

Transforming
Lives

Welcoming Washington: Statewide Refugee Advisory Council

May 30, 2024

Sarah Peterson, MSW
Washington State Refugee Coordinator
Office of Refugee and Immigrant Assistance

Washington State Department of Social and Health Services



Welcoming and Belonging

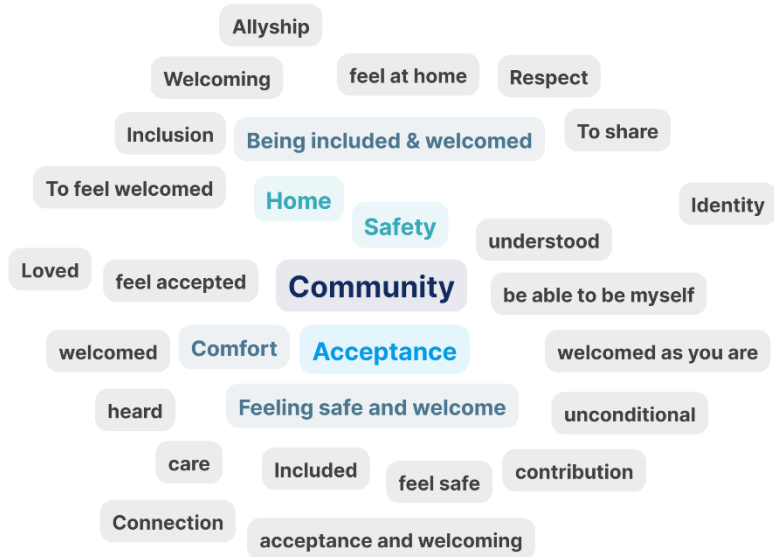
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What does it mean to belong?

Wordcloud Poll 97 responses 74 participants



How can we build welcoming communities to help newcomers feel like they belong?

Wordcloud Poll 103 responses 70 participants



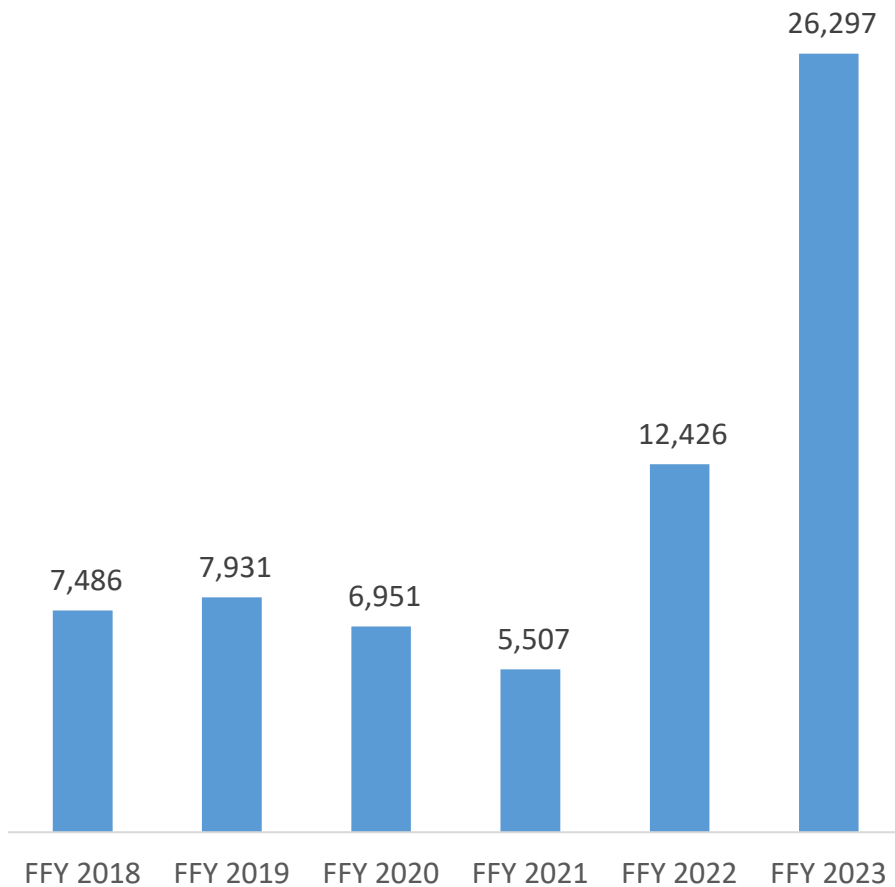
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Washington Office of Refugee and Immigrant Assistance

HEALTH & WELLNESS PROGRAMS	EMPLOYMENT & TRAINING PROGRAMS	IMMIGRATION & NATURALIZATION ASSISTANCE	WHOLE FAMILY SERVICES
Culturally Relevant and Linguistically Appropriate Services			
Medical Screenings	LEP Pathway Program Employment Services	Naturalization Services	PRIME Program <i>(Case Management and Self-sufficiency workshops)</i>
Refugee Mental Health Services	LEP Pathway Program ESL Services	PRIME Immigration Assistance Services	Refugee School Impact Program
Refugee Health Promotion Program	ORIA-Basic Food Employment & Training (BFET) Program	Immigration-Related Legal Services for Afghans	Unaccompanied Refugee Minor Program
Refugee Elders Program	CLEVER Program (Career Ladders for Educated and Vocationally Experienced Refugees)	Immigration-Related Legal Services for Refugees	Refugee Youth Mentoring
			Community Outreach, Orientation & Education
	State-funded employment services for FAP participants	Immigration-Related Legal Services for Ukrainians	Housing Stabilization Services

How many people are served by ORIA's Refugee Resettlement Programs?



Data collected and reported through the ORR-5.

Serves all federal eligible immigrants, including:

- Refugees admitted under [§ 207 of the Immigration and Nationality Act \(INA\)](#)
- People granted asylum [under § 208 of the INA](#)
- Cuban and Haitian entrants
- Amerasians
- Certified victims of human trafficking
- Special Immigrant Visa Holders from Iraq and Afghanistan
- Afghan Humanitarian Parolees (See [ORR Policy Letter 22-01](#) and [22-02](#))
- Afghan Special Immigrant Conditional Permanent Residents
- Ukrainian Humanitarian Parolees (See [ORR Policy Letter 22-13](#))

Federally Funded Refugee Services may include:

- Refugee Cash Assistance
- Refugee Medical Assistance
- Medical Screenings
- Refugee Support Services, including:
 - Health and Wellness
 - Employment & Training Services
 - Immigration-Related Legal Services
 - Whole Family Programs

Ukrainian Arrivals in Washington January 2022 – April 2024

25,336 Ukrainians have arrived in Washington and received cash, food, and/or medical assistance from DSHS.

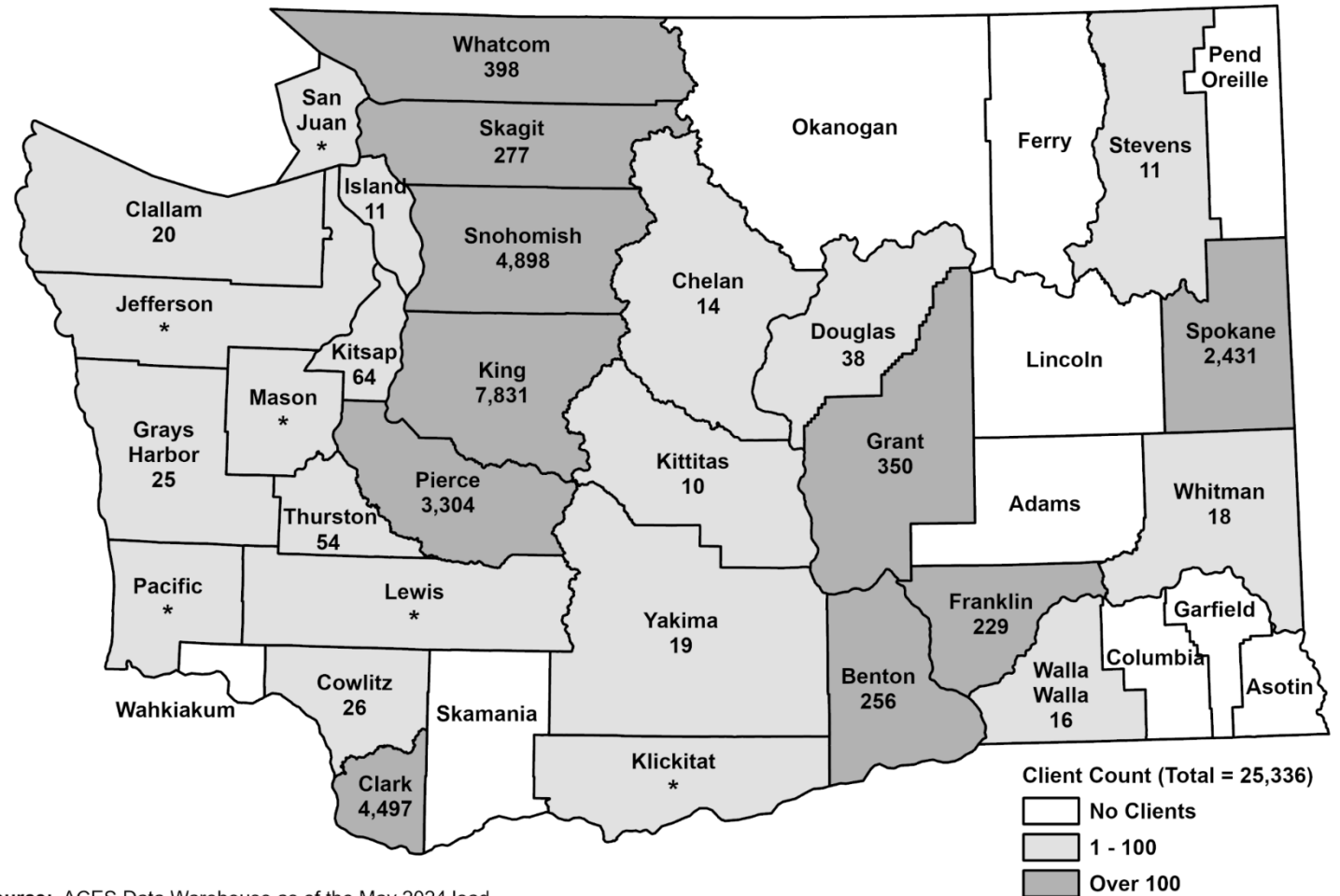
12,498 Ukrainian households received food assistance from DSHS.

401 new Ukrainian arrivals in March
Increase by 558 people or 12% in new clients receiving benefits

Please join the Washington Ukrainian Welcoming Task Force for more information about our statewide effort.

Email: oriainfo@dshs.wa.gov

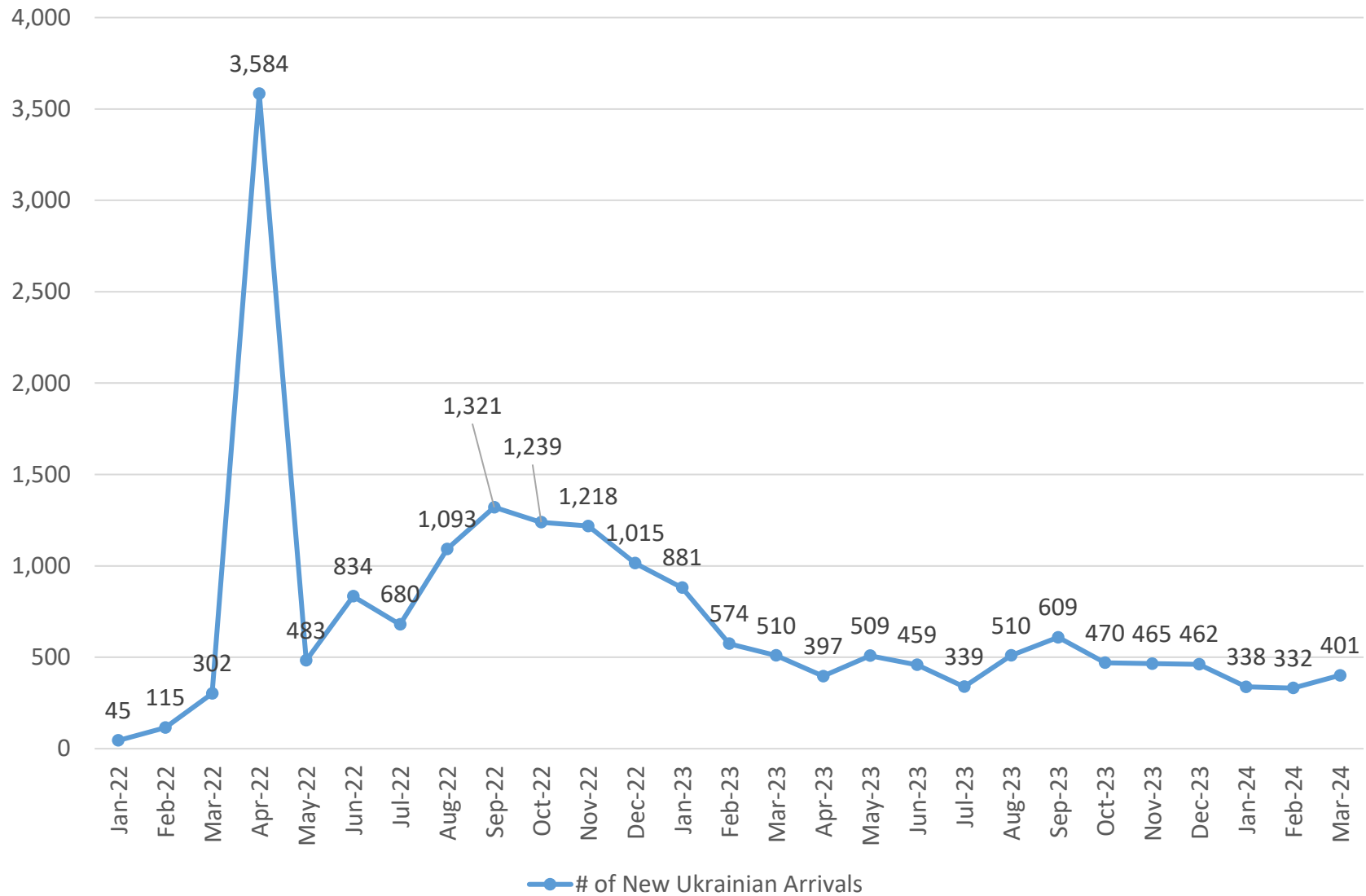
Ukrainian Clients on Select Cash, Food, and Apple Health Medical Programs by County in Washington State, January 2022 - April 2024



Source: ACES Data Warehouse as of the May 2024 load
 Provided by DSHS/ESA/OAS/EMAPS Assignment #M5655 - May 2024

* When necessary, values less than 10 (but greater than zero) are not displayed in order to help protect client confidentiality. These counties are denoted with an asterisk (*).

New Ukrainian Clients on Selected Cash, Food, and Apple Health Medical Programs , January 2022 - March 2024



Source: ESA-EMAPS Report #6164 using the ACES Data Warehouse as of the April 2024 load

This report was produced on May 9, 2024

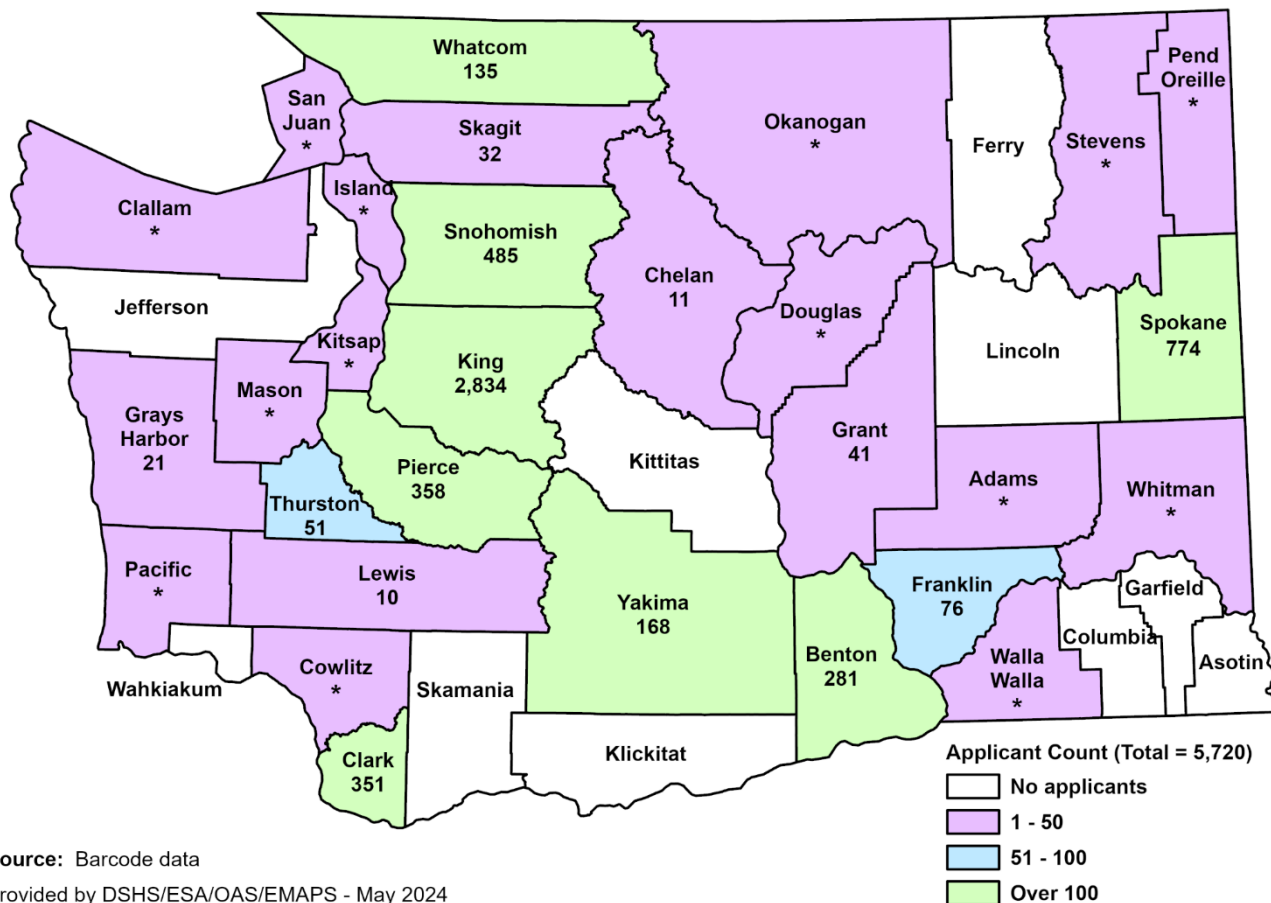
This report has been approved for external use (outside of ESA)

Ukrainian Humanitarian Parolees

- On April 24, 2024, President Biden signed into law H.R. 815 making UHPs paroled into the U.S. between Feb. 24, 2022, and **Sept. 30, 2024**, are now eligible for federal benefits and refugee resettlement services.
- This includes UHPs who were previously ineligible because they were paroled after Sept. 30, 2023.
- The date of eligibility for UHPs paroled between Oct. 1, 2023, and Sept. 30, 2024, is **April 24, 2024**, or their date of parole, whichever is later.

Refugee and Humanitarian Immigrants in Washington in FY 2024

Newly Arrived Refugee and Humanitarian Immigrant Applicants for DSHS Services by Residential County in Washington State: October 2023 - April 2024



Source: Barcode data
 Provided by DSHS/ESA/OAS/EMAPS - May 2024

* When necessary, values less than 10 (but greater than zero) are not displayed in order to help protect client confidentiality. These counties are denoted with an asterisk (*).

Newly Arrived Refugee Applicants¹ for DSHS Services, April 2024

Source: DSHS-ESA/EMAPS Assignment M5363 using the Barcode database as of May 2024

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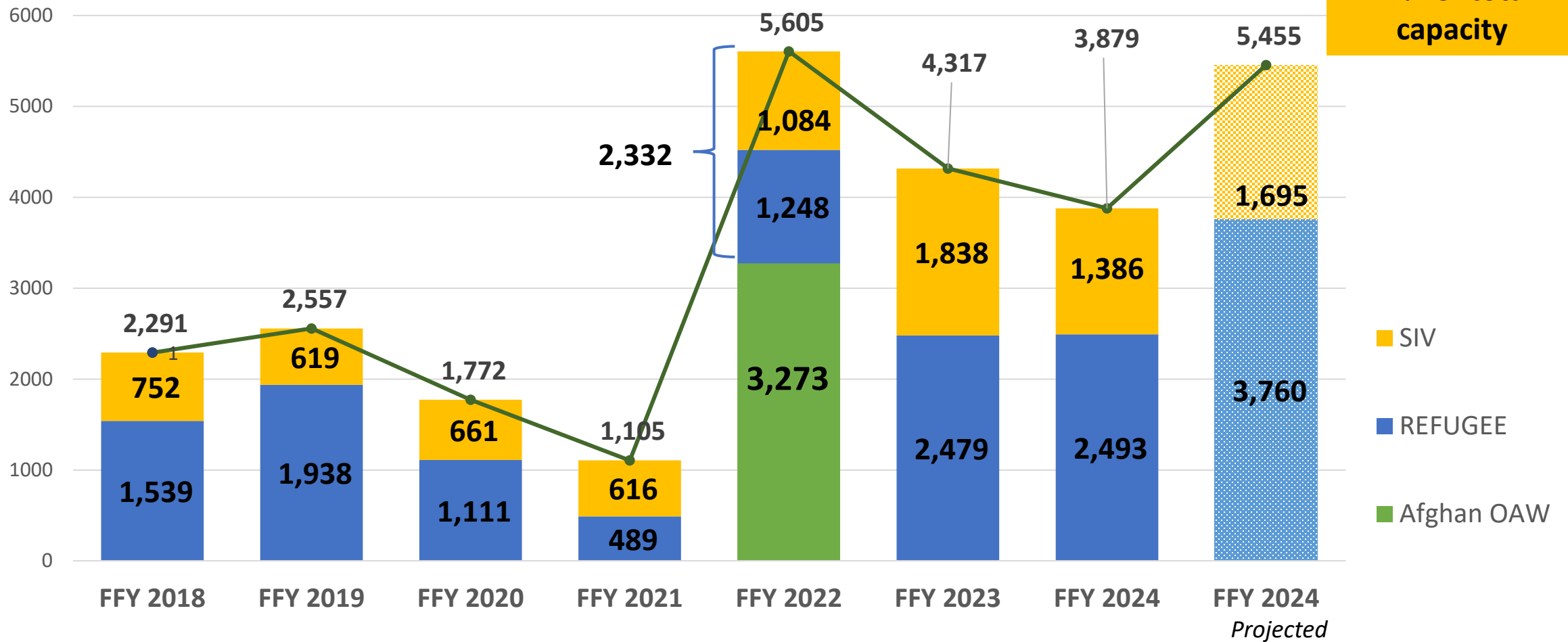
Unduplicated # of Newly Arrived Refugee Applicants	
April 2024	662
FFY 2024 (Oct. 2023 – September 2024) TO-DATE	5,720
FFY 2023 (Oct. 2022 – September 2023)	14,652

Top 10 Newly Arrived Refugee Applicants by Country of Origin		
Country	# of Applicants APRIL 2024	# of Applicants October 2023 - APRIL 2024
Afghanistan	220	1,858
Ukraine	118	873
Cuba	42	313
Syria	17	257
Haiti	37	237
Venezuela	*	162
Democratic Republic of Congo	18	144
Russia	10	141
Colombia	*	129
Eritrea	27	121

Washington State Arrivals: Refugee, Special Immigrant Visa (SIV) and Afghan Humanitarian Parolees – Operation Allies Welcome Arrivals FFY 2018 to FFY 2024 and Projected Numbers for FFY 2024

As of May 15, 2024

71% of total capacity



Sources: State Post-Arrival Demographics Report, Dept. of State, Bureau of Populations, Refugees and Migration
Afghan Placement and Assistance Program - Weekly Departure Status Report

Washington State Arrivals: U.S. Refugee Admission Program FFY 2024: JAN. 2024

Month	2019	2020	2021	2022	2023	FFY 2024 Arrivals* Monthly				
						RE	SIV	AM	PRL	TOTAL
October	187	88	44	57	292	316	119	0	0	435
November	141	183	55	104	269	346	164	1		511
December	142	319	102	66	239	395	266			661
January	151	304	49	85	235	355	234			589
February	145	278	56	203	212	434	174	0	0	608
March	160	162	15	73	353	261	166	2		429
April	183	0	26	135	465	251	162	2		415
May	195	2	36	153	562	125	101	5		231
June	256	17	87	216	439					0
July	350	41	157	199	415					0
August	336	114	276	347	393					0
September	311	264	202	694	439					0
Totals	2,557	1,772	1,105	2,332	4,317	2,483	1,386	10	-	3,879

Nationality*	Individuals YTD	% of arrivals
Afghanistan	1,910	49.24%
Ukraine	420	10.83%
Syria	245	6.32%
Dem. Rep. Congo	140	3.61%
Eritrea	125	3.22%
Guatemala	99	2.55%
Burma	97	2.50%
Moldova	92	2.37%
Russia	82	2.11%
Somalia	76	1.96%

Language*	Individuals YTD	% of arrivals
Dari	1,395	35.96%
Pashto	415	10.70%
Ukrainian	355	9.15%
Spanish	317	8.17%
Russian	311	8.02%
Arabic	279	7.19%
Tigrinya	73	1.88%
Somali	70	1.80%
Farsi	65	1.68%
Rohingya	54	1.39%

AGE DATA*		
Age Range	Individuals YTD	% of arrivals
0-4 years	483	12.45%
5-18 years	1,312	33.82%
65+ years	74	1.91%

Sources: State Post-Arrival Demographics, Department of State Refugee Processing Center
 Provided by: WA State Office of Refugee & Immigrant Assistance (ORIA), Department of Social and Health Services
 Feb. 15, 2024

Pathways for New Arrivals for the U.S. Refugee Resettlement Program

	Refugees		Humanitarian Pathways	Asylum Seekers
How do they arrive to the United States?	<ul style="list-style-type: none"> U.S. Refugee Admissions Program Travel Arranged by International Organization of Migration 		<ul style="list-style-type: none"> Supporter-Based applications Approved Travel Authorization Travel Independently 	<ul style="list-style-type: none"> Travel independently. May enter the United States without inspection
Immigration Status	<ul style="list-style-type: none"> Work Authorized Pathway to legal permanent residency and citizenship 		<ul style="list-style-type: none"> Varied humanitarian entrants Eligible to apply for EAD Pathways to LPR/Citizenship vary 	<ul style="list-style-type: none"> Ask for asylum from USCBP Case with Immigration Judge Apply for asylum, Apply for EAD (150 days)
What initial welcome services do people receive?	Reception & Placement Program	Welcome Corps	<ul style="list-style-type: none"> Not eligible for R&P resettlement services May be eligible to receive federal refugee resettlement services based on country of origin and immigration status. 	Not eligible for federal refugee resettlement services
	Refugee Resettlement Agencies	Private Sponsor Groups		Eligibility for federal or state cash, food, and medical assistance vary depending on country of origin and immigration status.
	Federal stipend \$1,325 per person	Privately raised funds \$2,235 per person		Approved Asylum Status (Asylees)
Public Benefits	Eligible to receive federal cash, food, and medical assistance		Eligibility for federal or state cash, food, and medical assistance vary depending on country of origin and immigration status.	Eligible to receive federal cash, food, and medical assistance
Federal Refugee Resettlement Services	Eligible for federally funded programs and services, including Matching Grant, Preferred Communities, and ORIA-administered programs and services.		Certain HPs are eligible for federally funded programs and services, including Matching Grant, Preferred Communities, and ORIA-administered programs and services.	Eligible for federally funded programs and services, including Matching Grant, Preferred Communities, and ORIA-administered programs and services.

Washington Migrant and Asylum-Seeker Support Project

Purpose: To build a statewide network of organizations to deliver a coordinated response to meet the specific and immediate needs of recently arrived migrants and asylum-seekers.

Who is eligible for services through the WA MASS Project?

WA MASS services will be available to people who meet each of the following eligibility criteria:

- Be a non-citizen that entered the U.S. for the first time after Jan. 1, 2022, and
- Do not qualify for federal refugee resettlement services and benefits, and
- Have been placed in removal proceedings or are at risk of deportation or removal from the U.S. because they have not been granted a permanent immigration status; and
- Have a household income below 200% of the federal poverty guidelines.

Definitions

Asylum-Seeker: is a person who has left their country and is seeking protection from persecution, but who has not yet been recognized as a refugee.

Migrant: is a person who leaves their country of origin to seek permanent or temporary residence in another country.

Many new migrants and asylum seekers are entering the U.S. via the Southwest border and are being apprehended by the Department of Homeland Security. As a result, they are placed in removal proceedings with a Notice to Appear in front of an Immigrant Judge.

The WA MASS Project is intended to serve migrants and asylum-seekers who are ineligible for federal refugee resettlement services.

Refugee: is an individual that has fled their home country and cannot return because they have a well-founded fear of persecution due to their race, religion, national origin, membership in a social group, or political opinion. Refugees apply for and are granted a stable immigration status by the Department of Homeland Security and are admitted into the United States under that status.

Other immigrations statuses qualify for federal refugee resettlement services:

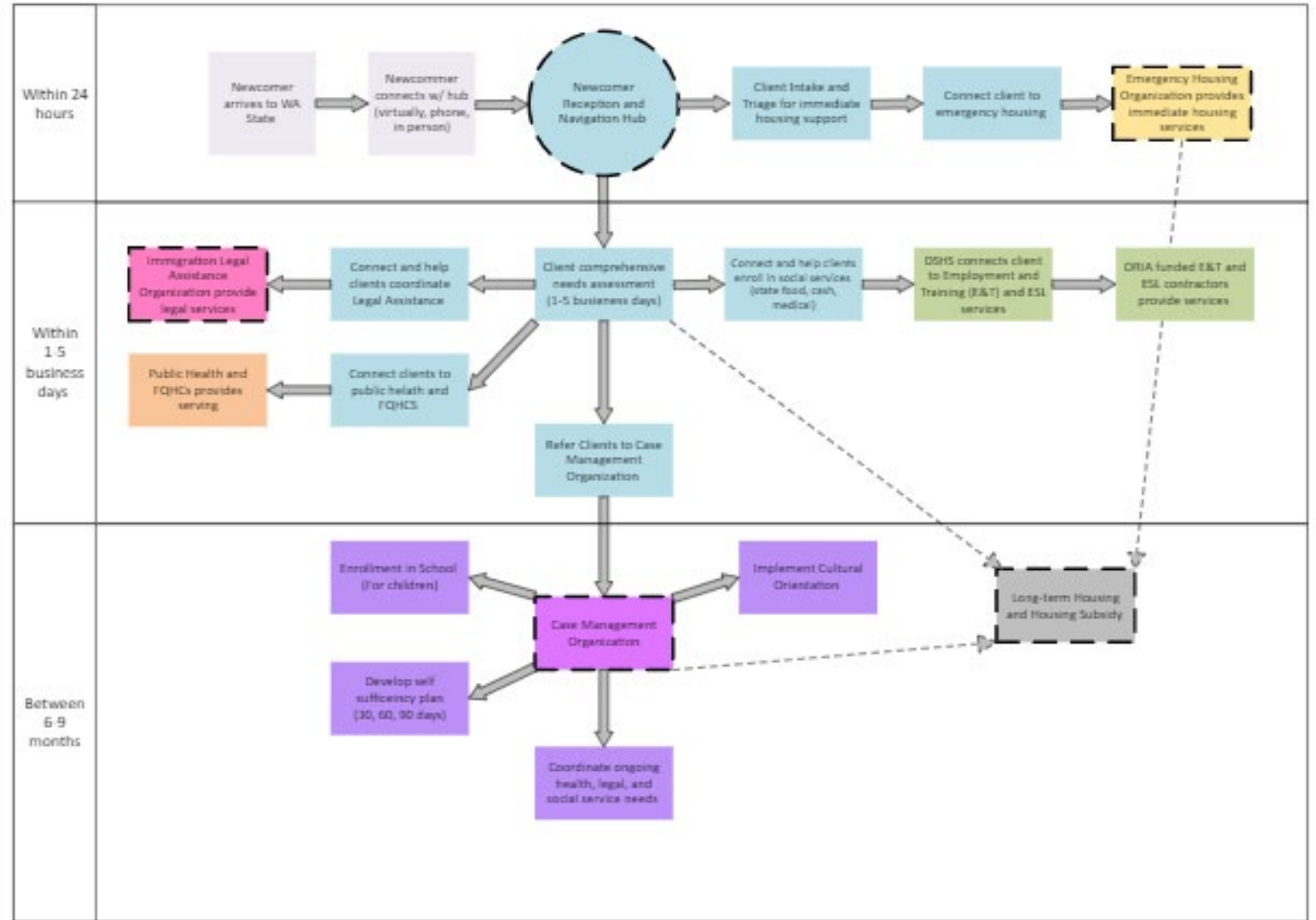
- Asylee or someone granted asylum by the U.S. government.
- Certified Victim of Human Trafficking.
- Amerasian.
- Cuban-Haitian Entrant.
- Afghan and Iraqi Special Immigrant Visa holders (SIVs).
- Certain Afghan and Ukrainian humanitarian parolees

These individuals do not qualify for WA MASS services.

Washington Migrant and Asylum-Seeker Support Project

- Newcomer Reception and Navigation Hub
- Migrant Housing Services (Emergency and Transitional Housing)
- Immigration-Related Legal Services
- Culturally Responsive Case Management Services
- Education and Employment and Training Services

DRAFT WA MASS Hub and Spoke Model



Thank you!

Sarah Peterson, MSW
Washington State Refugee Coordinator
Office of Refugee and Immigrant Assistance
Email: sarah.Peterson@dshs.wa.gov

Health Updates

Refugee Advisory Council

May 30, 2024

**Refugee and
Immigrant**

Health Program



Agenda

- Apple Health Expansion
- Emotional Wellness

**DON'T WAIT,
SAVE THE DATE!**



**Applications for Apple Health Expansion
open at 8 a.m. on June 20.**

Enrollment is limited and expected to fill quickly!



Apple Health Expansion – July 2024

What is Apple Health Expansion?

The 2022 supplemental budget directs the Health Care Authority (HCA) to develop a medical assistance program that would provide Medicaid equivalent health care coverage to uninsured adults who do not meet the immigration requirements for federal assistance.

Who is eligible?

You may be eligible for this program if you:

- Are a Washington resident age 19 or older,
- Have countable income under 138% of the federal poverty level,
- Do not qualify for other Apple Health programs based on immigration status,
 - Immigrants who have not met the five-year waiting period to become eligible for Apple Health are not eligible for Apple Health Expansion.
- Are not pregnant or did not have a pregnancy end in the last 12 months, and
- Are not eligible for qualified health plans with advance premium tax credits (APTC) or federally funded medical assistance programs.

Source: <https://www.hca.wa.gov/assets/free-or-low-cost/apple-health-expansion-coming-july-2024.pdf>

Apple Health Expansion

Expanding immigrant health coverage in Washington, because your health matters

Washington Apple Health coverage is expanding to adults age 19 and older with certain immigration statuses. This new program is called Apple Health Expansion.

Covered services

Medical

- Provider visits
- Hospital services
- Nursing facility for rehabilitative and skilled care

Dental

- Preventive services, exams, & diagnostic procedures
- Restorative (fillings), periodontal (gum disease), endodontic (root canal), and dentures
- Oral surgery

Behavioral Health

- Substance use disorder treatment services
- Mental health treatment

Pharmacy

- Over the counter and prescription drugs on the Apple Health preferred drug list

Services specific to young adults 19 through 20

- Wellness exams
- Vision hardware
- Chiropractic care
- Orthodontics

Services not available

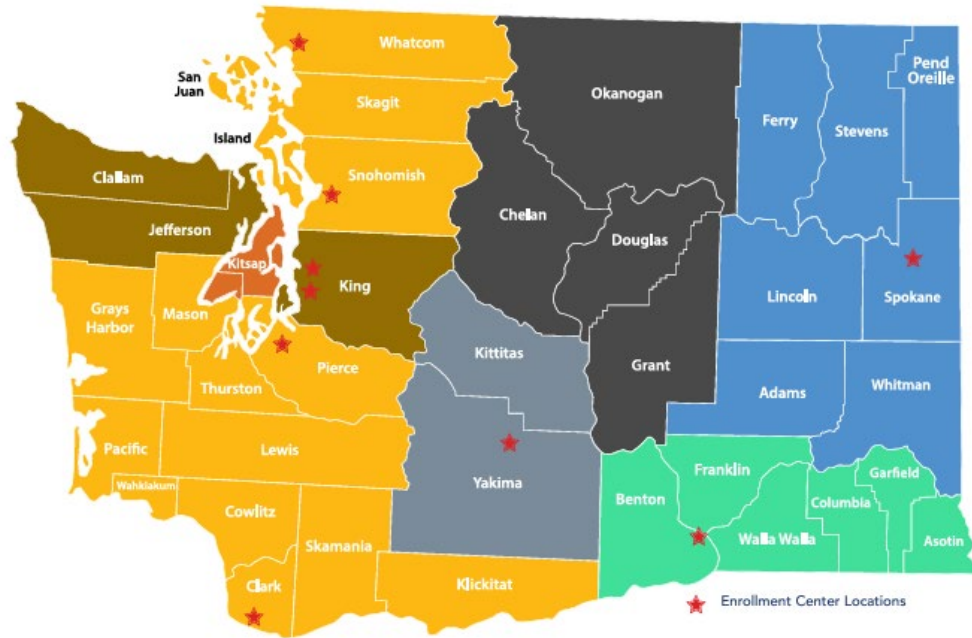
Not covered services include, but are not limited to:

- Early periodic screening, diagnosis, and treatment (EPSDT)
- Supportive supervision
- Private duty nursing
- Long-term nursing facility care
- Health Home program
- Intermediate care facility



Health Navigator Support

LEAD ORGANIZATION SERVICE AREAS BY COUNTY



SeaMar Community Health Clinics

Phone: 1-855-289-4503

Email: seamaripa@seamarchc.org

Public Health Seattle & King County

Phone: 1-800-756-5437

Email: CHAP@kingcounty.gov

Peninsula Community Health Services

Phone: 1-360-377-3776

Email: eligibility@pchswb.org

Tri-Cities Community Health

Phone: 1-509-543-1952

Email: EnrollmentHBE@mytcch.org

Confluence Health/ Wenatchee Valley Hospital

Phone: 1-509-433-3383

Email: SM_CH_Lead_Org@ConfluenceHealth.org

Yakima Neighborhood Health Services

Phone: 1-509-853-2377

Email: navigators@ynhs.org

Better Health Together

Phone: 509-370-5605

Email: bhtnavigatorstaff@BetterHealthTogether.org

Source: <https://www.wahbexchange.org/content/dam/wahbe-assets/partners/Consumer%20Support%20%20Lead%20Orgs%20Jan%202024.pdf>

Translated Information

- [Amharic](#)
- [Arabic](#)
- [Burmese](#)
- [Cambodian](#)
- [Chinese \(Simplified\)](#)
- [Farsi](#)
- [Korean](#)
- [Laotian](#)
- [Punjabi](#)
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Apple Health Expansion coming July 2024

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- Are not pregnant or did not have a pregnancy end in the last 12 months, and
- Are not eligible for qualified health plans with advance premium tax credits (APTC) or federally funded medical assistance programs.

Learn about eligibility for other Apple Health programs at hca.wa.gov/apple-health-eligibility.

Income standards

Household Size	1	2	3	4	5
Monthly Income	\$1,732	\$2,351	\$2,969	\$3,588	\$4,207
Household Size	6	7	8	9	10
Monthly Income	\$4,825	\$5,444	\$6,063	\$6,682	\$7,300

*Based on April 2024 standards. Standard subject to change annually.

When can I apply?

You can start applying for Apple Health Expansion Spring 2024.

When does coverage start?

Apple Health Expansion coverage begins July 1, 2024.

What health coverage is available prior to July 1, 2024?

Other Apple Health coverage

If you need to go to the doctor now, you can check to see if you qualify for Apple Health for Kids, Apple Health for pregnancy, Alien Emergency Medical (AEM) and Medical Care Services (MCS). For more information, visit hca.wa.gov/apple-health-non-citizens.

Qualified Health Plans and Cascade Care Savings options for immigrants

All Washingtonians, regardless of immigration status, now have the opportunity to shop for and purchase qualified health and dental plans for 2024. Learn more about [immigrant health care](#) and other [cost saving options](#).

Where can I get more information?

Online: hca.wa.gov/ah-expansion | **Email:** ahexpansion@hca.wa.gov | **Phone:** 1-800-562-3022

Source: <https://www.hca.wa.gov/assets/free-or-low-cost/apple-health-expansion-coming-july-2024.pdf>

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Key Health Milestones



- Overseas medical examination



- Health insurance enrollment
- Domestic medical screening, including emotional wellness screening
- Establish primary care



- Primary care follow-up
- Immunizations per catch-up schedule



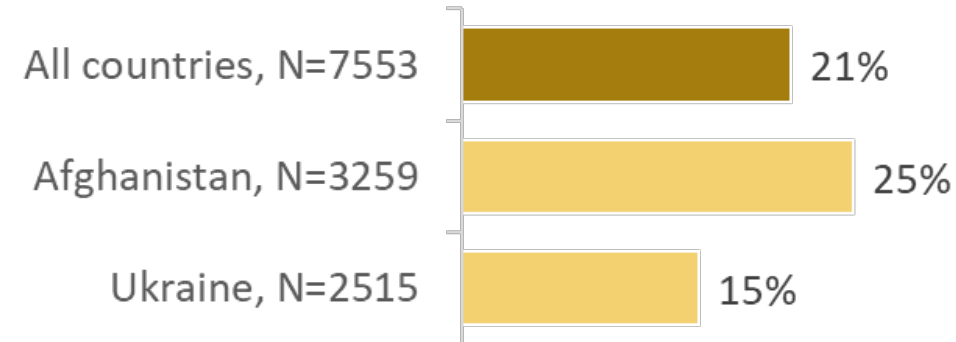
- Immunization adjustment of status examination (I-693)

Arrival to 5 years post-arrival

- Health outreach & education, care coordination & navigation, wellness groups

% Positive for Emotional Distress by Country of Origin

Individuals ≥ 14 years old screened using Refugee Health Screener (RHS-15),
FFY 2018 – 2022, WA State



*Positive RHS-15 indicates emotional distress

Office of Refugee and Immigrant Assistance - Resource Tool

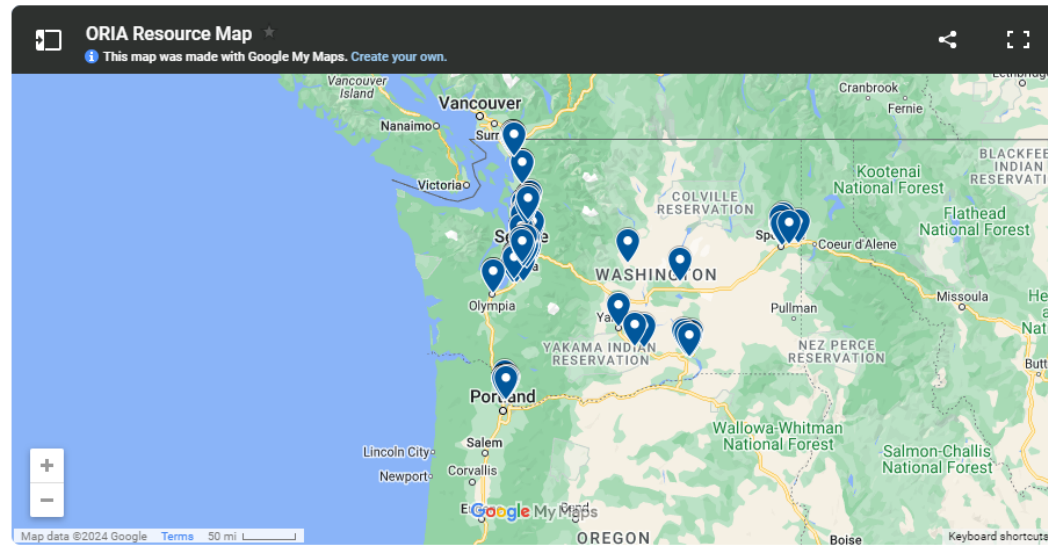


Office of Refugee and Immigrant Assistance Resource Tool

Find more information here:

- [ORIA's Website](#)
- [Brief Program Descriptions](#)

Questions? Contact ORIA at ORIAinfo@dshs.wa.gov.



Resource Map Instructions

Menu button:



Use the menu button in the upper left corner of the map to filter the pinpoints based on service type.

Expand button:



Use the expand button in the upper right corner of the map to open the resource map in a new tab. This will allow you to search for a specific city, county, or zip code.

Pinpoints:



Click on a pinpoint on the map to view the service provider's details.

If you would like to view a list of service providers for a specific county or program, click on the links below the "Search by County" and "Search by Program" headings.

[Search by Program](#)

[Search by County](#)

Source: <https://app.smartsheet.com/b/publish?EQBCT=8e7e2fd0641f4f1e90bbaa36a0bc232d>

Contact Details

Washington State Department of Health
Refugee and Immigrant Health Program

refugeehealthprogram@doh.wa.gov

<https://doh.wa.gov/refugeehealth>



@WADeptHealth



To request this document in another format, call 1-800-525-0127. Deaf or hard of hearing customers, please call 711 (Washington Relay) or email civil.rights@doh.wa.gov.

Introduction to Providing Trauma Informed Care

Presented By
Laurie Reyman, Sr. Officer Protection & Social Work
IRC Washington
2024



Territories
 Languages
 Treaties

Search your address, or toggle switches above to add shapes. Click around! *Think critically about this map.*

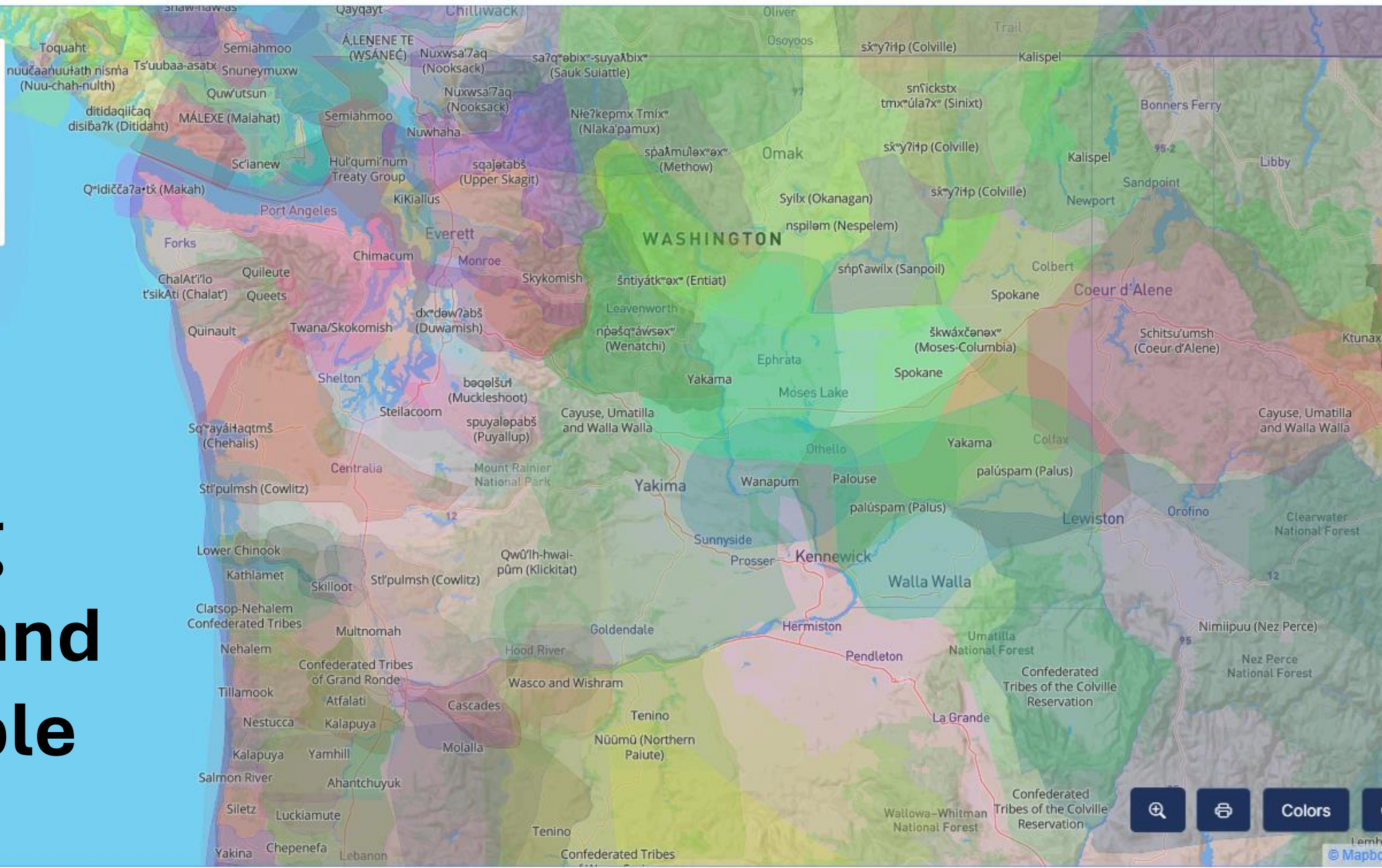
USA ✕

Territories ▾

Languages ▾

Treaties ▾

Honoring Native Land and People



Honoring Our Collective Wisdom

All experiences and knowledge are vital to our collective growth.



- Mental/Emotional Health practice here in the US is dominated by the Eurocentric (North America, Europe) terms and concepts of Mental/Emotional Health.
- There is need and room in practice for diverse ideas and concepts of Mental/Emotional health originating from other cultures.

Learning Objectives

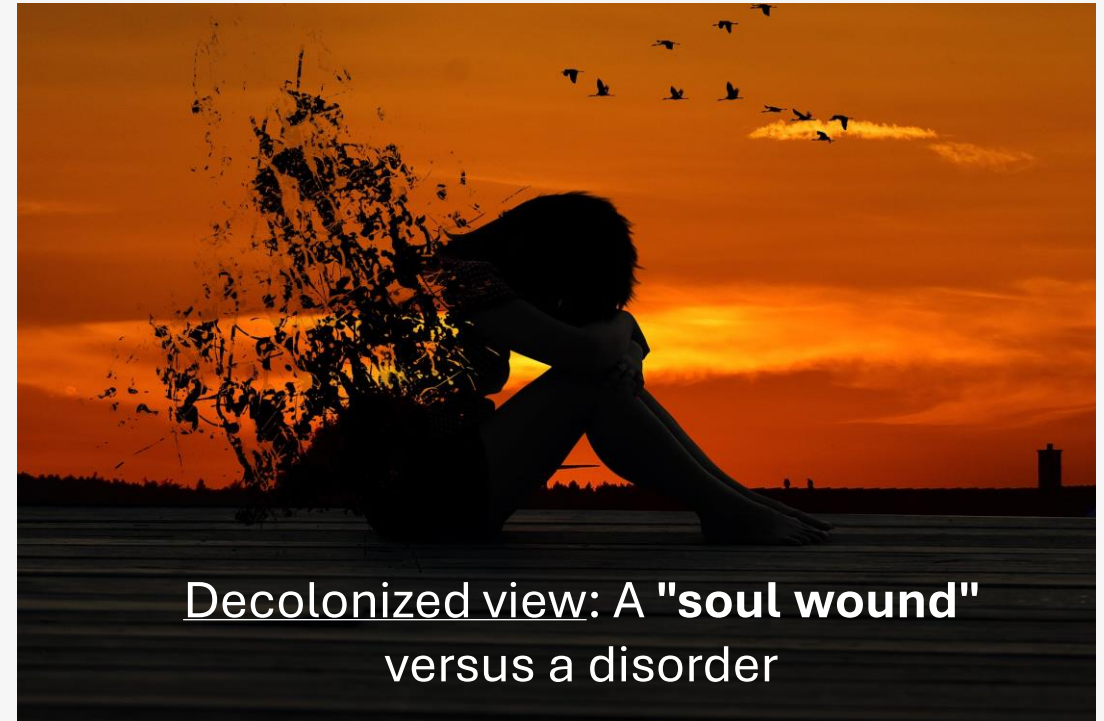


1. Understand what trauma is, and how our bodies and minds respond to it
2. Understand how to practice a “trauma-informed” approach with others
3. Understand what “trauma stewardship” is and how to practice it

What is Trauma?

"Trauma is a response or reaction to a kind of wound, caused by profoundly injurious events and situations in the real world. Traumatized implies there's 'an after affect.'"

-Renee Linklater in "Decolonizing Trauma Work"



Decolonized view: A "**soul wound**" versus a disorder

Some common factors:

- Deeply disturbing, life threatening, frightening
- Outside of what would be "ordinary" or "normal"
- Often results in feeling overwhelmed, helpless, or in someone else's control
- Has negative biological, emotional, psychological, social, and/or spiritual impacts.

TRIPLE TRAUMA PARADIGM

Potentially Traumatic Events

Country of Origin

- War/conflict/oppression
- Forced labor
- Discrimination/Racism
- Torture
- Gender based violence
- Illness
- Religious persecution

Migration

- Dangerous journeys
- Human trafficking risk
- Legal status process
- Questions of safety
- Unknown future
- Discrimination/Racism

Resettlement

- Family separation
- Discrimination/Racism
- Underemployment
- Unmet needs
- Lack of choice/control
- News of home

Trauma Unrelated to War/Migration:
- childhood abuse, illness/injuries, accidents, loss

Behavior is Communication

Fight/Flight/Freeze/Fawn - *The brain and the body work together to ensure survival.*

WINDOW OF TOLERANCE

The window of tolerance and different states that affect you



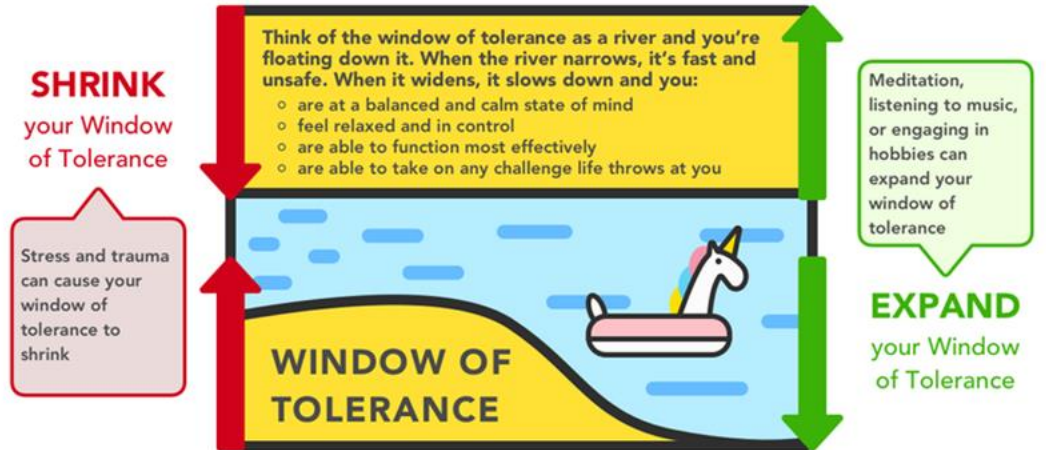
HYPERAROUSAL

- Abnormal state of increased responsiveness
- Feeling anxious, angry and out of control
- You may experience wanting to fight or run away



DYSREGULATION

- When you start to deviate outside your window of tolerance you start to feel agitated, anxious, or angry
- You do not feel comfortable but you are not out of control yet



DYSREGULATION

- You start to feel overwhelmed, your body might start shutting down and you could lose track of time
- You don't feel comfortable but you are not out of control yet



HYPOAROUSAL

- Abnormal state of decreased responsiveness
- Feeling emotional numbness, exhaustion, and depression
- You may experience your body shutting down or freeze

Symptom
Body Pain – headaches, back pain, stomach pain
Poor Memory/Poor Concentration
Disrupted or Poor Sleep
Increased Irritability/Anger
Increased Sadness/Emotional Numbness
Persistent Worries
Seeing world as “all terrible” or people as “all bad”

Symptom	Presentation/Consequence
Body Pain – headaches, back pain, stomach pain	<i>Frequent medical visits with no known cause for pain; can't work due to pain; wanting to pursue SSI</i>
Poor Memory/Poor Concentration	<i>Needing information repeated multiple times; difficulty maintaining employment; diminished ability to learn English/succeed in academics</i>
Disrupted or Poor Sleep	<i>Missing appointments; irritability; difficulty taking care of family/responsibilities; increased physical health symptoms; poor memory; poor concentration; diminished initiative</i>
Increased Irritability/Anger	<i>Difficulty maintain relationships; risk of arrest; threatening behavior</i>
Increased Sadness/Emotional Numbness	<i>Diminished initiative; missing appointments; irritability; difficulty taking care of family/responsibilities; increased physical health symptoms; poor memory; poor concentration; increasing isolation</i>
Persistent Worries	<i>Diminished initiative; fearful to try new things; isolation</i>
Seeing world as “all terrible” or people as “all bad”	<i>Distrust</i>



Trauma Informed Approach

Goal:

*Not to cure, diagnose or treat trauma, but to **resist doing further harm** in service delivery.*

The 4 R's!

Realize the prevalence and impact of trauma

Recognize the signs and symptoms of trauma

Respond appropriately by integrating your knowledge about trauma into your practice

Resist re-traumatization

6 Principles of Trauma Informed Approach



1. SAFETY



2. TRUSTWORTHINESS
& TRANSPARENCY



3. PEER SUPPORT



4. COLLABORATION
& MUTUALITY



5. EMPOWERMENT
VOICE & CHOICE



6. CULTURAL, HISTORICAL,
& GENDER ISSUES

Deepening Our Practice of Trauma Informed Care

Strength based approach: Lean into client strengths and look for signs of health and resilience.

- It is not the event that determines whether something is traumatic to someone, but rather the **individual's experience** of the event.
- In our practice, we do not ask “What is wrong with this person,” A trauma informed individual gets curious and asks: ***“What has happened to this person?”***
- Meet people **where they are at**, not where we think they should be
- **Normalize** trauma responses and **validate** often to build trust and support recovery.

Self & Community Care

Humanitarian workers - especially those with lived experience similar to our clients - are at increased risk of burnout and vicarious trauma... but it's not inevitable and highly preventable!



Burnout - refers to the **physical and emotional exhaustion** that workers can experience when stressful work conditions are not addressed.

Compassion Fatigue refers to the deep emotional exhaustion leading to **lack of empathy** experienced after repeat exposure to traumatic situations or stories.

Vicarious or secondary trauma is a **profound shift in worldview** after being repeatedly exposed to the traumatic experiences of others.

Potential Negative Impacts of the Work

Symptom	Chronic Stress	Burnout	Compassion Fatigue	Vicarious Trauma
Irritability and impatience	X	X	X	X
Worry and anxiety	X	X	X	X
Trouble focusing and concentrating	X	X	X	X
Difficulty making decisions	X	X	X	X
Forgetting things	X	X	X	X
Feeling tired	X	X	X	X
Headaches, backaches, muscle pains	X	X	X	X
Change in appetite or sleep habits	X	X	X	X
Difficulty relaxing	X	X	X	X
Lowered immunity, getting sick more	X	X	X	X
Increase in unhealthy coping strategies (e.g., alcohol)	X	X	X	X
Physical and emotional exhaustion		X	X	X
Lack of motivation		X	X	X
Feeling overwhelmed		X	X	X
Isolating socially		X	X	X
Cynicism			X	X
Feeling helpless or hopeless			X	X
Lack of empathy for others			X	X
Nightmares				X
Intrusive thoughts and imagery				X

Trauma Stewardship

"To create a space for and honor others' hardship and suffering, and yet do not assume their pain as our own. We care for others to the best of our ability without taking on their paths as our paths."

-Laura van Dernoot Lipsky in "Trauma Stewardship"



- Create and advocate for trauma-informed workplace policies and practices.
- Double down on the things that bring you rest and rejuvenation.
- Practice vicarious resilience!

Key Takeaways

- Trauma is not a disorder, but a reaction to a soul wound
- A client's behavior is an adaptation for survival, and a form of communication
- The 4 R's of trauma informed approach – Realize, Recognize, Respond, Resist
- Trauma informed approach is a practice, not a process
- Burnout and vicarious trauma are preventable with self care and agency commitment to trauma-informed workplaces.



Image: IRC Seattle

Resources

- [Trauma-Informed Care: A Primer for Refugee Service Providers](#)
- [E-learning Course - Psychological First Aid in Resettlement, Asylum and Integration Settings](#) – 30 minutes
- [Guidance document: Preventing Crises And De-Escalating Difficult Situations With Newcomer Clients](#)
- [Tip sheet on common stress reactions and effective coping strategies](#) (PDF) from Konterra
- [Video: Understanding Job Burnout](#) - Dr. Christina Maslach 33 minutes
- Self Care Resources: [Trauma Stewardship Institute](#) and [ProQOL: Professional Quality of Life](#)
- [Information Guide: Preventing Occupational Hazards by Promoting Organizational Resilience](#)
- [Information Guide : How Agencies Can Support Staff with Lived Experience](#)
- [Blog post: There is No Self-Care without Community Care](#) by [Aimaloghi Eromosele](#)
- Book: [Decolonizing Trauma Work: Indigenous Stories and Strategies](#) by Renee Linklater
- Book: [Trauma Stewardship](#) by Laura Van Der Noot Lipsky

More Resources!

Switchboard - Switchboard provides free, personalized technical assistance to organizations in the United States that provide services to Office of Refugee Resettlement (ORR)-eligible newcomers. Their services include providing resource lists, data and research, consultation calls, webinars and workshops, in-person training, and more! To submit a request, [visit their website](#). If you have questions, email them at Switchboard@rescue.org.

Center for Adjustment, Resilience & Recovery (CARRE) - CARRE provides training and education on forced migration trauma in a variety of areas of concern and capacity building including but not limited to:

1. Program development for mitigating negative impacts of childhood traumatic stress in forcibly displaced populations
2. Educational products that will improve awareness, information and skills for providers on childhood traumatic stress and forcibly displaced populations
3. Tailored consultation services for specific programmatic and service delivery needs that will include cultural responsiveness to population need and engagement in care
4. Guidance on standardized measures appropriate for use with children, youth and families who have experienced forced displacement
5. Facilitation of connections and partnerships between providers to improve the continuum of care for the service population

Submit a request for technical assistance on their [website](#)

Thank you!

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