

## *An Evaluation of the Community Services Program (CSP) of the Trauma Center at Arbour Health Systems*

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## *Program Features*

- Provides short-term interventions for those who have essentially normal responses to abnormal situations
  - People whose functioning has been disrupted but who can re-group with short-term support
- Responds to traumatic events 24 hours/day, 7 days/week, 365 days a year
  - Small core staff
  - Network of 100 trained people

## *History*

- Began almost 15 years ago funded by Massachusetts Department of Mental Health
- Reorganized in 1996 to build a training program and incident response infrastructure to meet needs of 90,000 school age children in Metro Boston

## *Program Philosophy*

- The GOLDEN RULE of the program has been that “those most affected by the trauma or threat event must be afforded an ongoing opportunity to play a central role in the resolution of and recovery from the trauma and its aftermath.”

## *Building a Community Network*

- Developed an organized infrastructure at the neighborhood level for children and youth exposed to trauma by:
  - Building a trauma response network for neighborhoods and schools in Boston
  - Training about 250 new persons a year in introduction to trauma intervention
  - Advanced training for those who become part of the trauma response network followed by a minimum of four advanced 8-hour trainings per year

## *Three Major Types of Trauma Interventions*

- Information and Education Sessions: “Orientations and Debriefings”
- Individual crises intervention, as needed as well as triage of those individuals likely to need more in-depth, long-term intervention
- Identifying individual and community resources for ongoing coping strategies and development of individual plans for how the person is going to cope with the trauma in the short term







*CSP Training*

What difference did the gained skills and knowledge have?

Findings: Responding to Trauma

- 89% reported that, after being trained, they had responded to traumatic incidents (in any capacity)
  - 88% responded in their workplace
  - 39% responded in their community
  - 49% responded with friends and family

*CSP Training*

Did they find the training beneficial and useful?

Findings:

- 80% believed their community was better prepared for a traumatic incident as a result of their training

*CSP Training Evaluations*

- The training evaluations over a four year period (n=1616) were extraordinarily high and averaged 4.7 on a 5 point scale

*Conclusions*

- All components of the evaluation showed a consistent picture of a very well respected, highly utilized, effective program
- In a number of instances this training had a broader impact on communities and organizations
- Interviewees commented on how they had transferred the training to reform the operations of their organization

*Conclusions*

- Several community leaders commented that it had positively changed the way human service organizations interacted with each other in their communities

*Conclusions*

- They work effectively with all ethnic groups and communities
  - “They know every tragedy is not the same. They have different techniques in different communities. I like developing the local teams to help, to do what they’re taught – but also to teach the program about the community. They make an immediate impact – you can see a difference at a wake or funeral when they’re there.” - Cape Verdean Community leader