TTARP matches eligible Victim Assistance Programs (VAPs) with expert consultants who:

Provide custom-tailored TTA on organizational leadership and communications topics

Draw on expertise from training professionals

Offer services at no-cost

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Example TTARP topics include:

Conflict Resolution & Accountability (1b)

Understanding RFPs and Writing Effective Grant Proposals (2c)

Creating an Accessible Organization for Disabled Staff (3b)

Developing Talent from Within (3c)

Strategies for Partnering with Law Enforcement (4b)

Strategic Planning for Programs (5c)

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To receive free TTARP services, your Program Director will simply…

Select a service or training topic from the catalog

& submit a formal training or technical assistance request.

HEALING CENTERED DOCUMENTATION

Kenton Kirby, LCSW (he/him/his)
CVK Consulting, LLC

A little about me

- **Husband**
- **Brother**
- **Son**
- **Caretaker**
- **Native New Yorker**
- **Former athlete**
- **Survivor**
- **Social Worker**
- **Caused harm**
- **Been harmed**
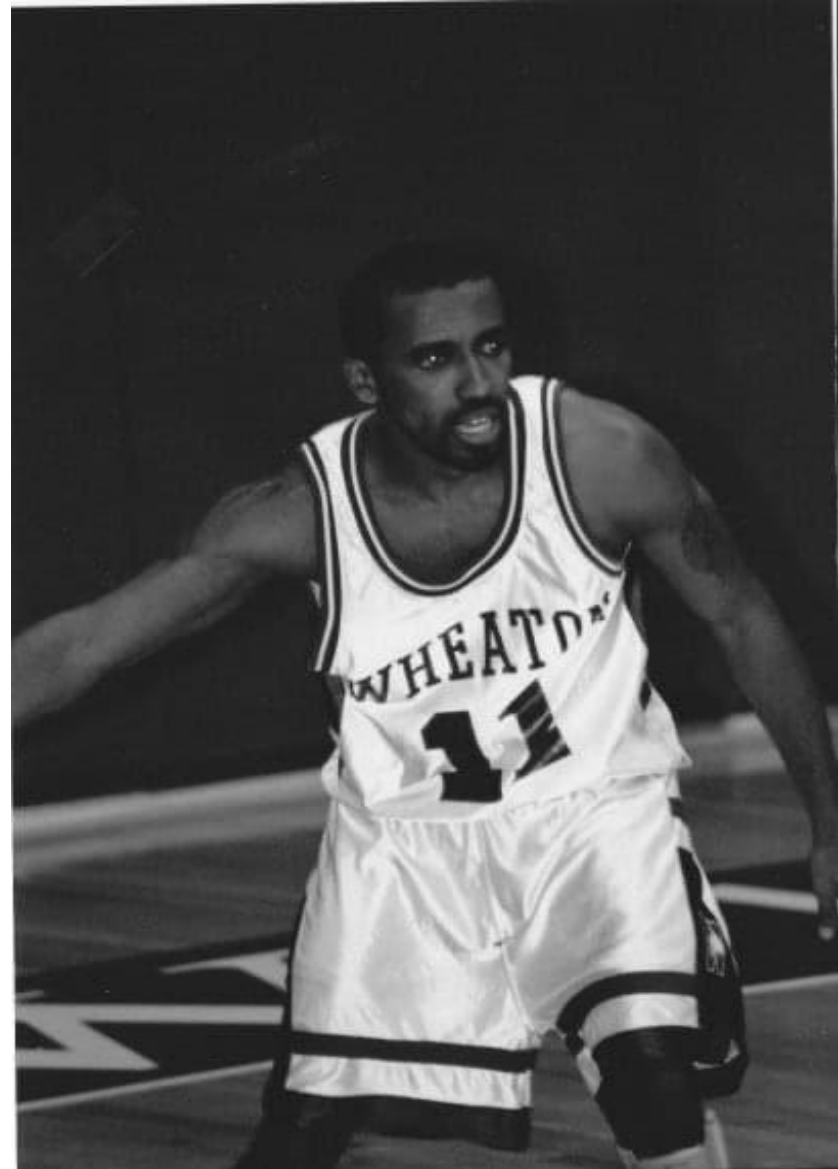
AREAS TO COVER

- Helping v. Serving

- What is trauma informed care

- Bias in documentation

- Double edged sword of documentation

- Understanding importance of thoughtful documentation

HELPING vs. SERVING
(What brings us to this work)

Help

- Helping creates a distance between people.

- When you help, you see life as weak or broken.

- Helping is not a relationship between equals.

- When we help, we become aware of our own strength.

Serving

- When you serve, you see life as whole.

- Service is a relationship of equals.

- In serving, we find a sense of gratitude.

- Serving requires us to know that our humanity is more powerful than our expertise.
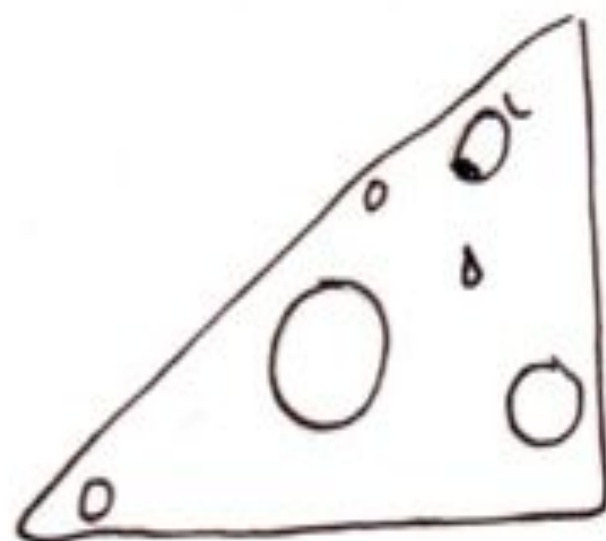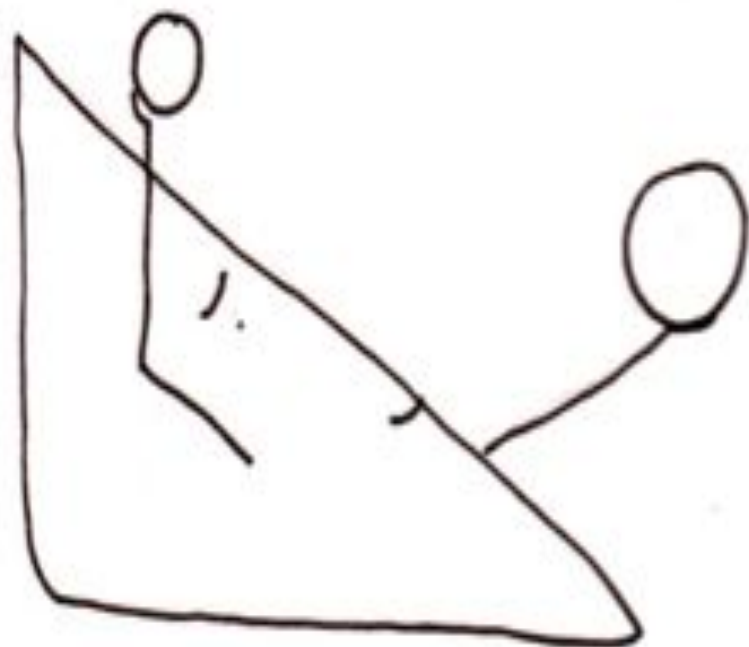
Learning Check #1

What is the difference between Helping and Serving?

WHY DO WE TAKE NOTES?

- Need to keep a record of **relevant** client/participant information.

- Track progress of our client/participants work

Question?

- When you meet with a new client, what information do you gather from them? What information do you feel is relevant? What information that you ask for do you think may not be as relevant and why? (use the chat)

What is a Trauma Informed Approach?

- Shifts the focus from "what's wrong with you?" to "what happened to you?"

- Recognition that we have a clear picture of client's needs and relevant history to inform how we work collaboratively with program participants.

"Universal assumption of trauma"

Trauma-Informed Care

6 Core Principles

Safety

Trustworthiness and transparency

Cultural, historical, and gender issues

Peer support and mutual self-help

Empowerment, voice, and choice

Collaboration and mutuality

Bias in documentation

- Importance of identifying and acknowledging.

- What do we do with the information we uncover about our own biases?

- Supervision, Supervision, Supervision!

Examples of Bias in documentation

- Formerly incarcerated person over "ex-offender"

- Lives with a disability over "handicapped"

- Immigrant over "illegal alien"

- Staff hours over "man hours"

What is Implicit Bias?

Thoughts and feelings are "implicit" if we are unaware of them or mistaken about their nature. We have a bias when, rather than being neutral, we have a preference for (or aversion to) a person or group of people. Thus, we use the term "implicit bias" to describe when we have attitudes towards people or associate stereotypes with them without our conscious knowledge.

A fairly commonplace example of this is seen in studies that show that white people will frequently associate criminality with black people without even realizing they're doing it." (Perception Institute, 2022)

DOCUMENTATION

THOUGHTS?

- "If you don't write it down, it never happened."

WHY DO WE TAKE NOTES

- To keep a record of our work.

- We hear many experiences of participant's and this is a way to stay organized.

- Notes serve as a placeholder for us to refer to.

Challenges with note taking

- How much time is spent on note taking per client.

- What information we include/not include.

- Different expectations of length of notes.

- Varying writing styles among staff.

HOW OUR DOCUMENTATION CAN CAUSE HARM

- Can be misinterpreted.

- Labels can follow participants throughout their time in the system.
    - Ex. Mental health diagnosis/misdiagnosis
    - Ex. Inaccurate demographic information
        - Family composition incorrect sometimes

- System actors rely on what is written to inform long term decisions.

WHAT IS A DAP NOTE?

- A straightforward approach to documenting.

- Stands for **Data, Assessment, Plan**.

- Three sections and can be brief.

DATA

- Includes what you heard and observed during the session.

- Most information is client self-report.

- Most of the data should be objective, but the service provider can add subjectivity to this section.
  - Ex. *"Client appears agitated as evidenced by their closed off posture."*

ASSESSMENT

- This section is for your interpretation of what was shared during session.

- What progress, if any, is the client making?

- Provide some insight to the client self-report in the data section.

PLAN

- Plan for future sessions or tasks to do between sessions.
  - Ex. You may assign a task or homework assignment between sessions.

- This is not the plan of treatment, but simply the tasks in between sessions or groups.

- Answers the question, "what will I do next?"

Learning Check #2

A DAP note format can only be used by a mental health professional?

a. **True**
b. **False**

What goes in a note?

- **Case Management Notes:** Focus more on the presenting issue that brought a client/participant to our attention.

  - Services referred to
  - Goals related to the services
  - Status of the services and goals

What goes in a note?

- **Clinical Notes:** Are notes that the mental health staff complete for program participants

  - Focus on client's socioemotional status
  - Includes analysis of client's functioning
  - Emergency client crisis
    - Ex. SI/HI/Duty to warn

Things to consider

- Include descriptions of client presentation at the time of session.

- Brief summary of previous session.

- Description of what client and SW/case manager talked about.

- Interventions used by staff during session.

- Takeaways for client.

QUESTIONS?

THANK YOU!
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Thank you!

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Upcoming TTARP Virtual Training Opportunities!

Enhancing Your Services: Planning for Accessibility

Presented by Sandra Harrell & Olga Trujillo, Activating Change

Wednesday, May 24, 2023 at 1 - 2:30 p.m.

Click here to register.

Managing Yourself and Up with a Trauma-Informed, DEI Lens

Presented by Rhokeisha Ford, The CUNY Institute for State & Local Governance

Wednesday, June 21, 2023 at 1 - 2:30 p.m.

Click here to register.

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