

Client-Centered and Trauma Informed Practice: Implementing Successfully in the Criminal Justice System

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Safe Horizon Criminal Justice Programs

- ▶ For 40 years, Safe Horizon's Criminal Justice Programs have provided victims of crime with supportive services;
- ▶ In 2017, the Criminal Justice Programs served more than 50,000 clients and their children in NYC's Family and Criminal Courts, Family Justice Centers, Children Centers, Supervised Visitation Programs and police precincts;

Services Provided—Trauma-informed and Client Centered

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| ▶ Safety Assessments | ▶ Information about emergency transfers |
| ▶ Safety Planning | ▶ Services for Children |
| ▶ Information about Rights and Options | ▶ Advocacy for services in various systems, including housing, criminal justice, and public benefits |
| ▶ Relocation to a Safe Place | ▶ Help with orders of protection |
| ▶ Free Lock Change | ▶ Community Presentations and Training Sessions |
| ▶ Referrals for Individual or Group Counseling | |
| ▶ Help with applying for OVS compensation | |

Why Client-Centered Practice?

- ▶ Individuals are more willing to follow through on commitments when motivation to act comes from them.
- ▶ When clients have a greater voice and degree of control, this is associated with positive outcomes.

Foundations of Client Centered Practice

Respect <i>We honor and respect our clients.</i>	Compassion <i>We respond with compassion to clients.</i>	Decisions <i>We use our expertise to offer clients information so they can make informed decisions.</i>	Non-judgment <i>We take a non-judgmental approach with clients.</i>
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R Respect – *I respect you.*

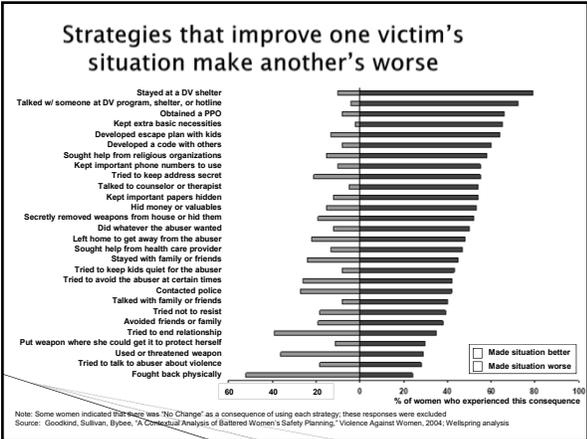
A Attention – *I am paying attention to you.*

P Partnership – *I want to collaborate with you.*

I Issues – *I am focusing on the issues you care about.*

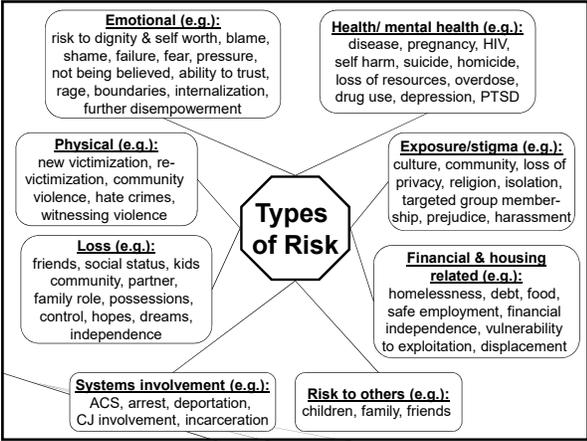
D Decisions – *I respect your right to make your own decisions.*

Engaging Clients by communicating...



Survivors present with multiple complex risks

“Women are often attempting to cope with numerous threats posed by battering, not just the threat of bodily harm”
(Hamby, 2009)



Safety Assessment

Obtain full understanding of immediate risks facing survivor:

- Open ended exploration of immediate risks;
➢ *Can you tell me a little bit about what's going on that brought you here today*

- Focused questions to further assess immediate risk;
➢ *Does he know where you work?*

Safety Assessment

- Paraphrase survivor-identified risks;
➢ *So I know you also said that you are afraid that he might try to take your child away*

- Support survivor in prioritizing immediate risks;
➢ *So your priority is to get your child back and to file custody papers.*

Risk Assessment Planning

To collaborate with survivor to develop a plan

- Open-ended assessment of safety options;
➢ *Do you have ways to keep yourself safe if something were to happen?*

- Understand past safety strategies and resources utilized by survivor;
➢ *And how have you managed to stay safe?*

Risk Assessment Planning

- Explore the survivor's support system;
➢ *And as far as support goes, does your Mom know what is going on?*

- Provide survivor centered system information;
➢ *Can I explain to you how the process in criminal court works?*

- Discuss pros and cons of safety options;
➢ *How do you think he will respond to not being allowed to drink in the home?*

Creating Environment of Choice and Control

Provide space for survivor to have voice and choice in every decision

- Inform survivor what Advocate can and can't do;
 - *So we're not attorneys here and can't give legal advice*

- Guide survivor through conversation
 - *Now we are going to focus on your child.*

Creating Environment of Choice and Control

- Explain what Advocate is doing and why;
 - *To file for a order of protection, it is a bit of a process and I will be asking you several questions throughout. Is this ok?*

- Allow survivor to identify next steps;
 - *Would you like to proceed with petitioning for an order of protection?*

Successes Of Client Centered Work in Criminal Justice Settings

- Staff incorporate clients' voices and experiences;

- Staff are recognizing and exploring ALL risks that clients present and not just physical risk;

- Staff better understand how to "safety plan" connected to risks identified;

Successes Continued

- ▶ Staff better understand the impact “positive” and “directive” judgement can have on survivors' decisions;

- ▶ Staff learn how to be “client-centered” when laws/policies prevent client from making own decision;

Successes Continued

- ▶ Supervisors identify and address barriers to implementation of client-centered practice;

- ▶ Supervisors communicate to partners and funders SH's client centered work.

Challenges

- ▶ Staff find it difficult to be client-centered in a “services” driven world;

- ▶ Staff who are “expert” in services find it hard not to immediately “go to” and discuss services;

Challenges

- ▶ Staff in co-located sites in criminal justice system are under umbrellas of “mandatory” policies such as mandatory arrest or prosecution;

- ▶ Staff find it difficult to focus on other risks, such as environmental and emotional, when client is hi-risk for future physical violence;

Challenges

- ▶ Staff conduct “safety assessments” when “risk assessments” are the norm in criminal justice world;

- ▶ Staff find it difficult not to be directive or positive in working with clients, particularly when clients need specific items to access services;

- ▶ Staff have funder requirements that may be services driven;

Tools Needed to Implement Client-Centered Practice

Implementation Strategies

- ▶ Training;
- ▶ Supervision;
- ▶ Changes to policies, procedures, and processes;
- ▶ Renegotiating contract terms with funders, where appropriate;
- ▶ Meeting regularly with CJ partners;
- ▶ Quality assurance/quality improvement processes.

Q & A
