



# Crisis Managed! Positive Outcomes of a Multi-District, School Crisis Response Training and Support Network

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## 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](http://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:

- TIG Trained** – participated in TIG training but not yet assigned to a school TIG Team
  - N = 19 (11 partial survey completers)
- TIG Team** – participated in TIG training and part of their school's identified TIG Team in some capacity
  - N = 114 (24 partial survey completers)
- 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 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 be seen in multiple lights."
  - "TIG provides continuity of care across the district."

## 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 levels
- 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

## Discussion and Future Directions

- 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.

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