

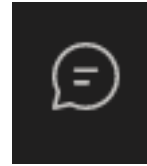


# Virtual Coffee & Collaboration June 2022

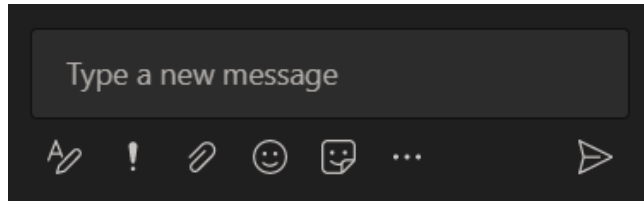
# Rollcall

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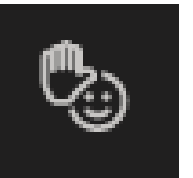
Please click on comment box



And type in your name and agency in lieu of sign in sheet



Can click to 'raise your hand' and we will call on you to share



# Let's Hear Something Good!

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# **LifeWorks** Wellness Series

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AMikids values the health and wellness of the staff working with youth and families. Therefore, we would like to invite you to join our free **LifeWorks Webinar Series** that are of interest to you and your staff.

Next Session: **Friday, July 8<sup>th</sup> at 2pm** for a 30 minute webinar on  
**The Connection Between Exercise and Mental Health**

Exercise is great for our bodies – our hearts love it, it boosts our immune system, helps to reduce our risk for contracting many diseases and just plain makes us look better. But, what can it do for our mental state? Come explore how exercise contributes to a healthy brain, what actually happens to our brain when we exercise and why it is so essential to our mental health.

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# **LifeWorks** Wellness Series

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AMikids values the health and wellness of the staff working with youth and families. Therefore, we would like to invite you to join our free **LifeWorks Webinar Series** that are of interest to you and your staff.

Next Session: **Friday, July 22<sup>nd</sup> at 2pm** for a 30 minute webinar on **Changes in Families**

Change is inevitable in life. This seminar will equip participants with the tools they will need to navigate change successfully as a family. In this seminar, we will discuss what big or small changes are going on in participants' lives and address what is needed to work through these changes as a family, while acknowledging that it may be harder for some as everyone may react differently

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# Training: Vicarious Trauma

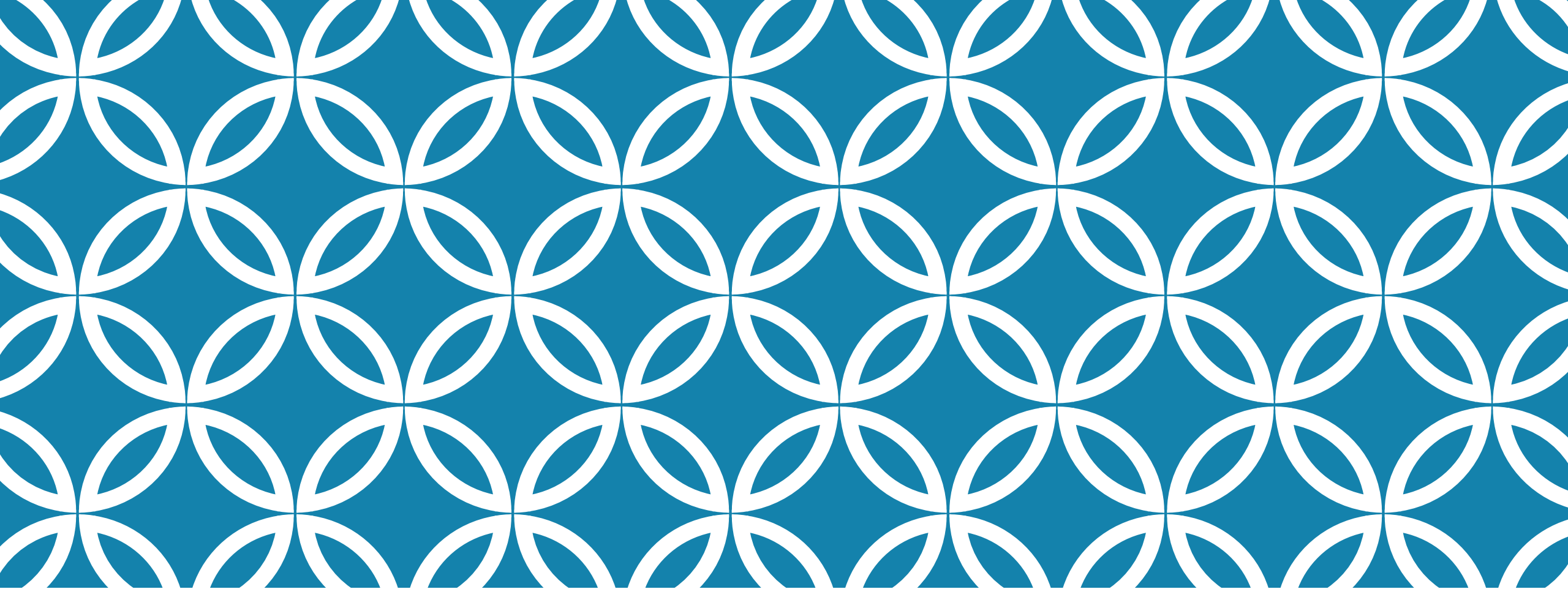
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Presented by:

**J. KELLIE EVANS, LCSW, CSOTP**  
**The Up Center**





# HELPING THE HELPERS: VICARIOUS TRAUMA

J. Kellie Evans, LCSW, CSOTP  
The Up Center

# OBJECTIVES

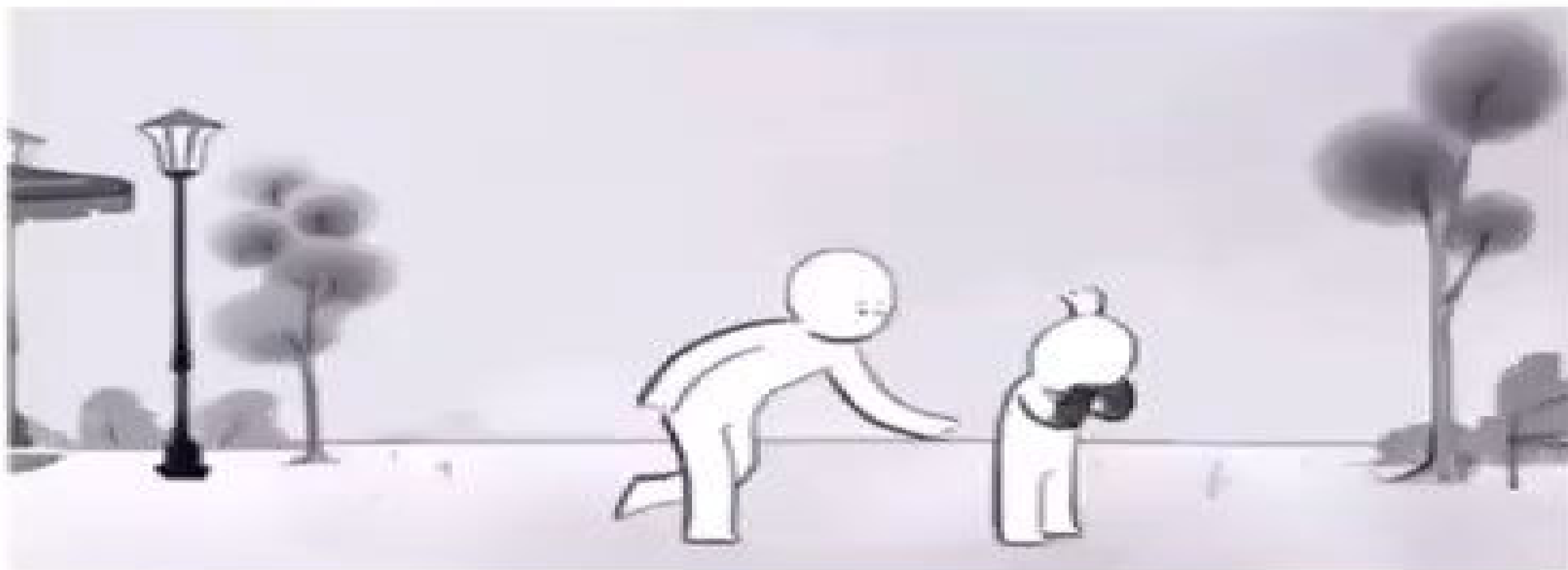
- ❖ Define vicarious trauma, compassion fatigue, secondary PTSD
- ❖ Identify symptoms within yourself and your team members
- ❖ Strategies to manage the impact of the work we do on us, as helpers.
- ❖ Share resources



# THE TRAUMA-INFORMED CARE MOVEMENT

- ❖ Belief that everyone is doing their best.
- ❖ The belief that people act better when they are safer, more connected, and happier.
- ❖ The belief that fear does not produce lasting growth, KINDNESS does.
- ❖ Knowing that change happens within relationships, no matter how brief the connection.
- ❖ Understand the affects of neglect, trauma and attachment disruptions.
- ❖ Behavior is communication and is adaptive.

This is so deep



# VICARIOUS TRAUMATIZATION (VT)

Negative changes in the helper as a result of connecting with the traumatized person.

Vicarious trauma refers to the cumulative effect of working with clients (internal and external), and involves interference with your feelings, cognition, worldview, memories, self-efficacy, and sense of safety.

Hernandez-Wolfe, P., Killian, K., Engstrom, D., & Gangsei, D. (2015). Vicarious resilience, vicarious trauma, and awareness of equity in trauma work. *Journal of Humanistic Psychology*, 55, 153-72



# VICARIOUS TRAUMA & COMPASSION FATIGUE

## VICARIOUS TRAUMA

Vicarious trauma is to feel through the experiences of others; an auxiliary experience of the trauma that someone else has experienced.

## COMPASSION FATIGUE

Compassion Fatigue is emotional distress, or apathy resulting from constant demands of caring for others. The weariness that comes from caring.

# IS THE WORK GETTING TO ME/THEM?

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Irritability

---

Apathy

---

Loss of Motivation

---

Fatigue

---

Overwhelmed

---

Loss of interest in things you enjoy

---

Intrusive thoughts

---

Depression

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# HOW CAN THESE SYMPTOMS IMPACT OUR BEHAVIOR?

Decline in productivity

Decline in confidence

Procrastination

Frequent illness

Decreased frustration tolerance

Increase in strong feelings

Increased hypervigilance

Increased need for control

Poor judgment/increased errors

Decreased self-awareness of behavior

# PREVENTING VICARIOUS TRAUMA

## Workload

- Balancing duties

## Supervision

- Offers the ability to share VT experiences and share coping mechanisms

## Education and training

- Training focused on trauma have been shown to decrease the impact of VT

## Personal coping mechanisms

- The impact of VT can be minimized a balance of work play and rest is maintained

## Support from Leadership

- Acknowledgment of the impact of the work on the “workers”, investment in policies and procedures that support resiliency in staff

## ***ADDRESSING SIGNS OF VT***



The pain of VT can lead us to search for hope and meaning in our work and our lives.

Teaches us about:

- Courage and human resilience
- The possibility of transformation
- Gratitude in our own lives
- The power of hope

Remembering the meaning of our work helps us to transform VT.

# WHAT GIVES US HOPE?

Celebrating small successes.

Loving our work

Reclaiming our relationship with our body.

Recognizing moments of connection.



*It is essential to take care of  
yourself in order to take  
care of those who have been  
traumatized .....*

# INVESTING IN YOUR OWN RESILIENCY

Positive/supportive  
relationships.

Feeling connected.


Having nurtured  
talents and  
abilities.

Feeling some  
control over own  
life.

Having a sense of  
belonging.

Knowing that safe  
spaces exist.



The image features a quote by Eleanor Brownn centered on a rectangular white background. The background of the entire image is a soft, abstract watercolor wash in shades of pink, purple, and blue. A faint, light-colored heart shape is visible in the lower right corner of the white text box. The quote is written in a black, serif font and is arranged in six lines.

“Rest and self-care  
are so important.  
When you take time  
to replenish your spirit,  
it allows you to serve  
others from the overflow.  
You cannot serve from  
an empty vessel.”

~ Eleanor Brownn

# RESOURCES

<https://ovc.ojp.gov/program/vtt/introduction>

<https://www.counseling.org/docs/trauma-disaster/fact-sheet-9---vicarious-trauma.pdf>

<https://proqol.org/>

<https://positivepsychology.com/self-care-wheel/>

<https://istss.org/clinical-resources/treating-trauma/vicarious-trauma-toolkit>

<https://www.nctsn.org/trauma-informed-care/secondary-traumatic-stress>

# Info Sharing:

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## *A SEAS CHANGE* **IS COMING TO DJJ!**

Please join us to learn about DJJ's implementation of a new trauma screening tool, the SEAS (Screening for Experiences and Strengths), and the Virginia Heals Project. This live webinar will include an overview of the tool, as well as a Q&A session for stakeholders and community partners.



**Thursday, July 14<sup>th</sup> 2pm – 4 pm**



# A Focus on Challenging Cases

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## High Priority Youth

- Never Began Youth
- Special Decision Cases
- Unsuccessful Discharges
- Parole Youth
- YASI High Risk

## What can you do?

- Document on Monthly PR
- Frequent Communication  
Start within 3-5 days
- Know who PO Supervisor is
- Notify AML of any concerns  
or barriers



# Updates & Reminders

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- AMIkids Contract and Compliance Manager position still open – can utilize [virginiaservices@amikids.org](mailto:virginiaservices@amikids.org) to send items
- Creation of a *Monthly Disposition Report* to POs and RSMs – need your help with accurate information on the *Monthly Termination Report*.
- Looking for next C&C Training and Trainor – Utilizing our DSP experts!





# Termination Form Update

Pending / Waitlisted (still working to get services started)	Active (youth currently being seen for this service)	Service Start Date	Termination Status (Select if the youth has completed services, never began services, or services ended prior to completion for one of the reasons in the list)	Service Plan Completed (Service plan is not the same as a monthly summary - this verifies that juvenile has a service plan without sending us a copy. NA if Eval/Assessment)	Reason Service Never Began (Please choose an option from the dropdown if Termination Status is NEVER BEGAN)	Close Out Date (This date is for all cases that have been completed/discharged or closed. This can not be left blank. If NEVER BEGAN - this date would be the date you closed the case)	Service Progress at Termination (All services that started services should have a Progress Status at the time of termination)
Yes							
	Yes	6/1/2022		Yes			
			No - Never Began		Responsivity Barrier	6/5/2022	
		5/31/2022	No - Moved	No		6/20/2022	Met some overarching and/or service goals
		3/15/2022	Yes - Completed	Yes		6/17/2022	Met all overarching and/or service goals



# Contract Updates

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- Reviewing rates to ensure any rate change requests are in line with other government agencies (e.g. Medicaid, OCS/CSA, DSS, etc.) and any rate increases aligned with CPI and approval by DJJ.
- Contract Extensions to be sent out – please ensure signed and returned
- Can do a contract amendment on some of these changes and then an extension.
- Contract revisions for upcoming FY still pending DJJ



# Collaboration Session:

## Best Practices with Telehealth

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Jamboard, using link in the chat, then click sticky note to add an idea, or raise your hand, or insert in comments

- What are your agency best practices?
- How to you train your staff?
- What are some resources or links you can share?
- Do you have a telehealth policy?
- Do you have telehealth specific client consent forms?
- Does your agency offer or utilize an external training or certification program?



# Telehealth Best Practices and Resources

We train all of our staff internally, we train them in clinical interventions and resources and its ongoing. We have telehealth policy and we have specific telehealth consent forms.

We promote and require training on proper practices and internal procedures for telehealth and upload them into our Relias platform for cross-company training.

We provide internal trainings to our staff. We've also partnered with Mentor VA where we received agency wide training on how to increase participation through virtual sessions. This training proved to be very helpful.

Telehealth  
Certification Institute:  
<https://telementalhealthtraining.com>

# www.amikidsvirginia.org

STORY LEADERSHIP NEWS VENDOR DIRECTORY CONTACT DOCUMENTS

## Documents for Virginia Service Providers

### Fillable Forms

Virginia DJJ Confidentiality Agreement  
Quality Improvement Plan (QIP)  
Non-Direct Care DJJ Incident Report  
Direct Care DSP Incident Report Form  
DSP Monthly Summary Template Final 1.25.19  
Background Affidavit Form  
Service Provider Invoice 8-27-19  
Logic Model Blank for DSPs

### Resources & Information

VA Regional Map  
YASI Domains and Risk Factors  
Service Referral Process  
Service Descriptions AMIKids updated 6-2018  
PREA Standards  
Quality Improvement Plan (QIP)  
Polygraph Position Statement  
Monthly Summary Instructions and FAQ  
Insurance Requirements  
DSP Welcome Letter  
DJJ-RSC BILLING CALENDAR 2021  
AMIKids Virginia Team Bios  
6 Trauma Informed Care Principles  
8 Evidence Based Practices Principles for Court Involved Youth  
Brief Overview Quality Assurance and Monitoring Plan for DSP

### Presentations And Announcements

Coffee & Collaboration Slides 12-2020  
Coffee Collaboration Slides 9-2020  
Coffee & Collaboration 5-2020  
Coffee & Collaboration slides 2-2020  
Service Descriptions Presentation Training  
Link to Billing Training Video  
Updates and Expectations for DSPs 6-2019  
Logic Model Powerpoint Training for DSPs



Separating a troubled past  
from a bright future.

♥ SUPPORT OUR KIDS

✈ JOIN OUR MAILING LIST

✉ GET IN TOUCH







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**Questions or  
Other Announcements?**

