




**CUPS**

resilience for life



# CUPS Journey Trauma Aware to Trauma Informed

CAEH - November 6, 2019

## Land Acknowledgement

“I would like to begin by acknowledging that we are on the traditional lands, referred to as Treaty 6 Territory and that the City of Edmonton and all the people here are beneficiaries of this peace and friendship treaty. Treaty 6 encompasses the traditional territories of numerous western Canadian First Nations as well as the Métis people who have called this area home since time immemorial.

# CUPS

## Who We Are & What We Do

<https://www.cupscalgary.com/>

# MISSION, VISION & VALUES

- Vision – Calgarians overcome adversity, reach their potential, and end the cycle of poverty and trauma for themselves and their families.
- Mission – Through integrated healthcare, education and housing, CUPS and its partners will assist adults and families in Calgary living with the adversity of poverty and traumatic events to become self-sufficient.
- Values – Accountability, Collaboration, Compassion, Dignity, Ingenuity

# We serve thousands of people every year

We change lives of low-income and homeless Calgarians by addressing the root causes of their challenges. Using science, we address trauma, manage adversity and build lifelong resilience that spans generations.

- Setting children up for success
- Building stronger families
- Strengthening the community

**11,423**  
people served



**38,838**  
patient visits to CUPS  
Primary Care, Family  
Health, Mental Health  
& Dental programs

**64**  
students enrolled in  
our long-term Child  
Development program



**232**  
families provided  
home visits, supports  
and counselling



**306**  
parents completed  
parent education and  
support programs



**673**  
families and individuals  
provided with  
long-term homes

## MAIN FOCUS AREAS

- Health Services
- Economic and Housing Supports
- Social-Emotional Supports
- Developmental Supports (0 – 6)

See website for more details  
<https://www.cupscalgary.com/>

# Our Journey to Becoming Trauma Informed



# Growth towards being Trauma-Informed exists on a spectrum:

Trauma Aware .



Trauma Sensitive



Trauma Responsive

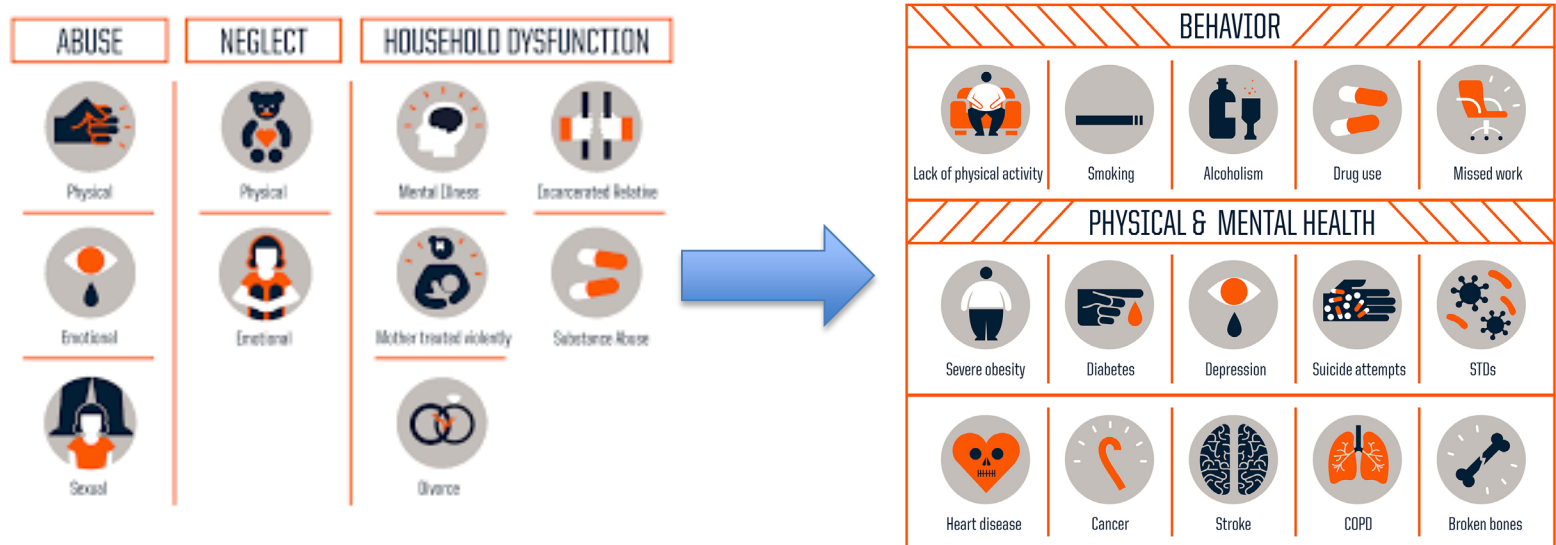


Trauma Informed



# We leverage Harvard, ACEs and other best thinking - to address critical child-to-adult links and their lifelong impacts

Adverse Childhood Experiences (ACEs) scores measure toxic brain stress. And Harvard methods teach us how to build resiliency for better outcomes.



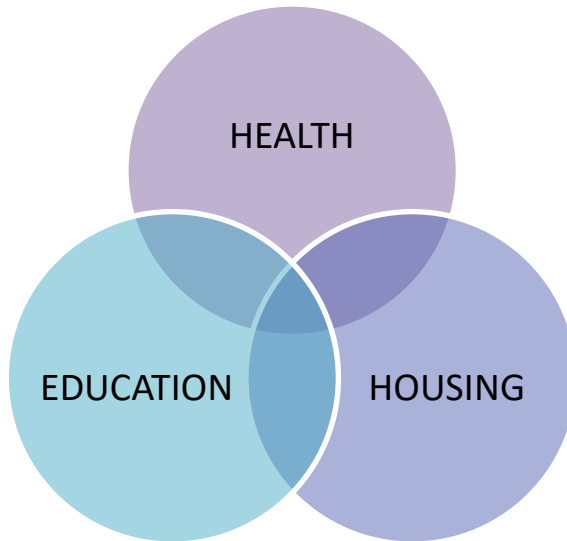
# Building Better Brains Brain Science



## ***Palix Foundation***














A little over three years ago the AFWI embarked on a multi-pronged strategy to connect policymakers, professionals and the public with the very best science on brain development, early childhood development, children's mental health and addiction.

# Integration of Care



- Single Point of Entry
- Multi-disciplinary working
- Care Coordination

# Resiliency Assessment

RESILIENCE DOMAIN	SUBDOMAIN			
<b>ECONOMIC</b>	 HOUSING & LIVING CONDITIONS	 INCOME & FINANCES	 LITERACY, EDUCATION, JOB SKILLS & TRAINING	 FOOD ACCESS & NUTRITION
<b>SOCIAL-EMOTIONAL</b>	 MEANINGFUL ACTIVITIES	 NATURAL SUPPORTS & FAMILY RELATIONS	 EXECUTIVE FUNCTIONING & SELF-REGULATION	 LEGAL & JUSTICE
<b>HEALTH</b>	 PHYSICAL HEALTH	 MENTAL HEALTH	 SUBSTANCE USE & ADDICTION	 ACCESS TO HEALTH CARE
<b>DEVELOPMENTAL</b>	 EARLY YEARS DEVELOPMENT (0-6 YEARS)			

## Other Key Initiatives

- 2016-2021 Strategic Plan - Commitment to Trauma Informed Care
- 2017 - Formation of TIC Team
- 2017 - Create training opportunities for staff
  - Mandatory training in TIC, MI, MANDT
- Advocacy
  - Small 'a'
  - TIC Collective
  - E4A – TIC Champions

# From Trauma Aware to Trauma Informed

## Roadblocks and Obstacles Along the Way

## Growth towards being Trauma-Informed exists on a spectrum:

**Trauma Aware** – Basic awareness of signs and implications of trauma; staff start to discuss this. Training offered.



**Trauma Sensitive** – Staff start to explore principles of TIC and consider how they might implement these. Engage in reflective practice



**Trauma Responsive** – Change at all levels of the organization has begun; procedures and practices are re-considered.



**Trauma Informed** – Full implementation of trauma-informed practice; client driven, strength-based and healing-centred; organization-wide culture of trauma-informed care with clients as well as a top down approach, with leadership using TIC with staff, colleagues and each other.

Missouri Model: A Developmental Framework for Trauma-Informed Care



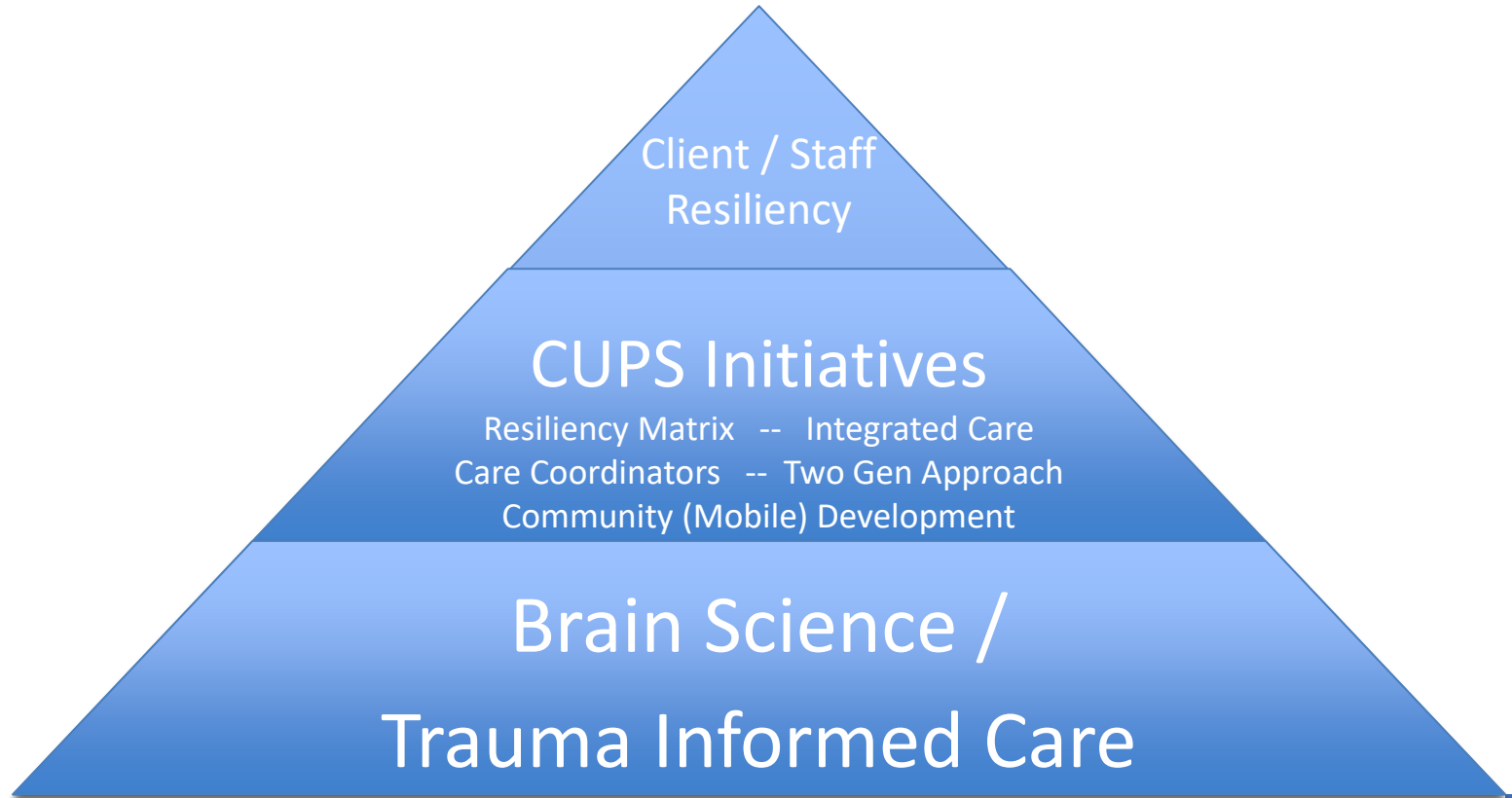
## Trauma Aware to Trauma Informed

- Becoming “trauma informed” is a journey.
- WE ARE NOT THERE YET!
- The more we learn, the less we know...

# Roadblocks, Missteps, Barriers

- Organizational Vision
  - Definition of what it means to be trauma informed continues to evolve as we learn
  - Initiatives vs Big Picture vs Brain Science

## APPROACH PERSPECTIVES



# Roadblocks, Missteps, Barriers

- Staff Wellness
  - Service Rationing
  - Compassion Fatigue
  - Secondary Trauma
  - Vicarious Trauma
  - Burnout

# Roadblocks, Missteps, Barriers

- Desire to be trauma informed
  - FOIP / Client Consent / Data Sharing
  - FAILING FORWARD
    - Building the plane as you fly it
    - Change management
    - Project management
    - Resourcing /funding

# Becoming a Trauma Informed Agency

- It's a journey
- It is hard work
- We are committed to the journey
- Committed to supporting others on this journey