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Trauma-Informed Care for Housing Work Part 2 - Application

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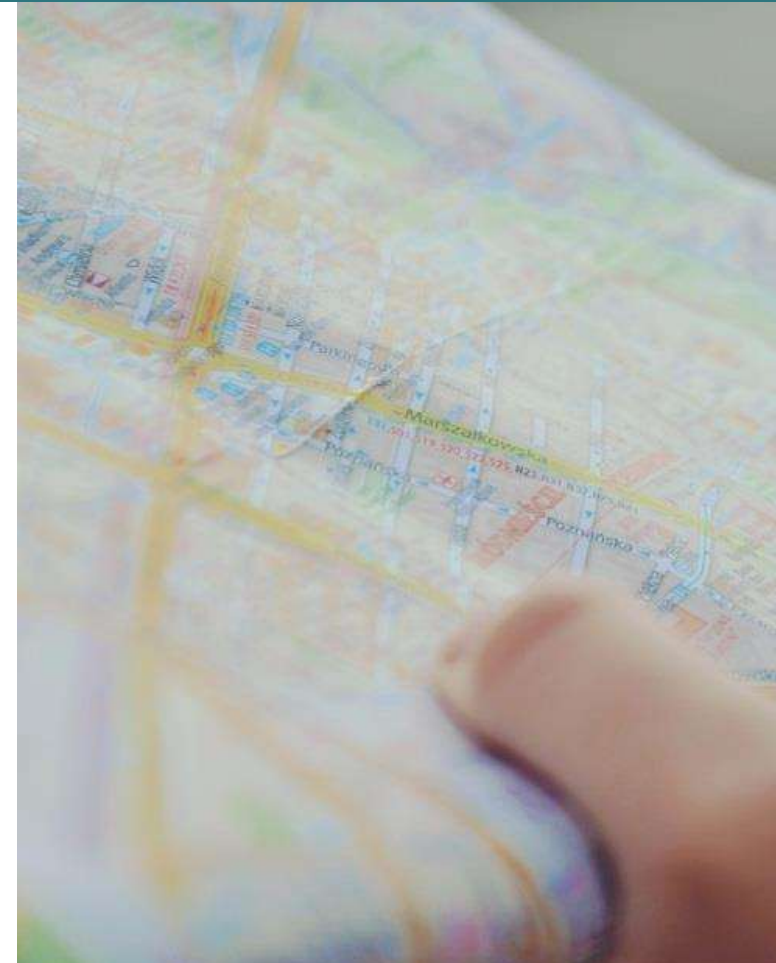
Learning Objectives

By the end of this training, you will be able to:

1. Identify 6 trauma-informed guiding principles to empower clients, collaborate with them, and establish healthy boundaries; and
2. Apply a 5-step checklist that encompasses the guiding principles for housing work.



- Guiding Principles
- How to Apply the Principles
- Principles in Action





Guiding Principles



Safety

- Ensure Client feels emotionally and physically safe



Choice and Control

- Not taking away power from Client



Collaboration and Mutuality

- Providing space for Client to tell their story, in their own way



Trustworthiness

- Transparency
- Clear on scope of services and our role



Empowerment

- Building problem-solving skills and current strengths



Humility and Responsiveness

- Recognize and address biases, stereotypes, and historical trauma



How to Apply the Principles

Creating Safe Space and Start to Build Trust

Explain your role and scope of services



Choice and Control

Active listen, provide support, and validate feelings



Collaboration

Explore all options together and allow the client to make their own decisions



Empowerment

Clients have an active role



Humility & Responsiveness

We are learners

- You will not have all the solutions
- Set time limits and boundaries on your availability
- Client has a right to feel safe and so do you
- Be clear on office hours and when someone is taking over for you





Principles in Action

3 Scenarios

You will be meeting with a client for the first time.

The information you have is that the client received an unlawful detainer for causing several disturbances in the courtyard.





Scenario 1: Applying Guiding Principles

Scenario Summary:

1st meeting with Client

Unlawful detainer for
several disturbances

How do you start building trust and creating a safe space for Client?

Can you identify any questions that might be difficult or uncomfortable for Client to answer?



Scenario 1: Applying Guiding Principles

Scenario Summary:

1st meeting with
Client

Unlawful detainer for
several disturbances

How do you start
building trust and
creating a safe space
for Client?

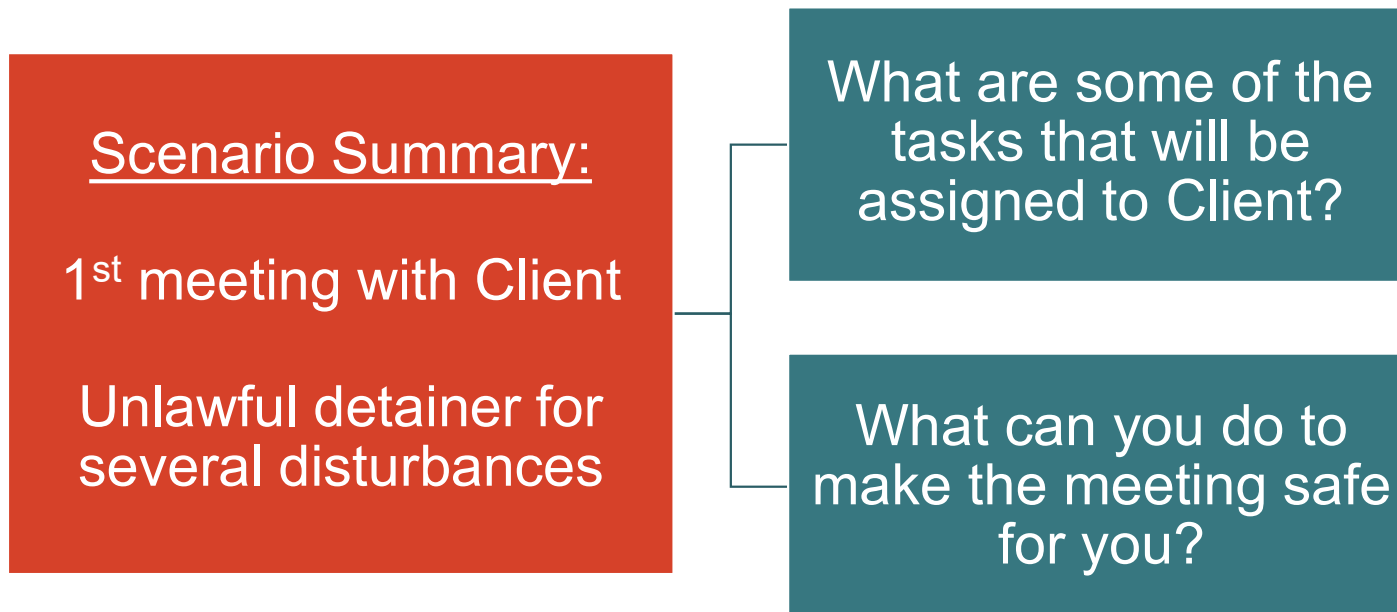
Meeting in a safe place
free of distractions and
start the meeting by
explaining roles and
scope of services

Can you identify any
questions that might
be difficult or
uncomfortable for
Client to answer?

Be mindful of the
language you use and
provide disclaimers
because the
conversation can trigger
for many reasons

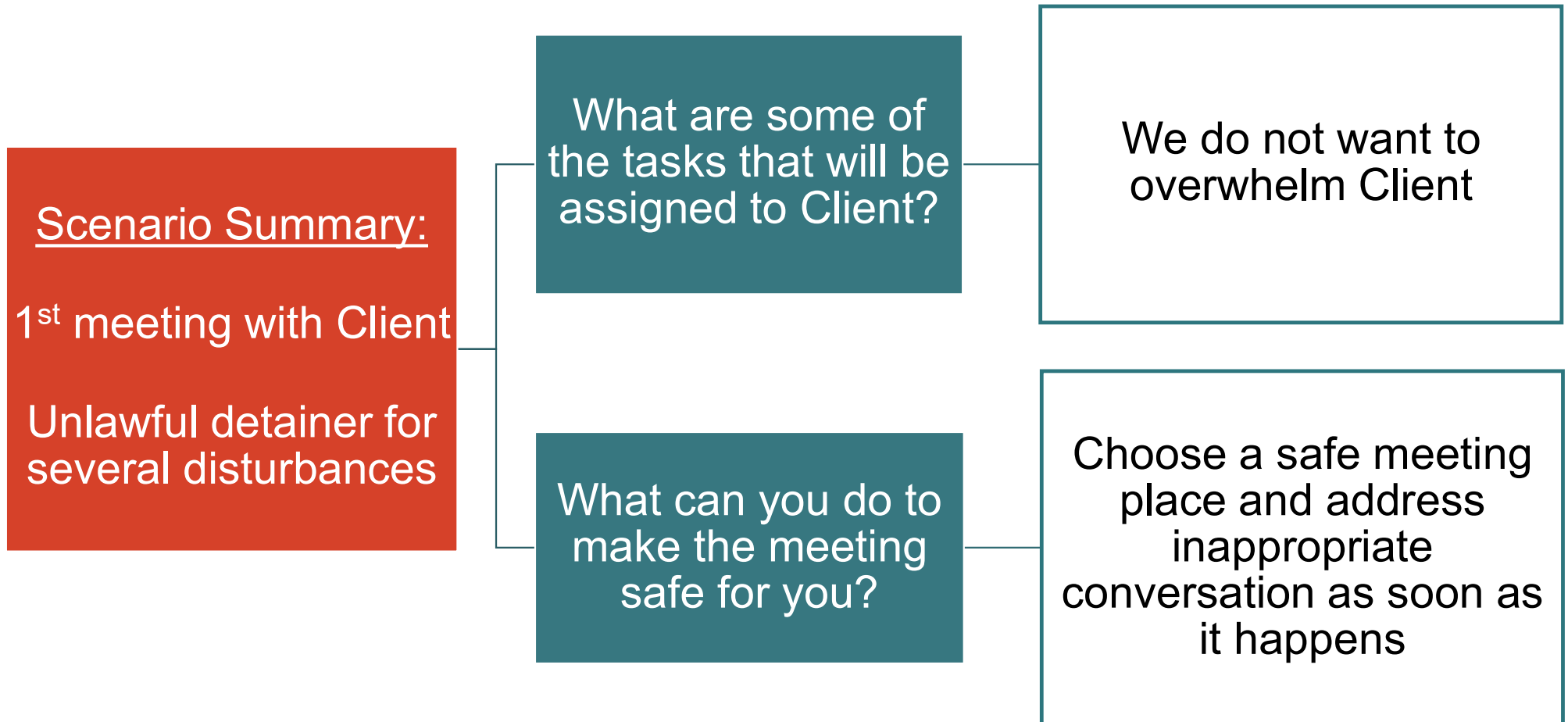


Scenario 1: Applying Guiding Principles





Scenario 1: Applying Guiding Principles



You're working with a senior client who has ongoing issues with their landlord

- Client has fallen behind on their rent, but they can now pay the arrears and continue paying rent moving forward
- The unit is rent-controlled, and the landlord could get double the rent if they evict Client

Client has been living in the unit for 12 years and has a disability

- They use public transportation and have reported a leak and mold in the unit
- Although Client has a smartphone, they aren't well-versed in using it

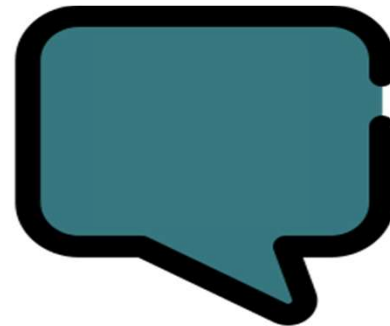
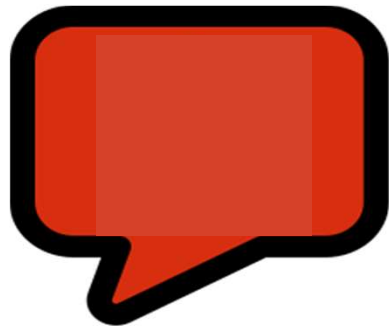
Observed issues:

- Client has not provided photos of the unit
- Client can become heavily focused on price of groceries
- Client has refused to give a handy man access to the unit
- Client often misses appointments



Scenario 2: Roleplaying Demo

Client,
Ms. Olson



Advocate





Scenario 2: How Were Guiding Principles Applied?

Safety for Client

Choice and
Control

Collaboration

Trustworthiness

Empowerment



Scenario 2:

Review of Applied Guiding Principles

Safety for Client

Alternatives to having them come into the office

Choice and Control

Food insecurities and untrusting of management

Collaboration

Giving power: Provide options and allow Client to choose

Trustworthiness

Reminders you are working to help save their housing

Empowerment

Support



A client is upset because you told them that Opposing Counsel offered a move-out deal that you thought was good.



However, Client wants to stay. The only way they would consider moving is if the landlord offered an unreasonable amount of relocation funds.



Client is yelling, interrupting you, and using language that makes you uncomfortable.



Scenario 3: Roleplaying Demo

Client,
Mrs. Smith



Advocate



Scenario 3: How Were Guiding Principles Applied?

A diagram on the left side of the slide features three concentric semi-circles of varying radii, all centered on a vertical line. The outermost semi-circle is filled with a dark teal color, while the two inner semi-circles are defined by white outlines. These semi-circles are positioned to the left of a large rectangular box that contains the text of the slide.

Boundaries





Transparency/Trustworthiness

Choice and Control



Scenario 3:

Review of Applied Guiding Principles

	Boundaries	<ul style="list-style-type: none">• Behavior is not directed at you• Note the unacceptable behavior and what will happen if it continues
	Transparency/Trustworthiness	<ul style="list-style-type: none">• Explain why you think it is a good deal and identify other options (good or bad)• Realistic expectations
	Choice and Control	<ul style="list-style-type: none">• They can express their frustration and choose to accept/not accept
		

- Look beyond the behavior
- Validate Client's feelings and their perspective on the situation
- Provide choices
- Set boundaries
- Be transparent





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