



Healthy Moms Happy Babies: Healing Approaches to Preventing and Responding to Domestic Violence in Home Visitation Programs: Part 1

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Learning Objectives

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1. Understand two organizational strategies to address vicarious trauma including the power of attunement and mindful self-regulation to reduce burnout and staff turnover within home visitation programs
2. Identify two barriers to conducting domestic violence assessment with clients along with strategies to overcome those barriers



**It Starts With Us: Moving Toward a Trauma-Informed
Understanding of How Our Work Can Affect Us**



Please Use Your Chat Box!

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What are some of the
main sources of
stress among home
visitors?

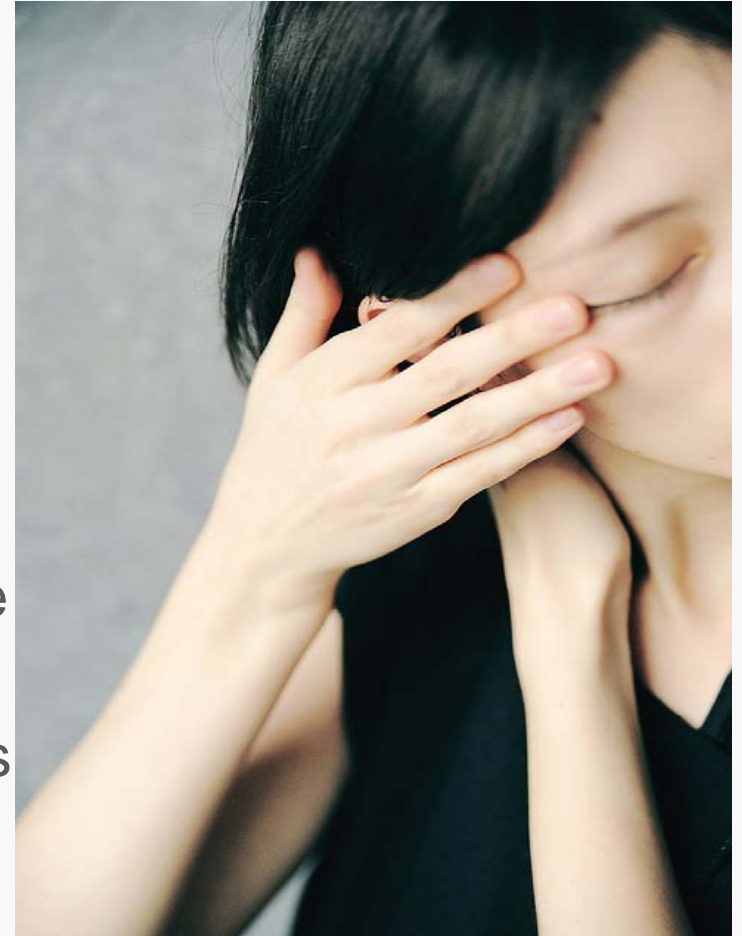


Healing Informed Organizational Practices: MIECHV Florida

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- Aside from those listed, can you think of any other sources of stress among home visitors?
- How do you think this affects staff recruitment and retention?
- How do you think this affects work with families?
- What supports are available to home visitors in this program?
- What other coping/support strategies do home visitors use to deal with work-related stress?

(Alitz, 2018)





“To put the world in order, we must first put the nation in order, to put the nation in order; we must first put the family in order; to put the family in order, we must first cultivate our personal life; we must first set our hearts right.”

-Confucius



Vicarious Trauma

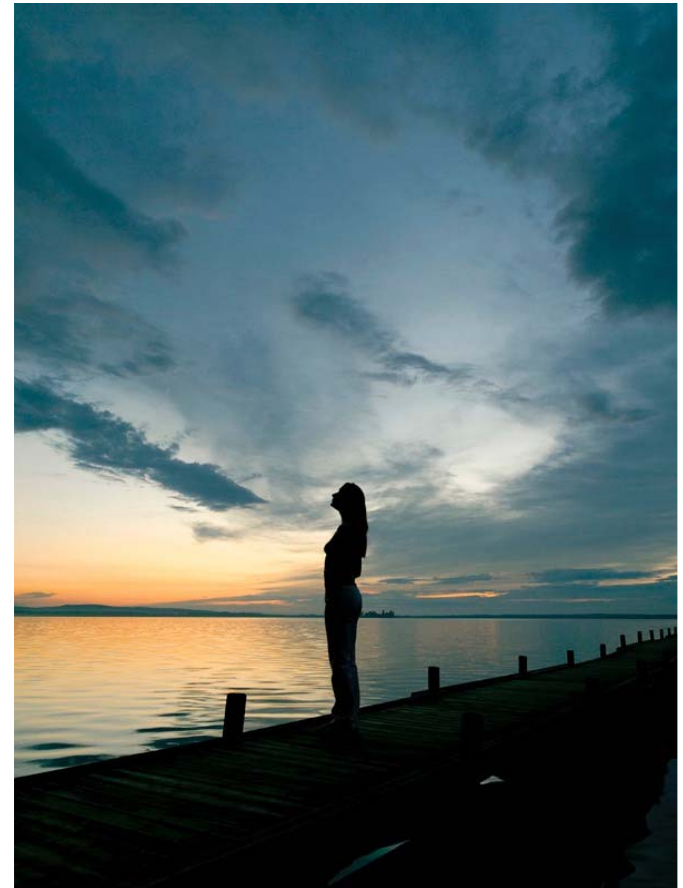
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Vicarious trauma is a change in one's thinking [world view] due to exposure to other people's traumatic stories.

(David Bercecli, 2007)

May include:

- Images
- Sounds
- Details we've heard which then come to inform our worldview.



Chat Box Question

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What are some common reactions to caring for survivors of trauma?



Common Reactions to Caring for Survivors of Trauma

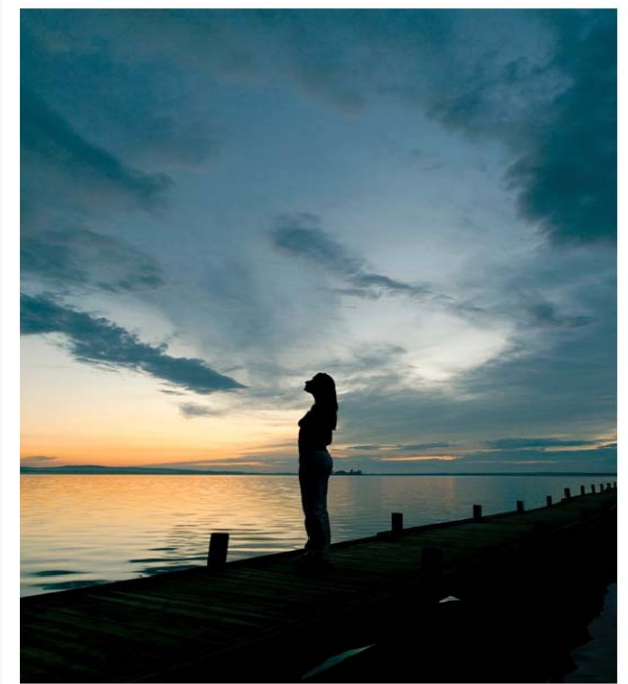
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- Fear
- Helplessness
- Sleep disruptions
- Depressive symptoms
- Feeling ineffective with clients
- Chronic suspicion of others
- Recurrent thoughts of threatening situations
- Reacting negatively to clients
- Thinking of quitting clinical [contact with clients] work

Nurse Family Partnership Qualitative Study: DV disclosure Connected to Burn Out?

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- Client disclosures of current or past physical or sexual abuse, IPV or even exposure to the systematic impacts of poverty situations that place the PHN at high risk for vicarious trauma or secondary traumatic stress.
- Symptoms include: nightmares, intrusive images based on client's stories or a sense that the world is no longer a safe place. (Dmytryshyn, 2015)



Personal Exposures to Violence and Secondary Traumatic Stress are Connected

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- Lifetime exposure to violence is common
- Working with clients who are experiencing or have experienced trauma/violence can trigger painful memories and trauma
- Personal history of exposure to violence increases risk for experiencing secondary traumatic stress



Chat Box Question:

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What Is Your
State Home
Visitation Burnout
Rate?

- Low
- Med
- High
- Not Sure

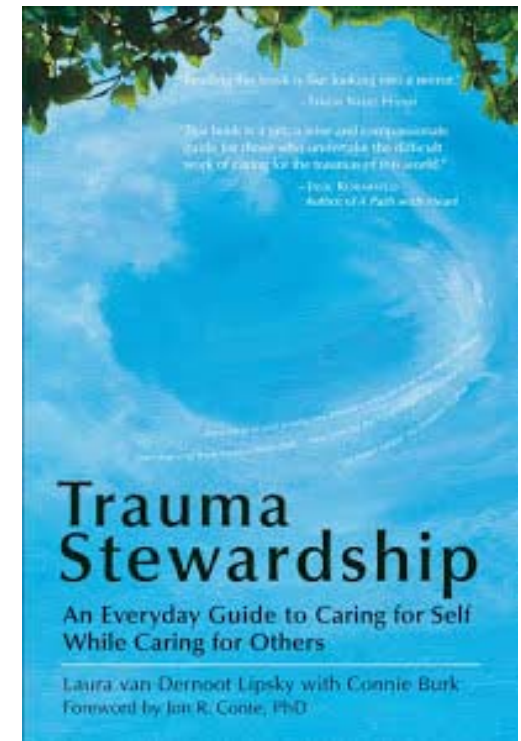


**“If we are to do our work
with suffering people and
environments in a
sustainable way, we must
understand how our work
affects us.”**

- Laura Van Dernoot Lipsky, 2007

(quote from *Trauma Stewardship*:

An Everyday Guide to Caring for Self While Caring for Others)



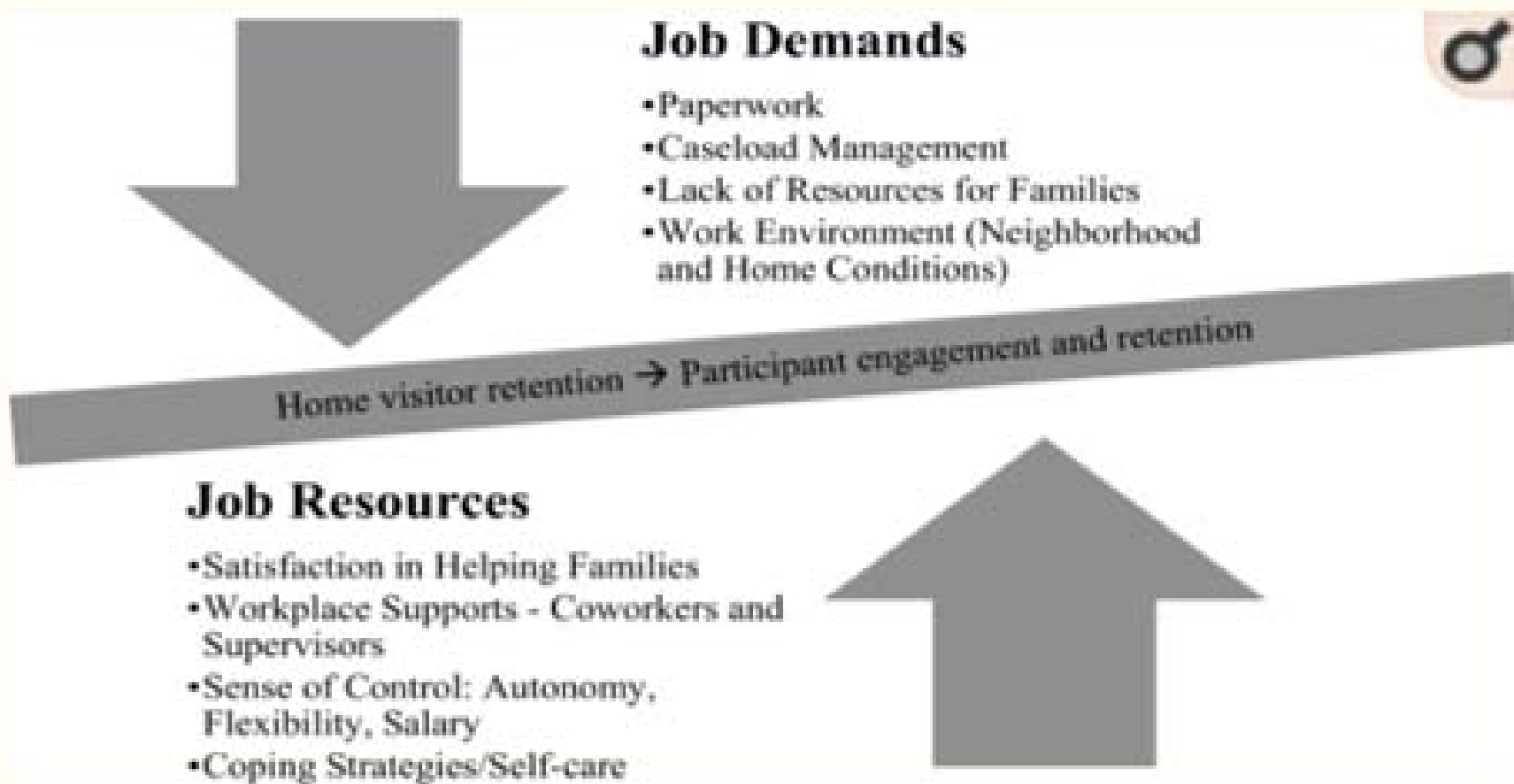


Fig. 1

Themes identified related to work-related stressors and coping strategies

What organizational strategies play a roll in reduction or prevention of Home Visitation Burnout?

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Positive organizational climate is predictive of lower levels of burnout.

- “It appears that empowerment is a better predictor than supervisor support for burnout in the model.” (Lee, 2013)
- ***What does empowerment mean in this context?***



Empowerment—Implications for Supervision?

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Control over work is a ***protective factor*** in worker stress.

Control is also associated with:

- Higher job and life satisfaction.
- Better performance
- Decrease in burnout (Lee, 2013)



What Gets in the Way of Care?

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“Additionally, home visitors mentioned how completion of required paperwork can intimidate clients into being less willing to proceed with the program.

For example, there was one instance where a client commented on the number of pages on the intake form; the home visitor halted the visit in fear of losing the client before their first meeting was over, noting how losing clients “happens a lot,” because “they’re probably thinking, ‘if we had to do this on day one, God only knows what they’ll have me doing every day.’”

(Alitz, 2018)



**Name one simple way
we achieve greater
good in the workplace
for both ourselves and
our work?**



How are we measuring success?

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- **Employees who take a break every 90 minutes** report a 30 percent higher level of focus than those who take one or no breaks.
- Those that took breaks had 50 percent greater capacity to think creatively and a 46 percent higher level of health and well-being.
- Beyond 40 hrs — and the more continuously they work — the worse they feel, and the less engaged they become.

(Atsunori, et al, 2011)



Resource: Trauma-Informed Organizational Self-Assessment

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Instrument designed to help agencies create trauma-informed, supportive work environments

Checklist format for organizations to evaluate:



- Training and education
- Support and supervision
- Communication
- Employee control and input

https://www.air.org/sites/default/files/downloads/report/Trauma-Informed_Organizational_Toolkit_0.pdf

Organizational Self-Care Check List

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activity 3.3 The Organizational Self-Care Checklist

Instructions: Check off everything your organization currently does to support self-care.

Training and Education

- ☐ The organization provides education to all employees about stress and its impact on health and well-being.
- ☐ The organization provides all employees with education on the signs of burnout, compassion fatigue and/or vicarious traumatization.
- ☐ The organization provides all employees with stress management trainings.
- ☐ The organization provides all employees with training related to their job tasks.
- ☐ Staff are given opportunities to attend refresher trainings and trainings on new topics related to their role.
- ☐ Staff coverage is in place to support training.
- ☐ The organization provides education on the steps necessary to advance in whatever role you are in.
- ☐ Other: _____

Support and Supervision

- ☐ The organization offers an employee assistance program (EAP).
- ☐ Employee job descriptions and responsibilities are clearly defined.
- ☐ All staff members have regular supervision.
- ☐ Part of supervision is used to address job stress and self-care strategies.
- ☐ Part of supervision is used for on-going assessment of workload and time needed to complete tasks.
- ☐ Staff members are encouraged to understand their own stress reactions and take appropriate steps to develop their own self-care plans.
- ☐ Staff members are welcome to discuss concerns about the organization or their job with administrators without negative consequences (e.g., being treated differently, feeling like their job is in jeopardy or having it impact their role on the team).
- ☐ Staff members are encouraged to take breaks, including lunch and vacation time.
- ☐ The organization supports peer-to-peer activities such as support groups and mentoring.
- ☐ Other: _____

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Like the resiliency with the co-workers exercise this organizational exercise helps supervisors and programs measure how well they are doing helping serve their clients.

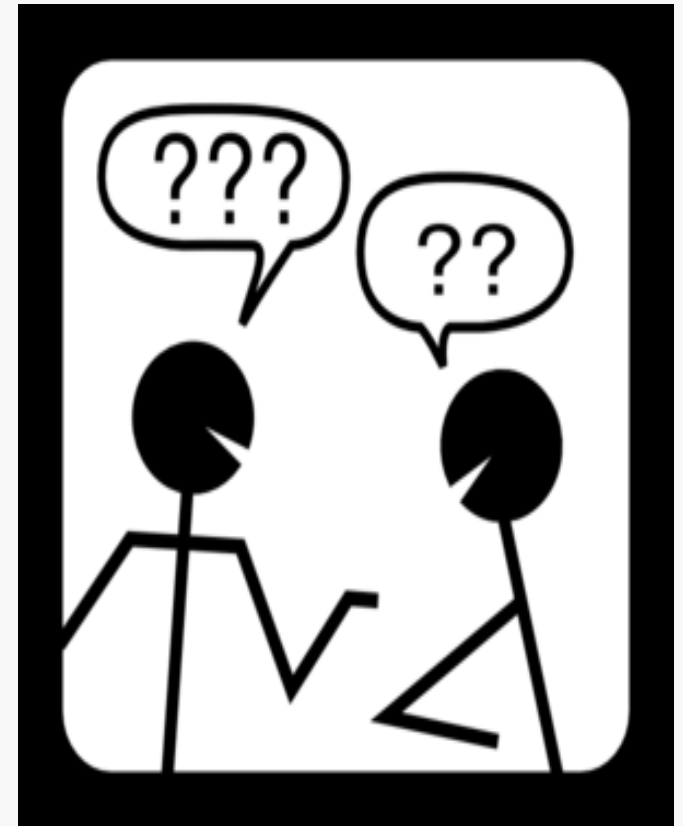
(“What About You?” 2008)



Building Capacity for All

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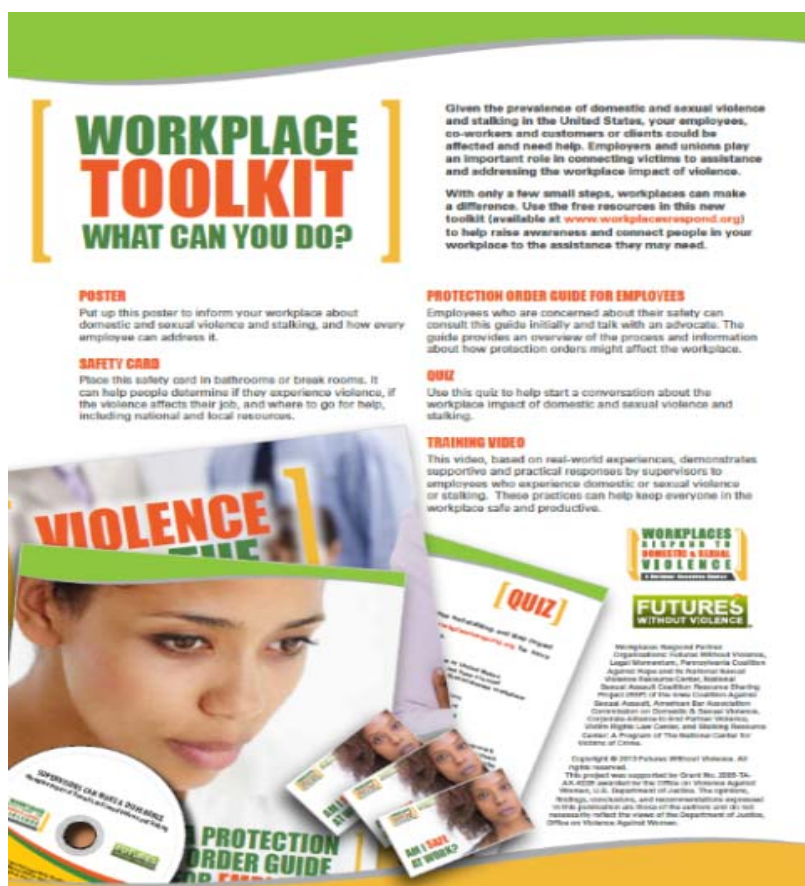
- What helps me sustain my work?
- What gets in the way of sustaining my work?



Workplace Toolkit/Model Protocol for DV

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FUTURES' Workplaces Respond Toolkit



- Poster for the workplace
- Safety Card for Employees
- Protection Order Guide for Employees
- Supervisor Training Video
- Quiz

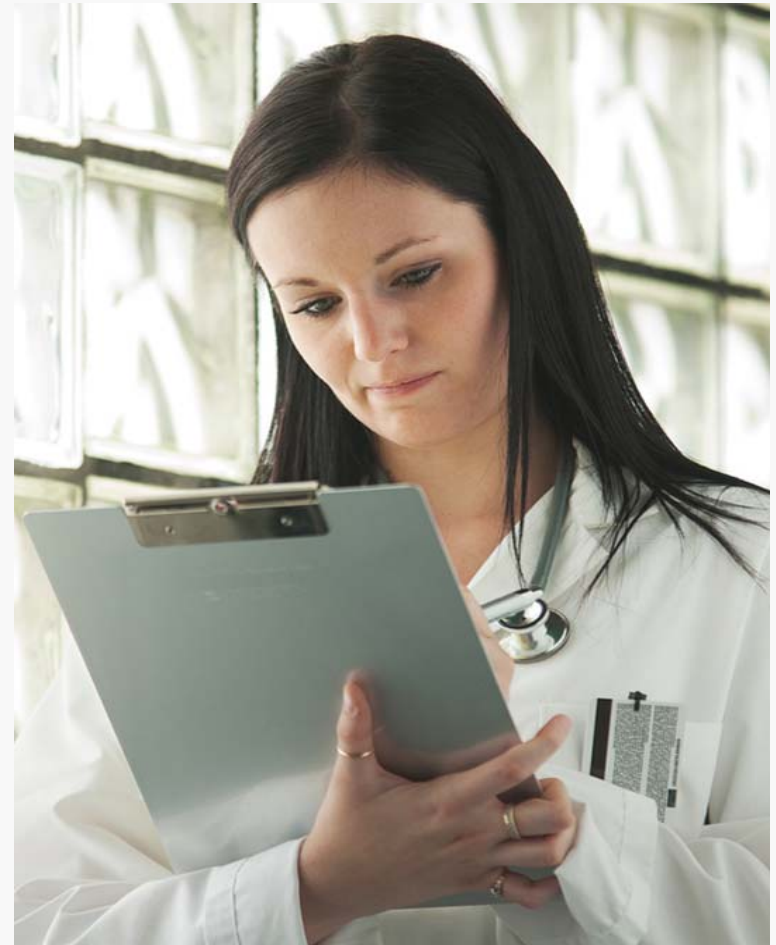
www.workplacesrespond.org

High Stress Health Care Setting: Surgical Nurses

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- Poorer health due to stress reactivity (immune, autonomic, nervous system, and endocrine system)
- High blood pressure
- Lack of work satisfaction
- Impacts staff retention/costs to health system
- Absenteeism
- Inability to concentrate

(Steinberg, 2015)



Mindfulness Based Intervention (MBI): To Increase Resiliency and Work Engagement

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Intervention Arm:

- 40% reduction in stress hormones
- Significant difference in Breaths/30sec
- Significant increase in work engagement, vigor, and dedication (Utrecht scale)
- Increase in resiliency scores (Connor-Davidson Resiliency Scale)
- Improved job satisfaction scores

(Steinberg, 2015)

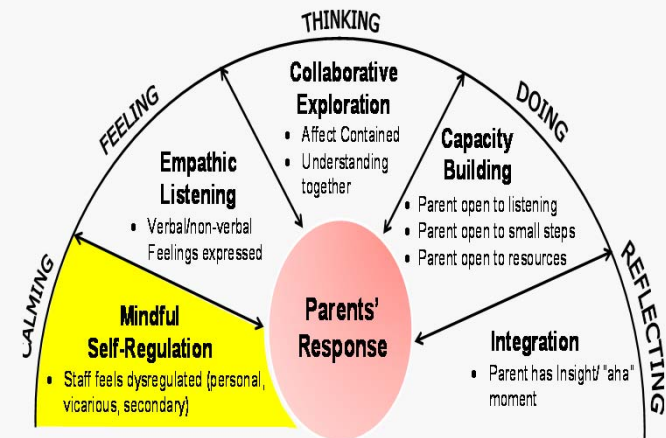


Background

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- FUTURES was looking for a way to help the provider stay calm and regulated and present to themselves and their clients in conversations about domestic violence
- We discovered the Fussy Baby Network and their wisdom on Attuned Interactions—and realized this was a missing piece to our work

FAN Communication Tool Facilitating Attuned Interactions



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What has the
day been
like *for you*
so far?

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What was it like for
you to have
someone be
present and really
listen to you?

What was it like to
offer your
attention to
another person?



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Attunement Defined Is: Feeling Connected and Understood

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Think of a time when you felt someone really “got you.” They truly understood you.

How did they show you they ‘got’ you?

How did that make you feel about the relationship?



Attunement: Theory of Change

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“When someone feels truly understood, “known,” the attunement that occurs creates a space where it is possible to try new ways of interacting.”

(Siegel, 2003)

When someone feels truly understood, they feel less fragmented and more coherent—the world makes sense to you; safety replaces anxiety and releases capacity.



Attunement to Self

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- Pay attention to self/be in touch with your feelings
- Believe in your own capacity
- Be able to hold and contain yourself first so you can help others



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Parallel Process of Holding to Promote Resiliency

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Helps organizations learn to hold/contain staff—so the staff can hold/contain themselves



So they can hold the parent



So the parent can hold/contain herself/himself



And then hold the child



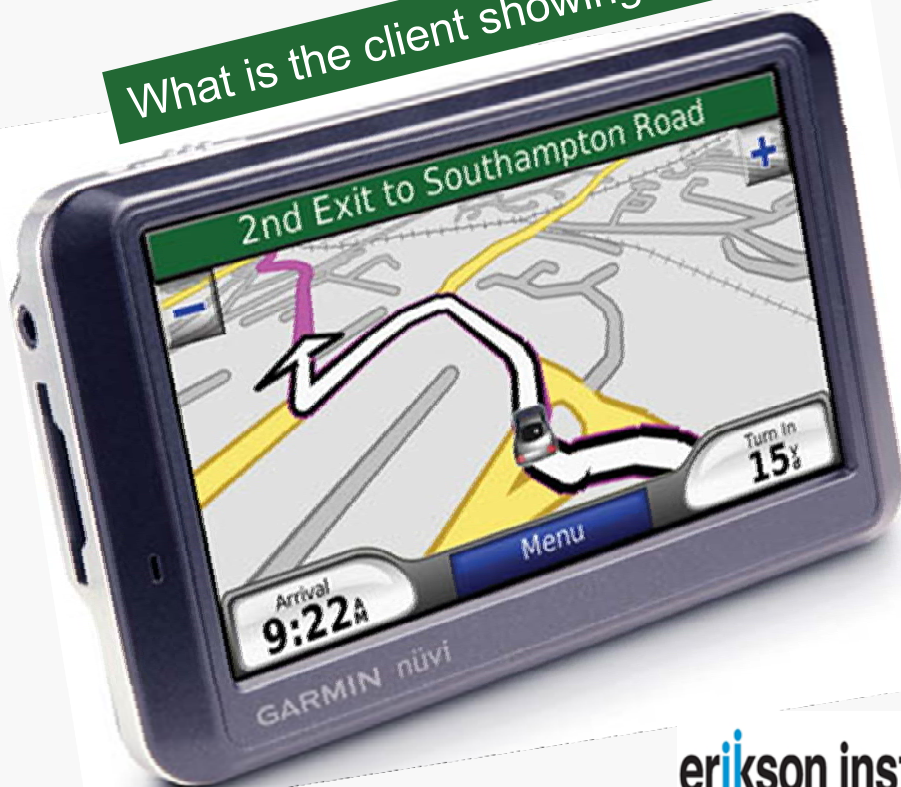
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FAN Matching Process

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What is the client showing me?



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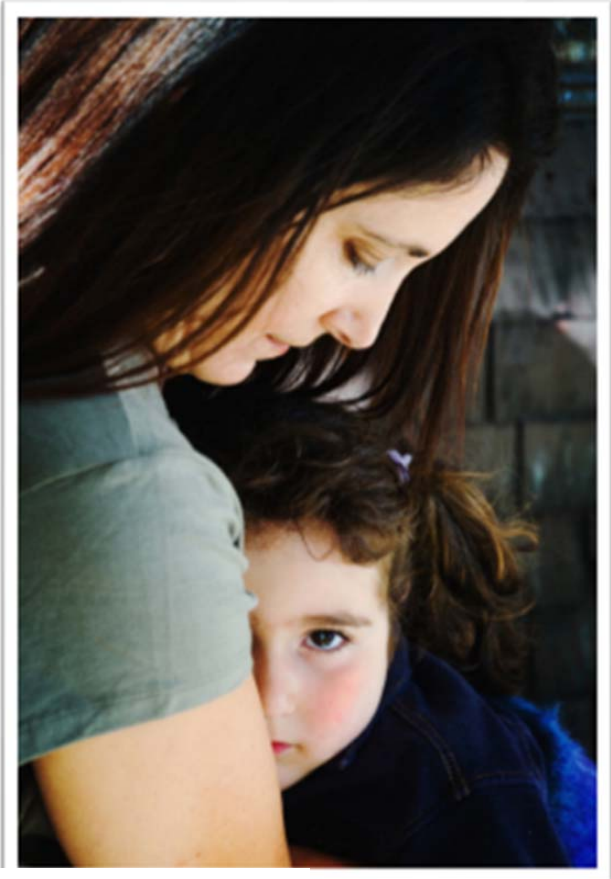
- Observe cues
- Match cues to FAN strategies
- Observe communication flow
- Re-attune as needed



Theory of Change: Process of Attunement

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- Is about seeing the world through the eyes of the other
- Especially for trauma and domestic violence survivors they may have experienced a lack of attunement from friends, family or professionals, often those who want to help the most.



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BIG Picture Attunement

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- Matching (Eva Story)
- Mismatching
- And Repair
- Relationships that are in trouble are the ones that can't repair, not the ones that had mismatching!



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When Misattunement Happens, Repair Is Possible

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“When you do something that doesn’t work, you have an opportunity to learn something and grow closer.”

T. Berry Brazelton, M.D.

April, 2014



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Reading Our Own Cues

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What am I like when I
am feeling balanced
and regulated?

Body

Feelings

Thoughts

Behavior

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What am I like when
I am feeling
dysregulated and not
in balance?

Body

Feelings

Thoughts

Behavior



ABSs of Mindful Self Regulation

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- **Awareness**
 - Become aware of your own reactions: thoughts, feelings, body tensions
- **Balance**
 - Use your strategies to come back to balance
- **Connection**
 - Connect with new awareness

Adapted from Saakvitne, K. & Pearlman, L. (1996)

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What strategies do you currently use to stay calm in stressful communication?

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Mindful Self Regulation (MSR) Strategies

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Breathing



Grounding



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MSR Strategies

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Self-Talk



Imagery



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Building Resiliency With Co-Workers

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Name It and Write It Down:

Three good things about a
co-worker

Three good things about your
most recent client

Three good things about
yourself

One thing you can do this week to take care of
yourself that is positive

(Adapted from Linda Graham, 2013)



Simple Steps to Organizational Self Care

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- Weekly (if possible) staff check in
- Staff check in that begins with ALL staff writing down three positive things about clients and colleagues
- Share a few positives before debrief of difficult cases
- Share a few more positives after the difficult cases
- It's all about how it ends!



Gratitude—Martin Seligman University of Pennsylvania

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- Take a moment and close your eyes and think of a person who made an enormous difference in your life—who you never properly thanked. See their face in your minds eye.
- This person needs to be alive.
- Write a testimonial about how this person impacted your life—300 words.



Burnout: Results of MIECHV Focus Groups Florida Meeting the Needs of Staff

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Additionally, a competitive grant from HRSA was awarded to implement a mindfulness-based stress-reduction program for home visitors statewide; and reflective supervision training is ongoing (Alitz, 2018)



System Questions:

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- Arguably trauma, abuse, and violence exposures are some of the most triggering and upsetting things for staff to sit with.
- How can we better support staff?
- Is there a way to systematize trauma informed organizational practices in a meaningful way?



For Supervisors, CollN, Other Systems Folk Plan, Do, Study, Act Ideas Ripe for Testing:

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- Taking breaks and measuring impact
- Letting staff have more control over their schedule
- Team Building with Trauma Stewardship video/book
- Attunement/MSR--measuring how it works with staff building in time weekly for some activity
- System Review using Organizational Tools (Homele
- Implementing/Educating on New DV Policy
- Compliments/Gratitude as part of work week



Chat Box: Pair and Share

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Take a moment to consider the slides you just reviewed, did any of them give you an “ah ha” moment?



Mindful Movement

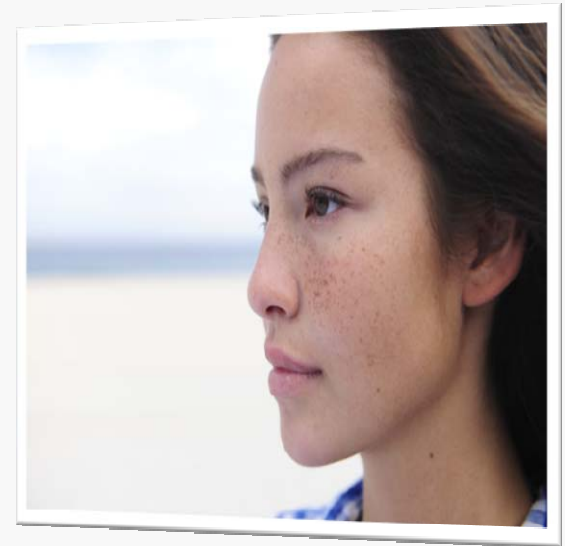
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- Wrap your arms around yourself—left hand over right arm and rub your arm
- Switch arms
- Stretch arms in the air, wiggle fingers, shake hands
- Come back to center



“What we say and what we do ultimately comes back to us. So, let us own our responsibility, place it in our hands, carry it with dignity and strength.”

- Gloria Anzaldua



Healthy Moms Happy Babies: Healing Approaches to Preventing and Responding to DV in Home Visitation Programs

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Join Us!: Part II

1. Describe the limits of domestic violence disclosure-driven practice, especially for the most marginalized communities.
2. Describe how using Futures Without Violence's CUES intervention can lead to improved outcomes for participants.

Register now:

<https://futureswithoutviolencewebinars.adobeconnect.com/ektj3h9vzlod/event/registration.html>



Thank You!

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