

From Research to Practice: Integrating Trauma Informed Responses to Elder Abuse

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Ohio Attorney General's Elder Justice Conference

June 28, 2023

Practical Guide for Implementing a Trauma-Informed Approach



6/23/2023



View of
Trauma-Informed
Practices from
50,000 feet

Physical vs. Psychological Trauma

Physical trauma



Psychological trauma



Trauma-Informed
vs.
Trauma-Specific

Trauma-informed Practices

- Incorporate knowledge of trauma into practice

Trauma-specific Treatment

- Mental health treatment

Evidence-Based & Widely Adopted

- Education
- Medicine and Geriatrics
- Human Trafficking
- Law Enforcement Investigations
- Interviewing Victims
- Domestic Violence
- Sexual Assault
- City Governments
- Victim Services
- Unhoused
- Prisons
- Mental Health
- Offenders
- Child Abuse/CACs
- Veterans
- Evaluation



Cortney Franklin



Rebecca
Campbell



Bradley
Campbell



Jesenia Alonso

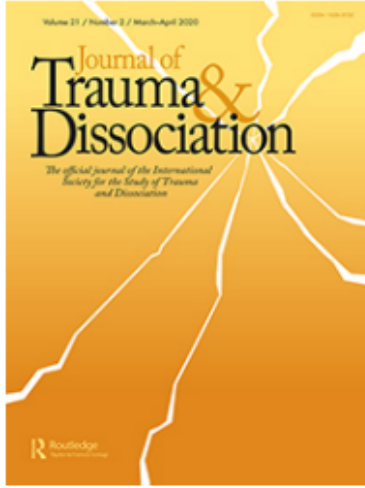
Improving Victim Contact and Criminal Justice Response: The Impact of Law Enforcement and Victim Assistance Training

Persuading victims to engage with law enforcement can be challenging, as victims may have various reasons for not wanting to report a crime or cooperate with an investigation. This makes the training of criminal justice professionals on trauma-informed approaches, cultural competencies, and evidence-based practices essential to improving the criminal justice response to crime victims. This panel highlights three studies examining the impact of training on criminal justice personnel: mandatory training of officers on sexual and family violence; frontline practices for victim notification; and an interactive training program focused on educating officers about trauma-informed interviewing of survivors. These trainings will be examined for their impacts on criminal justice personnel's knowledge of trauma-informed practice and perceptions of survivors, as well as on the degree to which they improve law enforcement responses and leads to better victim outcomes.

Trauma-Informed Training for Law Enforcement

NIJ Conference

May 24, 2023



Journal of Trauma & Dissociation

 **Routledge**
Taylor & Francis Group


ISSN: 1529-9732 (Print) 1529-9740 (Online) Journal homepage: <https://www.tandfonline.com/loi/wjtd20>

Moving the Field Forward: Elucidating the Nexus Between Elder Abuse and Trauma

Anne P. DePrince & Shelly L. Jackson

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Elder Justice Professionals

- Law Enforcement
 - APS
 - Prosecutors
 - LTCO
 - Aging Services
 - Physicians
 - Psychologists/Neuropsychologists
- 
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Agenda

- 3 Es of Trauma
 - Elder Abuse & Trauma
- Trauma-Informed Practices
 - 4 Rs
 - 6 Principles
- Implications
 - Elder Justice Professionals & I-Teams
- Scenario
- Q & A
- Resources

My Background

Developmental Psychologist

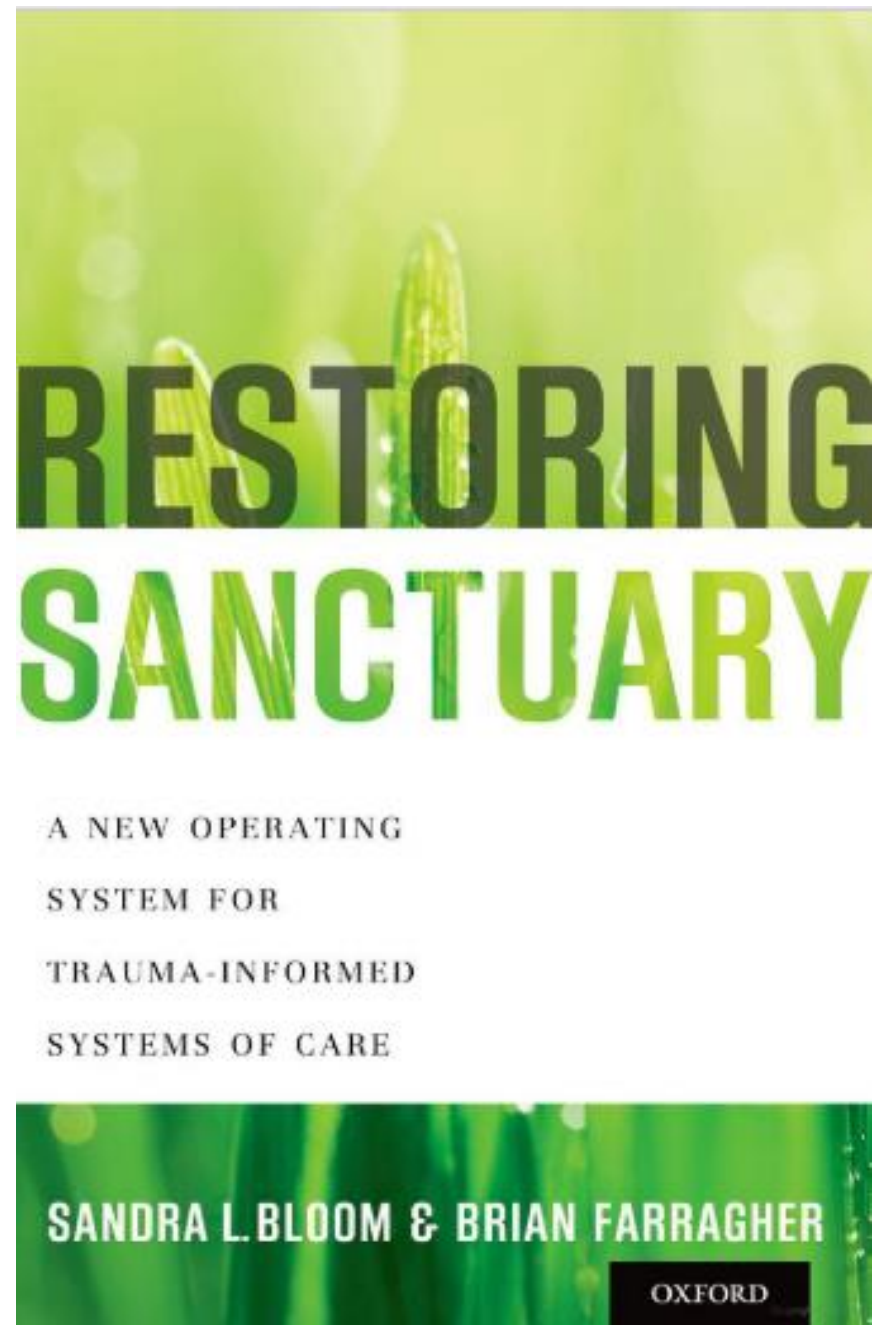
Experimental researcher, not Clinician

Child Abuse & Intimate Partner Violence

- Child Advocacy Centers since the 90s

Early 2000s Elder Abuse

- Teaching *Family Violence Across the Lifespan*
- Elder abuse research
- Volunteer Certified LTCO



~~What is *wrong* with you?~~

What *happened* to you?

“She just won’t follow through!”

“He’s not a credible witness”



What is trauma?

Trauma

Individual trauma results from an **event**, series of events, or set of circumstances that is **experienced** by an individual as physically or emotionally harmful or life threatening and that has lasting adverse **effects** on the individual's functioning and mental, physical, social, emotional, or spiritual well-being.



3 Es of Trauma



Event

Objective event



Experience

Subjective response



Effect

Long-term or short-term; delayed response, etc.



Trauma Events

- Large Ts – Adults (70%)
 - Witnessing death or injury
 - Unexpected death of loved one
 - Life-threatening accident
 - Life-threatening illness or injury
 - Natural disasters
 - Sexual or physical abuse
 - Combat or war zone exposure
 - Terrorism or mass violence
- Micro Traumas
 - Micro Aggressions
 - Bullying
 - Discrimination
- Large Ts - Older Adults (90%)
 - Unexpected death of a loved one
 - Chronic and/or life-threatening diagnoses
 - Physical injury
 - Elder abuse, neglect, financial exploitation
- Micro Traumas
 - Micro Aggressions
 - Bullying
 - Discrimination
 - LTC Resident abuse

Developmental Differences

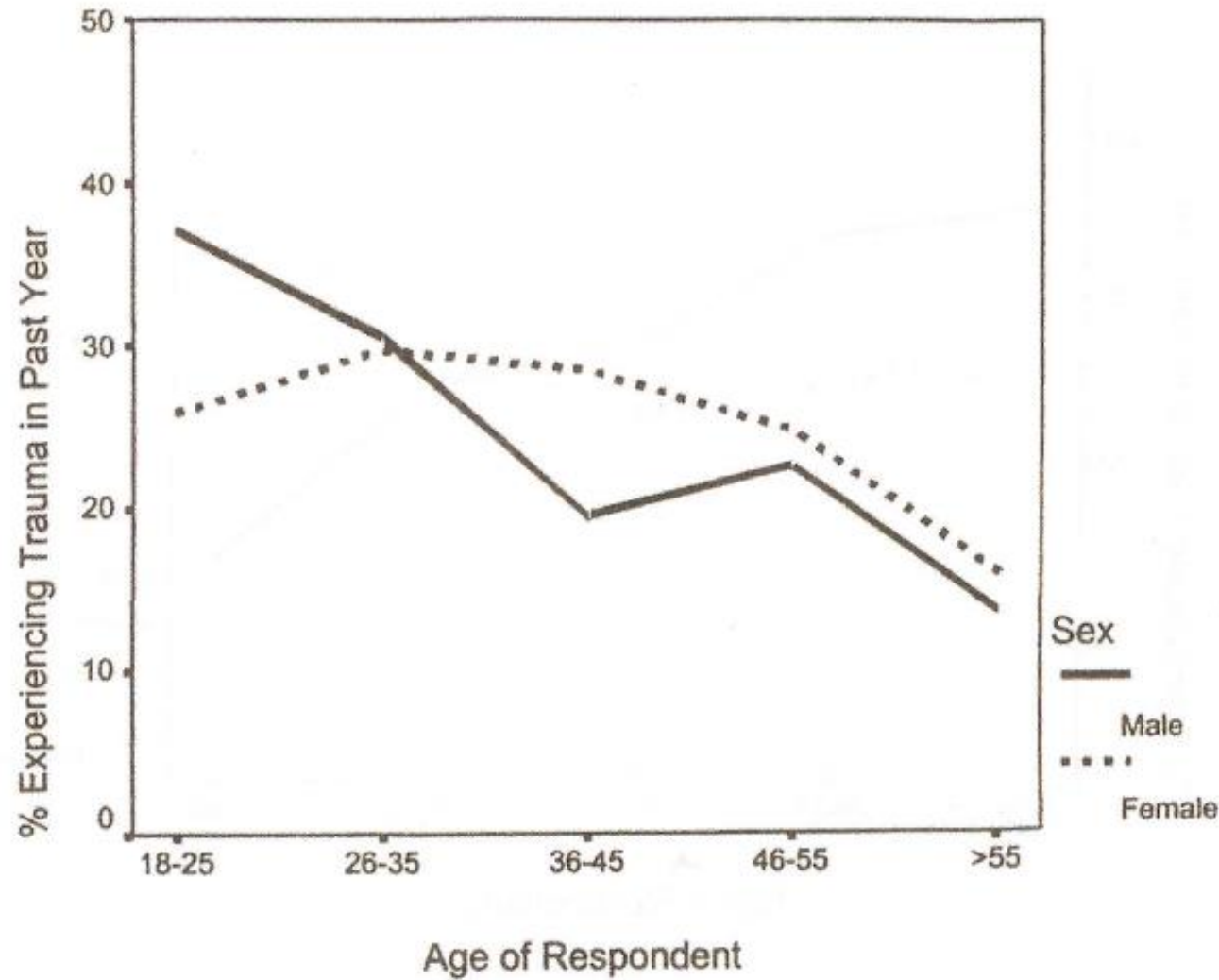


FIGURE 1.1. Past-year exposure to potentially traumatic events by sex and age in a sample of 1,000 adults from the southeastern United States.



Subjective Experience

- Internalized ageism
- Age
- Gender identity
- Pre-morbid ego strength
- Previous traumatic experience
- Chronicity of trauma
- Family history of trauma
- Developmental period of trauma
- Current life stressors
- Social support
- External locus of control
- Culture and religious attitudes
- Older adults are a heterogeneous population

(Jaul & Barron, 2021)



Older Adults

Independent to Vulnerable Continuum

Resilience

- Social connections
- Sleep
- Exercise
- Mindfulness
- Purpose in life
- No self-blame
- Supportive Childhood Family
- Internal locus of control
- Optimism
- Religion/Spirituality
- Cognitive-behavioral skills



Figure 6 – Trajectories Following Trauma
(adapted from Harris, 2017)

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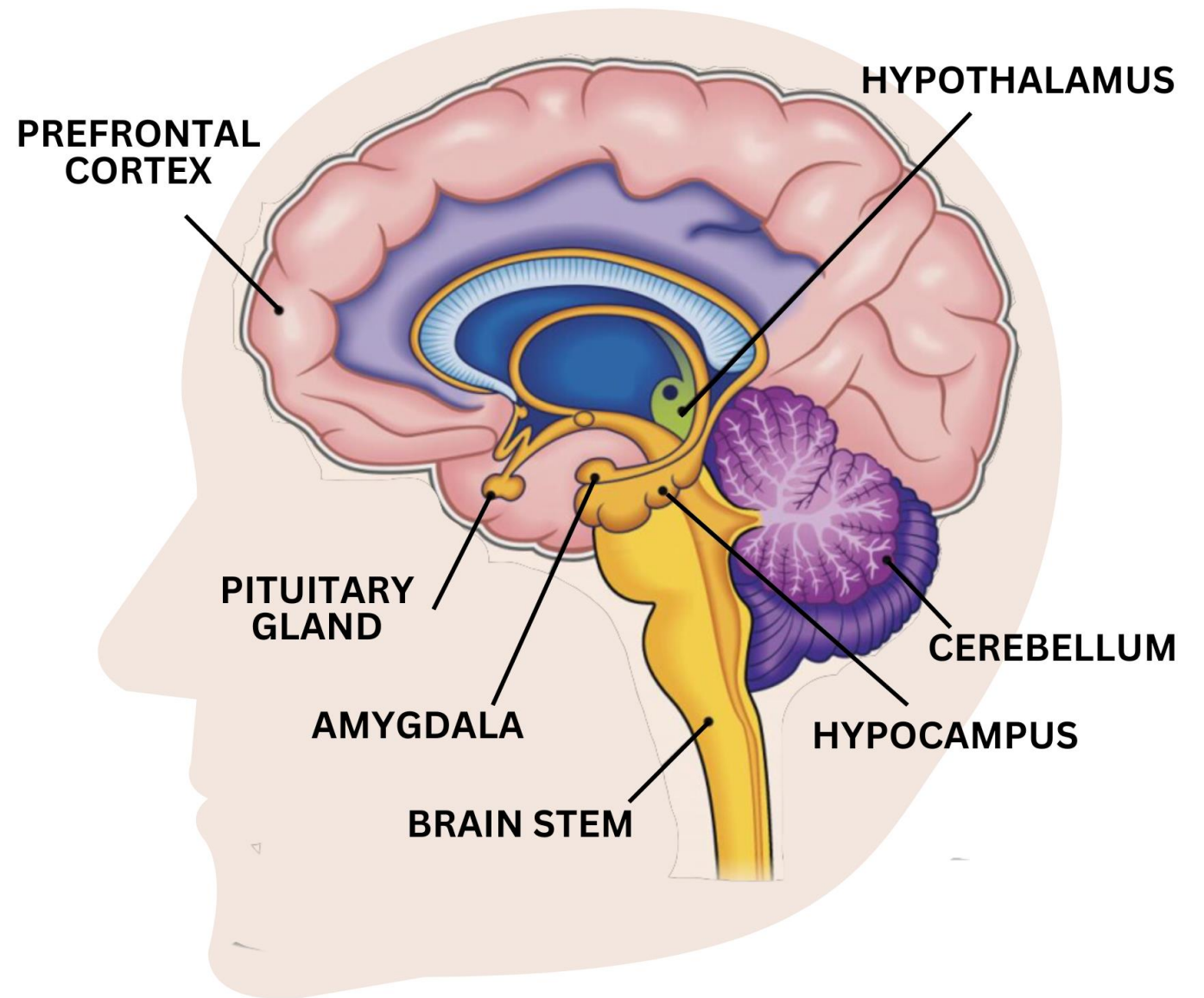


Effect (Immediate, months, years later)

- Emotional
 - Emotional dysregulation, numbing
- Physical
 - Somatization, biological trauma, hyperarousal and sleep disturbances
- Health
 - Heart disease, Diabetes, Chronic pain
- Cognition
 - Intrusive thoughts and memories, cognitive errors, idealization, feeling different, triggers, flashbacks, dissociation
- Behavioral
 - Reenactments, self-harm and self-destructive behaviors, substance use, avoidance
- Social/Interpersonal
 - Dysfunctional relationships
- Spiritual
 - Loss of faith, feeling abandoned by God



Neurobiological Effects





THE BODY
KEEPS THE SCORE

BRAIN, MIND, AND BODY
IN THE HEALING OF TRAUMA



BESSEL VAN DER KOLK, MD

Recommended Reading

Elder Abuse & Trauma

<p>History of trauma may increase vulnerability to elder abuse</p>	<p>Elder abuse is a form of traumatic event</p>	<p>Elder abuse (FE) results in traumatic responses</p>
<p>Dong & Wang, 2019; Dong et al., 2017; Schickedanz, Jennings, & Schickedanz, 2021; Kong & Easton, 2019; Easton, & Kong, 2021; Chen & Fu, 2022</p>	<p>Ernst & Maschi, 2018; Jackson, 2021; Ramsey Klawsnik & Miller, 2017</p>	<p>Courtois & Gold, 2009; Acierno et al., 2019</p>



**Trauma-Informed Practices:
4 Rs**

4 Rs:

Assumptions of a Trauma-Informed Approach

Realize

- widespread impact of trauma

Recognize

- the signs and symptoms of trauma

Respond

- by fully integrating knowledge of trauma into policies, procedures & practices

Resist Revictimization

- actively through trauma informed and compassionate responses

Realize Widespread Impact of Trauma

1

Prevalence, Impact, & Multiple Pathways to Recovery



Recognize the Signs and Symptoms of Trauma

2



Effect (Immediate, months, years later)

- Emotional
 - Emotional dysregulation, numbing
- Physical
 - Somatization, biological trauma, hyperarousal and sleep disturbances
- Health
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- Social/Interpersonal
 - Dysfunctional relationships
- Spiritual
 - Loss of faith, feeling abandoned by God



What You'll See

- Need for control
- Inability to cope with the stress of daily living
- Difficulty trusting and benefiting from relationships
- Difficulty making decisions
- Trouble with cognitive processes like memory, attention, and thinking
- Substance use, self-harm
- Difficulty regulating behavior or emotions
- Changes in a child's brain development
- Disorganization of thinking, awareness, and judgement
- Memory for traumatic events is stored in bits and pieces
- Altered reaction to time
- Irritation, agitation
- Hypervigilance
- Unhelpful attempts at coping
- Changes in worldviews
- Perceive the world as dangerous
- Difficulty recounting the event coherently
- Avoidance

Trauma and Neurocognitive Disorder (NCD)

- Trauma symptoms mistaken for NCD
- Trauma history may accelerate aging/NCD
- NCD disinhibits control of trauma symptoms
- More research is needed

Respond by fully integrating knowledge of trauma into policies, procedures, and practices

3

Integrating into Policies, Procedures and Practices

- Organizational responsibility
- Trauma-informed workforce
- **All** staff are trauma-informed
- Self-care policies



Secondary Traumatic Stress

- **Definition**
 - Professionals who encounter persons who suffer grave trauma and personal damage but do not develop an ongoing relationship
- **Organizational Self-Care Policies**
 - Employee assistance, wellness, personal leave, flexible schedules
- **Personal Self-Care Practices**
 - Mindfulness training, exercise, healthy eating, meditating, pleasurable activities, separating work and personal life, art, personal psychotherapy, social support, nature, Tai Chi, Yoga



WISCONSIN

Center for
healthyminds
UNIVERSITY OF WISCONSIN-MADISON

The Impact of Mindfulness Training on Trauma-Related Outcomes in Law Enforcement Officers

Daniel Grupe, Ph.D
UW-Madison Center for Healthy Minds
NIJ Research Conference
May 23, 2023

Funding for this research was provided by the University of Wisconsin-Madison (WPP-ICTR Grant #3086), NIH (CTSA UL1TR000427) and NIJ (2017-R2-CX-0033). The opinions, findings, and conclusions or recommendations expressed in this presentation are those of the author and do not necessarily reflect those of the Department of Justice.



Acadia National Park



Resist revictimization actively through
trauma-informed and compassionate
responses

4

Do
No
Harm



Resist Revictimization

Institutional Practices

- Institutionalizing practices evoking feelings of powerlessness, lack of control and physical or emotional danger

Trauma Triggers

- Smells, sights, settings, noises, gestures or other stimuli that cause a trauma survivor to not only remember but relive a traumatic experience

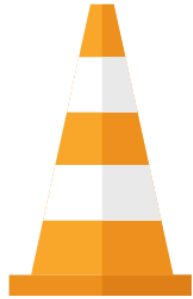
Avoid Revictimization

- Organizational adoption of trauma-informed policies
- Staff are well trained in trauma-informed practices



Trauma-Informed Practices: 6 Principles

Six Principles of a Trauma-Informed Approach



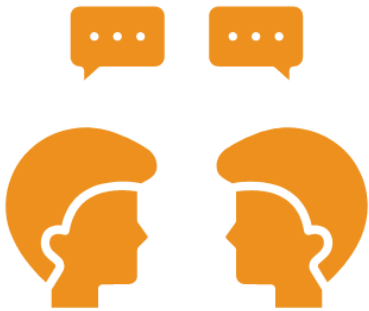
Safety



Trustworthiness and
Transparency



Peer Support



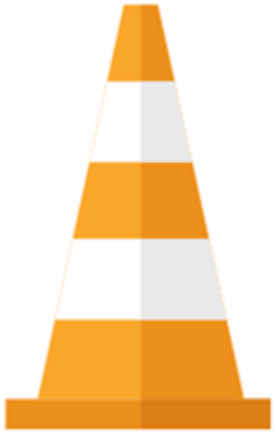
Collaboration and
Mutuality



Empowerment, Voice,
and Choice



Cultural, Historical, and
Gender Considerations



Safety

1

Safety

Trauma Survivors

- Physical
 - Avoid touching without permission
- Psychological
 - Comfort raising sensitive issues
- Environment
 - Building “meant for me”

Staff

- Physically
 - Avoid touching without permission
- Psychologically
 - Safe to express their feelings and raise sensitive issues with management
- Environment
 - Is the building “meant for me”



Nashville Family Justice Center



Trustworthiness and
Transparency

2

Trustworthiness & Transparency

• Trustworthiness

- Trauma Survivors
 - Keep your word
 - Follow policies
- Staff
 - Trust in management

• Transparency

- Trauma Survivors
 - Explain confidentiality
 - Clearly defined rates for services
- Staff
 - Knowledge of how management decisions are made



Peer Support

3

Peer Support

- Trauma Survivors
 - Providing **and** receiving peer support is empowering
- Staff
 - Support each other
 - Celebrate successes



Healing
Happens In
Relationships

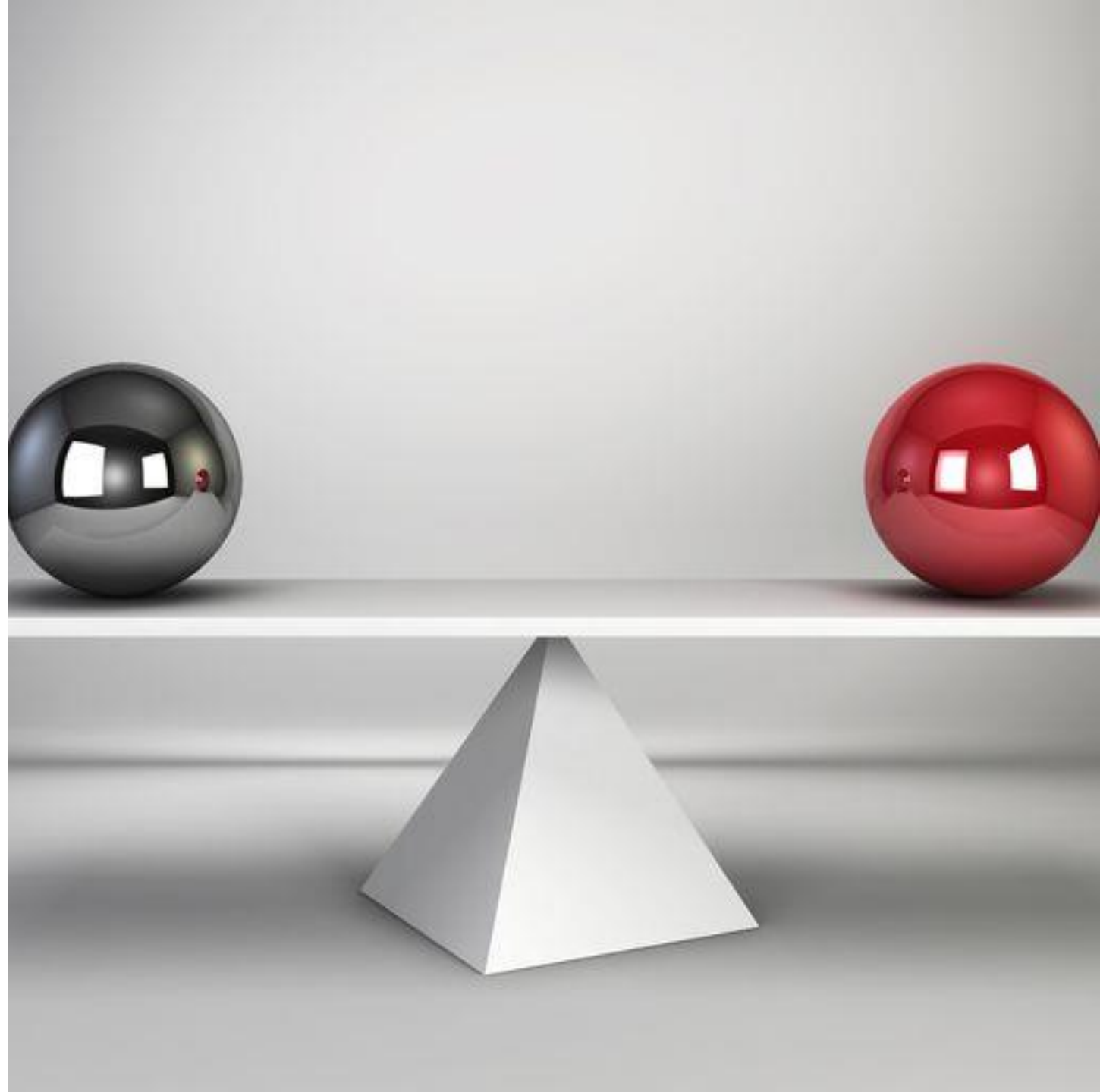




4

Collaboration & Mutuality

- Trauma Survivors
 - Balance power
 - Experts in their own needs
- “**Doing with**” rather than “doing for”
- Staff
 - Include staff in management decision making



Shift from Deficits-Based to

Strengths-Based Approach

80/20 Rule



Empowerment, Voice,
and Choice

5

Empowerment, Voice & Choice

- Trauma Survivor
 - Ask!
- Staff
 - Ask!



Person-Centered Communication with Older Adults

The Professional Provider's Guide



Timothy A. Storlie



Use Person-Centered Communication



Cultural, Historical, and
Gender Considerations

6

Intersectionality

Class	Gender Identity	Race/ Ethnicity	Criminal History
Ableism	Religious Identity	Historical/ Collective Trauma	Ageism
Culture	Geography	Immigration Status	Sexual Preferences

Class

Gender Identity

Race/ Ethnicity

Sexual Preferences

Ableism

Religious Identity

Historical/ Collective Trauma

Ageism

Culture

Geography

- Erase biases and stereotypes
 - [Implicit Bias Self-assessments](#)
- Honor traditional cultures of clients and communities
- Recognize how factors impact trauma

Guiding Principles

Person-
Centered
Approaches

Cultural
Humility

Equity

Person-Centered Care

“...individuals’ values and preferences are elicited and, once expressed, guide **all** aspects of their health care, supporting their realistic health and life goals. ...”

Cultural Humility



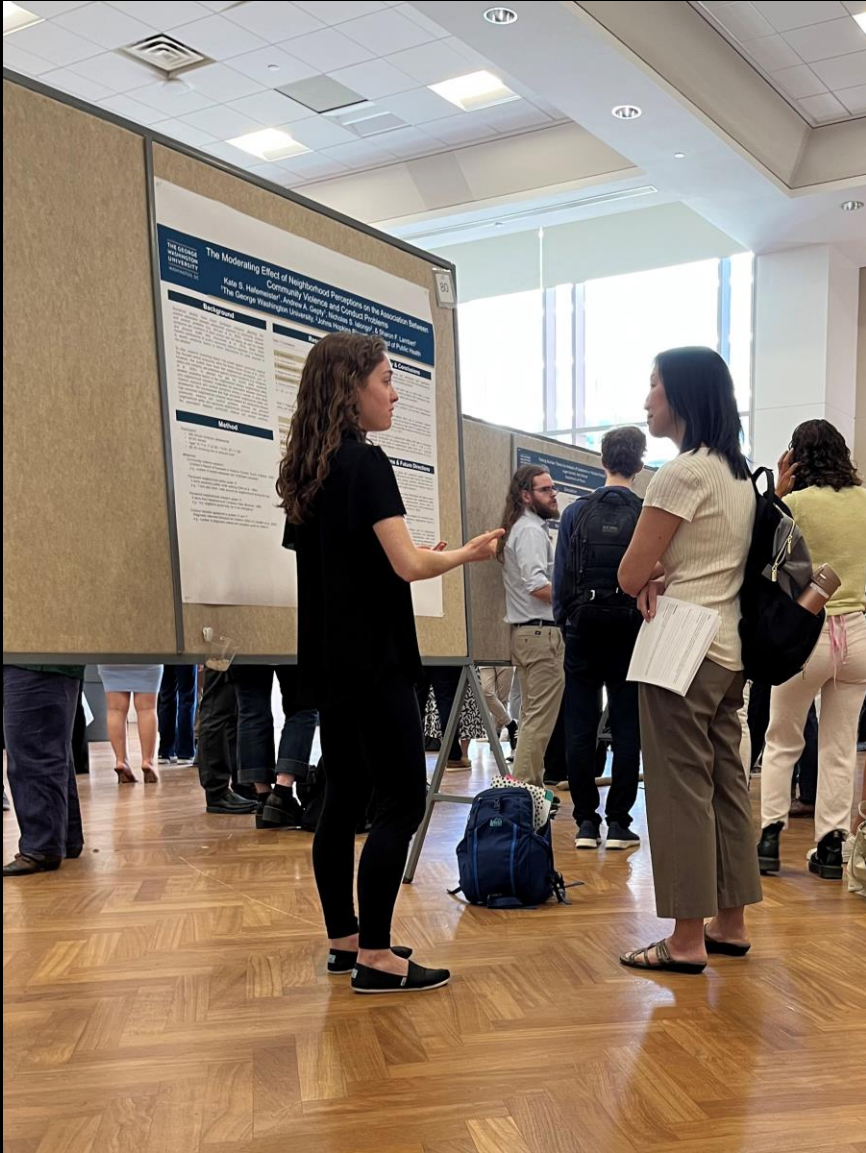
100% competency in another's culture is not possible



Approach every culture with respect, humility and a willingness to listen



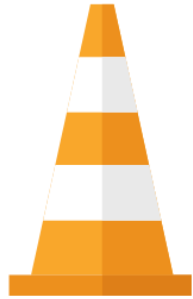
Ask



Equity



Interconnectivity Among Principles



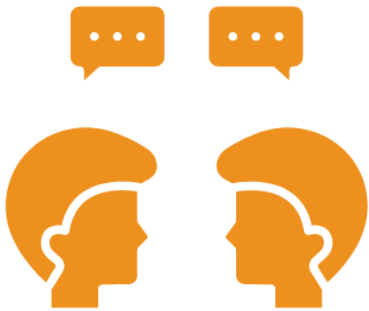
Safety



Trustworthiness and
Transparency



Peer Support



Collaboration and
Mutuality



Empowerment, Voice,
and Choice



Cultural, Historical, and
Gender Considerations



The Connecticut
Women's Consortium

A non-profit organization creating inclusive behavioral health systems

Trauma-informed Care Self-Reflection Checklist

2022




Self-Assessment



Implications for Your Work

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Elder Justice Professionals

- Law Enforcement
 - APS
 - Prosecutors
 - LTCO
 - Aging Services
 - Physicians
 - Psychologists/Neuropsychologists
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Trauma Training

University of Buffalo (2022)

National Child Traumatic Stress Network

Child Advocacy Center Training

- Experience & interaction
- Repeat exposure
- Trauma 101
- Self-care

• Training Evaluation

(Kirpatrick & Kirpatrick, 2006)



You get one
opportunity to make
a **first** impression!





Misjudging
Credibility

“She just won’t follow through!”

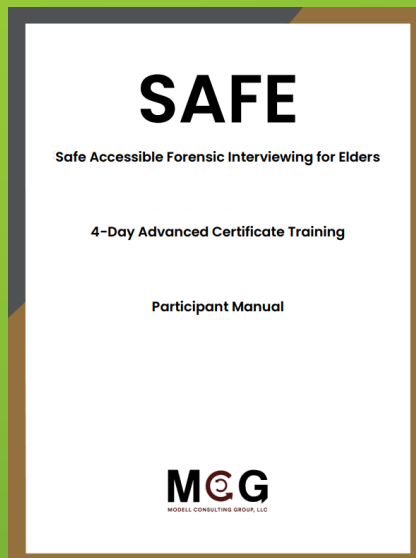
“He’s not a credible witness”



SAFE

(Safe Accessible Forensic Interviewing for Elders)

- 4-Day Advanced Certificate Training
- 2-Day Training on Communicating with Older Adults
- 1-Day Training on Abuse of Older Adults



<https://www.justice.gov/elderjustice/safe-training>



Benefits for Older Trauma Survivors

- Reduces revictimization
- Promote resilience
- Improves the quality of the victim statements
- Improves access to justice and services

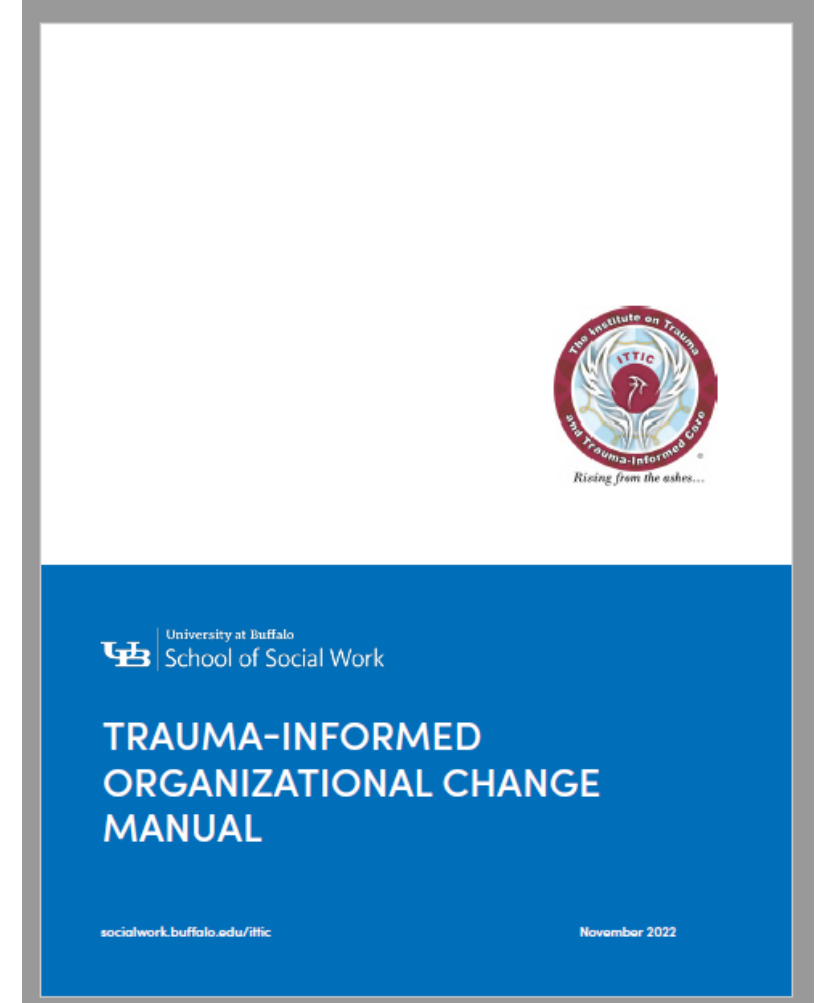
Benefits for Elder Justice Professionals

- Benefits you directly and personally
- Avoids misinterpretations of behavior
- Increases cooperation with the criminal & civil justice systems
- Better investigations and prosecution



Benefits for Organizations

- Reduces staff burnout



Download a copy free of charge [here](#)

Implications for I-Teams

- I-Team is the “Organization”
 - I-Team’s policies, procedure, and practices are trauma-informed
 - Provide training for all I-Team staff
 - I-Team has a shared understanding of trauma and trauma-informed practices

Benefits for I-Teams



Improved client experience

Improved quality of services

Community of hope, healing and recovery

Increased success and satisfaction at work

elderjustice.gov/mdt

MDT TAC

For a consultation or information contact:

Talitha Guinn-Shaver

Talitha.j.guinn-shaver@usdoj.gov



Multidisciplinary Team Technical Assistance Center

1 2 3 4 5 6 7 ⓘ

The Multidisciplinary Team Technical Assistance Center (MDT TAC) has chosen to focus on elder abuse case review MDTs due to their direct impact on the lives of abuse victims. Case review MDTs work collaboratively to investigate and prosecute cases, and to ensure victims receive the services they need to recover from abuse. Through regular, face-to-face meetings MDT case review teams discuss cases, share information, and develop a plan for moving each case forward.



MDT TAC

Learn more about the mission, services, and resources available through the MDT TAC



Network Locator Map

Request to be included in the Elder Justice Networks Locator Map



MDT Resources

Strengthen your team with resources for multiple disciplines



MDT Webinars

Keep up with MDT TAC activities.



MDT Guide & Toolkit

Start or grow a local elder abuse case review MDT with this research and resource rich toolkit



MDT Peer Support Listserv Community

Connect with and learn from other elder abuse MDTs

Scenario

Intervention Research

Conceptualizing Person-Centered Care in Elder Mistreatment Intervention: Use of a Well-Being Framework

Julia M. Martinez, PhD,^{1,*} Diana C. Homeier, MD,¹ Cherie Fowler, MSW,¹ and Kathleen H. Wilber, PhD^{2,◉}



Tom



Ms. M

Scenario

Squirming in
your seats?



Service Advocate

Established a trusting **relationship** with Ms. M

Developed a care plan *with* Ms. M

Worked with Ms. M and reported back to the MDT

Ensured Ms. M's wishes remained front and center for the MDT

False Dichotomy



Trauma- Informed Practices

Autonomy and paternalism are compatible

(Martinez et al. 2022)

Shift toward personal choice & autonomy

(Kogan, Wilber, & Mosqueda, 2016)

Requires organizational culture change

(Harris & Fallot, 2001; Li & Porock, 2014)

Improved working conditions for staff

(Fozio et al., 2018; Li & Porock, 2014)

There is **risk**

(Fozio et al., 2018; Li & Porock, 2014)



Paradigm Shift



Q & A

Elder Justice Initiative

elderjustice.gov



FIND HELP OR REPORT ABUSE

February 15th, 2023

Third Georgia-Based
“Romance Scam” Co-
Conspirator Convicted in
Federal Court in Rhode
Island



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Thank You

shelly.l.jackson@usdoj.gov

The opinions, findings, and conclusions or recommendations expressed do not necessarily represent the official position or policies of the U.S. Department of Justice.

PowerPoint Citations

- [This link contains all citations](#) in the PowerPoint
- Brownell, P. & Heiser, D. (2006). Psycho-educational support groups for older women victims of family mistreatment. *Journal of Gerontological Social Work*, 46(3), 145-160.

Resources

General Resources

- van der Kolk, B. (2015). *The body keeps the score: Brain, mind, and body in the healing of trauma*. Penguin.
- Bloom, S. L., & Farragher, B. (2013). *Restoring sanctuary: A new operating system for trauma-informed systems of care*. Oxford University Press.
- [Rumsdell, J., & Boardman, J. \(\). Traumatic Victimization and Police Interview and Investigation Techniques to Improve Case Outcomes](#) (NCVC webinar)
- [An Introduction to ACES and Elder Abuse](#) (EJI Webinar, September 21, 2018)
- Texas Department of Family and Protective Services. [Trauma-Informed Care Training](#)
- Texas HHS (2017). Training Session III: [Trauma-Informed Care and the Aging Population](#)
- Ford, J. D., & Courtois, C. A. (2020). Defining and understanding complex trauma and complex traumatic stress disorders. In J. D. Ford & C. A. Courtois (Eds.), *Treating complex traumatic stress disorders in adults: Scientific foundations and therapeutic models* (pp. 3–34). The Guilford Press.
- Piotrowski, C. C. (2020). ACEs and trauma-informed care. In *Adverse childhood experiences* (pp. 307-328). Academic Press.
- Susan Radcliffe & Daniel Pollack (April 18, 2022). [In plain language, what is “trauma-informed care”?](#)

General Resources (Con't)

- [Trauma-Informed Care of the Elderly](#) (YouTube video)
- [Elder Abuse Prevention and Intervention through a Trauma-Informed Lens](#) (YouTube video)
- In [this TedMed Talk, pediatrician Nadine Burke Harris](#) explores the connection
- between the trauma of ACEs and brain development.
- <https://www.youtube.com/watch?v=wyOAD4ejwBg> Neurobio 101
- <https://www.youtube.com/watch?v=py0mVt2Z7nc> Neurobio 101

Organizational Change & Leadership

- Trauma-Informed Organizational Change Manual (2022). University of Buffalo School of Social Work. ([order here](#))
- SAMHSA (2014). [Concept of Trauma and Guidance for a Trauma-Informed Approach](#).
- [Developing 1 Million Trauma-Informed Leaders](#) (YouTube video)
- [Implementing Trauma Informed Care into Organizational Culture and Practice](#) (YouTube video)
- [Characteristics of a Trauma Informed Workplace](#)
- SAMHSA (2014b). [Trauma-Informed Care in Behavioral Health Services](#) (Treatment Improvement Protocol (TIP) Series, No. 57). Rockville, MD: Substance Abuse and Mental Health Services Administration.

APS Resources

- APS TARC (). [Trauma-Informed Approach for Adult Protective Services.](#)
- APS TARC (2020). [Trauma Informed Care Approach to Elder Abuse.](#)
- Petruy, E., & Dalin, H. (2020). The Future of Elder Justice: A Perspective from the Administration for Community Living. *Generations*, 44(1), 98-100.
- [Trauma Informed Care Approach to Elder Abuse – YouTube](#)
- [Training Session III: Trauma-Informed Care and the Aging Population](#) (Texas HHS ppt)
- [Equity and Cultural Humility in APS Beginning the Conversation Around Staff and Client Experiences](#)

Law Enforcement Resources

- [Rumsdell, J., & Boardman, J. \(\). Traumatic Victimization and Police Interview and Investigation Techniques to Improve Case Outcomes](#) (NCVC webinar)
- Blue et al. (). [Guide for a trauma-informed law enforcement initiative](#).
- Walker, N. (2021). [Intervening with Sexual Assault Victims: A Trauma Informed Training for Law Enforcement](#) (Doctoral dissertation, Alliant International University).
- Lasch, A., & Merkle, C. (2022). [A Victim-Centered Approach to Elder Abuse Investigations](#) (NCALL webinar)
- National White Collar Crime Center. [Victim-Centered Solutions to Elder Financial Exploitation](#) (online training)
- Rich, K. (2019). Trauma-informed police responses to rape victims. *Journal of Aggression, Maltreatment & Trauma*, 28(4), 463-480.
- Risan, P., Milne, R., & Binder, P. E. (2020). Trauma narratives: Recommendations for investigative interviewing. *Psychiatry, Psychology and Law*, 27(4), 678-694.
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LTCO Resources

- The National Long-Term Care Ombudsman Resource Center. [Trauma-Informed Care.](#)
- The National Long-Term Care Ombudsman Resource Center. [Trauma-informed care: Nursing home requirements and Ombudsmen program advocacy](#)

Nursing Home Resources

- Fazio, S., Pace, D., Flinner, J., & Kallmyer, B. (2018). The fundamentals of person-centered care for individuals with dementia. *The Gerontologist*, 58(suppl_1), S10-S19.
- LeadingEdge (2018) [Foundations of Trauma-Informed Care: An Introductory Primer](#). Maryland LeadingAge
- LeadingEdge (2019) [Foundations of Trauma-Informed Care](#) Maryland LeadingAge
- Rockwell, J. (2012). From person-centered to relational care: Expanding the focus in residential care facilities. *Journal of gerontological social work*, 55(3), 233-248.
- O'Malley, K. A., Sullivan, J. L., Mills, W., Driver, J., & Moye, J. (2022). Trauma-informed care in long-term care settings: From policy to practice. *The Gerontologist*. <https://doi.org/10.1093/geront/gnac072>
- CMS [Trauma-Informed Care](#) ppt
- Federal Regulation: F699 (trauma-informed care): Nursing homes nationally that receive Medicaid reimbursement are required to provide trauma-informed care.
- Trauma Informed Care (TIC) is a CMS requirement for nursing homes ([AGS, 2022](#))
- [Trauma Informed Practice in Aged Care](#) (Phoenix, Australia) webinar
- [Nursing Home TIC Talk: Trauma-Informed Care and Dementia](#)
- O'Malley, K. A., Sullivan, J. L., Mills, W., Driver, J., & Moye, J. (2022). Trauma-informed care in long-term care settings: From policy to practice. *The Gerontologist*.
- Li, J., & Porock, D. (2014). Resident outcomes of person-centered care in long-term care: A narrative review of interventional research. *International journal of nursing studies*, 51(10), 1395-1415.

LGBT

- FORGE: Transgender Aging Network www.FORGE-forward.org
- Cook-Daniels, L. (2019). Trauma and Aging. *Transgender and Gender Nonconforming Health and Aging*, 113-129.
- Scheer, J. R., & Poteat, V. P. (2021). Trauma-informed care and health among LGBTQ intimate partner violence survivors. *Journal of Interpersonal Violence*, 36(13-14), 6670-6692.

Healthcare System

- [Trauma Informed Care in Medicine: Current Knowledge and Future Research Directions](#)
- [Key Ingredients for Successful Trauma-Informed Care Implementation](#)
- [Trauma-informed care: recognizing and resisting retraumatization in health care](#) (article)
- [Implementing Trauma Informed Care into Organizational Culture and Practice](#) (Robert Wood Johnson Foundation)
- Trauma-Informed Care: [The 4 'Rs'](#)
- What is Trauma-Informed Care?: [A Comprehensive Overview](#)
- [Characteristics of a Trauma Informed Workplace](#)
- Trauma Informed Care Trauma Awareness: [SAMHSA TIP](#)
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- [Equity and Cultural Humility in APS Beginning the Conversation Around Staff and Client Experiences](#)
- Cultural Humility: [How to Approach Diverse Older Adults](#) (NCOA Webinar)
- [Reflections on cultural humility](#) (American Psychological Association)
- [Practicing Cultural Humility to Transform Health Care](#) (Robert Wood Johnson Foundation)

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