



# TRAUMATIC STRESS INSTITUTE

## Overview of Services

The Traumatic Stress Institute (TSI) of Klingberg Family Centers is an internationally-recognized leader in the rapidly growing field of trauma-informed care (TIC). TSI envisions a world where organizations and service systems fully embrace and embed TIC so that all trauma survivors who enter their doors heal and thrive.

### Whole-System Change Model Produces Measurable Outcomes

Through our Whole-System Change Model, TSI supports organizations that serve people with histories of trauma and other adverse childhood experiences (ACEs) to transform their organizational culture and services to TIC. Over 12-18 months, TSI works intensively with client organizations to deliver:

- Leadership consultation
- Foundational trauma training
- Train-the-Trainer to credential internal trainers
- Coaching for a TIC Task Force around implementation
- Program evaluation using an online dashboard tailored to the organization
- Ongoing professional enrichment via webinars and in-person training events



### MISSION:

To foster the transformation of organizations and service systems to trauma-informed care through the delivery of whole-system consultation, professional training, coaching, and research.

TSI helps organizations develop a stable and well-trained workforce and increase clinical expertise. It has assisted organizations worldwide reduce restraints and seclusions, decrease staff turnover, sustain referrals within a competitive marketplace, and achieve lasting results with even the most difficult clients and families.

### Evidence-Based Staff Trauma Training Models

The workforce development pillars of the Whole-System Change Model are: **Risking Connection®**, an industry-leading foundational trauma training model; **Risking Connection for Foster Parents**; and **Restorative Approach®**, a trauma-informed alternative to “point and level” systems for group care settings. TSI uses a Train-the-Trainer model of dissemination so that organizations can embed and sustain the training indefinitely in their system. Both **Risking Connection®** and the **Restorative Approach®** are listed on the California Evidence-Based Clearinghouse for Child Welfare (CEBC).

### TIC Research

TSI staff are thought leaders in TIC research as well. With Tulane University, we created the Attitudes Related to Trauma Informed Care (ARTIC) Scale, one of the first psychometrically valid measures of TIC to exist in the field that is being used worldwide. Client organizations of TSI benefit from the use of this and other state-of-the-art measurement tools.



370 Linwood Street, New Britain, CT 06052 | Telephone: 860.832.5562  
Websites: [www.traumaticstressinstitute.org](http://www.traumaticstressinstitute.org) | [www.klingberg.com](http://www.klingberg.com)  
For more information contact Steve Brown, Psy.D., [steveb@klingberg.com](mailto:steveb@klingberg.com)



# TRAUMATIC STRESS INSTITUTE

## WHAT IS TRAUMA-INFORMED CARE (TIC)?

A model for offering services that is responsive to the needs of people who have endured adverse childhood events (ACEs) and trauma. It maximizes healing and reduces the chance of re-traumatization.

## WHY BECOME A TRAUMA-INFORMED ORGANIZATION?

Two-thirds of the general population has suffered ACEs such as abuse, witnessing violence, or living with an alcoholic parent. The percentage is higher for at-risk populations. TIC is best practice for organizations serving people with this history. TIC enhances client outcomes, reduces costly staff turnover, and elevates an organization's reputation in the eyes of funders.

## HOW DO WE BECOME A TRAUMA-INFORMED ORGANIZATION?

Becoming a trauma-informed organization requires a system-wide change in culture. Time-limited trainings, training clinicians in an evidence-based practice, or restraint reduction will NOT, by themselves, make an organization trauma-informed. Becoming trauma-informed usually requires a multi-year initiative involving broad administrative buy-in, mandated staff training, policy changes, and persistent reinforcement by TIC champions in the organization.

## HOW DOES THE TRAUMATIC STRESS INSTITUTE HELP CLIENTS BECOME TRAUMA-INFORMED ORGANIZATIONS?

**WHOLE-SYSTEM CHANGE MODEL.** TSI works for 12-18 months with organizations to transform their organizational culture and practices. It begins with leadership education and involves coaching throughout.

**PROVEN, TESTED TRAUMA TRAINING MODELS.** TSI is national provider of the *Risking Connection (RC)* Trauma Training Model and the *Restorative Approach (RA)*, a model for implementing TIC in congregate care settings. TSI helps you embed these models in your organization through a train-the-trainer dissemination model.

**INFORMED BY EVIDENCE AND THEORY.** TSI has been conducting empirical research on our model for implementing TIC for 10 years. RC and RA are listed on the California Evidence-Based Clearinghouse for Child Welfare.

**SUSTAINABLE.** TSI training and consultation is not "flavor of the month." Embedding trauma training, awareness, and practice enables organizations to sustain TIC and prevent backslide.

**DATA AND OUTCOME-DRIVEN USING STATE-OF-THE-ART TOOLS.** TSI is a leader in development of TIC measurement tools such as the ARTIC Scale. We move beyond vague TIC principles to tangible outcomes.



---

370 Linwood Street, New Britain, CT 06052 | Telephone: 860.832.5562  
Websites: [www.traumaticstressinstitute.org](http://www.traumaticstressinstitute.org) | [www.klingberg.com](http://www.klingberg.com)  
For more information contact Steve Brown, Psy.D. at [steveb@klingberg.com](mailto:steveb@klingberg.com)



Trauma-Informed Care (TIC)

# Whole-System Change Model

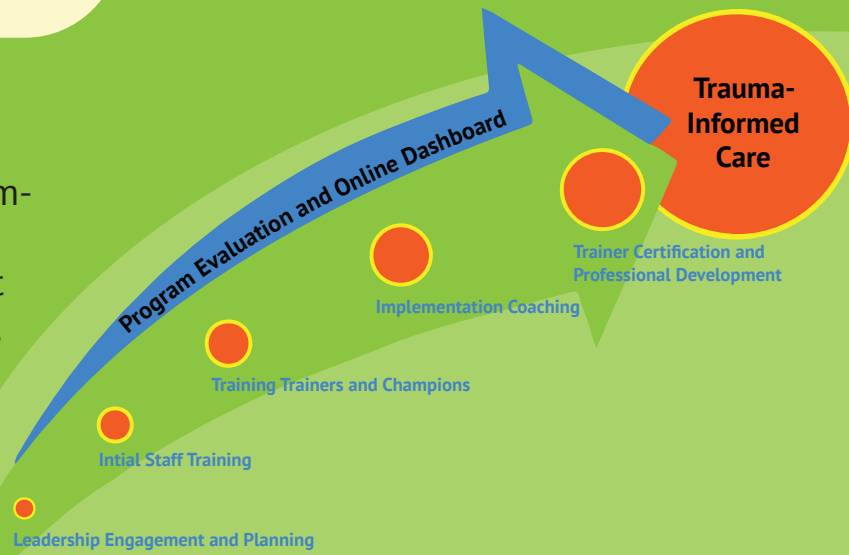
## Transform your system, Transform your care

### Request Your Free

- Consult call
- Guide for Evaluating TIC Training and Consulting Services
- And more

[www.traumaticstressinstitute.org/whole-system-change-model](http://www.traumaticstressinstitute.org/whole-system-change-model)

Our Whole-System Change Model (WSCM) supports organizations as they navigate the challenging and rewarding process of becoming trauma-informed. Through the WSCM, we serve as a steady, long-term partner that supports systems as they prepare to launch, implement, and sustain TIC culture and practices.



#### WSCM Features

- 12-18 Month Training and Coaching Process
- Leadership Engagement and Planning
- Risking Connection® (RC) Trauma Training
- Restorative Approach® (RA) Training
- Risking Connection® Foster Care Training
- RC, RA and Foster Care Training of Trainers and Champions
- Program Evaluation and Online Dashboard Results
- Trainer Certification and Ongoing Professional Development

#### WSCM Benefits

- Focus on whole system
- Builds leadership buy-in and commitment
- Uses a training of trainers model for sustainability
- Rooted in principles of implementation science
- Join a community of agencies committed to TIC culture change
- State-of-the-art program evaluation
- Data for stakeholders demonstrating TIC change

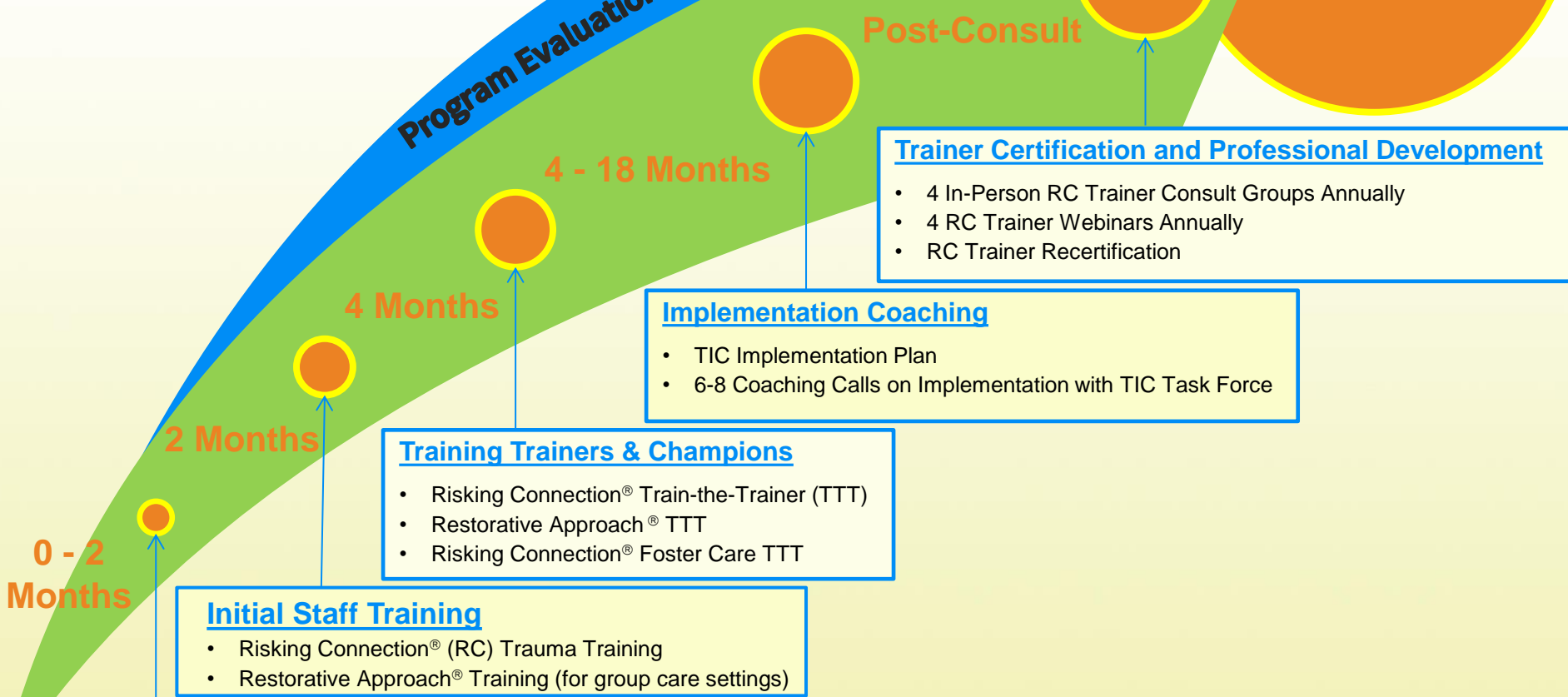
*"Hillsides has been transitioning into a trauma-informed organization for several years and TSI's Whole-System Change Model was the magic solution. We needed to help our employees understand what TIC looks like when working with children, youth, and families. TSI mentored and trained us on the model and it was extremely helpful. It was a game changer for us and we are thankful."*

— Stacey R. Roth, LCSW, Executive Vice President and Chief Operating Officer  
Hillsides, Los Angeles, CA

# Whole-System Change Model to Trauma- Informed Care

**Program Evaluation and Online Dashboard**

**Trauma-  
Informed  
Care**



**0 - 2  
Months**

**Leadership Engagement and Planning**

- Meeting with Executive Leadership and Board of Directors
- Formation of TIC Task Force

**Initial Staff Training**

- Risking Connection® (RC) Trauma Training
- Restorative Approach® Training (for group care settings)

**Training Trainers & Champions**

- Risking Connection® Train-the-Trainer (TTT)
- Restorative Approach® TTT
- Risking Connection® Foster Care TTT

**Implementation Coaching**

- TIC Implementation Plan
- 6-8 Coaching Calls on Implementation with TIC Task Force

**Trainer Certification and Professional Development**

- 4 In-Person RC Trainer Consult Groups Annually
- 4 RC Trainer Webinars Annually
- RC Trainer Recertification

**4 - 18 Months**

**4 Months**

**2 Months**

**Post-Consult**



# TRAUMATIC STRESS INSTITUTE

## Risking Connection® Trauma Training Model

When a child depends on a caretaker for nurturance and love, they should not be taking a risk. If hurt and betrayed in those relationships, making future connections as a teenager or adult require risking disappointment at minimum, if not shame, loss, and further trauma. Many people in the human service system have been hurt and betrayed many times — by parents, by other caretakers, by the system itself.

To heal, a traumatized person must risk connecting with caring helpers who are different from those of their past. Yet, there are many reasons why people would not take that chance. Over time, however, through the experience of RICH® relationships — those that demonstrate Respect, Information, Connection, and Hope — people can learn to put their trust in helpers and move beyond the wounds of the past.

Risking Connection® (RC) is an evidence-informed foundational trauma training model rooted in relational and attachment theory. Listed in the California Clearinghouse of Evidence-Based Clearinghouse for Child Welfare (CEBC), it provides a framework for understanding and healing the wide array of symptoms and behaviors that land traumatized people in a wide range of human service settings.



### MISSION:

To foster the transformation of organizations and service systems to trauma-informed care through the delivery of whole-system consultation, professional training, coaching, and research.

### The Risking Connection Training Model is unique in that:

- It is a staff training model that organizations can adopt as a critical step toward TIC system change.
- It uses a Train-the-Trainer model so organizations can sustain RC staff training indefinitely by having internal RC Trainers and Champions.
- RC Trainers and Champions benefit from certification and professional enrichment through annual consult groups and webinars.
- Our clients join an international community of organizations using RC to implement TIC.

### Risking Connection training is unique in that:

- It is a philosophy for providing services rather than a treatment technique.
- It is aimed at organizational staff from all disciplines, roles, and levels of training.
- It creates a common language among staff.
- It asserts that relationships are the primary agent of change.
- It stresses that treating traumatized people also poses risks to helpers – the risk of vicarious trauma. Therefore, respect for and care of *both* consumer and treater are viewed as vital.



370 Linwood Street, New Britain, CT 06052 | Telephone: 860.832.5562

Websites: [www.traumaticstressinstitute.org](http://www.traumaticstressinstitute.org) | [www.klingberg.com](http://www.klingberg.com)

For more information contact Steve Brown, Psy.D. at [steveb@klingberg.com](mailto:steveb@klingberg.com)



# TRAUMATIC STRESS INSTITUTE

## The Restorative Approach®

The Restorative Approach® (RA) is a trauma-informed alternative to traditional “point and level” systems for child congregate care settings. Based on the book *Trauma-Informed Care: The Restorative Approach* by Patricia Wilcox, it answers the question: “Now that I understand how trauma affects children, what should I actually do on Monday?”

RA, rooted in attachment theory and the principles of restorative justice, translates what we know about trauma, the brain, and how children heal into specific strategies that all treatment providers can use. When children display behaviors that hurt others and the community, rather than “doing time” or dropping levels, staff assign learning and restorative tasks to help children learn skills and make amends. Therefore, after children lose control, they learn that all is not lost; they can handle emotions differently and take effective action to mend relationships.

The RA Basic Training is a 6.5 hour training that organizations can adopt as a standard staff training via the RA Train-the-Trainer. An organization’s Risking Connection Associate Trainers learn to teach the RA Basic Training so they can embed this training model in their organization in addition to Risking Connection.



### MISSION:

To foster the transformation of organizations and service systems to trauma-informed care through the delivery of whole-system consultation, professional training, coaching, and research.

“The Restorative Approach® has given us a concrete method to respond to the behaviors of our girls. Staff now have the tools they need to provide trauma-informed care.”

-Jean Alberghini

Director of Residential Services, Noank Group Homes and Support Services, Inc., Noank, CT

### The Restorative Approach® Basic Training includes practical strategies for:

- Using state-of-the-art brain science to understand negative behavior.
- Responding to behaviors with concrete learning and restorative tasks.
- Designing unit structure and programming to promote healing relationships.
- Using a “working theory” about each client to guide daily life and respond to negative behavior.
- Teaching children that effective action is possible and that problems within relationships can be solved.
- Structuring and strengthening self-aware teams consisting of staff who care for themselves and each other.



370 Linwood Street, New Britain, CT 06052 | Telephone: 860.832.5562

Websites: [www.traumaticstressinstitute.org](http://www.traumaticstressinstitute.org) | [www.klingberg.com](http://www.klingberg.com)

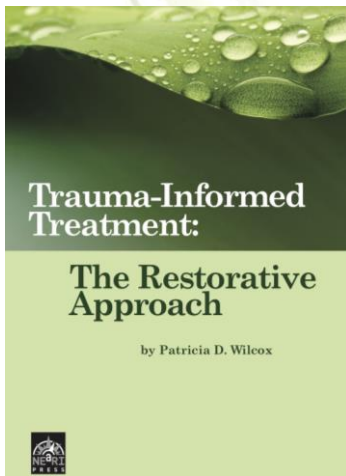
For more information contact Patricia D. Wilcox, LCSW at [patw@klingberg.com](mailto:patw@klingberg.com)



# TRAUMATIC STRESS INSTITUTE

## Trauma-Informed Treatment: The Restorative Approach

**Patricia D. Wilcox, LCSW**  
**NEARI Press 2011**



Author Patricia Wilcox has written the essential guide to trauma-informed care with at-risk youth. Wilcox provides a foundational understanding of trauma's impact on the developing brain and then details its implications for treatment, the promotion of pro-social behaviors, and improving the culture among clients and staff. Incorporating the key concepts of compassionate understanding, validation, skill-teaching, and the primacy of trustworthy relationships for healing trauma and rebuilding connections in the child's brain, Wilcox tackles some of the most difficult challenges in treatment settings with practical approaches grounded in theory and research. This book is an invaluable resource for parents, social workers, childcare staff, therapists, agency administrators, and anyone who cares about how kids are treated when they need skillful, trauma-informed care.

A must-read for trainees and workers new to this field and a wonderful resource for administrators, families, policy makers, and staff at all levels of experience. Anyone who works with this population or who is treating or raising kids can benefit from reading this fine volume.”

-Laurie Anne Pearlman, Ph.D. Co-author, *Risking Connection: A Training Curriculum for Working with Survivors of Childhood Abuse*

Pat Wilcox has written a book full of compassion and common sense. She integrates the restorative approach with a trauma-informed one, enriching both in the process. Her vast experience with children, youth, and their families is fully apparent here, as is her creative way of thinking about and working with them. Pat tells important stories about young people and their traumas, about their responses to being traumatized, and about how a particular kind of setting with a particular set of staff behaviors might be most helpful. Her bulleted lists of ideas are priceless and the volume's valuable appendices are an additional highlight. Pat's deep caring for children and youth, their families, and the staff who serve them is evident throughout this important, new work.

-Roger D. Fallot, Ph.D. Director of Research and Evaluation; Community Connections; Washington, DC



370 Linwood Street, New Britain, CT 06052 | Telephone: 860.832.5562  
Websites: [www.traumaticstressinstitute.org](http://www.traumaticstressinstitute.org) | [www.klingberg.com](http://www.klingberg.com)  
For more information contact Patricia D. Wilcox, LCSW at [patw@klingberg.com](mailto:patw@klingberg.com)



## NEW

- Online and fully automated!
- Fast, easy and secure set-up, survey and results

# ARTIC Scale

Attitudes Related to Trauma-Informed Care Scale

**Measure what matters,  
measure trauma-informed care**

Request your  
**FREE** sample at  
[articscale.org](http://articscale.org)

Is your organization or service system striving to become trauma-informed? Are you looking for a cost-effective, validated tool to measure and demonstrate progress toward trauma-informed care (TIC)? The ARTIC Scale is one of the first and most widely used tools available to measure TIC. It has been administered globally to more than 20,000 professionals by school systems, human service agencies, state agencies, and researchers.

With the new online ARTIC Scale, you can boost your TIC success with the click of a button

Administer ARTIC Scale  
to staff

Generate organizational  
and individual reports

Discuss report findings

Access resources

Take action

### Online ARTIC Features

- Psychometrically valid, with overall and 7 subscale scores
- Administration at multiple time points
- Fully automated data collection, analysis and reporting
- Comprehensive dashboard reports for organizations
- Confidential dashboard reports for individual staff
- Implementation recommendations and resources

### Online ARTIC Benefits

- Cost-effective
- TIC measurement made easy for data novices and experts alike
- Promotes data-driven decision-making across staff roles and sites
- Targets training and resources where most needed
- Accelerates and fine-tunes implementation