

Crisis Managed! Positive Outcomes of a Multi-District, School Crisis Response Training and Support Network Katlyn Rice, MS, Samantha Colson, MSW, MSL, Amy Scheel-Jones, MS, Ed, and Jennifer West, PhD

Introduction

- The Consortium on Trauma, Illness, and Grief in Schools (TIG) program is a county-wide, multi-agency effort to help school districts become more prepared to respond to trauma, violence, illness, and death. (www.tigconsortium.org)
- The program establishes TIG Teams within individual school districts that can intervene during a variety of crises. TIG teams are trained in the following topics:
 - grief & loss
 - serious illness & injury
 - suicide intervention & prevention
 - school violence
 - trauma
- In 2016-2017, Maggie Candler, PsyD and Jennifer West, PhD created a survey to assess the TIG program's effectiveness in meeting its goals.

Project Objectives

- Disseminate the survey created from the previous leadership project
- Analyze survey data using trend analyses and qualitative descriptions
- Provide feedback to TIG Leadership on survey response patterns and suggested future directions

Respondents

Groups Surveyed in Fall of 2017:

- **1. TIG Trained** participated in TIG training but not yet assigned to a school TIG Team
 - N = 19 (11 partial survey completers)
- **2. TIG Team** participated in TIG training and part of their school's identified TIG Team in some capacity • N = 114 (24 partial survey completers)
- **3. Primary Contacts** leaders of the school's TIG Team
 - N = 27 (12 partial survey completers)

Results

• Almost all survey respondents experienced at least one crisis in their school since completing the TIG training, and many respondents had experienced several crises

• Some respondents reported using the mental health and de-escalation components from the TIG model on a daily basis

• Most useful training components: trauma/grief and suicide intervention

Positive Outcomes

- Improvements cited as as a result of TIG were: resources, collegial support/cohesion, common language/communication, knowing how to listen, and knowing how to ask quality questions
- Almost all survey respondents agreed TIG has better prepared them to cope with the trauma/stress observed at their job
- Respondents described many positive outcomes:
 - "TIG provides structure during times of great hardship."
 - "It is beyond helpful to have a cadre of professionals across districts that share in common language and training. It is reassuring both in providing and receiving back-up support." "Connections with staff and students are much more open and accessible when you can

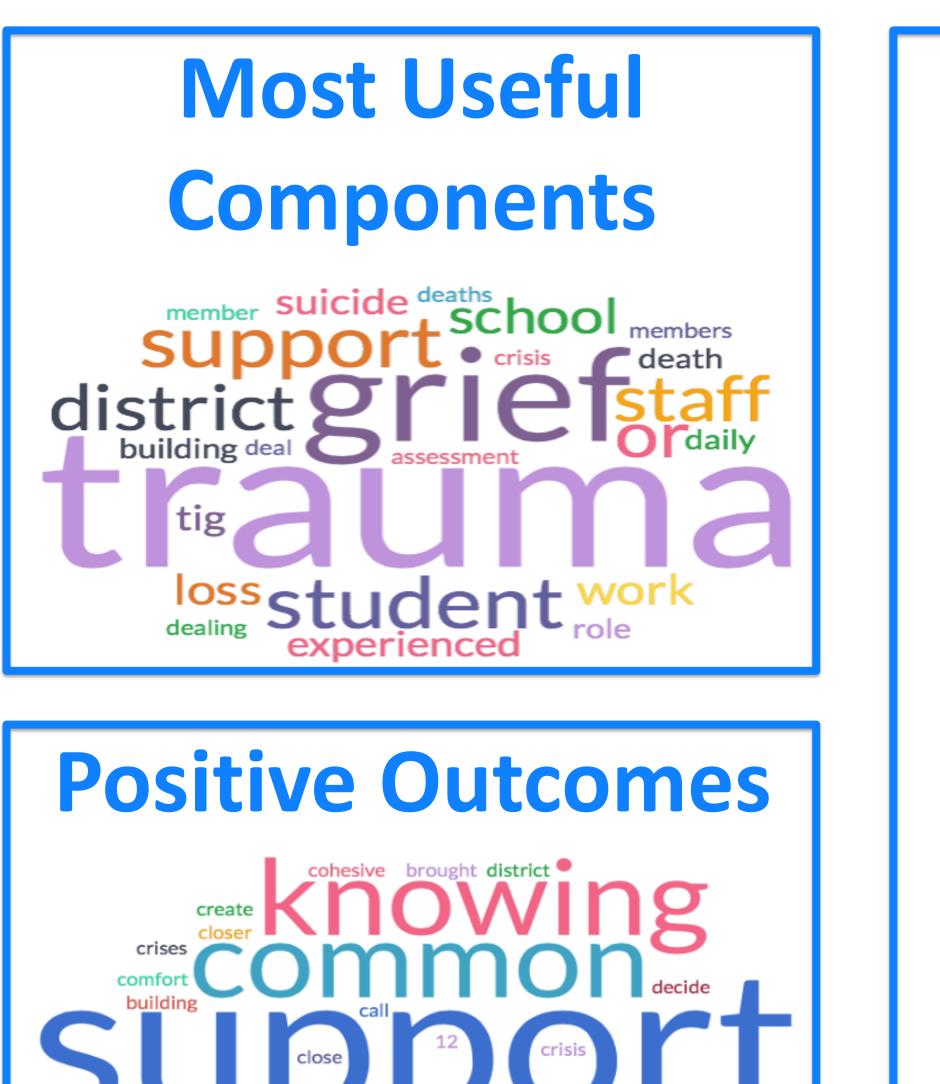
60

40

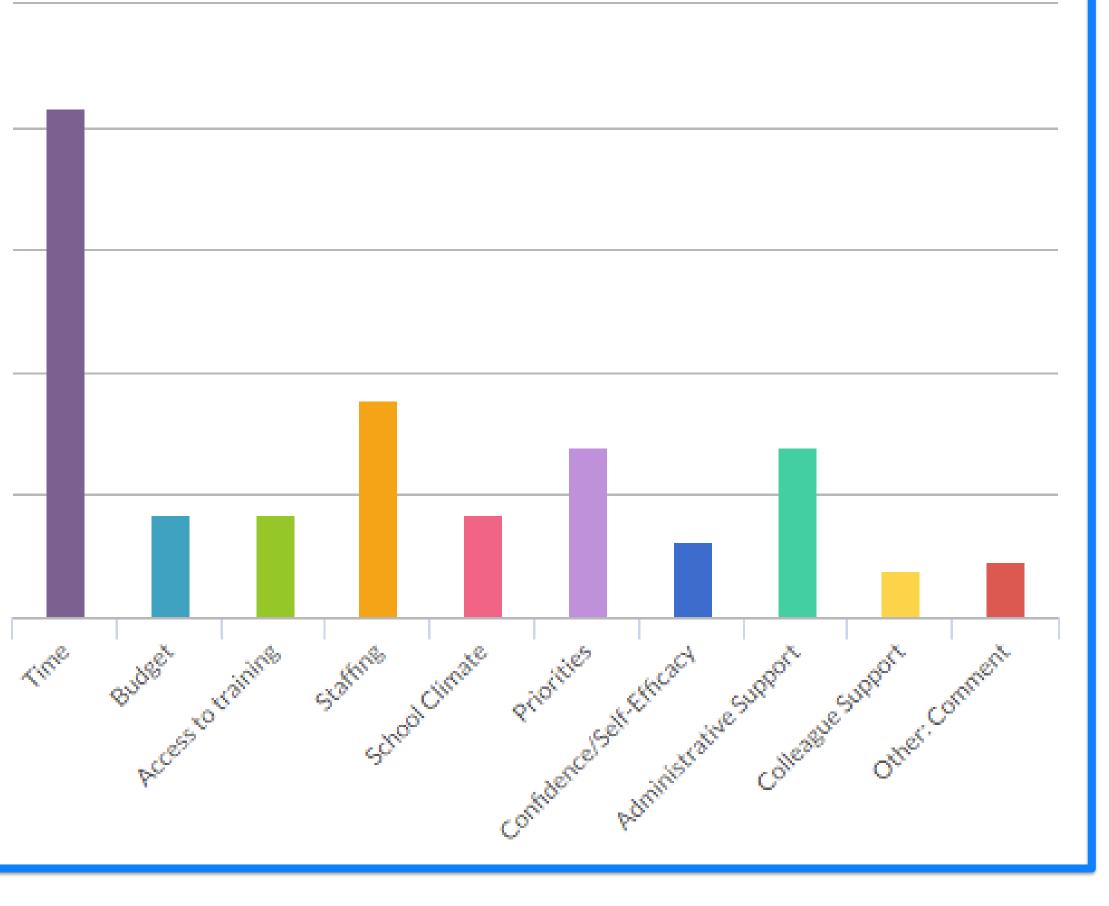
20

of

- be seen in multiple lights."
- "TIG provides continuity of care across the district."



Perceived Barriers to Implementation

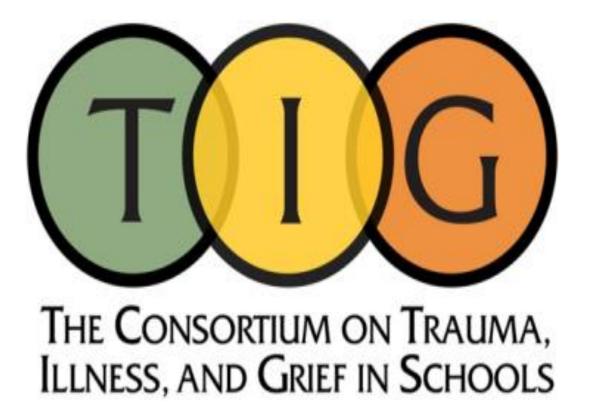


- levels

Discussion and Future Directions

- lacksquare
- ullet

Many thanks to Annette Powell, MCOMH Program Associate, who tediously inputted the created surveys for electronic dissemination.



Barriers and Feedback

• Most survey respondents reported their TIG Team could make better use of the debriefing components of the TIG model • Only 35.5% of the TIG Primary Contacts admit their district completes practices and table-top drills at the building and district

• Only 26.5% of TIG Primary Contacts agree there is a process in place for the recognition of additional work hours for the TIG Team (i.e., release time, compensatory days)

• Only 58.8% agree refresher/update training is provided to TIG Team members

• TIG is generally very efficacious but may benefit from some changes in how feedback is provided to TIG teams and completion of more refresher trainings.

• TIG Leaders have plans to maintain and grow the Monroe County TIG network, including increasing TIG training and awareness at the school district administrative level.

Coordinated Care Services, Inc. (CCSI) has partnered with Genesee Valley Educational Partnership and Wayne Finger Lakes BOCES to build and sustain a TIG network within the school districts in those areas.

• These trainings will begin in the Fall of 2018.

TIG Leaders will continue to facilitate the common language throughout all TIG trainings and individual/district consultation. TIG Leaders will offer refresher trainings around TIG materials more frequently, and specifically seek to focus on capacity building around the debriefing and defusing skills.

TIG Leaders will promote the use of the TIG website for schools and districts to obtain more resources.

Acknowledgements