

A decorative graphic on the left side of the page consists of a white circle partially obscured by diagonal stripes in yellow and teal. The stripes are arranged in a pattern that suggests movement or growth.

# A CULTURE OF CARE

TRAUMA - INFORMED PRACTICES  
FOR FAMILY-SERVING SYSTEMS

**NOVEMBER 18, 2019**

# Welcome.

First 5 San Mateo County and its Trauma and Resiliency-Informed Systems Initiative partners are proud to host **A Culture of Care: Trauma-Informed Practices for family Serving Systems.**

## Purpose.

Traumatic events and adverse childhood experiences have long-term impacts on individual, family, and community health and well-being. In light of this, it is imperative for systems serving children and families to understand a child and family's trauma history and risk, and actively work to design and deliver services that feel safe, respectful, and healing for everyone we serve.

First 5 San Mateo County and its multisector partners have been working to draft a roadmap for building a trauma- and resiliency-informed system of care for young children and their families. We believe the work must start with organizations that feel safe, respectful, and healing for their staff. Caring for others requires caring for ourselves, and our ability to do that well is embedded in institutional policies, practices, and culture.

Through this event, we hope participants will:

1. Gain greater understanding of the impacts of trauma on young children, their families, and those who serve them
2. Reflect on their organization's readiness for implementing trauma- and resiliency-informed practice
3. Take away tangible ideas and best practices for implementing trauma-informed practices
4. Participate in healing practices that can nurture well-being, connection, and learning
5. Connect with ongoing opportunities and resources for training and collaboration

## Agenda.



- 8:30**      **REGISTRATION**  
Breakfast
- 9:00**      Welcome
- 9:30**      Morning Keynote:  
**Laura van Dernoot Lipskey**
- 10:45**     Break/Transition
- 11:00**     Breakout Session #1
- 11:45**     Lunch
- 12:15**     **LEADERSHIP PANEL**
- 1:15**      Break/Transition
- 1:30**      Breakout Session #2
- 2:30**      Break/Transition
- 2:45**      Afternoon Keynote  
**Dr. Ken Epstein**
- 3:45**      Closing Remarks  
Next Steps  
Raffle
- 4:00**      Event Ends

## Event Schedule



### Morning Keynote

9:30 – 10:30 am (Shoreway Room)

Transforming Trauma – How to do this work and sustain



**Laura van Dernoot Lipsky**

Trauma Stewardship Institute

Laura van Dernoot Lipsky, founder and director of The Trauma Stewardship Institute and author of *Trauma Stewardship: An Everyday Guide to Caring for Self While Caring for Others*, has worked directly with trauma survivors for more than three decades.

She has worked with groups as diverse as zookeepers and reconstruction workers in post-Hurricane Katrina New Orleans, community organizers and health care providers in Japan, U.S. Air Force pilots, Canadian firefighters, public school teachers, private practice doctors, tiny non-profits, massive state agencies, libraries, the Pentagon, alternative colleges, and Ivy League universities. Much of her work is being invited to assist in the aftermath of community catastrophes—whether they are fatal storms or mass shootings. She has worked locally, nationally, and internationally. Laura is known as a pioneer in the field of trauma exposure.





# A CULTURE OF CARE



## Morning Breakout Session

11:00 – 11:45 am

### A A Culture of Care: Transgenerational Perspective (Shoreway Room)

Trauma weaves through all aspects of life. As communities of service, it is critical to understand how patterns of generational and historic trauma can be "passed down", biologically and environmentally. As we better understand this for our communities, we are more able to understand what that can mean in our working environments as well.



**Session Leader: Toni DeMarco**, Deputy Director, Child and Youth Services, Behavioral Health and Recovery Services, San Mateo County Health

### B Culture of Self-Care ( Bay Rooms AB)

A part of being trauma-informed also means taking care of yourself and your staff. Come to this session to practice some techniques that will increase your awareness of when you or your staff may need to pause in order to regain balance, become centered and remain steady for the children and families you serve. It is only through promoting a culture of self-care can we truly build our community's culture of care.



**Session Leader: Michelle Sioson Hyman**, Deputy Director, Center for Early Learning, Silicon Valley Community Foundation

## Morning Breakout Session Continued

11:00 – 11:45 am

### **C** Prepped to Change: Relational Leadership (Bay Room C)

In the last few decades' leadership models have emerged designed to help transform large organizations by increasing quality, efficiency and productivity. Nonetheless, large Health Care and Human Service agencies have continued to struggle with intractable problems. What has been ignored is that adversity happens in the context of relationships and healing must also be centered around relationships. This workshop will provide a brief outline for developing relational leadership strategies and involve participants in a discussion to discuss challenges and share ideas with each other and the workshop participants.



**Session Leader: Ken Epstein**, PhD, MSW, Systems and Leadership Consultant

### Session Notes

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## Leadership Panel

12:15 – 1:15 pm

### Culture of Care Convening: Multi-Sector Leadership Panel

The Multi-Sector Leadership Panel features leaders in the field of education, law enforcement, nonprofits, behavioral health, and human services who have demonstrated interest and a commitment to exploring the integration of trauma-informed organizational practices. Panelists will reflect on their motivation to promote healing practices and the rewards and challenges of this work.

#### Moderator



**Rajni Dronamraju**, Associate Director of Charitable Giving at Genentech

#### Panelists:



**Toni DeMarco** Deputy Director, Child and Youth Services, Behavioral Health and Recovery Services, San Mateo County Health



**Nancy Magee**, Superintendent, San Mateo County Office of Education



**Ed Barberini**, Chief of Police, San Bruno Police Department



**Evan Jones**, Executive Director, Mid-Peninsula Boys and Girls Club



**Natasha Bourbonnais**, Manager, Children and Family Services, Human Services Agency, San Mateo County

## Mission

First 5 San Mateo County promotes positive outcomes for young children and their families through strategic investments, community leadership, and effective partnerships.

## Vision

Success for every child





## Afternoon Breakout Session

1:30 - 2:30 pm

### **D** Centering Racial Equity in Trauma-Informed Practice (Shoreway)

At this session, listen in on a discussion between service providers in our community, as they reflect on how race and trauma intersect in their lives and in their work, and how trauma-informed practice must have a foundation of racial equity. They will share their thoughts on why organizations and institutions struggle with addressing race, and offer ideas of what personal and systemic changes are needed to advance the conversation on equity.

#### Moderator



**Sarah Poulain**, Executive Director,  
Family Connections

#### Panelists:



**Alejandro Vilchez**, Community Engagement Facilitator  
and Principal, AV Consulting



**Nani Wilson**, Project Supervisor, North County Outreach  
Collaborative/Essence of MANA, Asian American  
Recovery Services



**Shawneece Stevenson**, Manager of Family Success Coaching,  
The Primary School



**Iliana Garcia-Ruiz**, Program Manager, Nuestra Casa de East  
Palo Alto

### **E** The Art of Self Care (Harbor Room)

In this hands-on workshop participants will be introduced to three effective self-care strategies they can practice at home and with students. Art Making, Mindfulness, and Gratitude for What Is. Teachers will make mini-arts based journals, learn mindfulness strategies, and envision personal and professional goals/dreams. Join us for this restorative and innovative professional development workshop!



**Session Leader: Michelle Holdt**, Visual and Performing Arts  
Coordinator, San Mateo County Office of Education

## Afternoon Breakout Session Continued

1:30 - 2:30 pm

### F Supportive Team Practices (Bay Room AB)

None of us can do our work alone, so how do we work as a team to care for one another? In this session we will look at how to be intentional in our team practice, and how to build strong, collaborative working relationships. There will be a brief overview of how to implement reflective practice as part of a desired culture change towards building a fully integrated trauma -informed system of care.



**Session Leader: Noelle Bruton**, LMFT, Prenatal to Three Unit Supervisor, San Mateo County Health

### G Trauma Screening: Exploring the Local Impact of State Policy (Bay Room C)

Join state and local leaders to hear about new state directives calling for ACEs screening and bringing added attention and funding to childhood trauma. This session will focus on the role and support for providers as they implement these new mandates within a changing landscape. Learn from those on the forefront of local efforts to pilot screening as they reflect on the opportunities and challenges of this work, and discuss the role of partnerships in supporting these new mandates.

#### Session Leaders:



**Moira Kenney**, PhD, Executive Director, First 5 Association of California



**Trish Erwin**, PhD, Quality Improvement Manager, Family Health Services, San Mateo County Health

**Closing Keynote**

2:45 - 3:45 pm (Shoreway Room)

Relational Healing in the Time of Evidence



**Ken Epstein**

PhD, MSW, Systems and Leadership  
Consultant

Kenneth Epstein, PhD, LCSW, has spent his career dedicated to Children, Youth and Family Mental Health providing direct service, teaching and in clinical and administrative leadership positions. His clinical and academic expertise is in Couples and Family Treatment as well as organizational culture change and he has practiced, taught and supervised for close to 3 decades.

Prior to his retirement in September of 2018, he served as the Director of the Children Youth and Family System of Care for San Francisco, Behavioral Health Services since 2012. Dr. Epstein has worked in University, Non-profit and County government positions in San Francisco and Vermont, and has been an innovator in the development, implementation and sustainability of a family centered approach through an equity, social justice and trauma informed lens. Currently, he is providing focusing on preparing, supporting and developing leadership, organizational and clinical models that focus on relational healing, systems change and compassionate care as well as providing direct clinical care.

## Session Notes

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