



**HEALTH AFFAIRS INSTITUTE**

# Person-Centered Trauma-Informed Care (PCTIC)

**West Virginia Rural Health Association Conference**

**Nov. 13, 2024**



**HEALTH AFFAIRS INSTITUTE**



# PCTIC Session Panel

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- Dr. Ranjita Misra, PhD, CHES, FASHA
  - Professor & PhD Program Director, WVU School of Public Health
- Laura Cooper, MPH, PMP
  - Senior Program Manager, WVU Health Affairs Institute

**What's your why?  
Find one similarity**

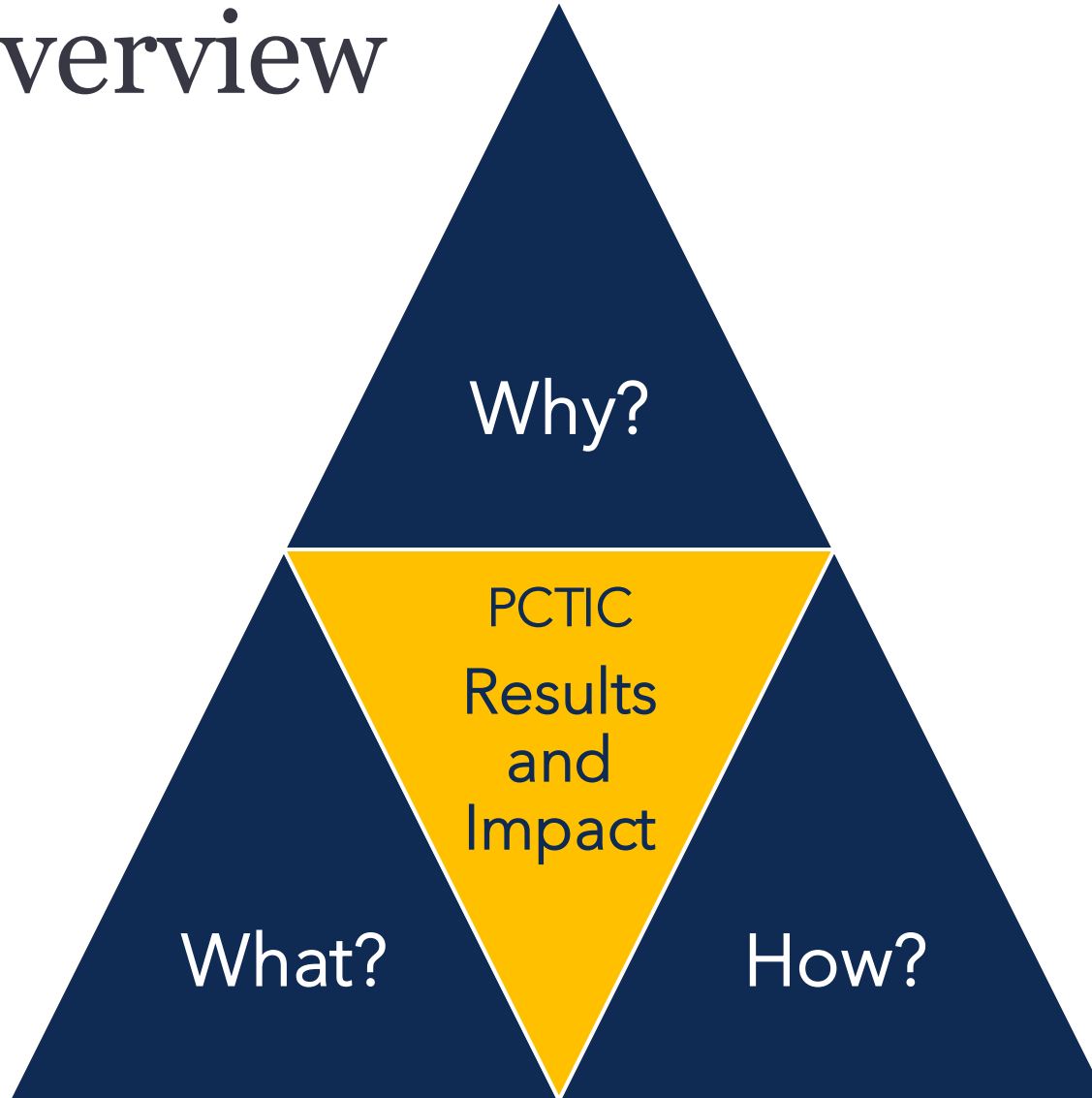


# Learning Objectives:

**At the conclusion of the session, you will be able to:**

- Define Person-Centered Trauma-Informed Care (PCTIC).
- Understand the impact of a statewide PCTIC training initiative for Direct Service Professionals (DSPs).
- Describe the role of a public-private partnership to support implementation of a PCTIC initiative for a workforce.

# Session Overview



A photograph of two people holding hands on a mountain peak at sunrise. The sun is low on the horizon, creating a warm, golden glow and lens flare. The background shows rolling hills and a clear sky. The text "Why this project?" is centered over the image, with a thin horizontal line above it.

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Why this project?

# Why this project?

- Shortage of roughly 3,750 Direct Service Professionals (DSPs) in West Virginia (WV).
- DSPs' workforce includes Home and Community-Based Waiver (HCBS) personnel, home health aides, personal care aides, and nursing assistants in hospitals, nursing homes, and private homes.
- DSPs experience compassion fatigue, burnout, and secondary trauma due to relationships with clients and patients.
- West Virginia Department of Human Services (DoHS) recognized a need for employee training on PCTIC.



Sources: PHI. *The Direct Care Workforce State Index. 2024* [cited 2024 July 30]; Available from: <https://www.phinational.org/state-index-tool/>.

SAMHSA, *SAMHSA's Concept of Trauma and Guidance for a Trauma-Informed Approach. 2014, Substance Abuse and Mental Health Services Administration. p. 27.*

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# Why PCTIC?



# Why PCTIC?

*A program, organization, or system that is trauma-informed **realizes** the widespread impact of trauma and understands potential paths for recovery; **recognizes** the signs and symptoms of trauma in clients, families, staff, and others involved with the system; and **responds** by fully integrating knowledge about trauma into policies, procedures, and practices, and seeks to actively **resist** re-traumatization.*



A photograph of two people holding hands on a mountain peak at sunrise. The sun is low on the horizon, creating a warm, golden glow and lens flare. The background shows rolling hills and a clear sky. The text "What is PCTIC?" is centered over the image, with a thin horizontal line above it.

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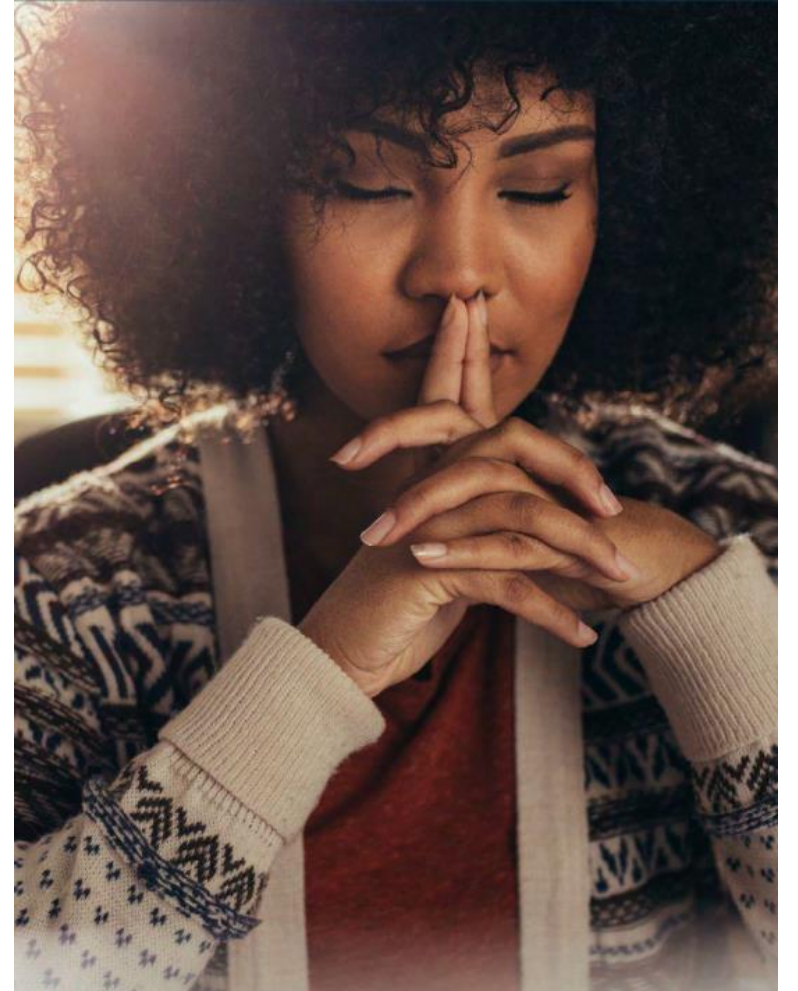
# What is PCTIC?

# What is PCTIC?

*Person-centered trauma-informed care (PCTIC) was envisioned as a holistic approach to providing services.*

*It promotes dignity, strength, and empowerment of trauma victims by incorporating knowledge about trauma in victims' lives into agency programs, policies, and procedures.*

Source: Administration for Community Living



# Trauma-Informed Approach

## Principles

Safety

Trustworthiness and transparency

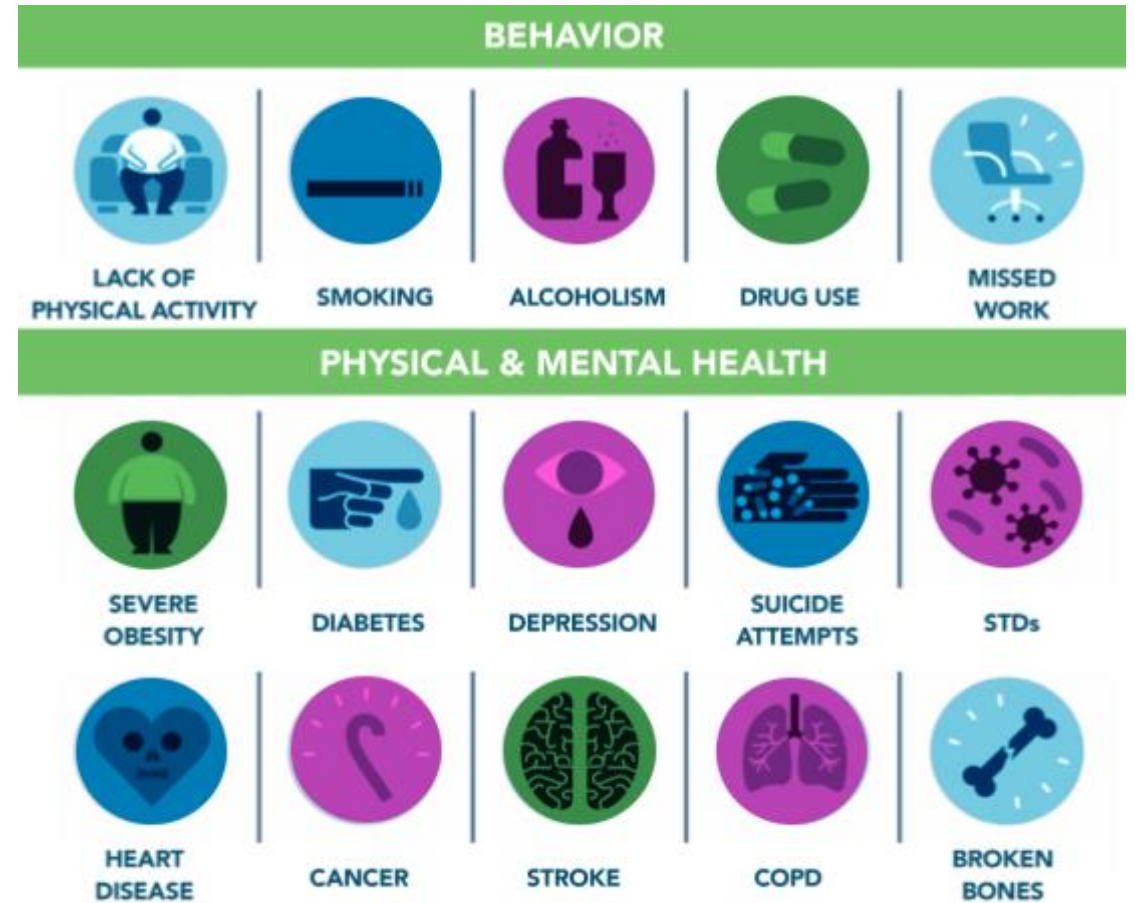
Peer Support

Collaboration and mutuality

Empowerment, voice, and choice

Cultural, historical, and gender issues

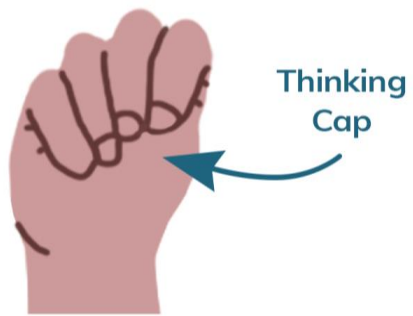
# ACEs have an impact



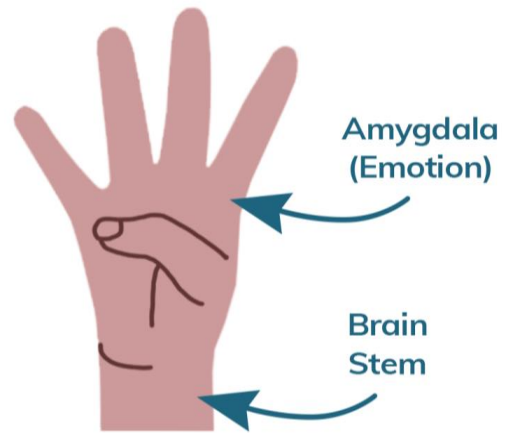
# Beyond the original ACEs: Appalachia

- Death of an attachment figure (drug overdose or on-the-job accident)
- Bullying (in-person, online)
- Food insecurity
- Homelessness/transience/displacement
- Witnessing overdose(s)
- Parental unemployment
- Gang violence and shootings
- Living in poverty
- Repeated ruptures in attachment
- Multiple divorces
- Multiple cohabitating relationships (including multiple introductions of step and half siblings)

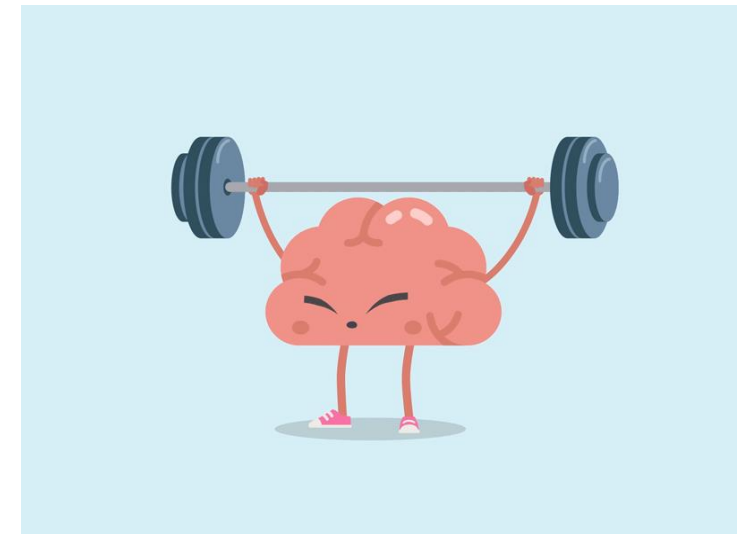
# Shared Language



Whole Brained

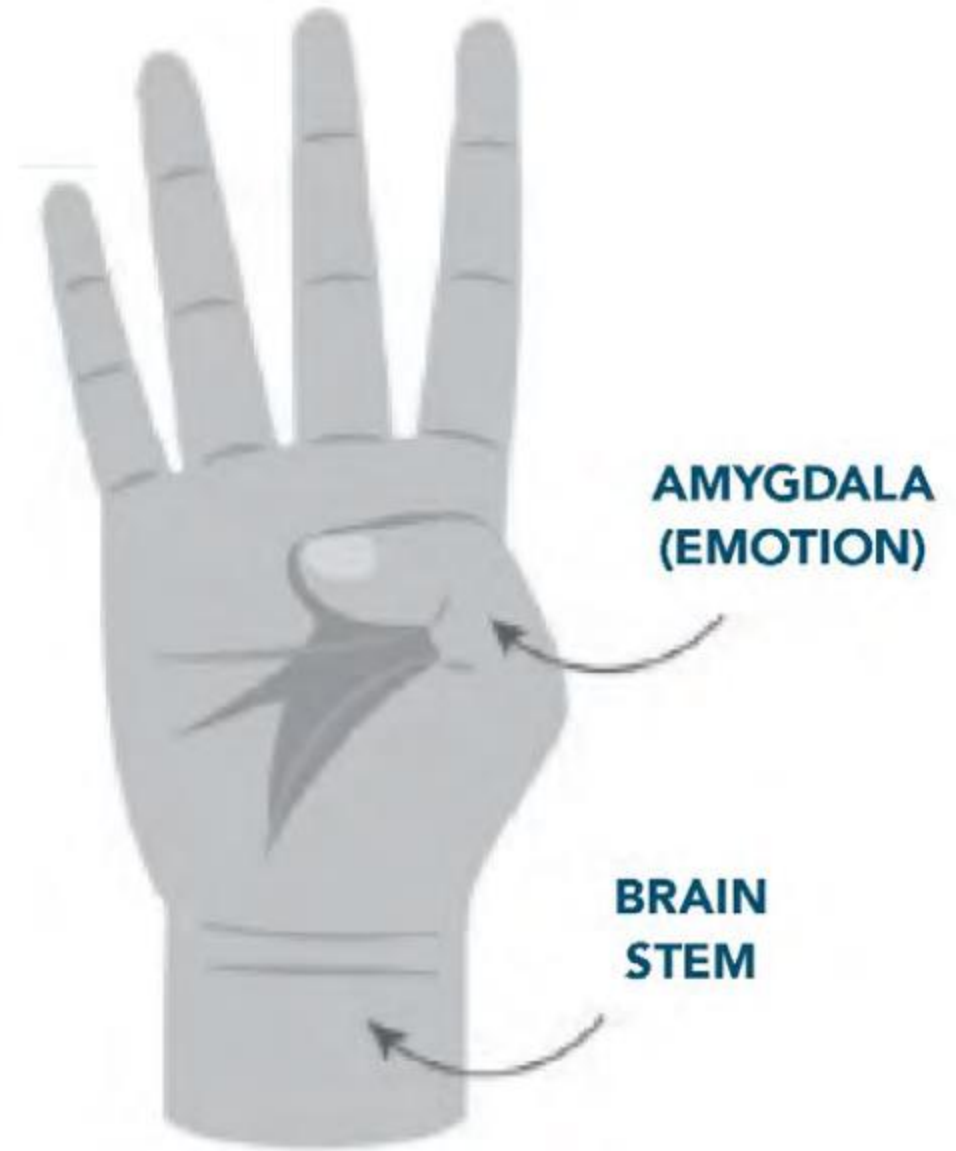


'Flipped Lid' Brain



# Interactive Activity

1. What bumps your old wound and flips your lid?
2. How do you adapt when your lid is flipped?
3. How do you get your lid back on?



**'Flipped Lid' Brain**

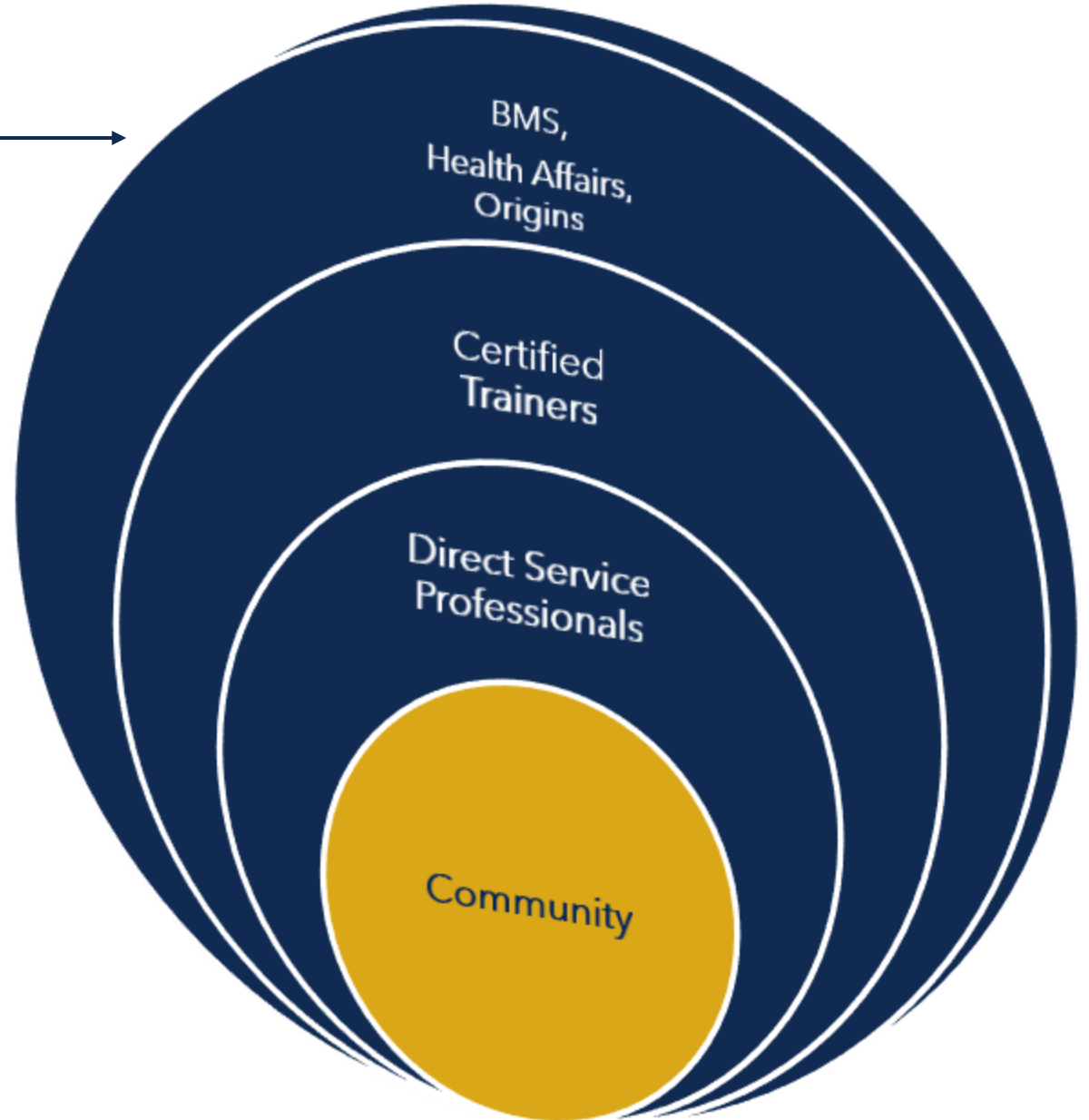


A photograph of two people holding hands on a mountain peak at sunrise. The sun is low on the horizon, creating a warm, golden glow and lens flare. The person on the right is wearing a blue hooded jacket. The background shows a vast, hazy mountain range under a clear sky.

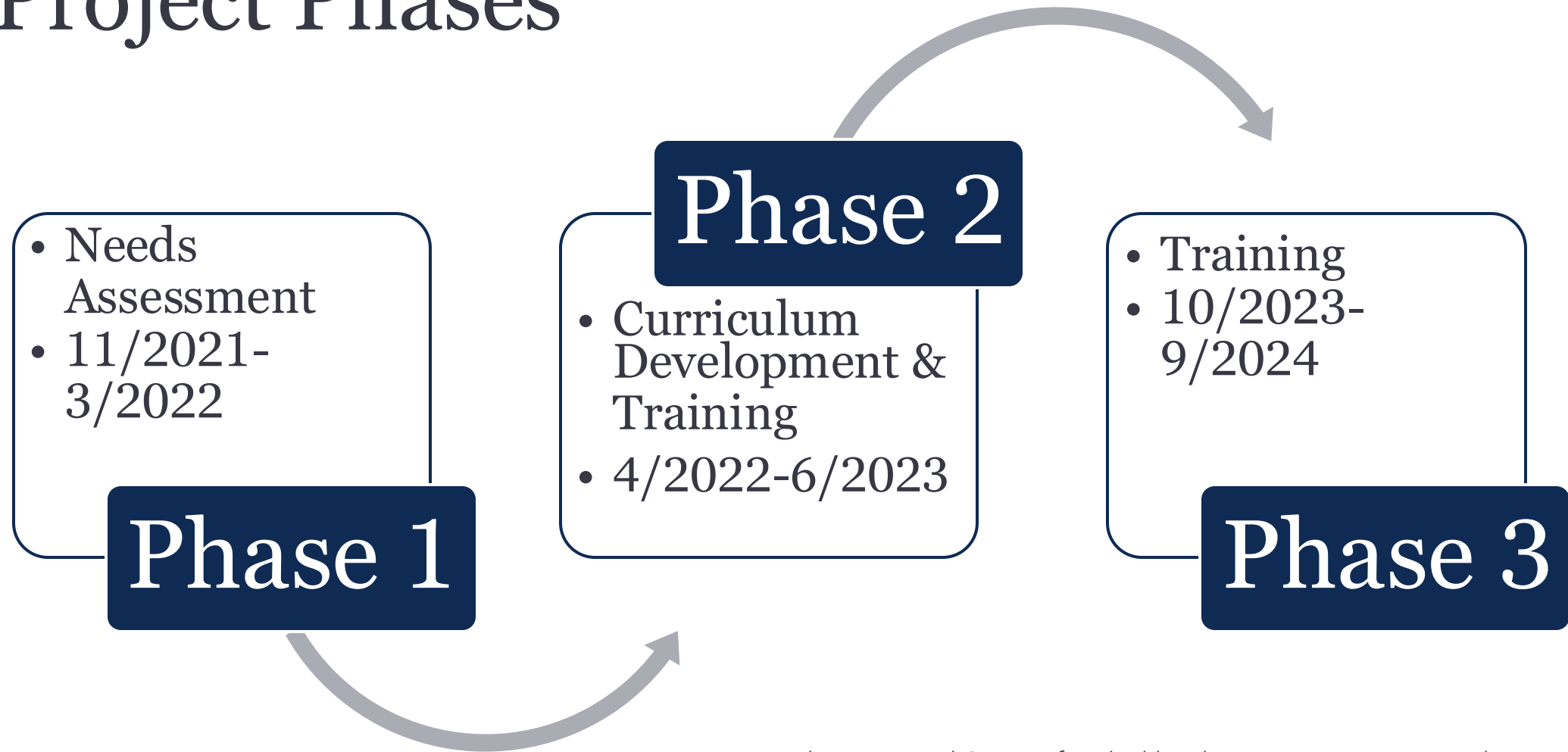
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**How Did It Get  
Done?**

PCTIC project  
design wraps  
around all  
partners in a  
collaboration.



# Project Phases



*Phases 1 and 2 were funded by the American Rescue Plan Act through the West Virginia Department of Human Services, Bureau for Medical Services (BMS). Phase 3 was funded by BMS.*

# Phase 1: Needs Assessment

## Literature Review

- Person-Centered Care
- Trauma
- Trauma-Informed Care
- Person-Centered Trauma-Informed Care

## Current Trainings and Requirements

- Home Care Plus and Relias Academy
- Online training via GoSignMeup
- Free online trainings

## Review of legislation

- House Bill 4773
- House Bill 3112
- House Bill 3138
- House Bill 3107
- House Bill 2362

## Stakeholder Interviews

- 19 interviews conducted
- 32 waiver program managers and administrators, direct service professional staff, agency leaders, and subject matter experts
- 55 counties represented in interview sample

# Phase 1: Needs Assessment



# Phase 2: Curriculum and Training

- Informed by the results of Needs Assessment to identify current knowledge and gaps in skills among Direct Service Professionals (DSPs).
- PCTIC training curriculum was collaboratively developed by the PCTIC team, Subject Matter Experts (SMEs), Origins, and BMS.
- Adapted from an existing training and culturally tailored for West Virginians.
- PCTIC training included important concepts, content, and workforce training skills and activities to ensure DSPs working in WV are competent in PCTIC.
- Certified PCTIC Training (N=45; Two cohorts) included three hours online + two days of in-person training.

# Phase 3: Training

- Facilitated regular meetings with Certified Trainers to support their training efforts and removed barriers to providing training.
- Certified 31 new trainers.
- Certified Trainers providing PCTIC Basic Training to 966 DSPs.
- Evaluated Certified Trainer Course and Basic Training Course to help with long-term sustainability of all PCTIC training.

A photograph of two people holding hands against a sunset background. The person on the right is wearing a blue hoodie and has their hand raised. The person on the left is wearing a dark jacket. The sun is low on the horizon, creating a warm, golden glow and lens flare effects. The background shows a hazy landscape with hills or mountains.

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# Results and Impact



# Phase 3: Training Implementation - Methodology

- First Cohort (N=31). Enrollment was on a first come first serve basis; all Medicaid waiver personnel were eligible to enroll.
- Enrolled participants were sent training details regarding registration, Zoom link, training requirements, and expectations.
- Participants had to complete two parts: (1) online (three hours) training and (2) in-person (two days at Glade Springs Resort).
- The PCTIC training was led by two national experts in PCTIC.

***Trainees completed (anonymous) evaluations for both parts of the training to assess training effectiveness.***

# PCTIC Certified Trainer Preparedness

As a result of the training, how prepared do you feel to:

Define resilience and help others learn resilience-building skills?



Guide others through effective boundary-setting?

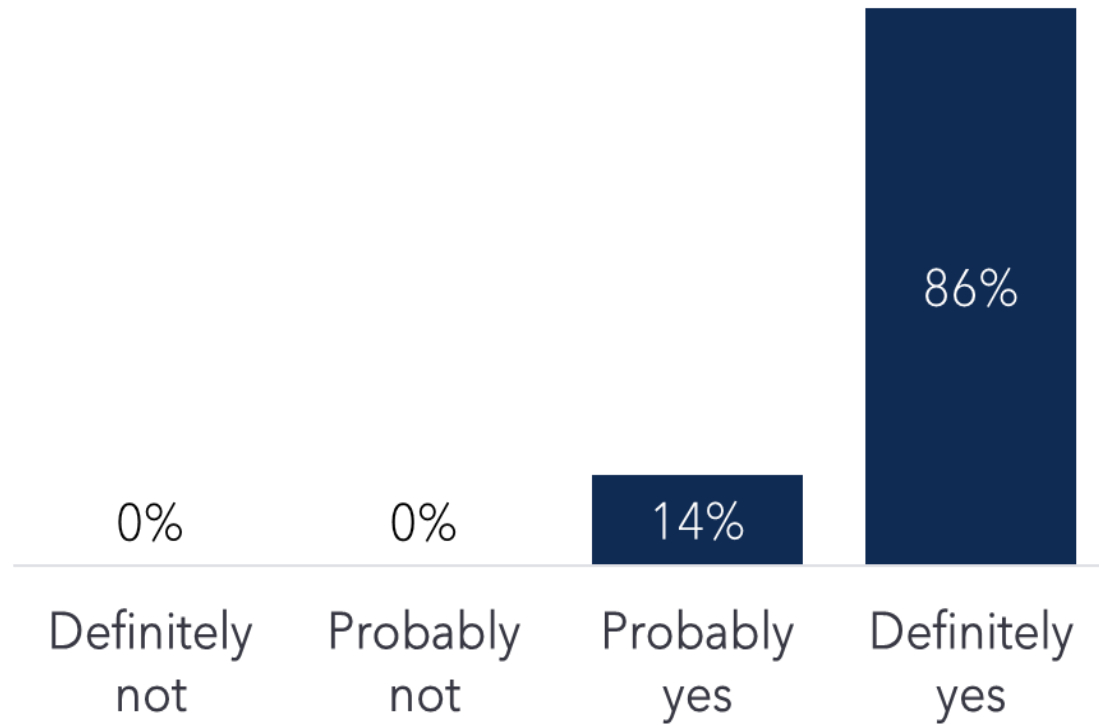


Help others build a shared language around PCTIC using common definitions?

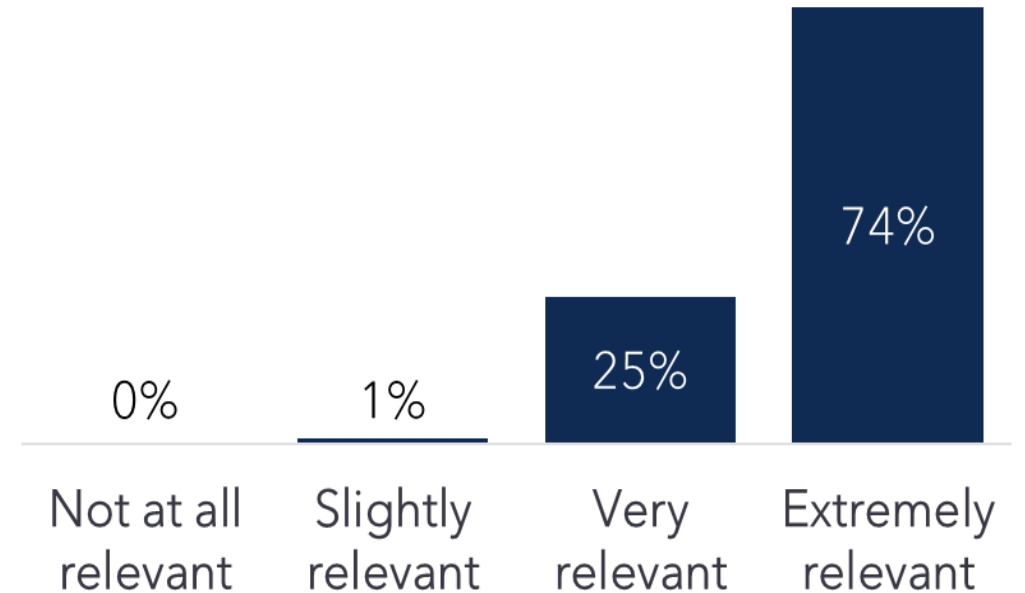


# Training Relevance - DCPs

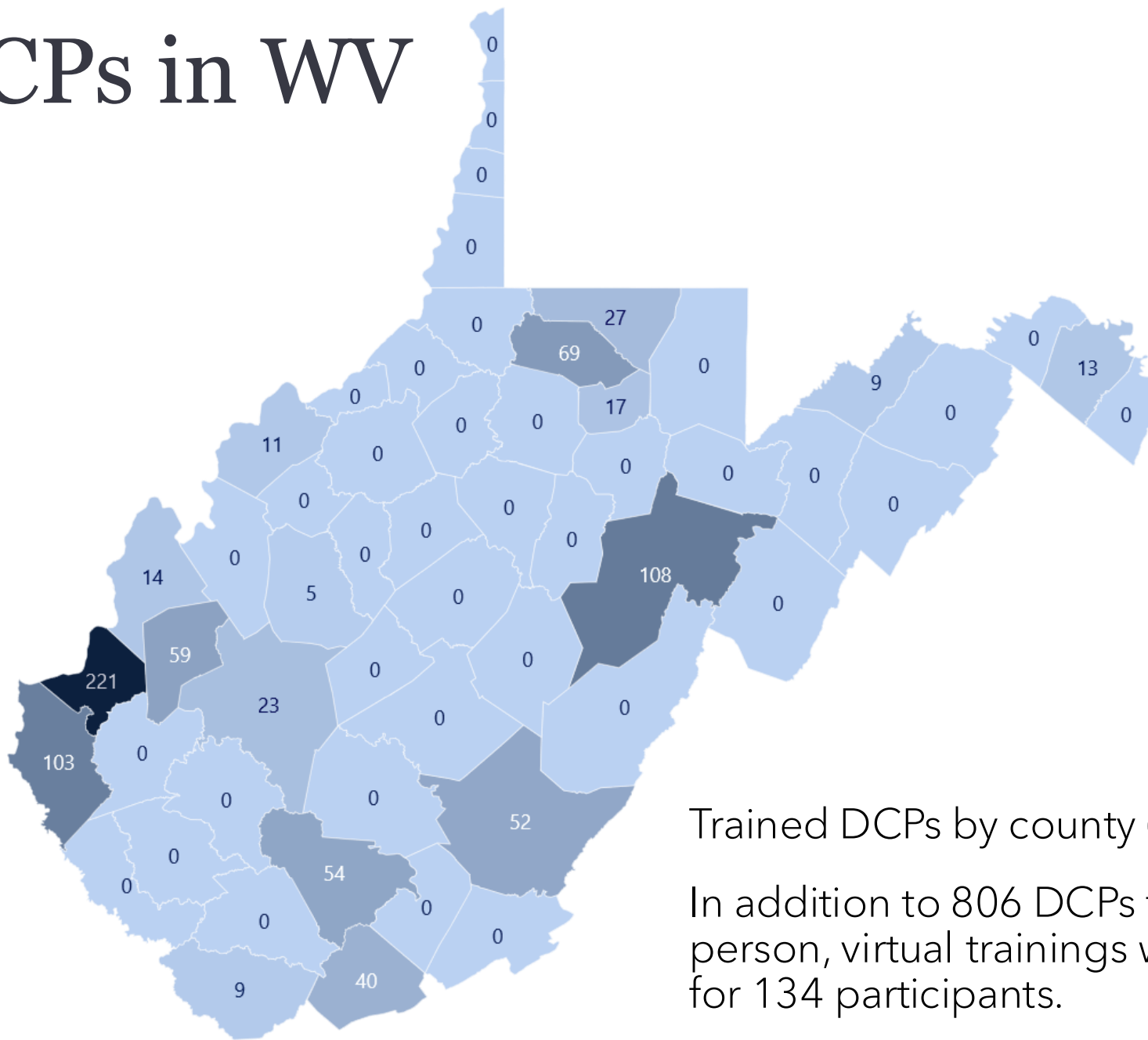
Will you use what you learned in this training in your work?



How relevant is this training to your current work?



# Trained DCPs in WV



Trained DCPs by county (8/2024)

In addition to 806 DCPs trained in person, virtual trainings were provided for 134 participants.

# PCTIC Certified Trainers



A photograph of two people holding hands on a mountain peak at sunrise. The sun is low on the horizon, creating a warm, golden glow and lens flare. The background shows rolling hills and a clear sky. The word "Sustainability" is centered in a dark blue serif font, with a thin horizontal line above it.

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# Sustainability

# Sustainability

- Phase 4
  - Timeframe: 11/1/2024 - 2/28/2025
  - Provide continued support for Certified Trainers to train DPSs in WV.
  - Strengthen collaboration between Certified Trainers and BMS.

A photograph of two hikers on a mountain peak at sunrise. The hiker on the right is wearing a blue jacket and a yellow beanie, and is holding the hand of the hiker on the left. The background shows a vast mountain range under a bright, hazy sky. The text "Contacts and Acknowledgements" is overlaid in a dark blue serif font, with a thin horizontal line above it.

# Contacts and Acknowledgements



# PCTIC Team (Phase 3) Acknowledgement

Name	Role	Company
Rachel Goff, Laura Radcliff	Sponsors	Bureau for Medical Services
Lori Chelius & Andi Fetzner	Vendor & Partner	Origins
Dr. Jonathan Young	Assistant Portfolio Director	WVU Health Affairs Institute
Christena Ross	Project Director	WVU Health Affairs Institute
Dr. Ranjita Misra	Subject Matter Expert	WVU School of Public Health
Laura Cooper	Senior Program Manager	WVU Health Affairs Institute
Natalie Wilson	Senior Research Specialist	WVU Health Affairs Institute
Gabriela Martin Barbosa	Senior Instructional Designer	WVU Health Affairs Institute
Kayla Hoffman, Esraa Omer	Program Coordinators	WVU Health Affairs Institute
Madison Stewart	Student	WVU School of Public Health



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Q & A