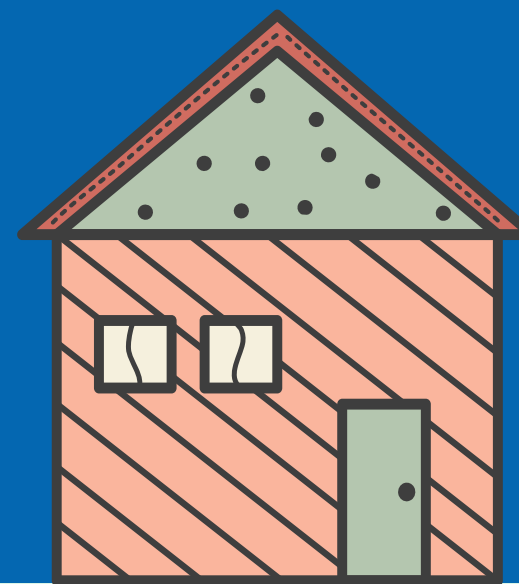
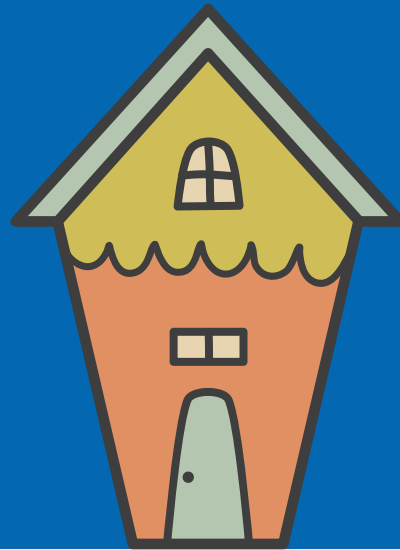
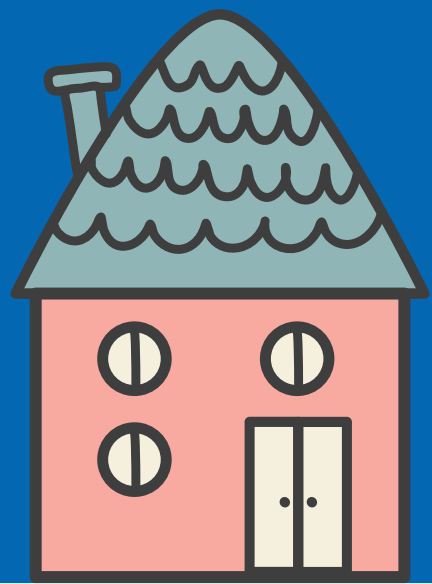




Trauma Informed Housing

Stephanie Holmes-Gullans
Director of Mission Services





Objectives For Today



What is trauma?



How does trauma intersect with housing?



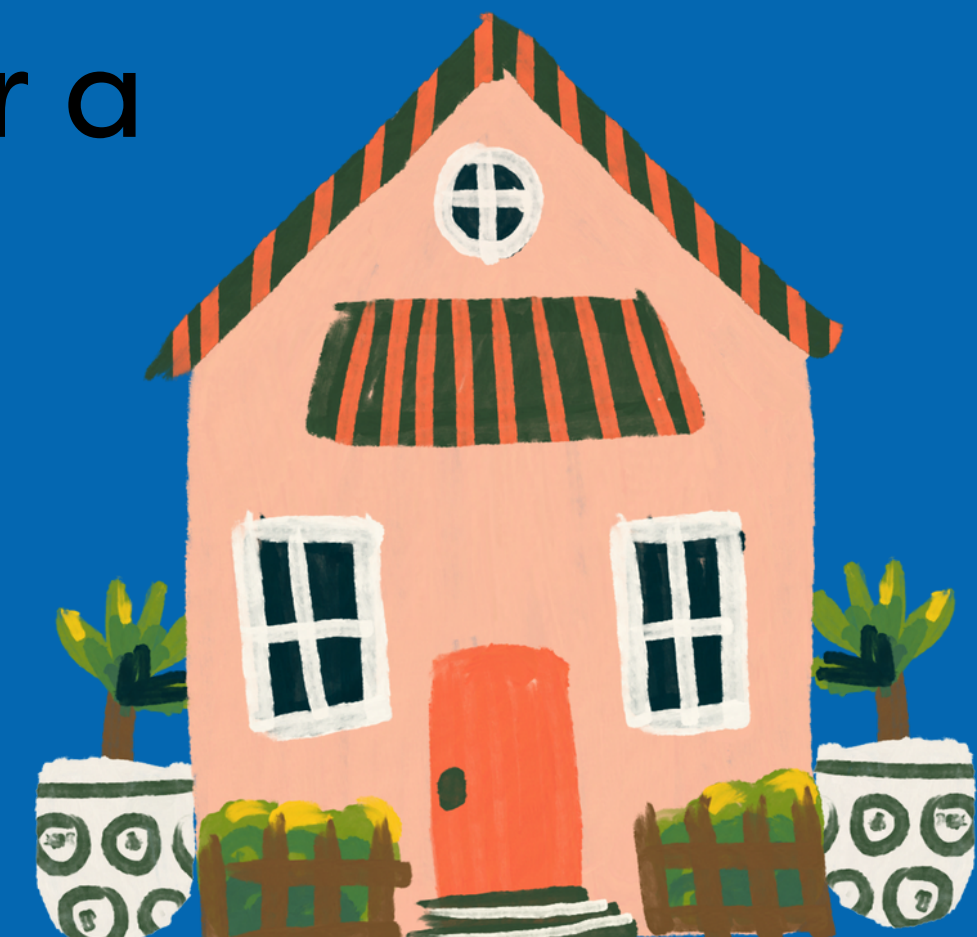
What is trauma informed care?



How do we put these concepts into practice?

What is Trauma?

When we experience very stressful, frightening, or distressing events that are difficult to cope with or out of our control. It could be one incident, or an ongoing event that happens over a long period of time.



Trauma Responses

All responses are normal due to an abnormal situation.



Flashbacks



Nightmares



Anxiety



Fear



Anger



Sadness



Guilt



Difficulty Trusting



Believing the World is Unsafe



Constantly On Guard

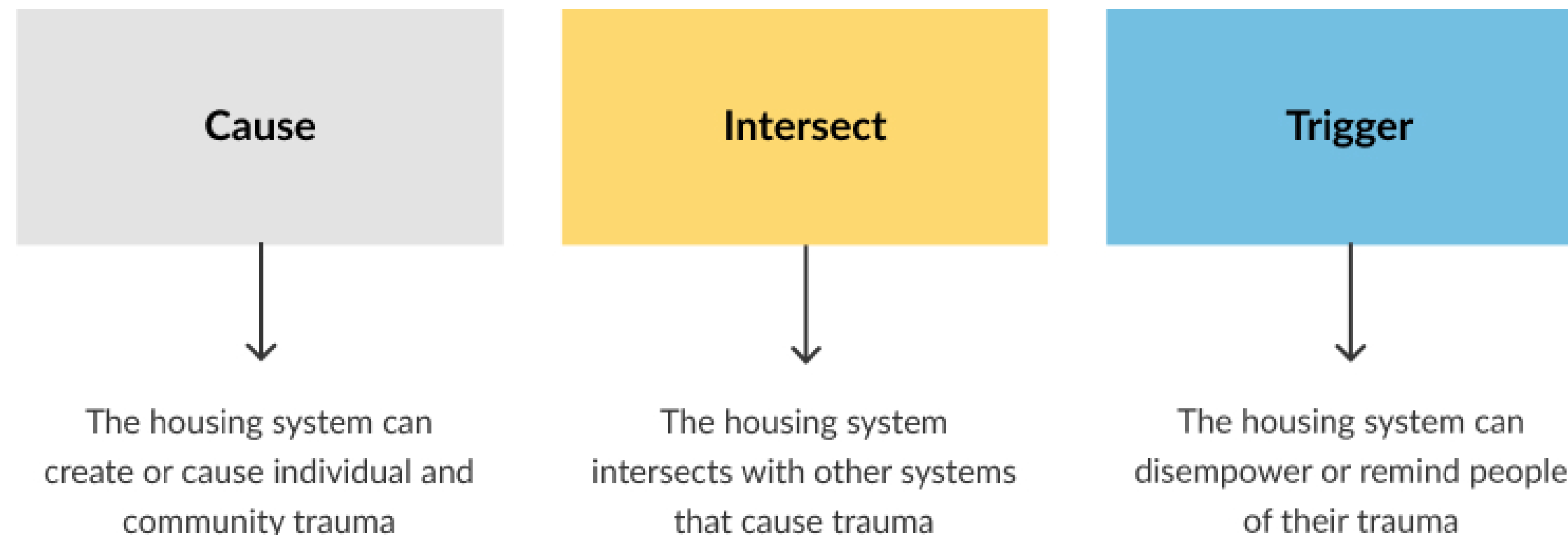
Intersections of Trauma and Housing

Domestic and sexual violence is a leading cause of homelessness for women and children, and the need for safe and affordable housing is one of the most pressing concerns for survivors of violence and abuse.



Intersections of Trauma and Housing

POAH uses three categories for defining the relationship between trauma and housing:



Source: "Trauma & Housing," in *Trauma-Informed Housing: A Toolkit for Advancing Equity and Economic Opportunity in Affordable Housing*, Preservation of Affordable Housing. Used with permission.

Note: POAH = Preservation of Affordable Housing.

Why Trauma Informed Care?

Many of the struggles your tenants and residents experience may be rooted in trauma. Having a trauma-informed approach is essential for the well-being of stakeholders and staff.

It can help with policies that improve how rent is collected, properties are allocated and anti-social behaviour resolution, to name a few impacts.



Why



Trauma Informed Care?

It will also help staff feel safe and resilient in managing secondary trauma, compassion fatigue and burnout. These can lead to additional costs and higher staff turnover and absenteeism rates. Where housing services do not directly engage with the public, trauma can still affect staff.



INTRODUCTION TO TRAUMA-INFORMED HOUSING

by Preservation of Affordable Housing (POAH)

What is Trauma Informed Care?



Key Takeaways from the Video

- ☑ Trauma-informed housing recognizes the likelihood that most people have experienced trauma, including affordable housing residents, staff and communities.
- ☑ Trauma-informed housing is about changing our perspective. Instead of asking "What's wrong?" we ask, "What happened?"
- ☑ Trauma-informed responses show how this approach can benefit property management, resident services, human resources, and building design.
- ☑ Ultimately, trauma-informed housing can have a positive impact on both people and the bottom line.

What is Trauma Informed Care?



Trauma-informed care is a framework that considers how trauma impacts us, including our beliefs, emotions, and relationships. It reframes our perspective on a person, community, or situation from “What’s wrong with you?” to “What happened to you?”



Safety & Trust



Choice &
Empowerment



Community &
Collaboration



Beauty & Joy



Safety & Trust

Staff and residents feel physically and psychologically safe in the built environment and interpersonal interactions. Trust is developed by building genuine relationships and embracing transparency in operations and decision making. Examples include:



Clear and Kind Communication



Prompt attention to repairs



Well lit parking lots and stairwells



Make sure lease agreements are up to date and given to tenants.



Clear policies



Provide regular inspections to ensure property doesn't have safety hazards



Respect privacy and rights



Other ideas?



Follow through and consistency



Choice & Empowerment

Staff and residents have agency, representation, and choice in their work and community. POAH recognizes the way residents and communities have historically been impacted by decisions made without their voice or consent. Individual and community strengths and experiences are recognized and built upon. Examples include:



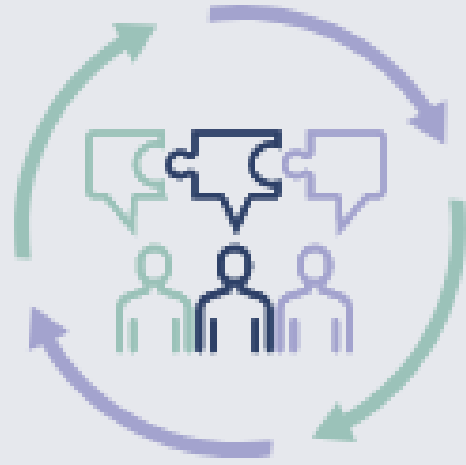
When making decisions about remodeling or upgrading a housing feature, ask tenants for input



Offer Choice (how they pay, how to use green space)



Other ideas?



Community & Collaboration

Collaboration minimizes power differences between leadership, staff and residents, and looks for ways to share in decision-making. Positive relationships support resilience and healing. Everyone in the organization plays a role in being trauma-informed. Examples include:



Offer surveys over a broad period of time and in a variety of ways.



Residents lead workshops to teach their neighbors how to run their own community events.



A regional portfolio builds a "flex team" of Property Management, Maintenance and Resident Services staff that travels to short-staffed properties to fill in and train new staff.



Partner with other organizations in the community that can offer free programming to your tenants



Other Ideas?



Beauty & Joy

Resilience and healing happen in physical, social and cultural environments that evoke hope and imagination. POAH staff and residents are encouraged to practice self-care and supported in practicing community care. The built environment considers how physical spaces can support rest and connection and celebrate the history and strengths of the community. Examples include:



Staff host and participate in peer circles where they can discuss challenges, share ideas, and be in community with one another.



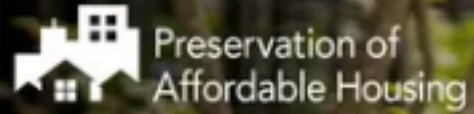
Provide support materials to tenants.



Other ideas?

TRAUMA- INFORMED HOUSING

A Toolkit for Advancing
Equity and Economic
Opportunity in
Affordable Housing



Trauma-Informed Housing

A Toolkit for Advancing Equity and Economic Opportunity in Affordable Housing

 Trauma-Informed Housing



Advocacy agency that supports those that have experienced crime and/or abuse.



www.prevailinc.org



317-773-6942



24-hr Crisis Line
317-773-6942

