PERSON-CENTERED, TRAUMA-INFORMED PROGRAM EVALUATION

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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 for Holocaust survivors, older adults with a history of trauma, and their family caregivers.

GOAL 2

(Build Capacity)

Increase the knowledge and skills of aging service providers to implement PCTI care for Holocaust survivors, older adults with a history of trauma, and their family caregivers.

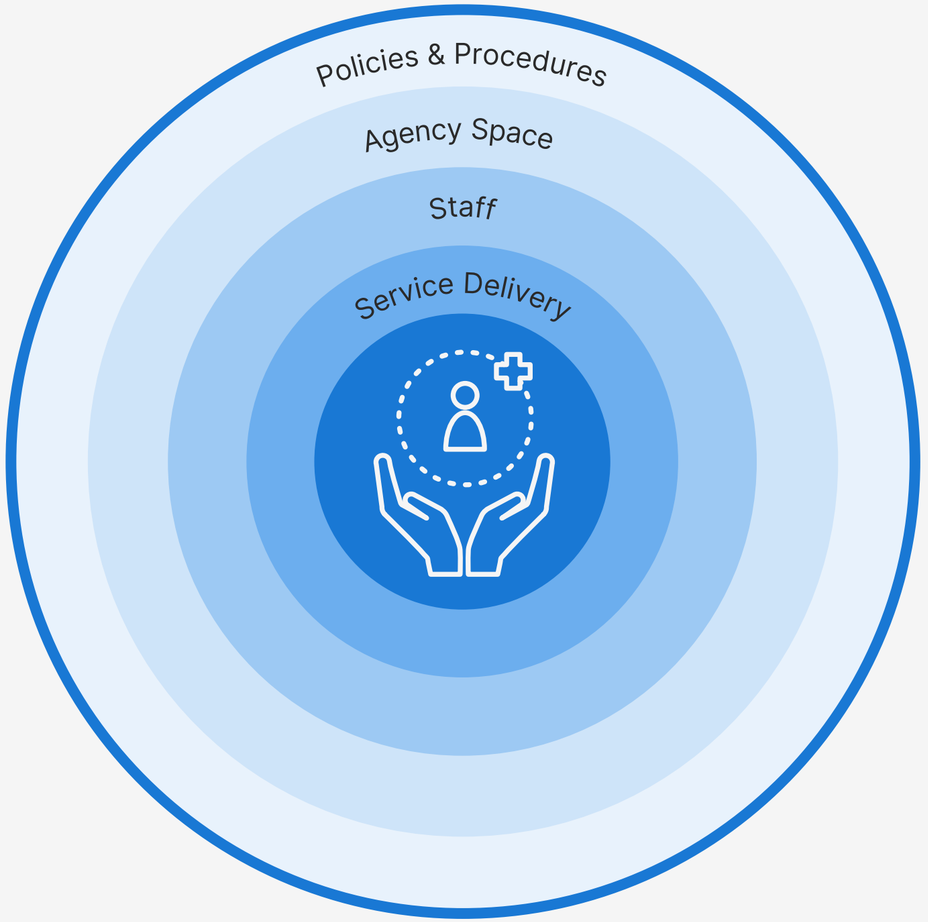
TRAUMA

Individual trauma results from an event, series of events, or set of circumstances that is experienced by an individual as physically or emotionally harmful or life threatening and that has lasting adverse effects on the individual's functioning and mental, physical, social, emotional, or spiritual well-being.

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PCTI CARE

Person-centered, trauma-informed (PCTI) care is a holistic approach to service delivery that promotes trust, dignity, strength, and empowerment of all individuals by incorporating knowledge about trauma into agency programs, policies, and procedures.



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SAMHSA PRINCIPLES OF TRAUMA-INFORMED CARE

1. Safety
2. Trustworthiness & Transparency
3. Peer Support
4. Collaboration & Mutuality
5. Empowerment, Voice, & Choice
6. Cultural, Historical, & Gender Issues

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PCTI EVALUATION

A person-centered, trauma-informed evaluation is one in which the role of trauma is realized, recognized, and accommodated by actively resisting the re-traumatization of participants, individually and as whole.

PCTI evaluation actively prioritizes trauma-informed principles above other evaluation considerations.

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EVALUATION CAN RE-TRAUMATIZE

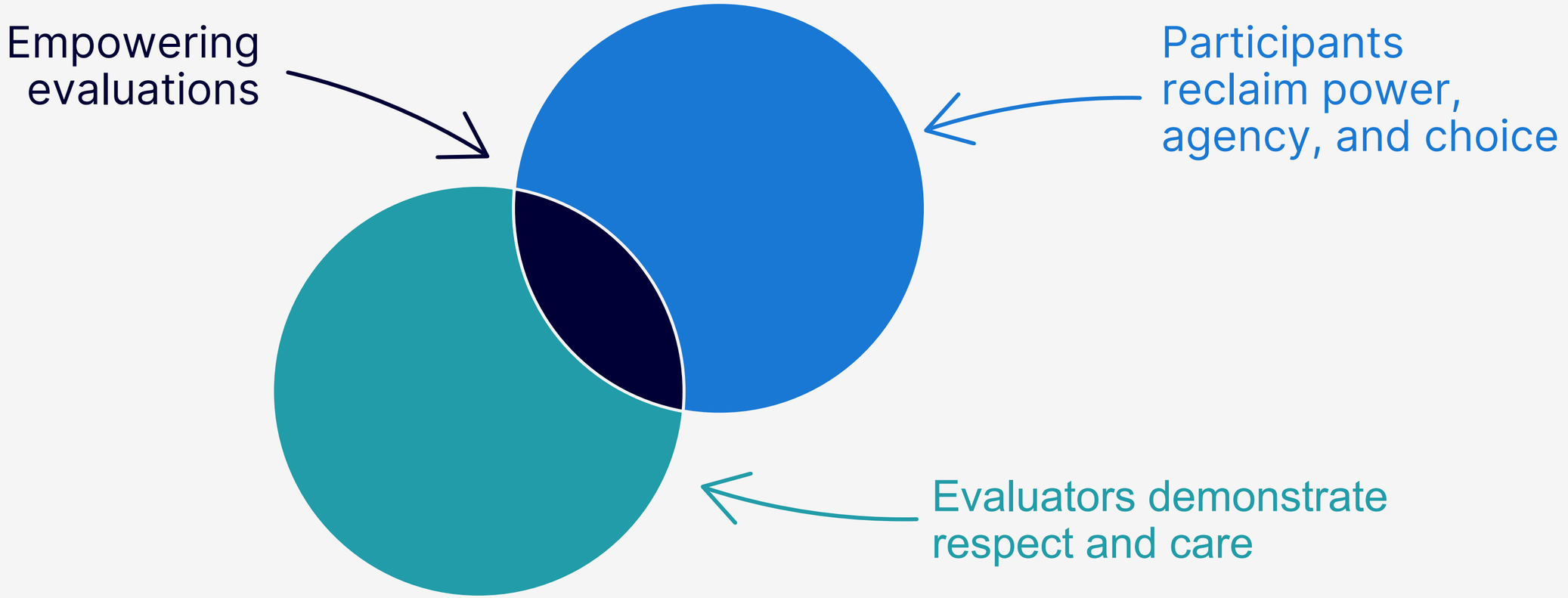
Victims of the Nazi pseudo-scientific experiments.



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EVALUATIONS CAN EMPOWER



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PCTI EVALUATION PLANNING TOOL

SAFETY

Create a space where clients feel physically and psychologically safe

Promote safety by:

- Selecting a safe location for the evaluation to be conducted
- Assuring clients of their anonymity or confidentiality
- Selecting a reasonable frequency and length of surveys or interviews
- Using language that is not re-traumatizing

TRUSTWORTHINESS & TRANSPARENCY

Conduct all organizational operations and decisions transparently

Promote trust by:

- Providing instructions about the survey or interview
- Sharing the evaluation purpose and how results will be used
- Sharing evaluation results
- Ensuring availability to answer any questions or concerns about the evaluation and responding to fears or concerns in a timely and sensitive manner

PEER SUPPORT

Encourage peer support that can lead to trust, healing, and collaboration

Promote peer support by:

- Encouraging clients to participate in the evaluation
- Encouraging clients to support the participation of their peers
- Encouraging clients to encourage their peers to be forthcoming and honest in their feedback
- Encourage clients to support each other throughout the evaluation process

COLLABORATION & MUTUALITY

Share decision-making in partnership with clients

Promote collaboration by:

- Collaborating on goals, objectives, timelines, and variables for the evaluation
- Considering an advisory council of clients to assist with the evaluation design
- Getting input from clients on the evaluation strategy, methods, and questions
- Providing ongoing updates , asking for feedback on the evaluation

EMPOWERMENT, VOICE, & CHOICE

Recognize and build upon each individual's strengths and experiences

Promote empowerment by:

- Ensuring participation is optional and not linked to services received
- Offering options for how and where clients can participate in the evaluation
- Providing assistance to clients who request or need help to participate
- Offering clients the opportunity to assist in evaluation design or pilot testing

CULTURAL COMPETENCY

Account for biases based on culture, personal history, gender, sex, race, age, etc.

Account for identity issues by:

- Respecting a client's history with evaluation
- Avoiding language known to be potential trauma triggers
- Ensuring the evaluation is in the client's preferred language
- Using fonts, formatting, and language that is not stereotypical, and is culturally, historically, and gender sensitive

EDITH AND CARL MARKS JEWISH COMMUNITY HOUSE OF BENSONHURST

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Person-Centered Trauma-Informed Approach to Evaluation

Preventing Retraumatization among Holocaust Survivors

The importance of cultural, linguistic, and historical competency

Edith and Carl Marks
Jewish Community House of Bensonhurst

Holocaust Survivors Center

Overview

- The Marks JCH Holocaust Survivors Center serves over 700 low-income Holocaust survivors from the former Soviet Union, who are now in their 80s and 90s.
- Having immigrated too late in life to work towards pension, they survive on meager public benefits.
- We provide case management, cash assistance, socialization opportunities, cultural events, supportive counseling, outreach and friendly calls, pastoral care, enrichment classes, legal assistance and IT assistance.
- Due to limited command of English, they rely on the cultural and linguistic competency of Marks JCH professionals as their lifeline for critical services and supports.
- Already aggravated by isolation, memory, hearing or mobility loss, survivors have been deeply impacted and re-traumatized by the COVID-19 pandemic.
- We have seen a significant increase in depression and anxiety. End of life concerns, grief, challenges when it comes to technology, loss of loved ones - have all ignited painful memories magnified by the history of the survivors' past.
- Developing and delivering services through trauma-informed lens is no longer an additional benefit, it is a necessity.
- Thanks to the JFNA support throughout the years, we were able to address such issues as advanced care planning, dementia and mental health of our survivors from PCTI perspective.

Addressing Mental Health Needs of Russian-Speaking Holocaust Survivors

1. Supportive Counseling

- Mental Health Screening and Assessment
- Individual Supportive Counseling
- Support and Alternative Therapy groups

Objective:

- Decreased levels of depression, anxiety and isolation.

2. PCTI Education

- Staff
- Family Caregivers
- Community

Objectives:

- Increased staff and family awareness of the impact of trauma
- Improved ways of communication and care for survivors.

3. Partners

- JCC Of Greater Coney Island PCTI Education for Professional Caregivers
- Shorefront YM-YWHA Advance Care planning

Objectives:

- Home Health Aides trained by the JCC to provide trauma-informed care.
- Shorefront YM-YWHA -NYLAG clinic introducing end of life planning conversations while adopting a PCTI approach that avoids re-traumatization.

PCTI Evaluation Methods

Step 1. Shaping, Modifying, and Verifying appropriateness

- Evaluation of perception of services / Assessing level of comfort with specific issues
- Triggers identification
- Open conversations/Red Flags

Example: Are you familiar with advance care planning? Please describe how this survey made you feel.

Step 2. Rating satisfaction

- Evaluation of services

Example: On a scale of 1 to 10 with 1 being “not at all” and 10 being “very”, Please rate whether you found participation in a group helpful

Step 3. Measuring impact

- Evaluation of program’s goals
- Geriatric Depression Scale (Identifying Depression in Elderly)

Example: On a scale of 1 to 10 with 1 being “not at all” and 10 being “very”, Please rate whether you feel isolated and lonely. Do you feel that your life is empty Yes/No?

Data Collection Tools

- Surveys, questionnaires, depression screening, open conversations

Method for Assessing Success

- Evaluation questions should reflect the knowledge gained during the first step of the process, reflect the community’s perspectives and phrased accordingly.
- Comparison between the responses at the beginning and at the end of the program
- Depression scale scores comparison at the beginning and at the end of the program
- Correlation between participation in an activity and positive rating

PCTI Evaluation Observations

An evaluation can be a trigger in itself. Survivors supported by people in social work are asked repeatedly to recount their personal stories. A PCTI evaluation should acknowledge the relationship of a person to their physical, social, cultural and individual circumstances.

Personal - A person's recollection of their own life and or traumatic events should be documented and indicators of vulnerability should be incorporated into further program evaluations. When working with aging population, mindfulness is crucial with regards to any age related issues such as end of life planning or health limitations.

Physiological - Awareness of physical limitations: in our community, it means formatting and designing the survey that considers such things as fonts' being legible; less questions, so they don't get tired; providing a rating scale rather than open-ended questions; using printouts or phone interviews rather than modern technology, which can cause feelings of being inadequate.

Sociological - Community's history, needs and trends: our survivors have lived through the Holocaust, war, oppression and immigration. Any question with regards to family, status, war, politics, or loss can be extremely traumatic. For instance, the trauma of immigration is a stressor: the transition into life in a new country at on older age comes with many personal losses including loved ones or friends left behind, loss of property and social status. The latter can cause persistent frustration and contribute to depression. Limited English language skills trigger feelings of helplessness.

Cultural - Values, customs and norms based on nationality: it is vital to consider cultural stigmas, for instance, when dealing with mental health. There is a strong denial of psychological problems and a tendency to mask depression among Russian-speaking immigrants. Since they don't often refer themselves to mental health professionals for the treatment of psychological problems, it's extremely important that the community and family members recognize the signs of emotional disorders. There is also a certain pride among the war generation that often makes them reject empathy and regard it as pity. Hence the use of language is of crucial importance.

Spiritual - Religious and other faith-based practices, values and customs. Often times we face a set of values that has long been established. It is critical to avoid any personal judgement or confrontation based on contradicting beliefs. A competent evaluator is prepared to engage with diverse views and respect them.

Situational - Timing and circumstances: questionnaire should only be distributed once trust is established and be anonymous. Otherwise, we are often faced with an overly positive rating out of fear to be impolite or seem ungrateful.

Challenges

- Triggers often remain hidden
- Desire to praise social workers causes biased ranking scores
- PCTI approach requires knowledge of other aspects of one's life beyond the known trauma: additional homework is needed to gain better insight
- Being part of the culture doesn't necessarily mean sharing it; PCTI evaluation is a continuous reexamination of environment and yourself

Lessons Learned

- **Cultural Sensitivity and the Importance of Language.** Evaluation questions should avoid triggers
- **Cultural Self-awareness.** Know yourself and recognize when your views might be different. Personal bias may influence how we conduct an evaluation.
- **Appropriate Education.** Historical knowledge of professional team contributes to a better understanding of trauma
- **Mindfulness towards Limitations.** Physical and situational
- **Awareness and Respect towards Circumstances**. Personal, spiritual, and generational
- **We are here to help**!

JEWISH FAMILY AND CHILDREN'S SERVICE OF GREATER PHILADELPHIA

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JFCS | Do Good, Well.

PCTI Evaluation

Carly Bruski *and* **Noah Erkes**

Introduction

JFCS provides a suite of wellness workshops for Holocaust Survivors and older adults with a history of trauma.

- Tasty Travels
- The Geography Lady
- Classes (art, music, writing, dance)
- Luncheons
- Sleep Hygiene
- Mindfulness Classes
- Chair Yoga & Tai Chi
- Flower-Arranging
- Book Club
- Holiday Parties & Seders
- Alternative Medicine
- Intergenerational Programming

Workshop & Survey Goals

1. Everyone feels welcome, safe, and included

2. Client-centered

3. Workshops are designed to support healthy and positive aging;

4. Surveys are inclusive and focused

5. Avoid re-traumatization

Administering Surveys

- Transparency
- Anonymity
- Location
- Consistency
- Optional/Consent

Survey Design

- Bilingual
- Likert Scale
- Open-Ended Feedback/Comments
- Focused (yet Actionable)
- SAMHSA's 6 Principles of Trauma-Informed Care

SAMHSA's 6 Principles of TIC

1. Safety

2. Trustworthiness / Transparency

3. Peer Support

4. Collaboration / Mutuality

5. Empowerment / Choice

6. Cultural / Historical / Gender Issues

Survey Questions: Likert Scales

1. I found the location of today's workshop to be physically accessible.
2. I was comfortable with the noise level and lighting in the room.
3. I found the topic of today's program to be valuable.
4. The presenters were knowledgeable and receptive to audience feedback.
5. I was treated with respect by JFCS staff and volunteers.
6. During the program, I felt like I was part of a community.
7. Attending programs like this help me to feel less lonely.
8. Programs like this help me to feel better connected to JFCS.
9. Because of today's program, I am more knowledgeable about the resources available to me.
10. Because of today's program, I feel better able to maintain my overall well-being.

Survey Questions: Likert Scales

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SAMHSA Principle 1: **Safety**

Survey Questions: Likert Scales

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SAMHSA Principle 2: **Trustworthiness / Transparency**

Survey Questions: Likert Scales

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SAMHSA Principle 3: **Peer Support**

Survey Questions: Likert Scales

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9. Because of today's program, I am more knowledgeable about the resources available to me.
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SAMHSA Principle 4: **Collaboration / Mutuality**

Survey Questions: Likert Scales

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SAMHSA Principle 5: **Empowerment / Choice**

Survey Questions: Likert Scales

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SAMHSA Principle 6: **Cultural / Historical / Gender Issues**

Survey Questions: Likert Scales

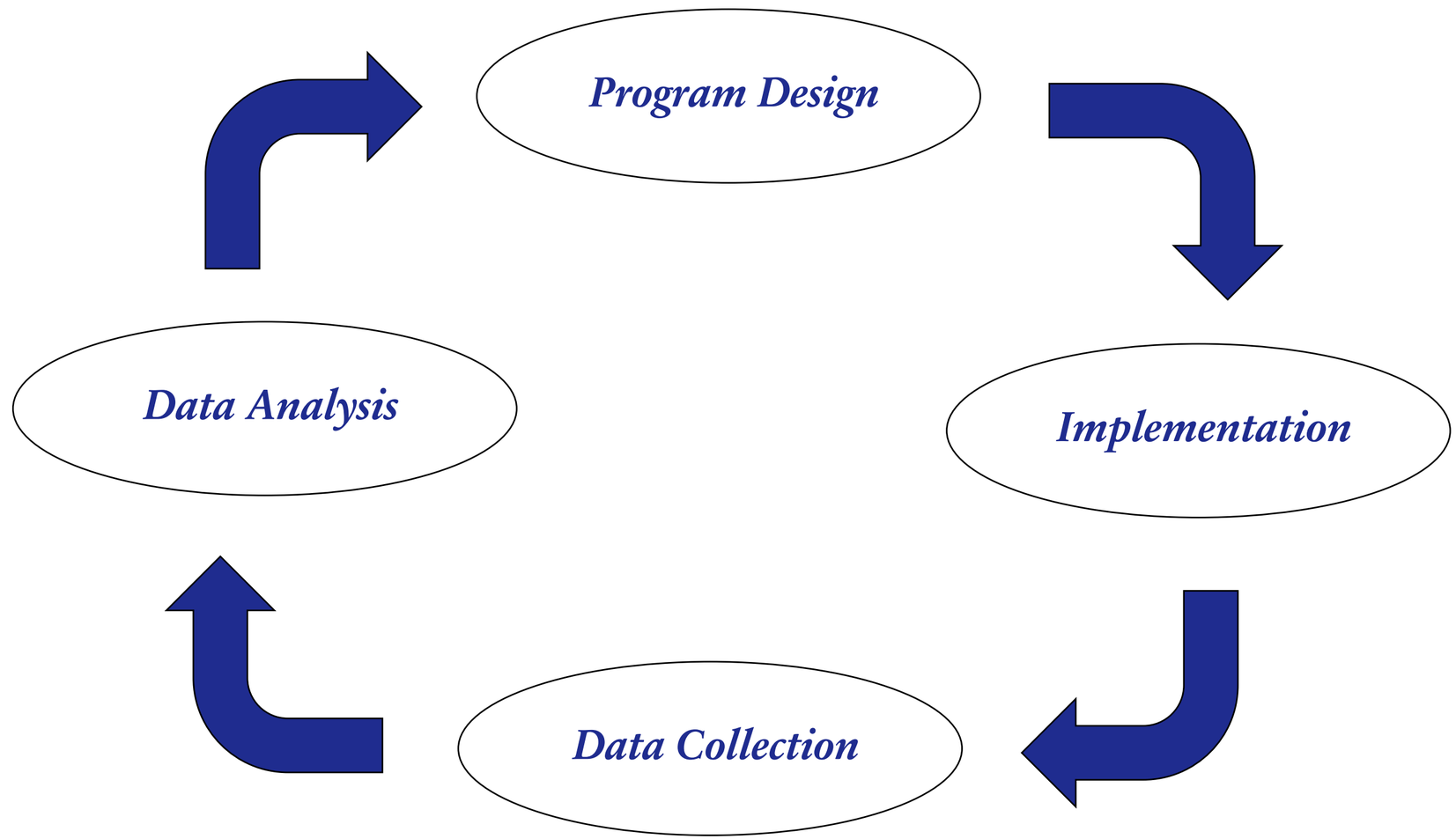
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Question with Sensitive Wording

Data Usage

- Ensure that Data is Protected
- Make Data Easily Accessible to Staff
- Commitment to Full Data Life Cycle

Data Life Cycle (abridged)



Examples of Adjustments

Holistic Medicine

The Geography Lady, Tasty Travels, Flower-Arranging

Location and Accessibility

Thank you

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JFCS

Q&A

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THANK YOU!

Contact us at Aging@JewishFederations.org

Or find us online at www.AgingAndTrauma.org

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