Section Objective:
Describe implementation best practices for at least two of the Six Core Strategies© for Preventing Violence, Trauma and the Use of Seclusion and Restraint
PPS COACHING PROCESS OVERVIEW

Intensive Initial Coaching
- 9-10 “Monthly” Meetings per OOH Site (average)
- Overview & Team Selection
- 6CS Assessment, Team Vision, Data Sources
- Action Steps, Strategies, Progress Updates
- NHA Training & other Technical Assistance
- Re-Assessment, Celebrating Successes, Transition

Follow-up Coaching
- Quarterly meetings to track continued progress & assist as needed
SIX CORE STRATEGIES© (6CS)

• **LEADERSHIP** toward organizational change
• **DATA** used to inform practice
• **RIGOROUS DEBRIEFING** following seclusion and restraint or other critical incidents
• **ENVIRONMENT OF CARE/SENSORY MODULATION** tools used to reduce the need for seclusion and restraint
• **YOUTH & FAMILIES** – full inclusion – voice & choice
• **WORKFORCE DEVELOPMENT** to support trauma informed care
LEADERSHIP – PPS COACHING TEAM

• 8 Parents (2 adoptive, with lived experience of youth behavioral health systems)
• 10 Master’s Degrees, 1 Doctorate, 5 Clinical Licenses
• Expertise in Social Work, Clinical Psychology, Psychiatric Nursing, Family Therapy, Health Education, Human Services, Public Administration
• 3 Post Grad Certificates in Traumatic Stress Studies from JRI; 4 trained in the ARC Treatment Framework
• Significant experience in SOC and Residential Treatment
• Peer Support expertise
LEADERSHIP – COACHING SITES

• Critical role of leadership
  • Agency and Site
  • Formal and Informal
• Communicating the Vision
• Supporting staff training
• Providing resources for environmental updates
• Sharing data
St. Peter’s Village

... One Year Later
Do they really think we can pull this off?

• This will never work; the kids will not respond to this.
• If our level system is gone, it will be a free-for-all.
• If everyday is a “clean slate” they are taking our power/authority
• How are we going to get the families to cooperate?
• What happens if we have to physically restrain? Are we allowed? Will we be in trouble?
DATA – PPS COACHING TEAM

• Focus Groups Phase 1 Post Transition
• Coaching Surveys – Survey Monkey Post Transition
• Periodic NHA Superuser Surveys
• NHA Training Fidelity Checklist
• NHA Pre-Post Questionnaire
• NHA Observation Tool in development
DATA – COACHING SITES

Where thought goes, energy flows...

Each site team chooses key indicators such as:

• Restraints, Police Calls, Staff Callouts

• Family Contacts, Treatment Participation, Use of NHA by staff
St. Peter’s Physical Intervention Data
(we do not use seclusion)

*Numbers are as of 6/15/17

<table>
<thead>
<tr>
<th>Year</th>
<th>Restraints</th>
<th>Duplicated Youth</th>
</tr>
</thead>
<tbody>
<tr>
<td>2015</td>
<td>28</td>
<td>10</td>
</tr>
<tr>
<td>2016</td>
<td>14</td>
<td>5</td>
</tr>
<tr>
<td>2017</td>
<td>2</td>
<td>0</td>
</tr>
</tbody>
</table>
RIGOROUS DEBRIEFING

How might we respond differently next time?

• No Blame, only opportunities for learning!
• Ways to involve youth, staff, leadership
• Reflection and learning to broaden understanding
RIGOROUS DEBRIEFING

1) Event
2) Response
3) What we know
4) What we need to know
5) Where to place focus
6) Take Away
ENVIRONMENT & SENSORY

• Individualized Self-Regulation Plans
• Occupational Therapy Consultations
• Sensory Spaces & Sensory Kits
  • Creative options from Wish Lists to DIY
### “How to Deal” Plan

<table>
<thead>
<tr>
<th>Things that upset me!</th>
<th>How people can tell I’m upset:</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Changing plans at the last minute</td>
<td>• Mean face</td>
</tr>
<tr>
<td>• Exaggerating or making things up</td>
<td>• Yelling, stomping and swearing</td>
</tr>
<tr>
<td>• Accusations</td>
<td>• Breaking rules</td>
</tr>
<tr>
<td>• Overhearing staff talking about me and my family</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>When I’m having a hard time controlling my anger please don’t do this:</th>
<th>Please do this:</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Talk about it as soon as it happens</td>
<td>• Give me some space and time alone</td>
</tr>
<tr>
<td>• Talk about something over and over</td>
<td>• Distract me with something I like to do like watch a video or get a drink</td>
</tr>
<tr>
<td>• Give me negatives</td>
<td>• Encourage me to take a walk</td>
</tr>
<tr>
<td>• Take away privileges</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Things that help me to calm down when I’m upset:</th>
<th>When I am feeling low or not motivated I can do these things to increase my energy:</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Listen to music on my headphones</td>
<td>• Open a window</td>
</tr>
<tr>
<td>• Use the rocking chair</td>
<td>• Take a shower</td>
</tr>
<tr>
<td>• Use the weighted blanket</td>
<td>• Go for a walk</td>
</tr>
</tbody>
</table>
I can't even! I wish I could send you a pic, just walked into the living room. Daniel laying on the sofa neck wrap on holding a soothing sound machine, BP has the lights dimmed down low, JB is late on the other couch under the aucpressure mat Playing with a squishy ball, MM is sitting on the small seat with the Weighted blanket. 😂😂😂 AMEN AMEN just too funny Have a great weekend.

Wahooooo !!!!!! It works ! It really works !!! Thanks for letting me know. I'm smiling ! You must be gitty !
DIY Individualized Sensory Box
YOUTH & FAMILIES – Full Inclusion

• Youth Advisory Boards
  • Rules Reviews, Staff Interviews, PPS Teams
• Youth & Family Surveys
• Youth & Family Peer Staff Positions
• Former Resident/Family Board Members
Youth Advocacy Board

- Board members are elected by their peers
- All residents meet monthly with the Youth Advocacy Board to discuss changes they would like to see within the program
- Meeting minutes are taken by our Clinicians
- Board members meet with our Administration to effect change
HOW ARE WE DOING?

St. Peter’s is committed to providing your son and your family state-of-the-art treatment. We value your input, as it will aid us in strengthening treatment delivery. The following questionnaire will be provided to you and your son at every treatment conference. It only takes a few minutes to complete. It covers the following: visitation, youth choice, community integration and behavior support. There is a space for comments, in the event all of your concerns or compliments aren’t addressed.
YOUTH & FAMILIES – Full Inclusion

• Family Engagement
  • 1st Night Calls, Positive Reach Outs, Events
  • Open Door & Phone Policies

• Supporting Youth at Home
  • In-Home Therapy, Tracking Positives

• Family Support/Youth Partnership Linkages
  • FSO presentations, Youth Conference planning
WORKFORCE DEVELOPMENT

Framework for Coaching with Site Teams - Six Core Strategies© 2-Day Training

• Youth & Family Panel
• Out of Home Provider Panel
• Residential Interventions for Children, Youth & Families: A Best Practice Guide (Blau, Caldwell & Lieberman)
• Implementing Effective Short-Term Residential Interventions: A Building Bridges Initiative Guide
WORKFORCE DEVELOPMENT

Nurtured Heart Approach®

• Statewide 1-day trainings by Rutgers PPS Team
• Customized on site trainings in various formats
• Trainer Certification (5 days plus Pre & Post meetings) to embed expertise in provider agencies
• Quarterly Regional Superuser Groups to support fidelity and collaboration
• Full-day trainings by national & international experts to inspire folks to “notch it up”
WORKFORCE DEVELOPMENT

Technical Assistance – customized formats offered on site and regionally for OOH staff

• Family Engagement
• Adverse Childhood Experiences & the Neurobiology of Trauma
• Complex Trauma, Developmental Attachment & Trauma Informed Care
• Emotional Regulation, Self-Care & Mindfulness
• Positive Behavior Supports
• Cultural & Linguistic Competence
Cultural Responsiveness refers to the ability to learn from and relate respectfully to people from your own and other cultures.

- How does this family/youth interpret behaviors?
- What expressions does this family/youth use when talking about trauma?
- How does this family/youth handle stress?
- Does this family/youth have particular ways to self-regulate?
- Are particular behaviors cultural or not?
- How does this family/youth perceive what happens to them?

Adapted from: Marta Casa, 2013
PPS Coaching – Lessons Learned

Agency/Site Readiness for Coaching

• Value of peer sharing to inspire
• Prior orientation around “Trauma Informed”
PPS Coaching – Lessons Learned

Challenges:

• Pre-existing cultures & values
• Connecting staff with training
• Impact of staff turnover
• Youth in treatment far from home
• Prior staff-family interactions
PPS Coaching – Lessons Learned

What Helps:

• Team Approach

• Attending to Energy (meeting them where they are, attending to group process, getting in sync)

• Arousing Curiosity

• Individualizing the process based on local factors (census concerns, staff changes, environments)

• Repetition

• Having NHA trainers on site/on the floor

• Regular review of 6CS with implementation teams
Section Objective:
Identify the 3 stands of the Nurtured Heart Approach®
WHAT IS THE NURTURED HEART APPROACH®?

A set of strategies for helping children (and adults) use their intensity in successful ways …and awaken to their greatness!
A Day in the Life of...

Experiential
The way we talk to our children becomes their inner voice.
~Peggy O'Mara
The NHA Core Methodology: The 3 Stands™

1. Absolutely No!
2. Absolutely Yes!
3. Absolutely Clear!
Stand 1: Absolutely No!

I refuse to energize negativity. I will not reward negativity with my energy, connection or relationship.
Children perceive what really gets us going.

The energy behind what we are saying is the real message.
Stand 2: Absolutely Yes!

I relentlessly create and energize positivity and success. I energize and nurture firsthand experiences of success.
Brain, LOOK!

Not NOW! Can't you see I'm BUSY?!
TRAIN YOUR MIND TO SEE THE GOOD IN EVERYTHING.
NHA Recognitions

• What do you see?
• What is happening?
• What is not happening?
• Give the in the moment details!
• What does it say about who they are as a person of growing greatness?
Eulanda – You Could Have Been Fussing

Energizing success
Stand 3: Absolutely Clear!

I set and enforce clear limits and clear consequences in an un-energized way. I will always provide a true consequence.
You & Resets

• Think of a moment when you were really escalated.
• What helps you to reset yourself?
• What doesn’t help you reset?
Counting down from 10-1

Deep breathing – various options

"hmmm…" "ommm…" “zzzzz…”

Slowly tap your thumb to each fingertip

Meditation

Progressive muscle relaxation

Stand 1 Mantra

Think about positive interactions with a child

Visualization

Rhythmic exercises

Engage all of your senses

Self-massage
The 3 R’s

Reset – self-regulate

Restart – welcome back, appreciate realignment with greatness

Restore – as needed, individualized natural & logical consequences
“Almost everything will work again if you unplug it for a few minutes, \textit{including you}.”

— Anne Lamott
3 Stands in Balance

- Absolutely No!
- Absolutely Yes!
- Absolutely Clear!
“Children do not awaken by the fear of punishment. They awaken to their greatness!”

- Howard Glasser