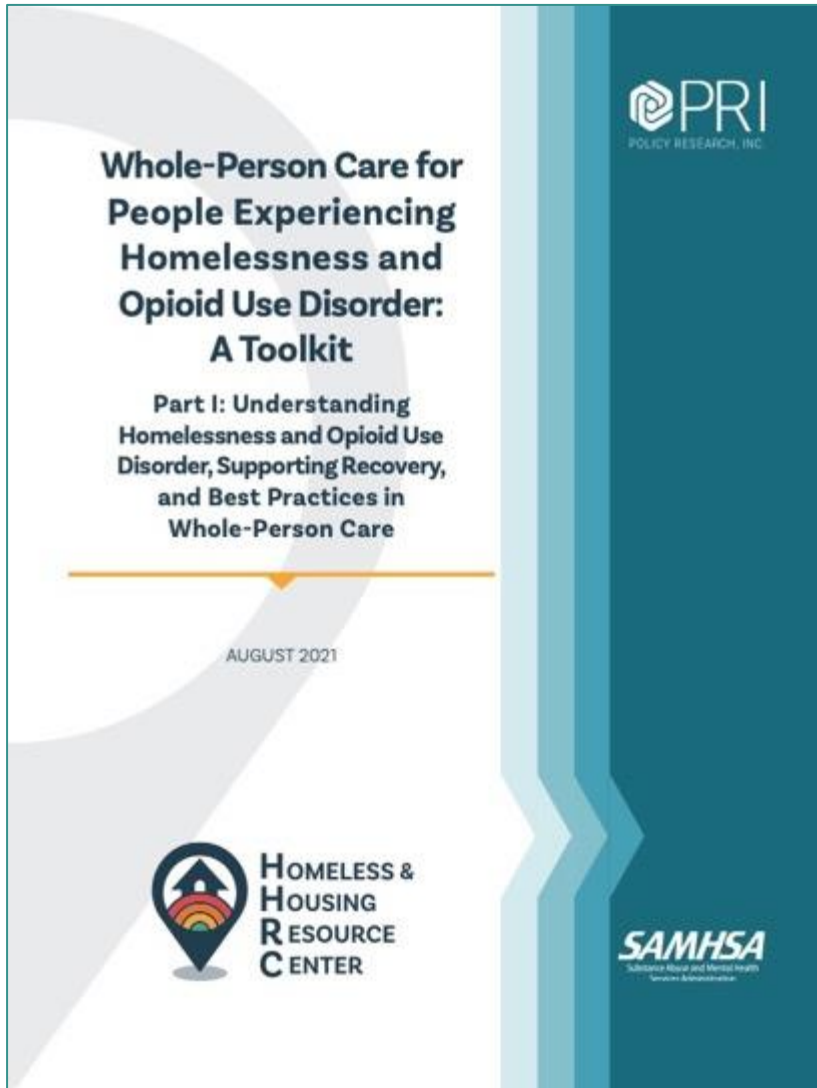


A Framework for Whole-Person Care in Behavioral Health

*Northwest MHTTC
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Presented by
Ken Kraybill, MSW



This toolkit, released by SAMHSA in August 2021, provides an overview of homelessness, opioid use disorder, and the core elements of a whole-person care framework.

In this session, we will explore what it means to be person-centered, trauma-informed, recovery-oriented, racially equitable, non-stigmatizing, housing-focused, peer-integrated, and self-compassionate in our work.

Learning Objectives

You will be able to:

Name 4 elements of the spirit of whole-person care

Describe 3 ways to “befriend the emotional brain” in using a trauma-informed approach

Name the 4 agreements of “courageous conversations”



What is whole-person care?



- Based on profound respect for the individual and the bio-psycho-social-spiritual-communal aspects of their life
- Takes a “person-in-context” approach
- Recognizes that a person’s health and mental health is impacted and exacerbated by cultural attitudes and beliefs – *e.g., stigma, bias, bigotry, prejudice, discrimination evidenced in racism, sexism, heterosexism, homophobia, transphobia...*

What is whole-person care?



- Appreciates that a person's health and well-being is impacted and exacerbated by social causes and conditions – *e.g., factors related to poverty including poor nutrition, lack of safe and stable housing, incarceration, unemployment, chronic anxiety of income insecurity...*
- Is tailored, unique, individualized, and community-specific
- Whole-person care requires a multi-disciplinary team approach in partnership with the individual

What is whole-person care?

- Whole-person care requires regular communication and coordination of care among services that are often siloed.
- Whole-person care provides individualized support and services that help people ultimately enjoy healthier and meaningful lives.
- Other



The Spirit of Whole-Person Care



A mindset and heart-set

Elements

Partnership

Acceptance

Compassion

Evocation





PARTNERSHIP – a collaboration;
demonstrating profound respect for the person;
both parties have expertise; dancing rather than
wrestling; best practices are not done on or to
people, but with and for them



What partnership sounds like...

Would it be all right if we explore...?

How do you feel about...?

What is your understanding of...?

I look forward to working together...

How can I best support you in this process?



ACCEPTANCE

- Prizing person's inherent worth and potential
- Providing accurate empathy
- Supporting autonomy
- Affirming strengths



What ACCEPTANCE sounds like...

Prizing person's inherent worth and potential

You are welcome here just as you are.

“There’s nothing about a caterpillar...”

What would you like to be different?

In looking ahead at your life...



What acceptance sounds like

Providing accurate empathy

That sounds really complicated.

You're feeling hurt and confused.

Part of you isn't sure you're ready to stop using *and* part of you wants to live a more normal life and get your kids back.

You're hoping for a better result this time.



What acceptance sounds like...

Supporting autonomy

You know what is best for you

You like to weigh things carefully
before making any changes.

This is a decision only you can
make.





What acceptance sounds like...

Affirming strengths

You showed a lot of courage in the way...

That took a lot of patience to...

You're the kind of person who values loyalty.

COMPASSION – coming alongside someone in their suffering; actively promoting the other's welfare; giving priority to the person's needs



Practicing with Compassionate Detachment



“Compassionate detachment is respecting our guest’s power enough to not rescue them while extending loving compassion to them in the present moment.

Simultaneously, compassionate detachment is also respecting ourselves enough to not take the person’s challenges on as our own and realizing that to do so serves good purpose for no one.”

Michael Arloski, Wellness Psychologist



“Here is what we seek: a compassion that can stand in awe at what (people) have to carry rather than stand in judgment about how they carry it.”

Fr. Greg Boyle, Tattoos on the Heart



What compassion sounds like...

[no words at all]

I'm so sorry...

May I just sit here/stay with you for awhile?

I would like to be helpful...

Is it all right if we check in again...?

What would be most helpful to you...?

EVOCAATION –
eliciting the person's own
knowledge, wisdom,
strengths, and motivation



“You already have what you need, and
together we will find it.”

William R. Miller

What evocation sounds like...

What would you like me to know about yourself?

Tell me about...

What concerns, if any, do you have about...?

You're hoping to find your own place.

If you were to change, what would be your reasons to do so?



Partnership
Acceptance
Compassion
Evocation



8 Core Attributes of Whole-Person Care



- Person-centered
- Trauma-informed
- Non-stigmatizing
- Racially-just
- Housing-focused
- Recovery-oriented
- Peer-integrated
- Self-compassionate



person-centered

trauma-informed
non-stigmatizing
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self-compassionate

Person-Centered

Often, we design our service systems to prioritize the needs of the system, funder, and service provider over those of people we serve.

Person-centered approaches:

- Put the person and their hopes and aspirations at the center
- Partner with the people you serve and offer choices and shared decision making
- Encourage people to take an active, self-directed role and to define the goals and outcomes that matter most to them, rather than prioritizing the system or the service providers' goals for that person
- Require providers to recognize and move past their own biases, assumptions, and judgments about a person and what is best for them

Video Demo
“The Hustler”



person-centered
trauma-informed

non-stigmatizing
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Scars remind us
where we've been.
They don't have
to dictate where
we're going.

Overwhelming demands placed upon the physiological system that result in a profound felt sense of vulnerability and/or loss of control

Robert D. Macy



Traumatic stress



“Traumatic events overwhelm the ordinary systems of care that give people a sense of control, connection, and meaning.”

Judith Herman

Impact of trauma



What does trauma
steal from us?





How trauma can affect a person's engagement in services

Avoidance due to fear of not being seen, heard, taken seriously, believed

Fear of placing trust in others, being controlled, exploited, abandoned

More comfortable with transactional relationships

Difficulty keeping appointments, following up on referrals, following through with plans (fear, avoidance, impaired memory, poor decision-making)

Other



Kintsukuroi (keen-tsoo-koo-roy)

The Japanese art of mending pottery using gold or silver lacquer. The broken and mended pot becomes even more beautiful than the original. A compelling metaphor for how pain, grief, and trauma in our lives can transform us in positive, even beautiful ways.

Befriending the emotional brain



Dealing with hyperarousal

Self-awareness, mindfulness

Relationships

Communal rhythms and synchrony

Getting in touch

Taking action

The Body Keeps the Score, Bessel van der Kolk, 2014



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Non-stigmatizing

Persistent myths and misconceptions about behavioral health conditions create damaging and corrosive attitudes that stigmatize people who live with these challenges. People experiencing homelessness are also labeled and stigmatized.

Stigma causes further damage when it becomes internalized. It creates untold barriers and challenges to engagement, wellness, and recovery.

Whole-person care is the antidote to stigma. It is critical to challenge stigma with awareness and employ affirming, nonjudgmental, non-stigmatizing language, beliefs, and practices.

My Name Is Not "Those People"

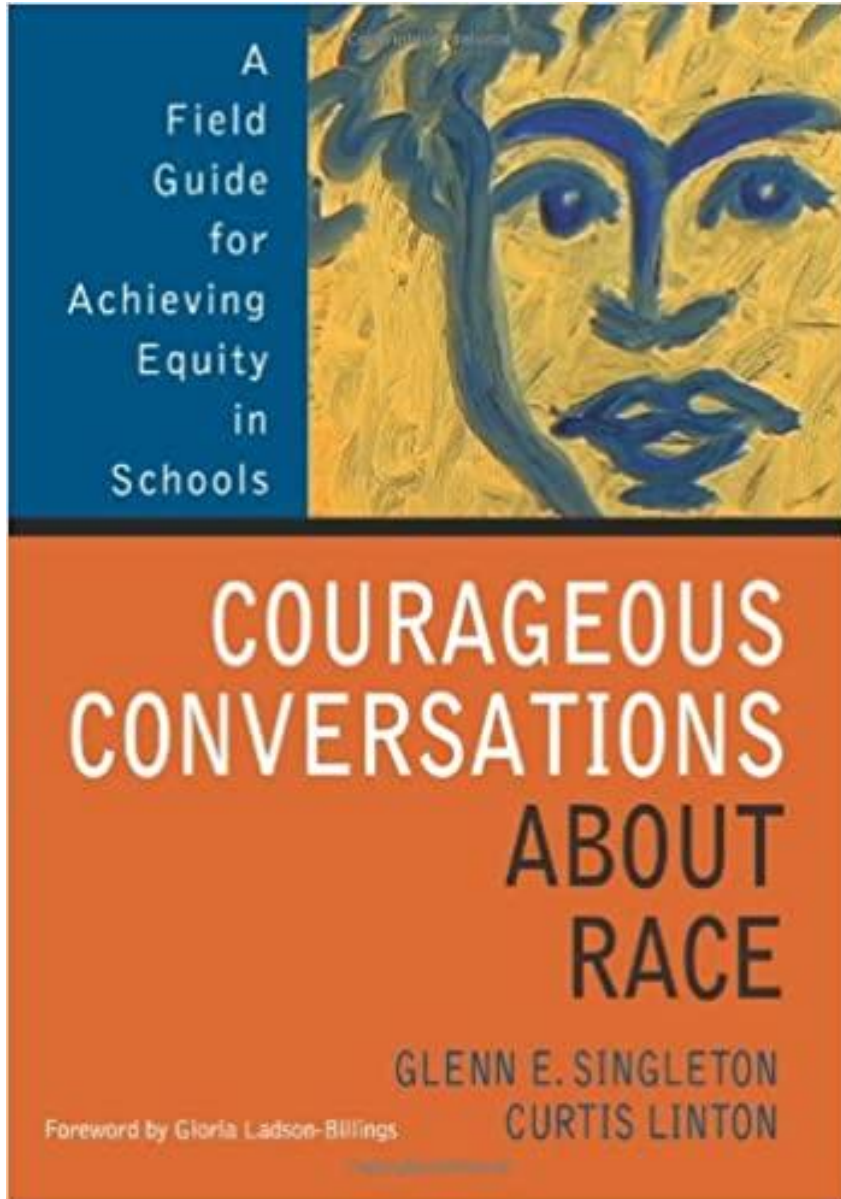


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The Four Agreements of Courageous Conversations



STAY ENGAGED: Remain morally, emotionally, intellectually, and socially involved in the dialogue

EXPERIENCE DISCOMFORT: Acknowledge that discomfort is inevitable, especially, in dialogue about race

EXPECT AND ACCEPT NON-CLOSURE: “Hang out in uncertainty” and don’t rush to quick solutions

SPEAK YOUR TRUTH: Be open about your thoughts and feelings and don’t just say what you think others want to hear



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What is Housing First?



Housing First is based on two core convictions:

1. Housing is a basic human right, not a reward for clinical success, and
2. Once the chaos of homelessness is eliminated from a person's life, clinical and social stabilization occur faster and are more enduring.



What is Housing First?



Housing First principles:

1. Move people into housing directly from streets and shelters without preconditions of treatment acceptance or compliance.
2. The provider is obligated to bring robust support services to the housing. These services are predicated on assertive engagement, not coercion.
3. Continued tenancy is not dependent on participation in services.
4. Units targeted to most disabled and vulnerable homeless members of the community.



What is Housing First?



Housing First principles:

5. Embraces harm reduction approach to addictions rather than mandating abstinence. At the same time, the provider must be prepared to support resident commitments to recovery.
6. Residents must have leases and tenant protections under the law.
7. Can be implemented as either a project-based or scattered site model.

Adapted from Downtown Emergency Service Center, Seattle, WA www.desc.org



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SAMHSA identifies 10 guiding principles of recovery. As service providers, it is important to fully immerse ourselves in these principles and consider how we integrate them in our work. How might you modify your interactions with service participants to align with these guiding principles?



1. Recovery emerges from hope.
2. Recovery is person driven.
3. Recovery occurs via many pathways.
4. Recovery is holistic.
5. Recovery is supported by peers and allies.
6. Recovery is supported through relationship and social networks.
7. Recovery is culturally based and influenced.
8. Recovery is supported by addressing trauma.
9. Recovery involves individual, family, and community strengths and responsibility.
10. Recovery is based on respect.



RECOVERY CAPITAL

Refers to the resources—physical, emotional, social, relational—that help support individuals entering and sustaining recovery. Recovery capital will look different for everyone. It is often broken into three categories:

Personal recovery capital: An individual's available *physical* and *personal* resources including access to housing, health care, transportation, food, and economic resources. Personal resources include a person's attitudes, abilities, skills, and knowledge, as well as their sense of meaning and purpose.

Family/social recovery capital: Includes social and familial relationships that support recovery, as well as access to a supportive community of people who are in recovery or recovery-focused social events.

Community recovery capital: Communities have an important role in creating recovery-friendly environments. A community with rich recovery capital offers a full continuum of treatment and recovery services, including peer support, recovery community organizations, and other resources that reduce stigma and help people enter and maintain recovery.



Peer support changes lives.



person-centered
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Peer Support

Peer support workers—also called *peer recovery coaches* or *peer specialists*—are people in recovery from substance use disorders or mental illness who are trained to use their lived experience skillfully in supporting others on their recovery journeys.

Peer support workers bring their own experience of recovery to inspire hope that recovery is possible. They are uniquely positioned to engage people, help them understand and explore options, connect them with community resources, and problem-solve challenges.

They walk beside people on their recovery journey and provide validation, multiple forms of support, and self-help education, and link people to tools and resources.



Peer support for people contemplating entering recovery or in recovery from a substance use and/or mental disorder can be broken down into four types:

1. **emotional**, *showing that they care, offering empathy and compassion for an individual's challenges;*
2. **informational**, *providing accurate, nonbiased information about recovery, services, and supports;*
3. **instrumental**, *helping people navigate their recovery journey and connecting them with resources, such as housing, health care, benefits, legal assistance, food, and clothing; and*
4. **affiliational**, *connecting people with a community of people in recovery and recovery-focused social activities.*





Self-compassion

What does it mean to help?



It starts with loving-kindness for oneself.

Pema Chödrön

Why does resilience matter?



Learning to live a more resilient life has numerous benefits including:

- Decreased depressive symptoms and increased emotional well-being
- Improved working memory
- Improved sleep
- Improved immune system function
- Improved relationships
- Improved coping when we experience emotional disruptions

<https://www.bouncebackproject.org/resilience>

5 Pillars of Resilience

Resilience is made up of five pillars: self awareness, mindfulness, self care, positive relationships, and purpose.

By strengthening these pillars, we in turn, become more resilient. Instead of experiencing an overwhelming downwards spiral when we encounter stress in our lives, these five pillars work together to lift us up out of the chaos we are feeling.





The Keep Going Song

Thank you!

Ken Kraybill
kkraybill@c4innovations.com



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Community & Behavioral Health | Recovery | Social Change