



# Trauma-Informed Care Training

Ongoing Learning Series for Homeless Service Providers

Fall 2021

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## Overview

The City of Springfield Office of Housing is pleased to announce the next trainings in our ongoing learning series on **Trauma-Informed Care in Homeless Services**. The goal of these online sessions is to deepen participants' understanding of the connections between trauma and homelessness, and to develop strategies to implement trauma-informed approaches in our community's homelessness response.

## Learning Opportunities

We encourage participants to attend all training sessions. Topics and dates are as follows:

### 1. Trauma-Informed De-Escalation

One of the most difficult tasks for staff in human services work is to successfully respond and react to agitated clients. While many trainings teach de-escalation approaches, few are explicitly grounded in an understanding of how trauma and stress affect the brain. And even fewer acknowledge that responding to an escalation requires the professional to override their natural "fight-flight-freeze" instincts. The training uses lecture, case studies, discussion, and role plays to build skills and confidence in effectively and appropriately responding and calming upset clients. Guided by frameworks of Trauma-Informed Care, Motivational Interviewing, and Behavioral Change Theories, the training will educate, inform, and inspire service providers to improve their practices and approaches.

#### Dates:

- Part 1: Wednesday, October 27 from 1-4 pm ET
- Part 2: Wednesday, November 10 from 2:30-4 pm ET

### 2. Trauma-Informed Consequences

Staff sometimes articulate a tension between "holding people accountable" and "providing trauma-informed services." However, the most successful staff can connect behaviors to consequences in ways that support clients to learn from mistakes and

missteps, enact behavior change, and preserve vital services and relationships. This training explores the differences between “punishments” and “consequences” and provides opportunities for staff to role-play scenarios and situations. Staff will leave feeling confident in their skills and committed to maintaining relationships while holding clients accountable for their behaviors.

**Dates:**

- Part 1: Wednesday, December 1 from 1-4 pm ET
- Part 2: Wednesday, December 15 from 2:30-4 pm ET

## **Faculty**

The training series will be led by Ayala Livny, with additional facilitation from Mayté Antelo-Ovando and Jeff Olivet. All of our faculty have extensive experience in homelessness, trauma, racial equity, and organizational transformation.

## **Registration**

All sessions will be presented via Zoom. [Click here](#) to register for one or both training sessions. After you have registered, you will receive log-in instructions.

## **Questions**

If you have any questions, please email: [jo@jeffolivet.com](mailto:jo@jeffolivet.com)