

# APSTARC

Adult Protective Services Technical Assistance Resource Center

enhancing  
effectiveness of  
**APS** programs

# Trauma-Informed Supervision for APS

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# Disclaimer

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# About the APS TARC

The mission of the APS TARC is to enhance the effectiveness of state APS programs by:

- Supporting federal, state, and local partners' use of data and analytics,
- Applying research and evaluation to practice, and
- Encouraging the use of innovative practices and strategies.

# Peer to Peer Calls

Have you ever wished that you could tap into the expertise of other APS workers, supervisors or state administrators who are struggling with the same issues and concerns that you deal with daily? The APS TARC provides Peer to Peer calls for workers, supervisors and managers/state administrators.

- **Workers' Call:** The 2nd Wednesday of each month
- **Supervisors' Call:** The 3rd Wednesday of each month
- **Administrators'/Managers' Call:** The 4th Wednesday of each month

Register via the link sent out at the end of each month by the APS TARC or email us in order to receive the registration link!

# Housekeeping

- Handouts/Slides are available for download in the "Handouts" section of your webinar control panel. You may download them at any time.
- Please use your computer speakers to access audio for this webinar. Please make sure the speaker volume is adjusted to your desired volume.
- If you experience audio problems due to internet connection speeds or hardware issues, we recommend exiting the webinar and re-entering.

# Housekeeping

- You may ask questions of our presenter at any time by typing them in the "Questions" box. We will relay as many as we can to the speaker when we pause for questions.
- This webinar is being recorded and all registrants will receive an email when the recording is made available on the APS TARC website.
- All attendees will receive an automatically generated email approximately 24 hours after the webinar ends with a link to a certificate of attendance.

# Quick Attendee Poll

Which of the following do you identify the most with?

- Adult Protective Services Professional
- Other Social Services Professional
- Medical Professional
- Legal Professional
- Other

# Quick Attendee Question

Using your “Questions” box, let us know:

- What are you hoping to learn from this webinar?



# Our Speaker



## **Robin Pendleton**

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# What Is Trauma Informed Care (TIC)

- A practice that puts the person first
- Assumes that an individual may have a history of trauma
- Acknowledges the role that trauma may play in a person's life
- Recognizes symptoms as adaptations
- Responds to the trauma
- Resists re-traumatization

# Principles of Trauma Informed Care

- Safety - Emotional and Physical
- Trustworthiness and Transparency - Be clear and consistent
- Collaboration and Mutuality
- Peer support
- Empowerment and Choice
- Cultural, Historical, and Gender issues

[https://www.cdc.gov/cpr/infographics/6\\_principles\\_trauma\\_info.htm](https://www.cdc.gov/cpr/infographics/6_principles_trauma_info.htm)

# 5 Core Schemas Distorted by Trauma

- Safety
- Trust
- Esteem
- Intimacy
- Control

What does this mean for our staff experiencing trauma on duty?

# What is Trauma Informed Supervision?

- Supervising Staff Experiencing Trauma
  - A tool to reduce the effects of compassion fatigue, secondary trauma and burn out
  - Promotes resiliency
  - Supports both the client and the worker

What is the difference between the worker and a client?

# Trauma Informed Approach To Supervising

- Follow the TIC principles
- Recognize symptoms as adaptations
- Secondary Trauma is a “when not an if”
- Support staff right away, don’t make them wait for a set meeting
- Manage workloads

# Trauma Informed Approach To Supervising

- Have meaningful, collaborative conversations
- Provide structure and clear expectations
- Make it a part of your conversation – every time
- Validate, Validate, Validate

# Guiding Questions

- What are your goals?
- What supports do you need from me?
- How is secondary trauma affecting you and your work right now?
- Any workload or workplace issues concerning you?
- How can I help?
- And again...Validate, Validate, Validate



# Trauma Considerations

- Do you know how secondary trauma is affecting your workforce?
- Is there a chance they are re-experiencing due to past experiences? (work or personal)
- Could your employee be feeling lost, hopeless or helpless
- Be aware of the language you use
- Cultural responsiveness
  - Honor, respect, value
  - Reflective of beliefs and traditions
- Remember trauma = loss

# Healing The Helpers

- Don't ignore the signs of compassion fatigue
- Burnout in staff AND leadership
- Secondary and vicarious trauma
- Job satisfaction
- Professional Quality of Life Scale (ProQOL)
  - <https://proqol.org>
  - 30 questions to gauge compassion satisfaction, burnout, and secondary trauma

# Healing The Helpers

- Team building
- Celebrate successes
- Training and development needs
- Networking

# Buzz Words

- Self Care...yeah, we say that!
- Take time off...yeah, we encourage that!
- Prioritize your personal time...yeah, we try to do that!
- Your time is your time...except for on-call, and whenever I need you
- Employee Assistance Programs (EAP)... yeah, we encourage that too, and don't be scared to use it
- Staff Appreciation...yeah, we do that too!

# Culture Change

- Just saying it doesn't make it happen
- Say it, mean it, do it and keep doing it
- Get to know your staff - build rapport
- Don't assume "toughness"
- No two interactions will be the same
- Critical incident policy
  - Ensure the consistency from worker to worker, incident to incident

# Normalizing

- Make it ok to say “I need help”
- Truly encourage self-care
- Check on your employees regularly
- Follow up more than once
- Encourage resources for staff outside of EAP
- Provide on going training and awareness of secondary trauma effects and coping strategies
- Utilize peer to peer support teams

# Peer Support

- Provide team members with proven, viable, and meaningful support services to reduce anxiety and promote their general well-being
- Confidential and safe space for employees to talk and vent outside of supervision
- Provide a safe and trusting environment
- Teams made up of volunteers-peers in the workforce
- Support from others who are currently walking the walk
- Offers empathy and validation

# The Supervisor

- You are not immune – don't ignore yourself
- You will hear and experience all of your employee's secondary trauma
- Plan for your own self-care
- Walk the walk
- Peer to peer support
- Give and be open to receiving feedback – often
- Consistency
- Transparency
- Give it time



# Questions?

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