

# DEVELOPING A PERSON-CENTERED, TRAUMA-INFORMED ECOSYSTEM FOR ELDERS WHO HAVE BEEN MISTREATED

USC Tamkin International Symposium on Elder Abuse

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Jewish Federations of North America

CENTER ON HOLOCAUST SURVIVOR CARE  
JEWISH FEDERATIONS INSTITUTE ON AGING AND TRAUMA



# OBJECTIVES/OUTLINE

1. Identify the role of trauma in aging
2. Discuss the person-centered, trauma-informed approach and its role in older adult care
3. Plan ways in which PCTI care can be integrated into your work

# CENTER BACKGROUND

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# OUR WORK



Grant Making



Training



Coaching



Evaluation



Research

# PARTICIPANTS SERVED

**500+**

Projects Implemented

**46,738** Holocaust Survivors Served

**21,714** Professionals Trained

**8,252** Family Caregivers Supported

**14,250** Older Adults with a History of Trauma Served

# AGING, TRAUMA, AND HEALTH

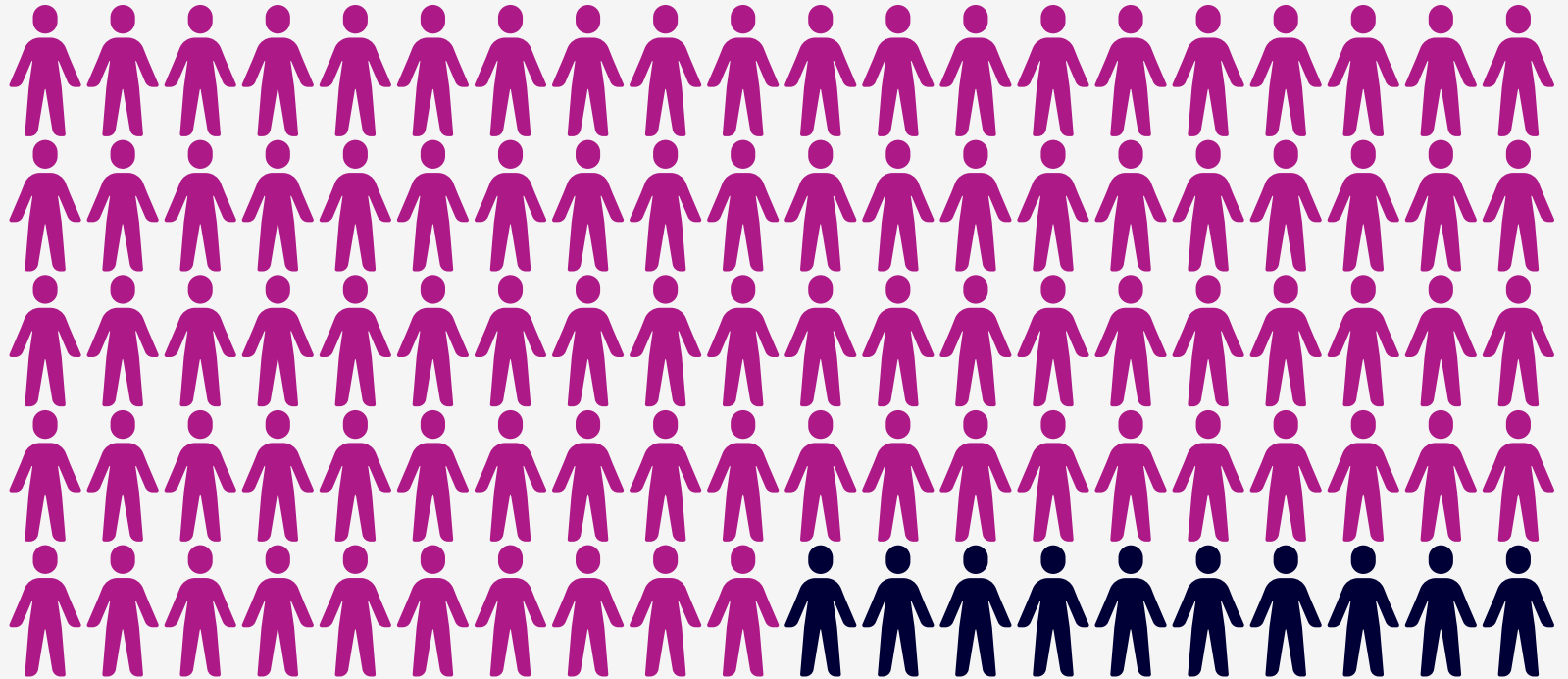
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# TRAUMA PREVALENCE

90%

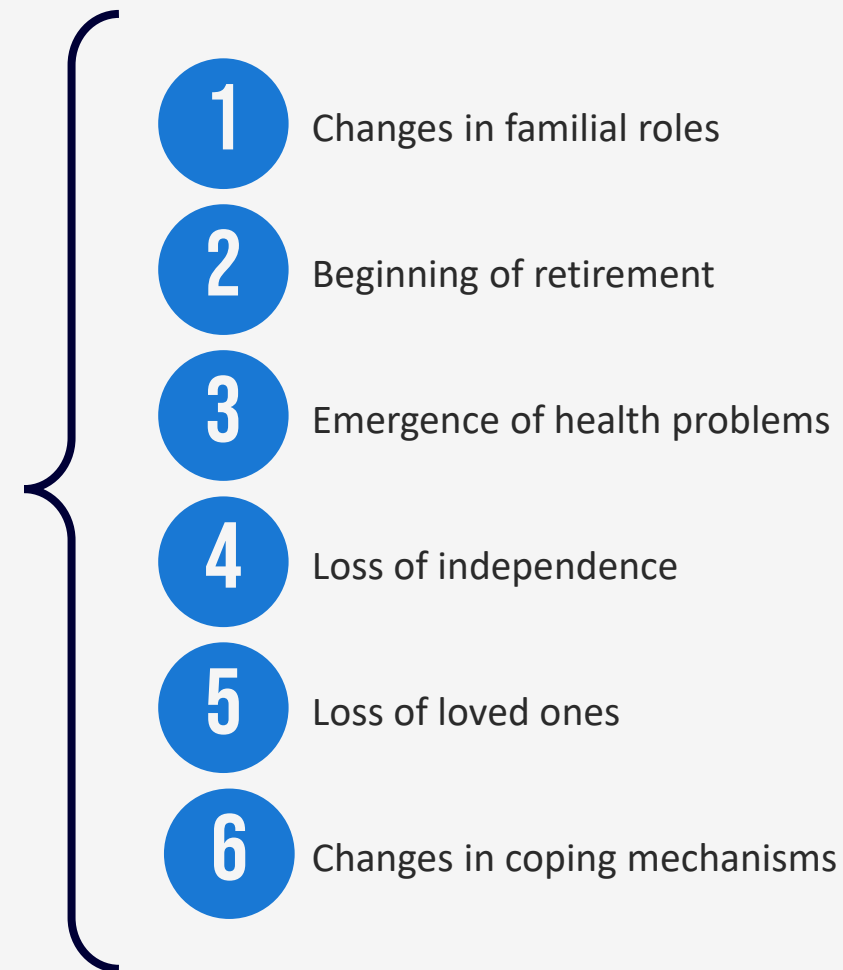
As many as 90% of older American adults may have experienced a traumatic event in their lifetime



# TRAUMA AFFECTS AGING

Trauma impacts individuals of all ages and the effects of trauma evolve over time.

- Symptoms of trauma can evolve after long symptom-free periods.
- Symptoms of trauma can emerge for the first time during older adulthood - decades after exposure to traumatic events.
- Symptoms of trauma emerging in older adulthood can be more extreme than previously experienced.





# HEALTH & TRAUMA

An individual's trauma exposure is linked to their propensity for developing a wide range of conditions that negatively impact their physical, mental, and cognitive health.

## COGNITIVE HEALTH

Dementia, sleep disorders, cognitive impairments

## MENTAL HEALTH

Anxiety, depression, suicidal ideation, mood disorders, eating disorders, substance abuse

## PHYSICAL HEALTH

Lung disease, gum disease, fibromyalgia, chronic fatigue, cardiovascular disease, gastrointestinal disorders, endocrine disorders, reproductive disorders

# RISK OF NOT BEING PCTI

Re-traumatization

Misdiagnosis

Underutilization of  
services

Traumatization and  
burnout of staff

# PCTI CARE

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# PCTI CARE

Person-centered, trauma-informed (PCTI) care is a holistic approach to service delivery that promotes trust, dignity, strength, and empowerment of all individuals by incorporating knowledge about trauma into agency programs, policies, and procedures.



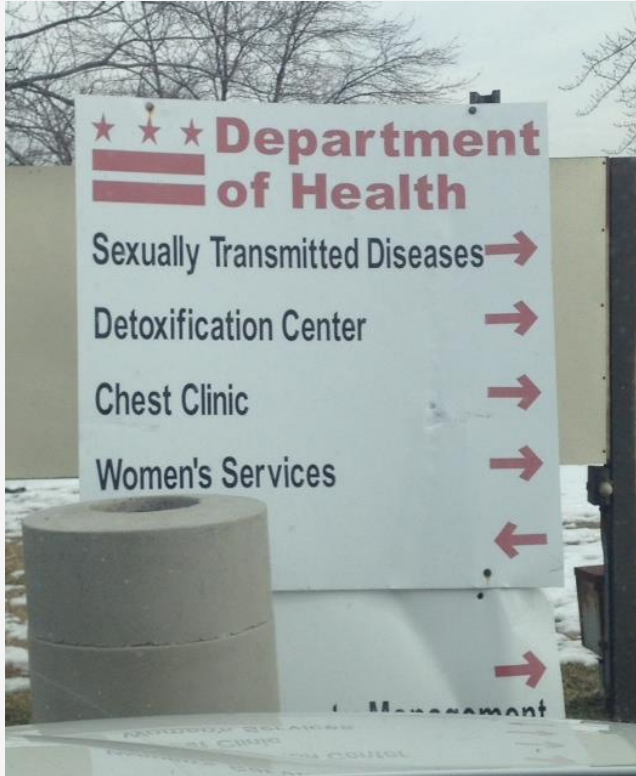
# PRINCIPLES OF PCTI CARE

PCTI care infuses person-centered principles of self-determination, individual preference, and community inclusion throughout SAMHSA's principles of trauma-informed care.



- 1** Safety
- 2** Trustworthiness & Transparency
- 3** Peer Support
- 4** Collaboration & Mutuality
- 5** Empowerment, Voice, & Choice
- 6** Cultural, Historical, & Gender Issues

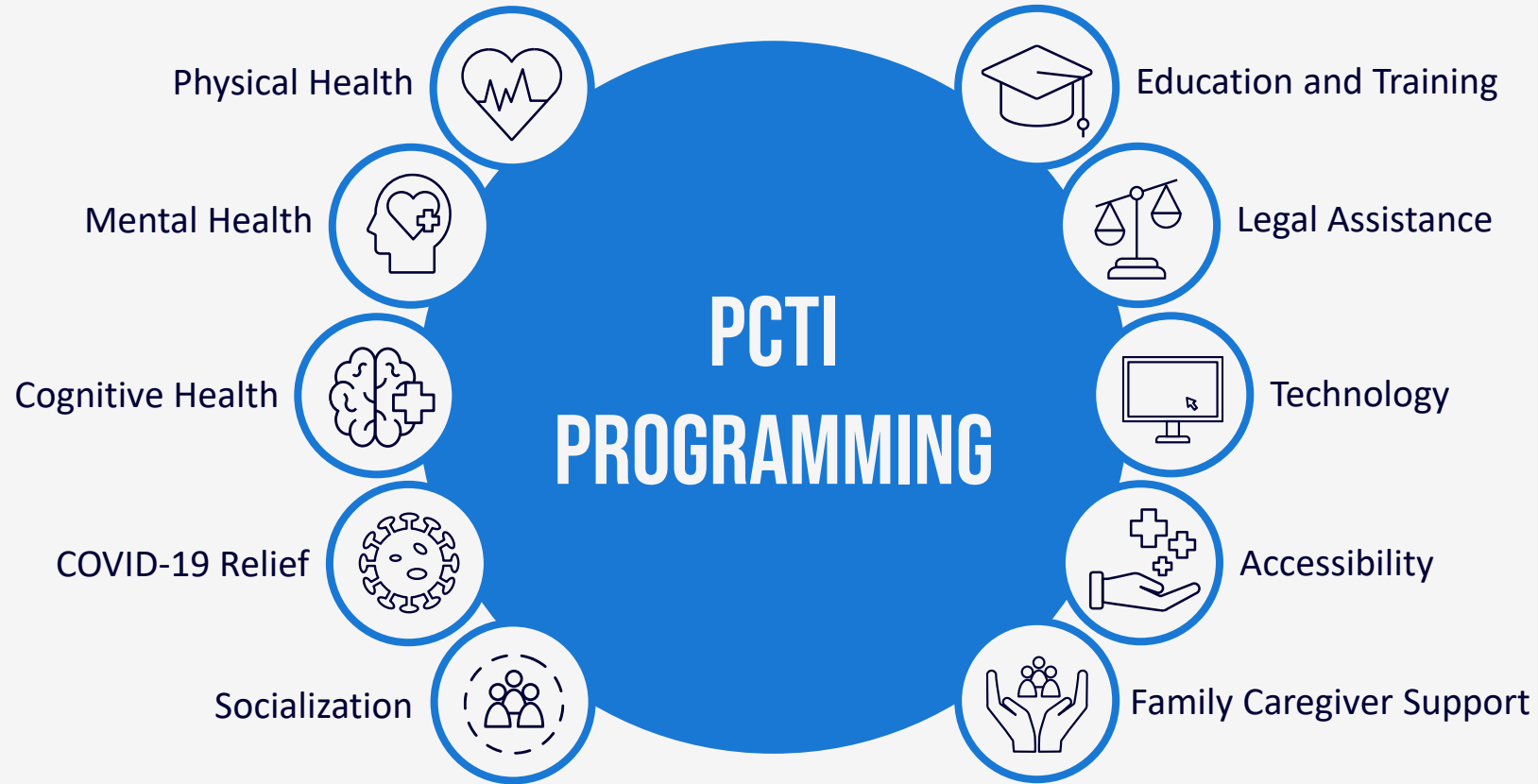
# PCTI AGENCY SPACE



VS



# PCTI SERVICE DELIVERY



Abuse	Triggers	PCTI Responses
<b>Physical</b>	<ul style="list-style-type: none"> <li>• Touching without permission</li> <li>• Sudden Movements</li> </ul>	<ul style="list-style-type: none"> <li>• Ask permission before touching</li> <li>• Refrain from presenting outrage in response to learning about abuse</li> </ul>
<b>Sexual</b>	<ul style="list-style-type: none"> <li>• Affection</li> <li>• Being alone in a room with someone from the opposite sex</li> </ul>	<ul style="list-style-type: none"> <li>• Ask permission before entering personal space</li> <li>• Ensure space is well-lit and there is space between seats</li> <li>• Don't comment on personal appearance</li> </ul>
<b>Psychological</b>	<ul style="list-style-type: none"> <li>• Raised voices</li> <li>• Pressure to decide or take action</li> </ul>	<ul style="list-style-type: none"> <li>• Make space for client to speak without caregiver</li> <li>• Support caregivers to prevent burnout</li> </ul>
<b>Financial</b>	<ul style="list-style-type: none"> <li>• Asking for biodata or personal information when completing forms</li> </ul>	<ul style="list-style-type: none"> <li>• Explain the purpose of data collection and personal questions.</li> <li>• Explain how information will be used and protected</li> </ul>
<b>Neglect</b>	<ul style="list-style-type: none"> <li>• Long waiting periods alone</li> <li>• Staff running late or not showing up</li> </ul>	<ul style="list-style-type: none"> <li>• Assign staffer or volunteer to wait with the client</li> <li>• Frequent check-in calls</li> <li>• Call if running late or cancelling</li> </ul>



# PCTI EVALUATIONS

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# EVALUATION CAN RE-TRAUMATIZE

Auschwitz-Birkenau



# PCTI EVALUATION

A person-centered, trauma-informed evaluation is one in which the role of trauma is realized, recognized, and accommodated by actively resisting the re-traumatization of participants, individually and as whole.

**PCTI evaluation actively prioritizes trauma-informed principles above other evaluation considerations.**

# PCTI EVALUATION PLANNING TOOL

## SAFETY

Create a space where clients feel physically and psychologically safe

Promote safety by:

- Selecting a safe location for the evaluation to be conducted
- Assuring clients of their anonymity or confidentiality
- Selecting a reasonable frequency and length of surveys or interviews
- Using language that is not re-traumatizing

## TRUSTWORTHINESS & TRANSPARENCY

Conduct all organizational operations and decisions transparently

Promote trust by:

- Providing instructions about the survey or interview
- Sharing the evaluation purpose and how results will be used
- Sharing evaluation results
- Ensuring availability to answer any questions or concerns about the evaluation and responding to fears or concerns in a timely and sensitive manner

## PEER SUPPORT

Encourage peer support that can lead to trust, healing, and collaboration

Promote peer support by:

- Encouraging clients to participate in the evaluation
- Encouraging clients to support the participation of their peers
- Encouraging clients to encourage their peers to be forthcoming and honest in their feedback
- Encourage clients to support each other throughout the evaluation process

## COLLABORATION & MUTUALITY

Share decision-making in partnership with clients

Promote collaboration by:

- Collaborating on goals, objectives, timelines, and variables for the evaluation
- Considering an advisory council of clients to assist with the evaluation design
- Getting input from clients on the evaluation strategy, methods, and questions
- Providing ongoing updates, asking for feedback on the evaluation

## EMPOWERMENT, VOICE, & CHOICE

Recognize and build upon each individual's strengths and experiences

Promote empowerment by:

- Ensuring participation is optional and not linked to services received
- Offering options for how and where clients can participate in the evaluation
- Providing assistance to clients who request or need help to participate
- Offering clients the opportunity to assist in evaluation design or pilot testing

## CULTURAL COMPETENCY

Account for biases based on culture, personal history, gender, sex, race, age, etc.

Account for identity issues by:

- Respecting a client's history with evaluation
- Avoiding language known to be potential trauma triggers
- Ensuring the evaluation is in the client's preferred language
- Using fonts, formatting, and language that is not stereotypical, and is culturally, historically, and gender sensitive

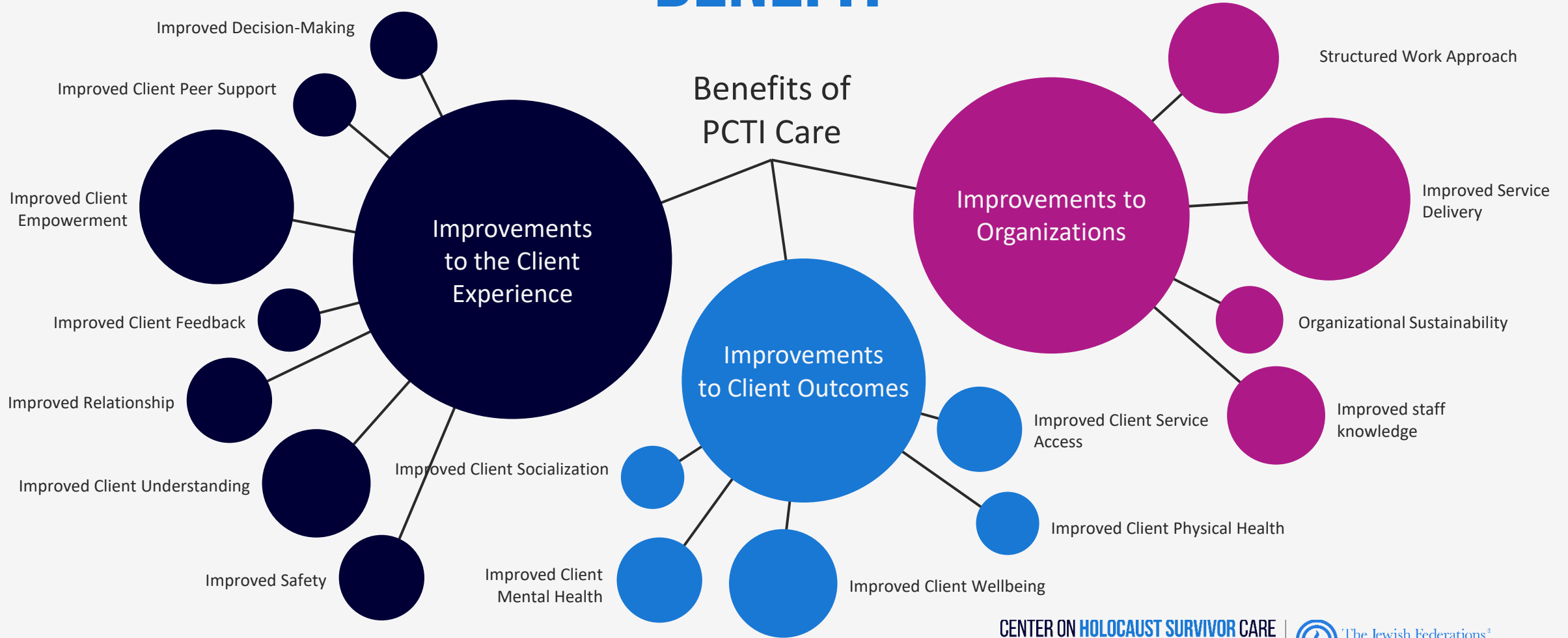
# CLOSURE

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# BENEFIT



# NEXT STEPS

**READ** our recently published, [Aging with a History of Trauma: Strategies to Provide Person-Centered, Trauma-Informed \(PCTI\) Care to Older Adults and Family Caregivers](#).

**WATCH** our webinar, [PCTI Program Evaluation: Principles, Practices, and Strategies](#) and [The Impact of Trauma on the Body and the Brain](#).

**STRATEGIZE** how you can make your practice more PCTI.

**CREATE** your own PCTI evaluation tool following the directions in our [Program Evaluation Workbook: A Guide for Planning and Implementing PCTI Program Evaluations](#).

# QUESTIONS?

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