Jewish Federations of North America

Center on Aging, Trauma, and Holocaust Survivor Care

# Compassionate Care in America

Results from the National Study on the PCTI Approach

January 21, 2026

# The Center

## Mission

Expand the nation's capacity to provide Person-Centered, Trauma-Informed (PCTI) services and supports for Holocaust survivors, older adults with a history of trauma, and family caregivers.

## Goal 1

### Develop Innovations

Fund and support subgrants to develop PCTI programs

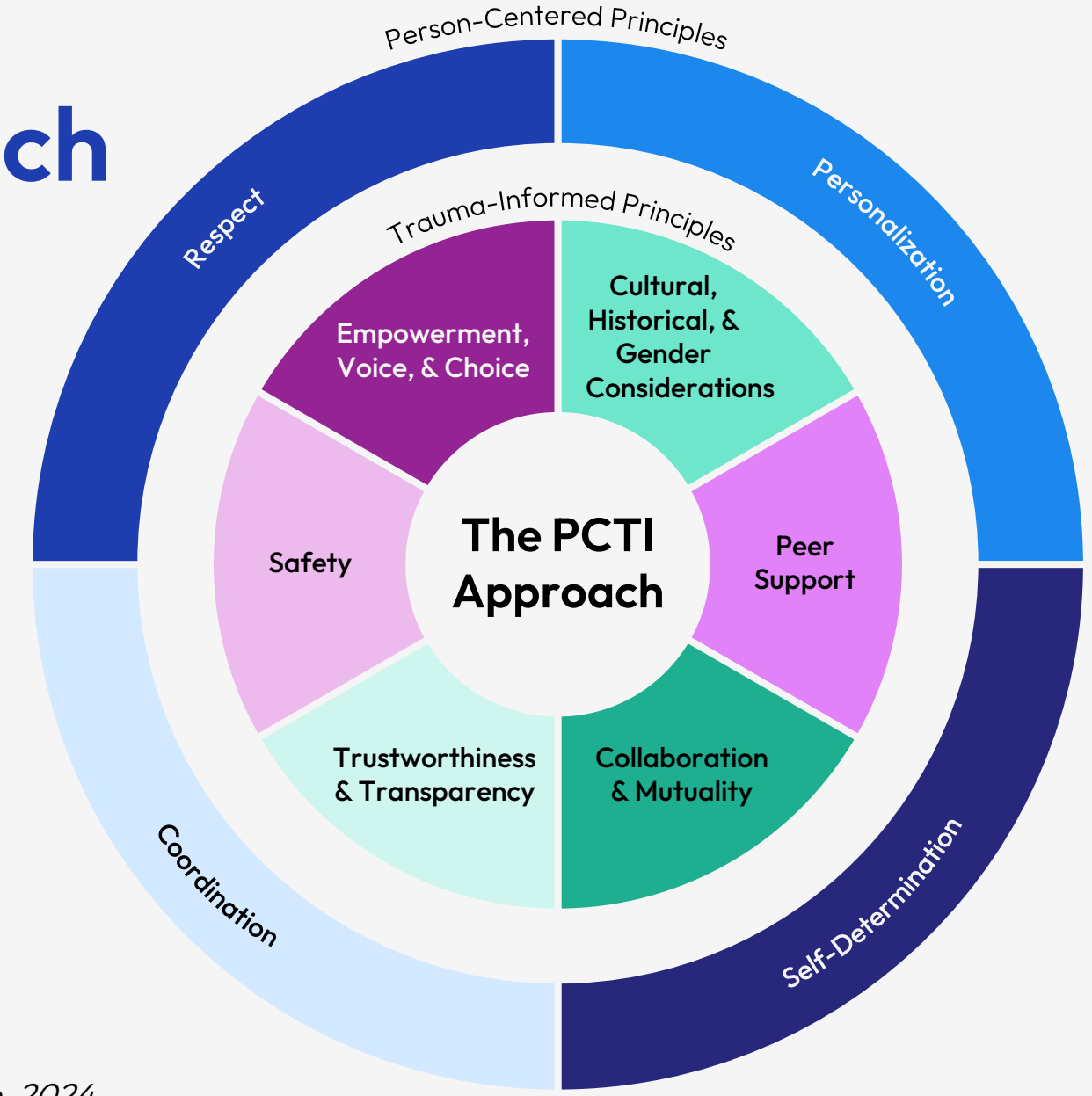
## Goal 2

### Build Capacity

Increase the knowledge and skills of aging service providers to implement PCTI care

# The PCTI Approach

The person-centered, trauma-informed (PCTI) approach is a holistic model of care that promotes the health and well-being of individuals by accounting for the role of trauma across the life course and by resisting re-traumatization, while also focusing on the strength, agency, and dignity of the person receiving care.




*Center on Aging, Trauma, and Holocaust Survivor Care, 2024*

# Center Impact



## Direct Service Participants

**85%** Improved overall health
(health of the body, mind, or spirit)

**89%** Improved overall well-being
(quality of life or life satisfaction)



## Training Participants

**90%** Improved understanding of how trauma impacts health, aging, and/or service delivery

**96%** Improved ability to use and/or train others in the PCTI approach

# Agenda

- Methodology
- Findings
- Recommendations
- Q&A

# Objectives

- Recognize trends of PCTI approach awareness, availability, and capacity within aging services organizations
- Explain the impact of Center funding in PCTI approach awareness, availability, and capacity for aging services organizations
- Identify actions to advance the PCTI approach in aging services and reduce sector gaps

# Methodology

# Study Focus

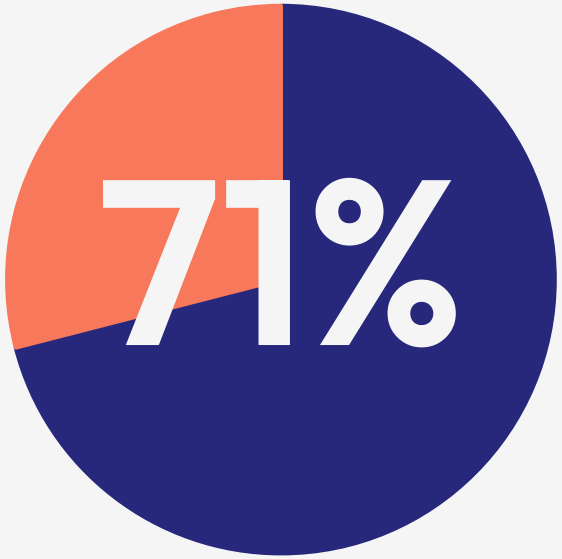
1. **Awareness** of aging and trauma, and the PCTI approach
2. **Capacity** of organizations to use the PCTI approach
3. **Benefits** organizations see as a result of the PCTI approach
4. **Impact** of Center activities on PCTI awareness and capacity

# Study Sample

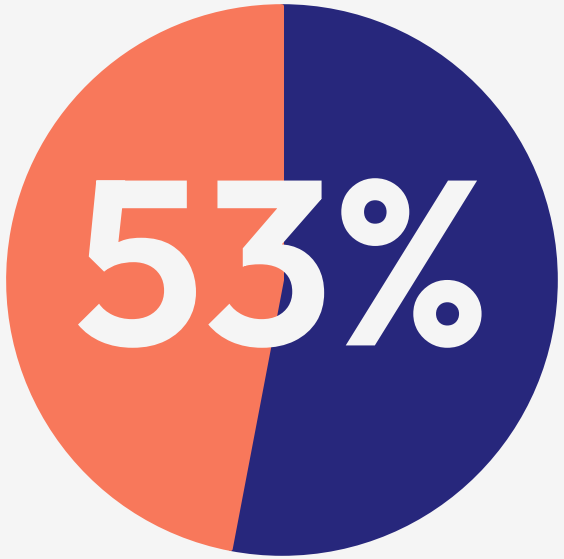
| 335 | - | 61 | = | 274 |
|---|---|---|---|---|
| Responses Received | | Responses Omitted | | Sample Responses |

# Findings

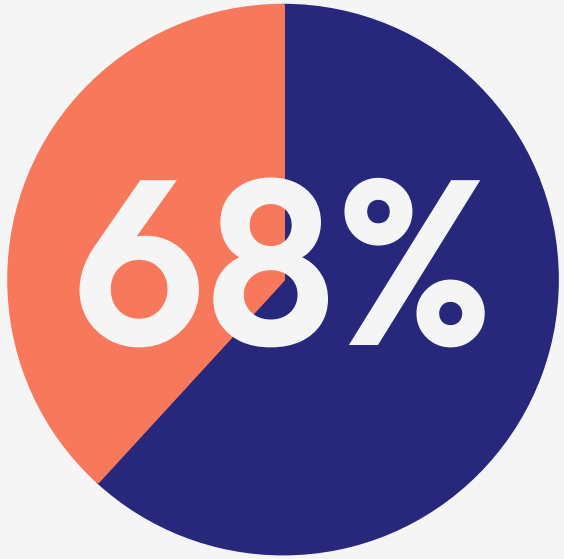
# Awareness of Aging and Trauma




of organizations reported deep understanding of how trauma impacts **aging**



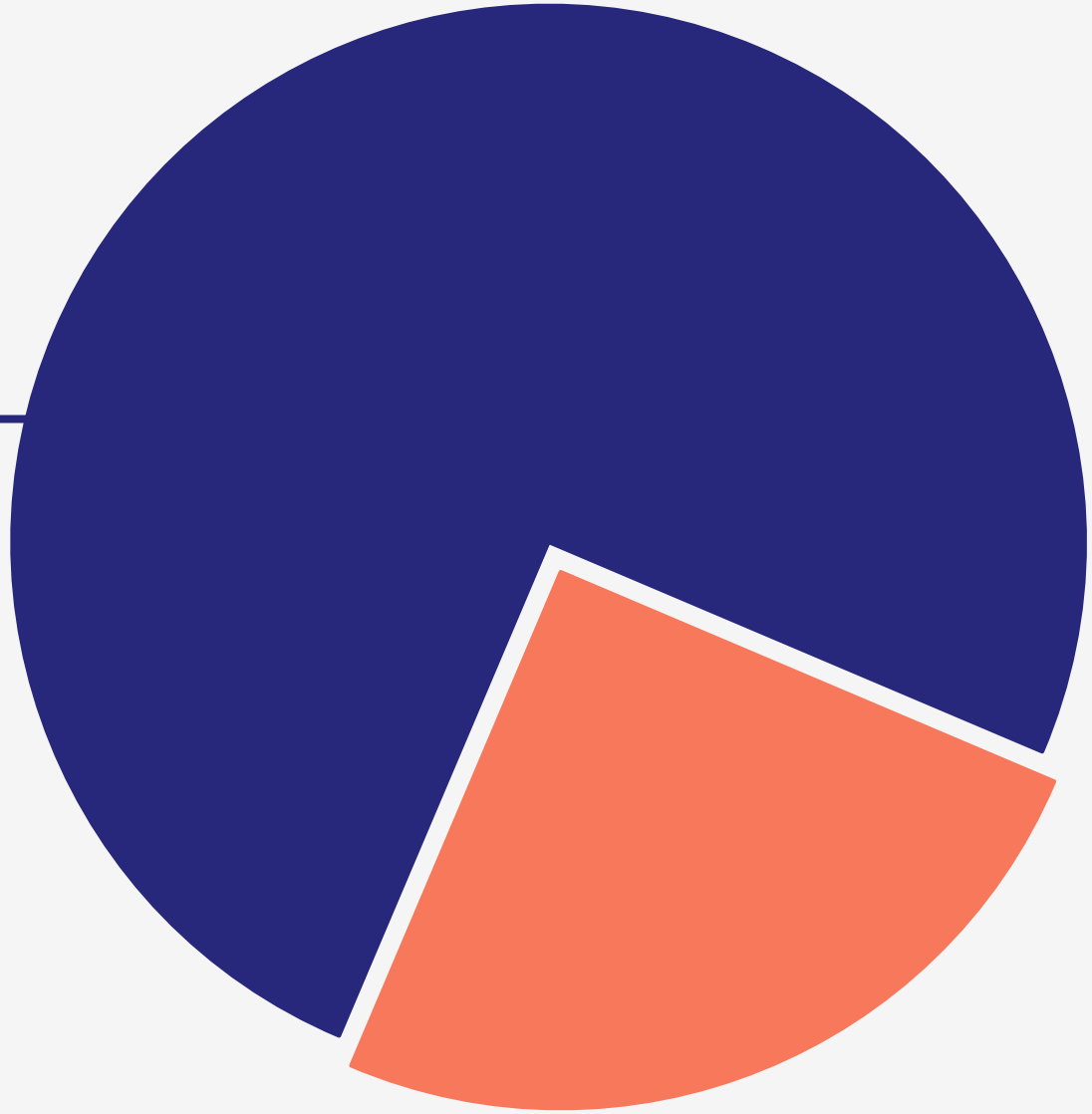

of organizations reported deep understanding of how trauma impacts **Holocaust survivors**



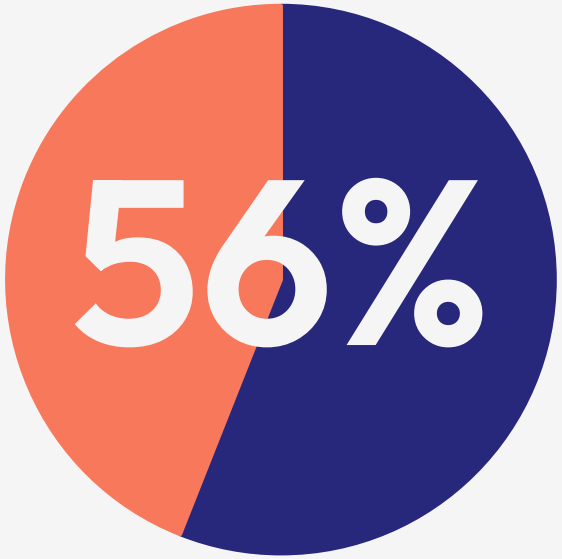

of organizations reported deep understanding of how trauma impacts **family caregiving**

# 75%

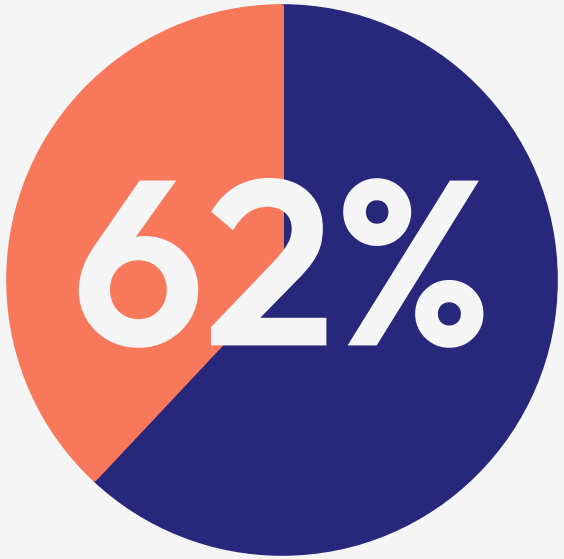
of organizations reported **awareness of the person-centered, trauma-informed approach** prior to receiving the 2025 National Study



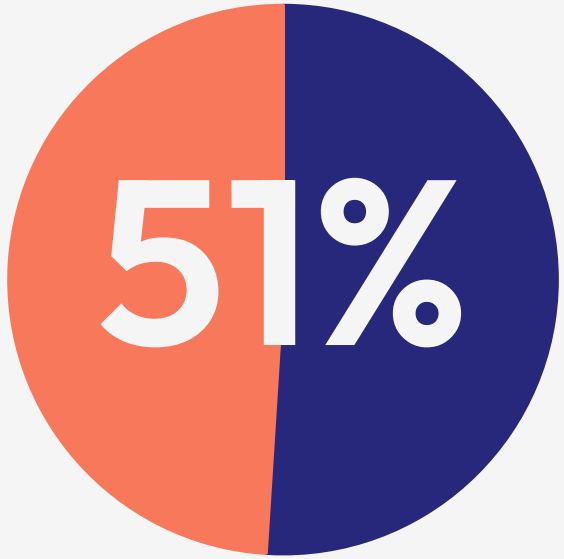
# Capacity to use the PCTI Approach




of organizations reported high or very high capacity to use the **PCTI approach generally**




of organizations reported high or very high capacity to use the **PCTI approach with older adults**



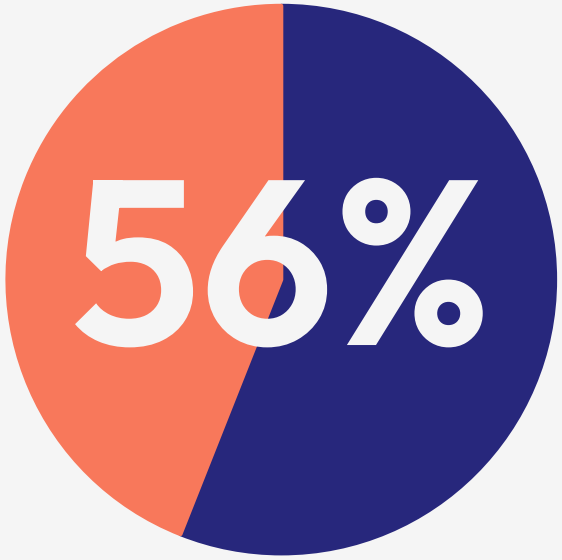

of organizations reported high or very high capacity to use the **PCTI approach with family caregivers**

# Organizations' **demonstrated capacity to use the PCTI approach**

| Organizational PCTI Approach Capacity | | | 8.10/16 |
|---|---|---|---|
| Resource Capacity | 1.53/3 | Staff Resources | .72/1 |
| | | Material Resources | .40/1 |
| | | Financial Resources | .40/1 |
| Infrastructure Capacity | 1.33/3 | Mission Alignment | .32/1 |
| | | Systems, Procedures, Protocols | .51/1 |
| | | Physical Environment | .50/1 |
| Knowledge & Skills Capacity | 1.69/3 | Change Management Skills | .58/1 |
| | | PCTI Program Implementation | .56/1 |
| | | Availability of PCTI Training | .56/1 |
| Organizational Climate Capacity | 1.85/4 | Staff Committment | .70/1 |
| | | Leadership Committment | .53/1 |
| | | PCTI Championship | .27/1 |
| | | Staff Management & Hiring | .35/1 |
| Partnership Capacity | 1.70/3 | Internal Partnerships | .44/1 |
| | | External Partnerships | .61/1 |
| | | Community Partnerships | .65/1 |

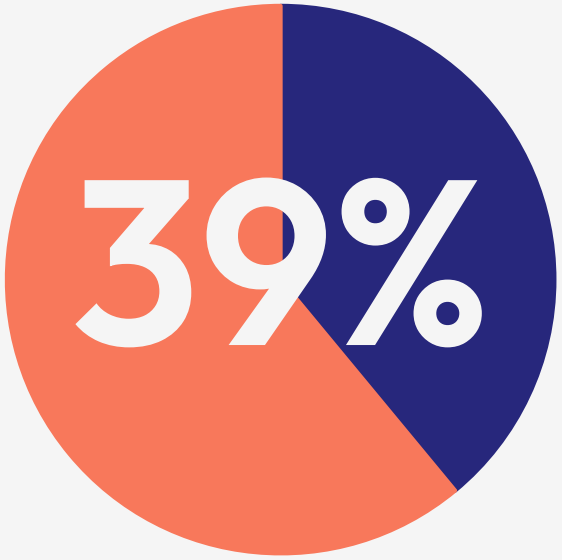
Key: None | Low | Moderate | High | Very High

# Reported vs Demonstrated Capacity




of organizations **reported** deep PCTI capacity

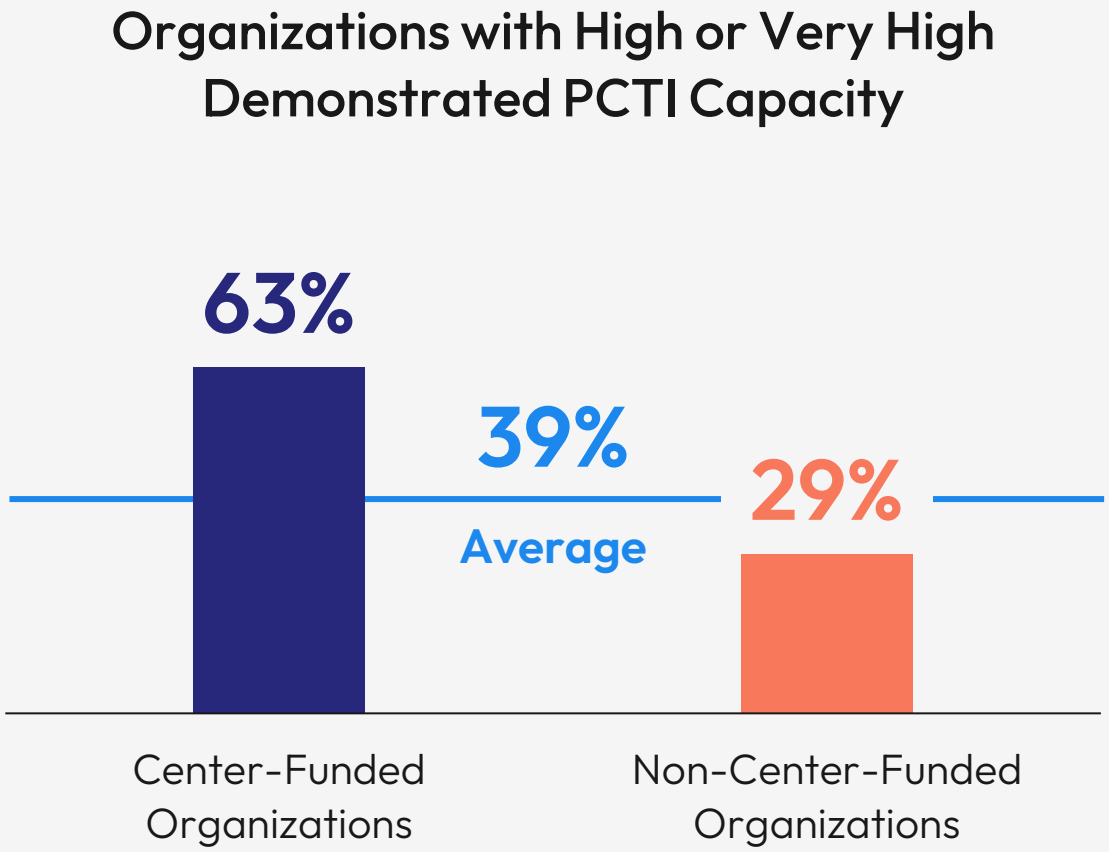
vs




of organizations **demonstrated** deep PCTI capacity

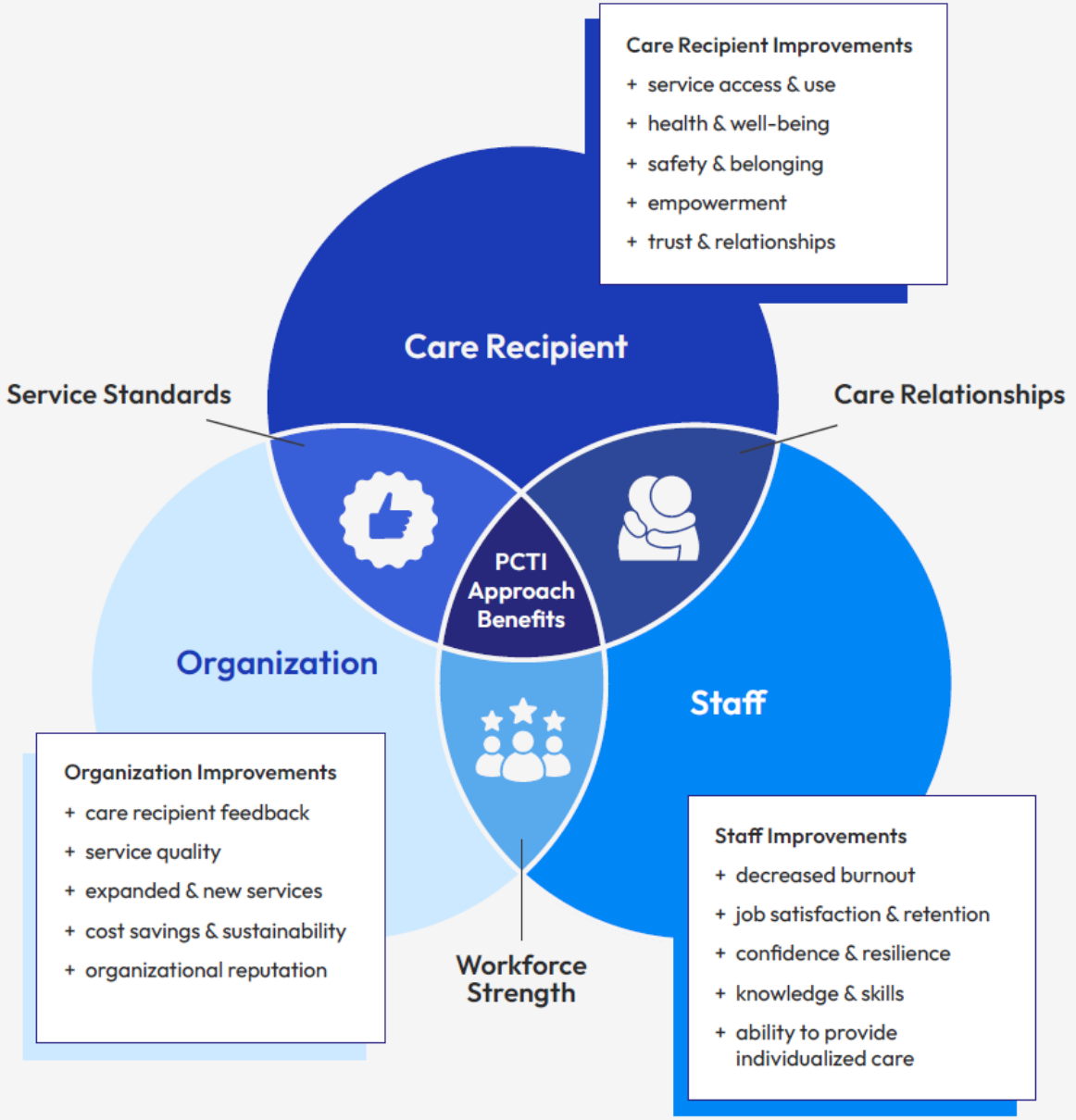
# Impact of Funding

Overall, **organizations funded by the Center performed better on all measures of the 2025 National Study**. Including awareness of topics of aging and trauma, awareness of the PCTI approach, self-reported PCTI capacity, PCTI capacity across populations, and demonstrated PCTI capacity.



# 89%

of organizations reported that **the PCTI approach improved care recipient outcomes, staff experiences, and the organization** as a whole



# Recommendations

1

# Improve understanding about aging with a history of trauma.



1. Consider personal and professional impacts of trauma
2. Integrate aging and trauma considerations into program planning and implementation
3. Advocate for, design, or implement regulations that require organizations to be knowledgeable about aging and trauma

2

# Increase understanding and application of the PCTI approach.



1. Identify the ways in which the PCTI approach is currently used by individuals, colleagues, or organizations
2. Connect with peers, colleagues, and organizations to build a PCTI community of practice
3. Create local, state, and federal rules, regulations, and standards for the PCTI approach

3



# Build organizational capacity to use the PCTI approach.

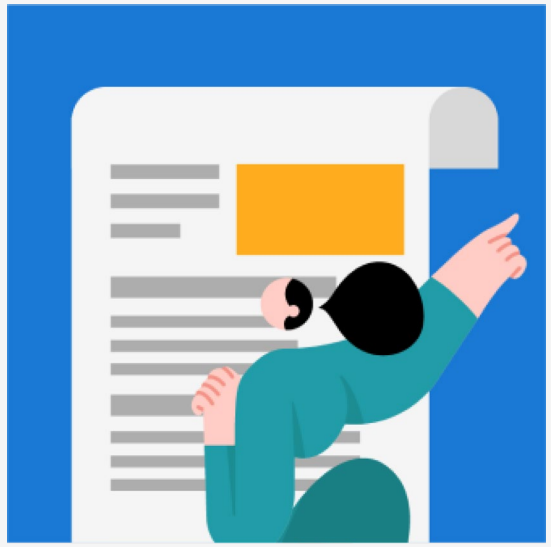
1. Assess and systematically review an organization's PCTI capacity
2. Lead by example to ensure that the PCTI approach is demonstrated throughout the organization
3. Invest in training and professional development of the aging services workforce

# Q&A

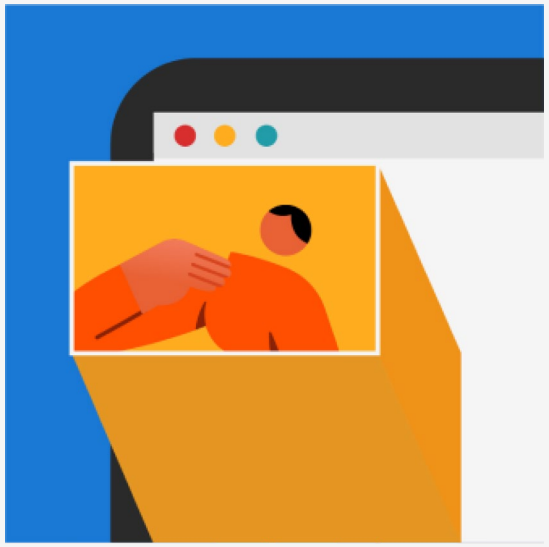
# Resources

www.AgingAndTrauma.org

Aging@JewishFederations.org



Publications



Webinars



Training



Grants

Jewish Federations of North America

Center on Aging, Trauma, and Holocaust Survivor Care

# Thank You!