/> Vacant 	<ul style="list-style-type: none"> ✓ Lynn Smith-Stott ✓ Jennifer Gulzow ✓ Jill Jessee ✓ Jesse Benet ✓ Julie Dodge 	<ul style="list-style-type: none"> ✓ Cheryl Baker ✓ Luke A.

Agenda Item	Discussion
<p>Welcome and Introductions</p> <p>Update on Council Process Improvement Activities and Plans from Oct. 2021 - present and Group Agreements for today</p> <p>Julie</p>	<ul style="list-style-type: none"> • The group shared introductions and something that they are excited for or that is a positive in their near future. • BHAC is required by statute. Last August all two co-chairs and the membership liaison tendered their resignation via a widely dispersed letter. Julie met with each of them and they stated they would return to the group if a specific individual they felt had violated the code of conduct were removed from the group. After a poll of the BHAC Executive Committee, the polled majority determined to accept the resignation of the three executive team members. We acknowledge that harm was caused to many if not all members through this process. Key areas of learning: by-laws were unclear and need work – particularly in the code of conduct and how to function in a trauma informed space; there is a need for better role definitions; we (BHAC members) need to accept one another in the spaces where we are. As a result the County has contracted with Cheryl Baker to help educate the group on trauma informed practices. Next steps are to update the bylaws, build stronger relationships within the memberships, and replace members that were lost. • Participant feedback: <ul style="list-style-type: none"> ○ Using county letterhead and listserv was a violation of conduct. ○ Want to see a full group vote if future leadership determines someone should be removed from the group. ○ Appreciated transparency and process used to navigate this situation. ○ Appreciation for heart and work Julie and Lynn put into this situation. ○ The full Executive Committee membership was not “in the know” of the situation prior to the letter being sent out, they felt blindsided and caught in the middle of a very difficult situation. ○ Julie offered a public apology to those harmed through this situation. ○ Need a process to navigate the fine line between privacy, secrecy and confidentiality. ○ Build in a willingness to engage in conflict resolution into bylaws. ○ Schedule an update on every agenda for an update from the Executive Committee.

<p>Building a more Trauma-Informed Council - an overview of guiding principles for our future work</p> <p>Cheryl</p>	<p>Cheryl appreciates the background. She shared definitions to keep in mind when moving forward for: Secrecy: Hiding of information Confidentiality/Privacy: Protecting information that is specific to a person or organization.</p> <p>Group Agreements:</p> <ul style="list-style-type: none"> • Review and think about draft group agreements. Use a survey or some form of selection mechanism to determine what agreements the membership determine most important. • Look at what is missing and discuss. • Add virtual agreements • Incorporate 5-7 minutes of social time at the beginning of virtual meetings – i.e. music, food, conversation... <p>Trauma Informed – Consider these questions between now and the next meeting.</p> <ol style="list-style-type: none"> 1. What does a trauma informed Council look like? 2. How will you know that you are trauma informed? <ul style="list-style-type: none"> ➤ Transparency – Share what information you can. Name what is hard, even when you cannot provide details
<p>Budget Update</p> <p>Julie</p>	<ul style="list-style-type: none"> • In the middle of developing the fiscal year 2023 budget. • Making budget decisions using our Division values as a foundation • Do not foresee any significant cuts. • Small 4% COLA for programs funded through CGF, this isn't happening for programs with state and federal funding • New program offer for Behavioral Health Resource Center – opportunity for participation from BHAC membership on shaping this program
<p>Next Steps</p>	<ul style="list-style-type: none"> • Lynn will send a Google Form to the membership for all members to weigh in on the draft list of group agreements. The form will also allow members to suggest agreements that they feel were overlooked and/or should be considered for inclusion. • Bylaws to be updated • Julie will send out materials on the budget process.
<p style="text-align: center;">Adjournment Next meeting: February 2, 2021</p>	



Creating TIC Awareness and Culture

Cheryl Baker
Training and Development Coach
presented for Behavioral Health Division Advisory Council
January 5th, 2022

A word cloud shaped like a heart, featuring various words related to compassion and emotional healing. The words are in different sizes and colors (green, blue, red, black). The most prominent words are "compassion", "person", "suffering", "emotional", "healing", "pain", "present", "moment", "feel", "definition", "word", "respect", "recovery", "empathy", "sympathy", "help", "profound", "key", "time", "original", "absorb", "grief", "fellow", "cheerfulness", "functional", "sharing", "comes", "vital", "physical", "ease", "distinguishes", "contradictions", "main", "effect", "individual", "people", "understanding", "sorrowful", "experience", "quality", "aspect", "ability", "second", "greater", "skill", "root", "presence", "succor", "enthusiasm", "ages", "etymology", "letters", "completely", "focus", "sympathetic", "consistency", "simultaneously", "synchronization", "miraculous", "experience", "considered", "spare", "allows", "quality", "aspect", "ability", "second", "greater", "skill", "root", "presence", "succor", "enthusiasm", "ages", "etymology", "letters", "completely", "focus", "physical", "ease".



AGENDA

Welcome and Introductions

Update on Council Process

Improvement Activities and Plans from
Oct. 2021 – present and Group
Agreements for today

Building a Trauma-Informed Council –
an overview of guiding principles for
our future work

Group Agreements

- Stay engaged
- Speak your truth and hear the truth of others
- Expect and accept non-closure
- Experience discomfort
- Name and account for power dynamics in the room and in the work
- Step up, step back / Take space, make space
- Confidentiality: stories stay, learnings leave
- Acknowledge intent but center impact
- Share responsibility for the success of our work together
- We are here to work cooperatively



Group Agreements

What should be added?



What does it look like to meet virtually?

Let's Start the Conversation

What does a trauma informed Council look like?

How will you know that you are trauma informed?

What is Trauma Informed Care?

A program, organization, or system that is trauma-informed:

realizes the widespread impact of trauma and understands potential paths for recovery;

recognizes the signs and symptoms of trauma in clients, families, staff, and others involved with the system; and

responds by fully integrating knowledge about trauma into policies, procedures, and practices,

and seeks to actively **resist re-traumatization.** (SAMHSA)

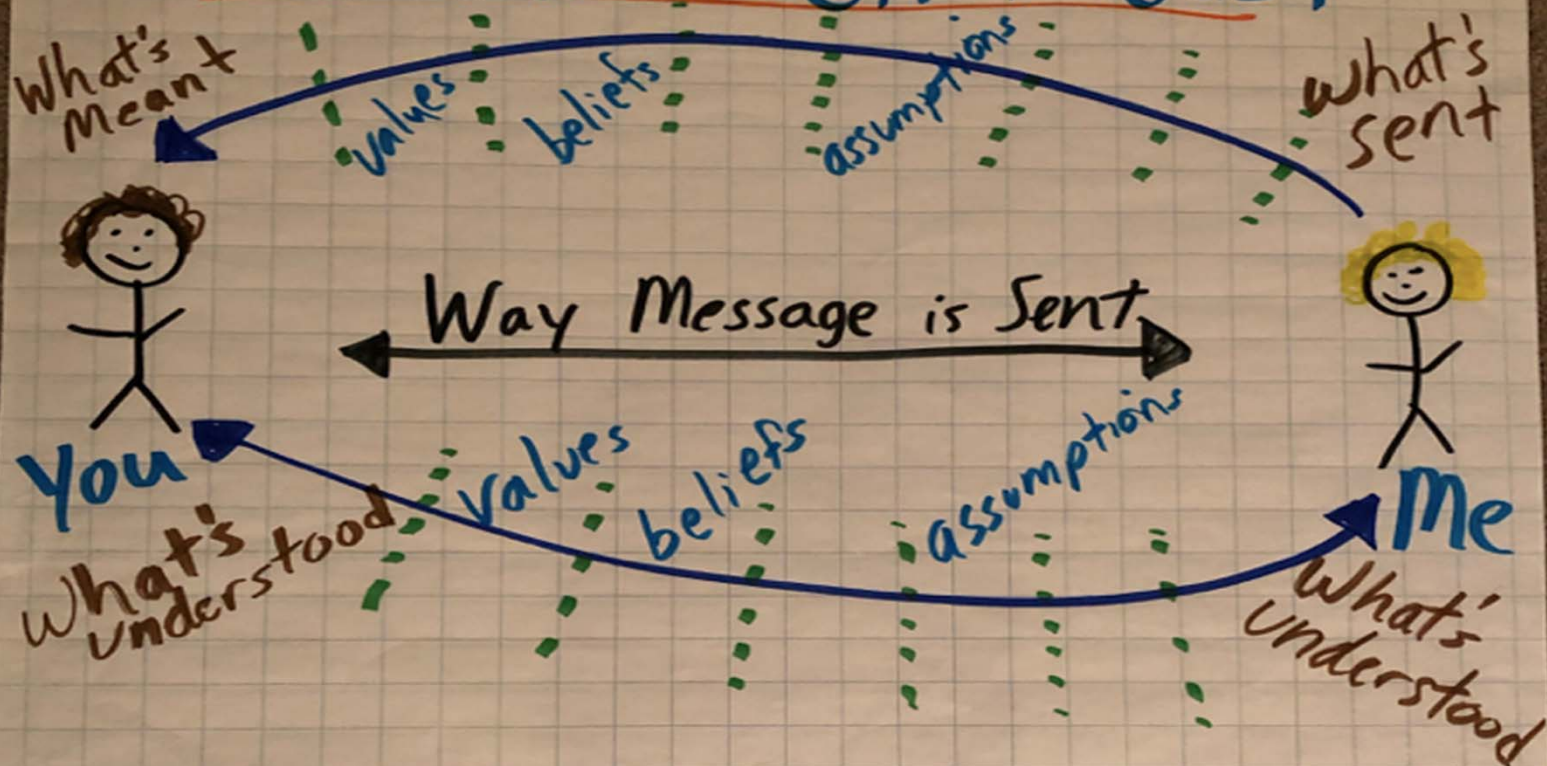
Trauma Lens



A way to:

- SEE the whole person
- Reframe challenging or difficult behaviors
- Respond in a caring way: I wonder what happened vs. why is this person...???

Communication Model

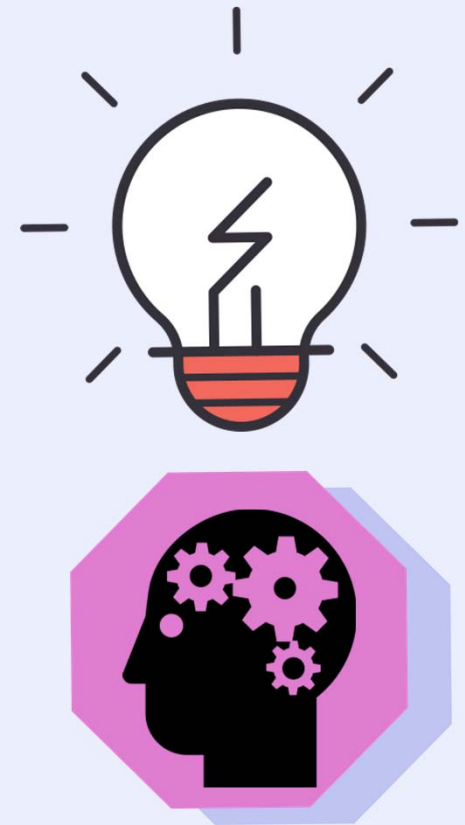


..... = filters (cultural filters)

- ▶ values
- ▶ beliefs
- ▶ assumptions

TRANSPARENCY

- SHARE WHAT INFORMATION YOU CAN
 - NAME WHAT IS HARD, EVEN WHEN YOU CAN'T PROVIDE DETAILS
-



COMMUNICATION

- **BE AWARE OF WHAT WORDS YOU CHOOSE**
- **BE OPEN TO BEING CORRECTED**
- **PAY ATTENTION TO INDIRECT AND DIRECT COMMUNICATION STYLES**



Cultural Responsiveness

Provide support and/or services that honors, respects and values a person's lived experiences.

Put tools and resources in the hands of others to facilitate their leadership and guide their own work.

Proactively be reflective of a person's culture, beliefs and traditions.

Be open, flexible and responsive to expressed needs.



Survey Says. . .

What is required to Provide TIC?

- ✓ Secure, healthy adults
- ✓ Good emotional management skills
- ✓ Intellectual and emotional intelligence
- ✓ Able to actively teach and be role model
- ✓ Consistently empathetic and patient
- ✓ Able to endure intense emotional labor
- ✓ Self-disciplined, self-controlled, and never likely to abuse power

Adapted from Bloom, S. Sanctuary Model


The Reality

- ✓ We have a workforce that is under stress
- ✓ We have a workforce that absorbs the trauma of the consumers
- ✓ We have a workforce populated by trauma survivors
- ✓ We have organizations that can be oppressive
- ✓ All of this has an impact
 - ✓ We have organizations that come to reinforce, mirror or replicate the behavior we're trying to remedy

A Culture of TIC

- Involves all aspects of a program.
- Involves all people of a program.
- Involves making changes into a new routine.
- Involves committing to an ongoing process of assessment.





What will you do
today to increase
your emotional
wellness??



NEXT Steps

Contact

For questions or more information on additional training

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[Material, information and research contributed by Trauma Informed Oregon](#)