



# The Exchange

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The Quarterly Trauma-Informed Newsletter  
for The Guidance Center

## Staying Trauma-Informed Through the Holidays

**W**e are fast approaching the hectic holiday season. While this time of year can be fun and festive for many people, it can also exhaust us, increase our stress levels, and possibly trigger traumatic reactions for some. How can we manage the holidays while being mindful of these issues?

- **Self-Care** - Be aware of your own reactions to holiday stress and events. By paying attention to our own reactions, we can better self-regulate and recognize how those reactions may be impacting others around us, including family, co-workers, and clients. Spend some time thinking about strategies you can use to manage triggers and care for yourself so you are better prepared when you experience stress. Prioritize events and don't be afraid to set healthy boundaries. If you truly feel unable to handle yet another holiday party, decline the invitation. Choose your charitable giving based on where you feel good about donating, not on the expectations of other people. Try to minimize potentially risky situations by avoiding overindulgence in alcohol and maintaining healthy eating and exercise routines.



- **Be Aware of Common Trauma Reactions and Holiday Impact** - Be cognizant that the holiday season is not always joyous for everyone. The holidays can often magnify emotions of loss, loneliness, anxiety, depression, sadness, family stress, and much more. The sights, smells, and sounds of the holidays can be painful for some people and may trigger traumatic memories or reactions. This doesn't mean we ignore the holidays or minimize the feelings of those who have positive associations with this time of year; it means we practice awareness. When we recognize the potential impact of these experiences and react with non-judgmental sensitivity and compassion, we create a trauma-informed environment and help others feel safe.

### 10 KEY INGREDIENTS FOR TRAUMA-INFORMED CARE

 <b>LEAD AND COMMUNICATE</b>	 <b>ENGAGE PATIENTS IN PLANNING</b>	 <b>TRAIN ALL STAFF</b>	 <b>CREATE A SAFE ENVIRONMENT</b>	 <b>PREVENT SECONDARY TRAUMA</b>
 <b>BUILD AN INFORMED WORKFORCE</b>	 <b>INVOLVE PATIENT IN TREATMENT</b>	 <b>SCREEN FOR TRAUMA</b>	 <b>USE TRAUMA-SPECIFIC TREATMENT</b>	 <b>ENGAGE PARTNERS</b>

www.chcs.org

@CHCShealth

We received many thoughtful suggestions for the title of our newsletter. After consideration by the Trauma-Informed Committee, "The Exchange" was chosen as the official title. Thank you for all of the ideas and congratulations to Claudette Haner, who officially wins bragging rights for naming the newsletter!



## PROGRAM SPOTLIGHT: DuBois Outreach Center

The Guidance Center's satellite office in DuBois allows us to expand our agency's prevention and education programs. This is the office where the Program Director and two of the Program Coordinators for Project RAPPOR, Big Brothers Big Sisters, and Parents As Teachers are based.

Two Administrative Assistant staff, nine PAT Home Visitors, a BBBS Case worker, and two Project RAPPOR program staff provide services for families in Jefferson and Clearfield counties, as well as some of the communities in surrounding counties.

A close connection with The Guidance Center's Administrative office in Bradford is maintained through frequent phone and email correspondence, monthly management meetings, support from the HR, Fiscal, and IT staff, and communication with other agency program staff for collaboration regarding identified family needs and professional development opportunities.



Rose Mancuso and Brittany Ricker are the Administrative Assistants who greet people at the DuBois office

## We Got a Makeover!

Have you seen the redesigned Guidance Center Website yet? It looks fantastic and is packed with information! Check it out today at:

[www.guidancecenter.net](http://www.guidancecenter.net)



We'd love your feedback! You can speak to your supervisor, your TIC Committee Dept. Rep or email [cchahal@guidancecenter.net](mailto:cchahal@guidancecenter.net)

## What Exactly is a CCBHC?

The *Excellence in Mental Health Act demonstration* established a federal definition and criteria for **Community Care Behavioral Health Clinics (CCBHCs)** as providers who offer a comprehensive range of mental health and substance use disorder services to vulnerable individuals. The goal of a CCBHC is to improve access to care, enhance service coordination and improve service quality in order to reduce hospitalizations and inpatient facility use and to reduce suicide and suicide attempts.

### A CCBHC commits to:

- Improve and expand methods to stabilize people in crisis
- Emphasize recovery, wellness, trauma-informed care and physical-behavioral health integration
- Identify underserved populations
- Improve outreach efforts
- Increase substance abuse and mental health screening for early intervention
- Implement evidence-based therapies and practices

### As a CCBHC, we focus on:

- Outcome tracking and accountability
- Expansion of availability of non-traditional hours and methods of service delivery
- An increase in consumer involvement in the development of services
- An effort to address professional shortages and staff retention issues
- A change in agency culture to recovery oriented and trauma informed care
- Use of an electronic health record with patient portals

### A CCBHC is required to provide 9 services:

- Crisis services
- Screening assessment and diagnosis
- Patient-centered treatment planning
- Outpatient mental health
- Primary care screening and monitoring
- Case management
- Psychiatric rehabilitation
- Peer support
- Services for veterans and members of the armed forces

For more information about the CCBHC designation, visit: [www.thenationalcouncil.org](http://www.thenationalcouncil.org)

