



Acknowledgements



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- Kim Kehl, Former OhioMHAS Trauma-Informed Care Project Coordinator
- First Responder Subcommittee
- Ohio School Resource Officer Association
- Ohio School Safety Center



Department of Mental Health and
Addiction Services



Overview

OhioHWC is a trauma-informed, collaborative, cross-systems response to Adverse Childhood Experiences promoting resilience through positive relationships with schools and first responders.

- ✓ Cross-systems collaboration coordinated by HWC leaders
- ✓ Partners meeting(s)
- ✓ HWC trainings for all first responder partners and school staff
- ✓ Sending and responding to notices
- ✓ First responders visiting schools

Building Resilience Through Relationships!



Gallica County HWC 2019



Seneca County HWC

Handle With Care



Notices

1. Child's name and school district obtained by first responder
2. First responder sends HWC notice via structured system (email/dispatch/911/Cordata)
3. School responds as needed

First Responder Visits

- Lunch
- Recess
- Story Time
- Holiday Parties
- Assemblies
- Special Events
- Show & Tell
- Gym

Trainings

- Ensure maintenance of program fidelity and trauma-informed responses
- Provide guidance about notice and visiting options.
- HWC leaders guide community partners in choosing the preferred options

HANDLE WITH CARE & LAW ENFORCEMENT

Our Handle With Care is a collaborative cross-system, trauma-informed program aimed at ensuring that children who are exposed to adverse events receive appropriate interventions at school and have opportunities to build resilience through positive relationships with teachers and first responders.

HANDLE WITH CARE
Handle With Care (HWC) is a program designed to enhance communication between law enforcement, community mental health services and support, and schools regarding student's exposure to traumatic events. HWC is aimed at ensuring that students who are exposed to crime, violence, and abuse receive appropriate interventions so they can succeed in school to the best of their ability.

Law Enforcement Plays a Crucial Role in the HWC Program
If law enforcement is at the scene and children are present, these students are at risk of entering our systems. Unless the child receives a mandated report, they are never identified and are less likely to receive supportive services. These students often come to school the day after the event, traumatized. Research shows that trauma can undermine a child's ability to learn, form relationships, and function appropriately in the classroom.

When to send a Handle With Care notice?
Anytime a child is present on a call!

- Arrest of household member
- Search warrant served in residence
- Drug/alcohol overdose of family member
- Death/Suicide of family member
- Incident of domestic violence
- Physical/sexual abuse
- Community violence
- Forced displacement from residence
- House fire

It's EASY to Make a Difference!
When law enforcement encounters children at the scene, collect the following information for each child:

- 1 CHILD'S FULL NAME
- 2 AGE (if known)
- 3 SCHOOL THEY ATTEND

Send this information to the HWC school contact before the start of the next school day. School staff will then "handle this child with care" and provide supports to address the trauma so the child can learn. Mental health services will also be available for those children who need further services.

To send a HWC Notice **Local Instructions Here**
In [Name] County:

Interested in learning more about HWC? Visit handlewithcareoh.org.
Get connected at facebook.com/handlewithcareoh.
Ready to get started? Email handlewithcare@hopewellhealth.org.

Handle With Care Notices



1. Child's name and school obtained by first responder, birthday or age is optional

2. No specific information about the event is shared

A screenshot of a web form titled "Handle with Care" from the "cordata" system. The form has a blue header bar with the "cordata" logo. Below the header, the title "Handle with Care" is displayed. The form contains several input fields: "Agency Identifier" (with "HWC-10" entered), "Officer Name" (with "Baker" entered), "Child First Name" (placeholder "Enter Child First Name"), "Child Last Name" (placeholder "Enter Child Last Name"), "Child Gender" (dropdown menu with "Select..." and a downward arrow), "Child Birth Date" (calendar icon and placeholder "--/--/----"), "Child Age" (placeholder "Enter Child Age"), and "School" (dropdown menu with "Select..." and a downward arrow). At the bottom left is a red "Reset" button with a circular arrow icon, and at the bottom right is a blue "Save" button with a document icon.

School Response to a HWC Notice



- Practice trauma informed strategies & Ways to HWC
- Provide alternatives if needed
- Be aware and observe for continuing needs – refer if needed
- Student should never be aware of a HWC notice
- No questions asked

HANDLE WITH CARE & SCHOOL STAFF

Handle With Care (HWC) is a program designed to enhance communication between first responders, community mental health services and supports, and schools regarding children's exposure to traumatic events. HWC is aimed at ensuring that school-aged children who are exposed to adverse childhood experiences receive appropriate interventions so they can succeed in school to the best of their ability.

It's easy to make a difference! Practice Ways to HWC:

<u>For all days, for all kids:</u>	<u>For bad days, for all kids:</u>	<u>If a student shares something about an adverse event:</u>
"I'm glad you're here!" "I'm glad you're you!" "You're awesome!" "Good to see you today!" Give a high five or fist bump! Give a compliment! Ask or comment about hobbies or extracurricular activities! Give positive feedback about something they've done well recently!" Create a fun routine to welcome students to class! Recognize and praise strengths!	You don't have to be perfect to be great. People care about you. I care about your feelings. Let's take a break... We all make mistakes. We all have bad days. You can try again tomorrow. My class/school is better because you're here! I believe you. I believe in you.	It's ok to be sad. This is really hard for you. I'm here with you. That sounds really scary, sad, etc. I hear you. I hear/see that you need space. I'm listening. How can I help? Could you use a break? Let me know when you're ready to work/talk.

1. The HWC Notice indicates the student has experienced an adverse event, it does not indicate a criminal event. ACEs can happen to anyone!

2. Show care instead of consequence by observing for needs and opportunities for care; consider offering extra time for homework, time for a quick nap in the nurse's office, and second chances.

3. NO QUESTIONS ASKED – the event does not change our response.

4. Avoid discussion of HWC Notice with student.

5. Be aware and observe for continuing needs – refer to mental health services if needed.

OhioHWC: Building Resiliency Through Relationships!
Visit handwithcareoh.org to learn more and get connected at facebook.com/handwithcareoh.

Building Relationships



First Responders visits to schools are opportunities for connection and resiliency-building through frequent interactions with a variety of First Responders.

- Occur regularly
- Separate but aligned with other initiatives; DARE, Fire Safety, etc.
- Daily opportunities are encouraged
- First Responder Friendly School? Welcome anytime!

OhioHWC Model



All county/community HWC programs are required to work in collaboration with Ohio Handle With Care.

OhioHWC Resources

- **Implementation Outline, Getting Started Guide**, PowerPoints, training handouts, planning forms, etc.

Co-facilitation

- OhioHWC co-facilitates initial Partners Meeting and Training of Trainers in collaboration with County Coordinators.

Consultation

- County Coordinators & leadership teams meet virtually with OhioHWC Lead before/after each stage of implementation and continue coordination post-launch.
- Community of Practice

Implementation Outline

County/Area Coordinators collaborate with OhioHWC Lead throughout the implementation process.

- Planning
- Partners Meeting
- Training of Trainers/Champions
- School Staff & First Responder Trainings
- Launch
- First Responder Visits
- Maintenance & Reporting



OhioHWC Implementation Outline

1. Coordinator planning meeting(s) with OhioHWC Lead
2. Partners Meeting/Training (co-facilitated by County Coordinator & OhioHWC Lead)
3. Training of Trainers (facilitated by OhioHWC Lead in coordination with County Coordinator)
4. All School Staff & First Responder Trainings
5. Launch – Notices & Visits
6. Ongoing Partners Meetings

Planning Support/Shared Materials: OhioHWC has a PP for each of the required trainings. All shared resources will be provided via a shared Coordinator Folder throughout the process. All Trainers gain access to a shared Trainer Resources folder. Each of the PPs has sections where you can add locally relevant information - possibly more information about SEL plans, Prevention programs, or other TIC work - as a way to help connect HWC to existing initiatives.

Partner Meeting (60-90 minutes): This meeting also serves as the training for community leaders, they will learn about the program and begin planning/discussions. The goal is to ensure leaders have a full understanding of the model, the commit to moving forward, begin planning discussions regarding the notice system, visiting schedules, and training windows. Time for planning/discussion is built into the PowerPoint and training timeframe. Partners Meetings also provide an opportunity to recruit additional HWC Trainers. OhioHWC co-facilitates Partners Meetings with local HWC Coordinator(s).

Training of Trainers (120 minutes/30 minutes for First Responder trainers): This is required for any person intending to provide the training for school staff and/or first responders. Any person planning to attend school staff is required to attend the full 120 minutes. Any person planning to train First Responders only, is only required to attend the first 30 minutes of the Training of Trainers. The goal is to ensure Trainers have a complete understanding of the model and are fully equipped to train others. OhioHWC facilitates the Training of Trainers, in coordination with local HWC Coordinator(s).

All School Staff & First Responder Trainings: These trainings provide staff on the ground level with an understanding of *why and how to handle with care*, from either the teachers/school or FR perspective. For teachers, the training includes trauma-informed responses to HWC notices. For First Responders, the training covers how/why to send the notices, shares opportunities for visiting the schools, and includes tips practicing trauma informed care during their school visits.

Launch: After school staff and first responders are trained, the local HWC Coordinator will announce the program launch. This typically happens via email but can also happen during a Partners Meeting, likely the first of the ongoing HWC Partners Meetings. The HWC Coordinator will ensure all First Responders have received the First Responder Visits details/schedule. Depending on the timeframe between trainings and launch, the HWC Coordinator may also be asked to share a handout with school staff to review the HWC protocol and *Ways to HWC*.

Ongoing Partners Meetings: These meetings ensure the program continues successfully. They provide a time for Partners to troubleshoot, overcome any barriers, share updates and successes. OhioHWC encourages these meetings are held in conjunction with existing meetings where possible. *An additional invitation would be sent to all HWC Partners.* Depending on the existing meeting and timeframe needed to cover ongoing HWC matters, HWC can also become an added agenda item *within* existing meetings. There is no time requirement for the ongoing HWC Partners meetings.

Example: A monthly PFC meeting occurs from 10-11, with many school and community HWC Partners attending; can the ongoing HWC Partners Meeting be scheduled 9:30-10?

Example: A monthly Prevention Coalition meeting is held from 9-10, with many school, community, and first responder leaders attending; can the ongoing HWC Partners Meeting be scheduled 10-10:30?

Visit handlewithcareoh.org to learn more and get connected at facebook.com/handlewithcareoh.
Email handlewithcare@hopewellhealth.org to get started!

Components of Fidelity



- Partners meeting(s)
- HWC trainings for all first responder partners and school staff
- Sending and responding to notices
- Student access to on-site mental health follow-up when needed
- First Responders visiting schools
- Data reporting
- *Collaboration with OhioHWC & adherence to OhioHWC standards*

Leadership Roles



County/Local	School	First Responder	HWC Champion
Host Partners meeting(s)	Provide trainings	Provide trainings	Attend Partners meetings & trainings
Provide trainings	Receive/forward/report notices	Encourage/allow visits	Actively participate
Organize/oversee implementation	Forward materials/updates	Forward materials/updates	Share updates/ideas
Collect/report notice data	Host first responder visits	Coordinate with county coordinator	Support program leaders & trainers
Coordinate with Regional Lead & State Lead	Coordinate with county coordinator	Share successes	Support program success

Questions?



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