



Presentation Title: Trauma Recovery Center: Addressing the Needs of Victims of Violence and Persecution

Presentation Time: 12:00 PM - 1:30 PM US Eastern Time

Content Level: Intermediate

Abstract: Victims of violence and asylees seeking refuge are often the most underserved and precarious within our community. What is the best way to address their needs, including healing from complex trauma, mental illness and addiction, and being unstably housed or homeless? The San Francisco Trauma Recovery Center provides an answer.

Learning Objectives:

At the conclusion of this presentation, participants will be able to:

- Define persecution and torture according to the Office of Refugee Resettlement
- Describe the two main components of clinical care offered
- List the four components of the story-building structure taught in CHATT

Presenter(s)

Sarah Metz, PsyD

Dr. Sarah Metz graduated from Pepperdine University in 2009. Dr. Metz has extensive experience working with survivors of trauma, substance use disorders, combat Veterans, victims of violent crime, and complex PTSD. She has worked with both survivors and perpetrators of violence in a variety of settings, including outpatient clinics, prisons, and civil commitment facilities. Prior to coming to UCSF, Dr. Metz worked for the VA Palo Alto Healthcare System working at the National Center for PTSD and the Homeless Veterans Rehabilitation Program, a residential treatment program for homeless Veterans. Four years ago, Dr. Metz joined the team at the UCSF-Trauma Recovery Center and is now the Director for the Division of Trauma Recovery Services.

Margaret Hering, LCSW

Margaret de Lima Hering, a California Licensed Clinical Social Worker (LCSW) has been working for the last 19+ years at the UCSF Trauma Recovery Center/Rape Treatment Center (TRC/RTC) and Survivor's International (SI) program. Margaret graduated from the University of Michigan with her graduate degree in Social Work. She provides psychotherapy and case management services to adult clients using an eclectic trauma informed approach that best fits her clients' individual needs. Margaret is bicultural and trilingual providing services in Portuguese, Spanish and English. Margaret has an earlier professional background treating children with abuse histories. She has devoted her work to clients who are

disenfranchised and have single as well as multiple traumas including sexual assaults, traumatic loss, community violence, and domestic violence. Margaret is passionate about her work with culturally diverse clients as well as recent immigrants affected by gender based violence as well as persecution in their home countries for which they fled to seek safety in the U.S. Margaret provides psychological asylum evaluations for clients who are applying for asylum.

Margaret has been the MSW internship Coordinator at TRC for over 10 years facilitating the month long training program and the on-boarding of all students. Additionally Margaret serves as a senior staff supervisor and intern supervision.

Huaiyu Zhang, PhD

Dr. Huaiyu Zhang is a clinical psychologist at the San Francisco Trauma Recovery Center and assistant clinical professor at the University of California San Francisco. Dr. Zhang obtained her MS in Neuroscience from the University of Southern California in 2004 and earned her PhD in Clinical Psychology from Emory University in 2013. Dr. Zhang integrates various evidence-based therapeutic techniques into treating individuals impacted by life adversities. Besides providing bilingual English and Mandarin clinical services, Dr. Zhang also conducts research and provides teaching and supervision on trauma recovery.

Cristina Biasetto, LCSW

Cristina Biasetto, LCSW, is the coordinator of the Survivors International program at the UC San Francisco Trauma Recovery Center (TRC), which provides integrated trauma-focused therapy and clinical case management to survivors of persecution and torture. She has trained and worked at the TRC since graduating from the UC Berkeley's School of Social Welfare. As a trilingual (Spanish, English, and Italian) clinician with fifteen years of experience serving immigrant trauma survivors, her clinical work focuses on the assessment and treatment of severe trauma in immigrant survivors, including asylum seeking survivors of persecution, gender-based violence, human trafficking, and political torture. In addition to her role at the TRC, Ms. Biasetto also holds the position of Clinical Advisor at the International Rescue Committee in Oakland, where she supervises and trains staff in trauma-informed care to refugees, and she is Adjunct Faculty at the Wright Institute in Berkeley. Prior to becoming a clinician, Ms. Biasetto worked across the Middle East, Europe, and East Africa in the design, implementation, and management of psychosocial assistance to asylum seekers, refugees, and internally-displaced people.

Catherine Classen, PhD

Catherine Classen, PhD, is Clinical Professor of Psychology, Department of Psychiatry, University of California San Francisco and Zuckerberg San Francisco General Hospital. Previously she was Professor of Psychiatry at the University of Toronto, Academic Leader of the Trauma Therapy Program at Women's College Hospital in Toronto and a senior scientist in the Department of Psychiatry and Behavioral Sciences at Stanford School of Medicine. She is a clinician, researcher and educator who has been working in the field of psychological trauma for over 25 years. A primary focus of her research has been investigating psychotherapeutic interventions for survivors of chronic traumatization. She has numerous publications on interventions for complex trauma, the long-term effects of chronic traumatization, and on the principles and strategies for providing trauma-informed care. She has over 100 publications including three books. Her most recent book co-authored by Clark, Classen, Fourt, & Shetty, "Treating the trauma survivor: An essential guide to trauma-informed care," was published by Routledge in 2015. She is a past-president (2006-07) and Fellow of the International Society for the Study of Trauma and Dissociation. She is also a certified sensorimotor psychotherapist.

Carla Richmond, LCSW

Carla Richmond has been a social worker at TRC since 2007. Her clinical concentration is working with survivors of interpersonal violence (including survivors of sexual assault, physical assault, individuals who have lost a loved one to homicide, and survivors of political torture and violence based on gender and sexual orientation). Ms. Richmond assisted in the development of the TRC Speakers Bureau (CHATT) and co-facilitates monthly support group for CHATT speakers, helps to coordinated speaking opportunities for the group. Prior to coming to the TRC, Ms. Richmond provided individual, group, and family psychotherapy in institutional and community settings to families impacted by family and community violence, children and mothers living in transitional domestic violence shelter, juvenile offenders and their families, school based therapy. She graduated with her Master in Social Work from Hunter School of Social Work in 2000.

Presentation Title: The Trauma Recovery Center Model

Abstract: This presentation provides an overview of the University of California San Francisco (UCSF) Department of Psychiatry's award-winning Trauma Recovery Center (TRC). The UCSF TRC treats victims of violent crime, including survivors of persecution and torture, through a clinically proven model of comprehensive care, advocacy, and outreach. Using measurement guided evidenced-based/evidence-informed practices, the diverse staff at TRC provides holistic, client-centered, culturally humble trauma-focused medical and mental health services. Clients seeking services at the TRC have been victims of interpersonal violence (e.g., sexual assault, physical assault, attempted homicide, derivative victim of homicide, etc.). Based on data over the prior three years, on average, clients seeking services at the TRC have experienced 4.5 lifetime traumatic events with 79.6% meeting criteria for a provisional diagnosis of PTSD and 70.2% meeting criteria for a provisional diagnosis of Depression. This presentation will review the history of the TRC, the TRC treatment structure and rationale, and demographic data since our inception in 2001. We will also present TRC clinical outcome data. Due to its success in treating this very vulnerable population, the TRC model is being replicated across the United States. This symposium presentation will briefly review the TRC replication project.

Presenter(s)

Sarah Metz, PsyD

Presentation Title: Serving Survivors of Interpersonal Violence: Wrap-around Services for a Vulnerable Population

Abstract: The San Francisco Trauma Recovery Center serves survivors of interpersonal violence, especially those who are the most vulnerable and underserved, and is funded by the California Victim Compensation Board. Clients include survivors of sexual assault, domestic violence, gunshot injuries, human trafficking, stabbings, physical assault, criminal motor vehicle accidents, as well as family members of homicide victims and other derivative victims. In addition, many of these clients have such risk factors as homelessness/unstable housing, poverty, extensive revictimization histories, ongoing exposure to community or domestic violence, problems with substance use and pre-existing mental health disorders. Their case management and mental health needs are often considerable. Our program also works closely with the Rape Treatment Center. We meet with clients at San Francisco General Hospital when sexual assault survivors come in to receive medical care and/or a forensic exam, providing an opportunity for outreach and support when clients in the immediate aftermath. Along with psychotherapy and case management, clients are supported in filing police reports and applying for victim compensation funds. Each client has a dedicated clinician who provides psychotherapy, case management and assertive outreach, while working within an integrated multidisciplinary team. The challenges and rewards in serving this population will be discussed.

Presenter(s)

Margaret Hering, LCSW

Presentation Title: Integrated, Evidence-based Clinical Services for Trauma-impacted Individuals: Two Case Presentations

Abstract: The Trauma Recovery Center has established its state-of-the-art care through rigorous randomized controlled trial studies, in comparison to the usual care that was available at the time. There are two critical aspects of the clinical care that the Trauma Recovery Center emphasizes in its practice: 1) integrated case management care; 2) evidence-based psychotherapy. The current presentation focuses on the services that two previous clients received at the Trauma Recovery Center, one with emphasis on the case management care for an elderly, homeless individual who is a survivor of robbery and physical attack. The treatment with him has centered on addressing his immediate needs of safety and stability, such as housing arrangement, medical compensation, and distress tolerance training. The second client, a survivor of sexual assault, presented herself with different levels of needs, and treatment tailored to her needs focused on alleviating posttraumatic symptoms and processing her trauma experience through evidence-based interventions, including Cognitive Processing Therapy and Acceptance and Commitment Therapy. The case presentations are aimed at illustrating the importance of addressing various clients' needs with adopting well-validated approaches to facilitate their posttraumatic recovery and growth.

Presenter(s)

Huaiyu Zhang, PhD

Presentation Title: Practicing Hope Amid Continuous Traumatic Stress: Clinical Work with Survivors of Persecution and Torture

Abstract: Survivors International is a program of the UC San Francisco Trauma Recovery Center that serves immigrant survivors of persecution, torture, and other human rights abuses. Funded in the 1990s, Survivors International became part of the UCSF Trauma Recovery Center in 2012 and since then it has provided survivors with integrated trauma-focused therapy and clinical case management. Most Survivors International clients currently come from Central America and Mexico and many are seeking asylum in the U.S. To asylum seeking clients, Survivors International offers psychological and medical evaluations of psychological and physical harm to corroborate survivors' stories in immigration proceedings. For many Survivors International clients, trauma is ongoing as the relative safety attained in the U.S. comes with concerns for the safety of families and communities left behind, fear of deportation, and precarious living conditions. Clinical work with survivors of human rights abuses at Survivors International is rooted in the practice of hope amid ongoing traumatic stress. Survivors International clinical work also promotes testimony about, and bearing witness to, the impact of trauma and human resilience as instruments of individual and collective healing. Reflections on challenges and learning opportunities in Survivors International clinical work will be shared.

Presenter(s)

Cristina Biasetto, LCSW

Presentation Title: Implementation of a Speakers Bureau Support/work Group for Survivors of Violence as a Third Stage Intervention Model for Survivors of Crime

Abstract: CHATT (Communities Healing and Transforming Trauma) is a speakers bureau developed by the Trauma Recovery Center (TRC) as a third stage intervention model for survivors of crime. Its key components are that it is an opportunity for survivors to "restory" the traumatic experience and it helps to build

containment strategies, a sense of community and restore agency and a sense of competency. The goals of CHATT are to provide survivors with opportunities for further growth and healing and to connect them with other survivors as well as educating audiences about the impact of violence, the possibility for healing and supporting resilience, and the importance of services for trauma survivors. Clients of TRC who demonstrate a readiness to progress to third stage work in trauma recovery are invited to join CHATT. New participants participate in a 7-hour training followed by a monthly voluntary Speaking Support Group. Survivors are offered coaching on how to build their trauma story using a Headline/Impact/Recovery/Now story-building structure. Participating in CHATT helps to normalize the survivor experience, facilitate positive changes in perceptions of self and the world and increase survivor self-efficacy. Both the benefits and challenges of CHATT will be discussed.

Presenter(s)

Carla Richmond, LCSW

Continuing Education

The International Society for the Study of Trauma and Dissociation (ISSTD), #1744, is approved to offer social work continuing education by the Association of Social Work Boards (ASWB) Approved Continuing Education (ACE) program. Organizations, not individual courses, are approved as ACE providers. State and provincial regulatory boards have the final authority to determine whether an individual course may be accepted for continuing education credit. ISSTD maintains responsibility for this course. ACE provider approval period: 08/20/2020 – 08/20/2021. Social workers completing this course receive 1.5 continuing education credits.

