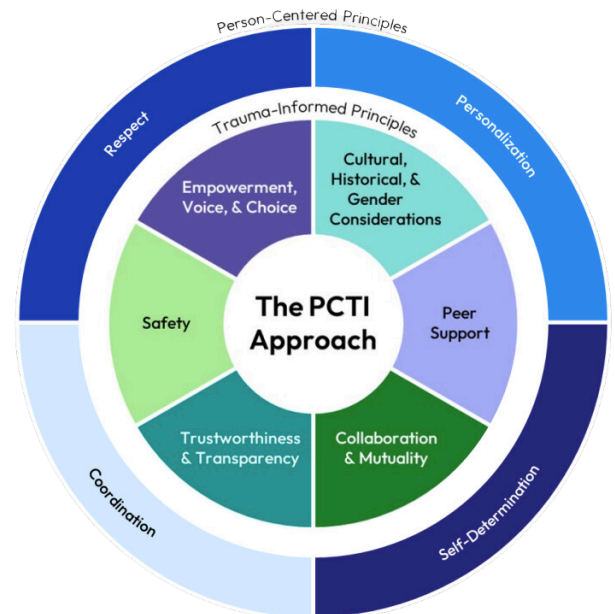


# People-Centered & Trauma-Informed Approach (PCTI): A Better Way to Serve

## What is PCTI?

PCTI combines respect for individual needs (person-centered care) with an acknowledgment of the impact of trauma (trauma-informed care). It creates a supportive environment where people feel empowered to make choices about their well-being.



Source: Center on Aging, Trauma and Holocaust Survivor Care

## Why is PCTI Important?

- It is estimated that as many as 90% of U.S. adults report having experienced a traumatic event in their lifetime,<sup>11</sup> making PCTI crucial for quality care.
- Trauma can make seeking services difficult. PCTI creates safe, supportive environments.

## Benefits for Public & Non-Profit Services:

- **Improved Client Outcomes:** PCTI fosters trust and reduces re-traumatization, leading to better engagement and progress.
- **Empowered Staff:** Understanding trauma helps staff provide more effective support and reduces compassion fatigue and burnout.
- **Stronger Relationships:** PCTI builds trust and collaboration between service providers and clients.
- **Reduced Costs:** By preventing re-traumatization and improving client outcomes, PCTI saves resources and can lead to cost savings in the long run.

## A Universal Approach

PCTI creates a foundation for healing and empowers both clients and staff. It can be applied to any service setting or population. It's about:

- **Curiosity, Compassion & Awareness:** Staff approach clients with an open mind and understanding.
- **Client-Centered Approach:** Clients are seen as individuals with unique needs and experiences.
- **Healing Environments:** Services provide a safe space for clients to feel secure.

## How to Implement PCTI:

- **Training:** Equip staff with skills to recognize trauma and provide empathetic, culturally appropriate support. Training should be ongoing and made accessible to staff at all levels.
- **Trauma-Responsive Practices:** Create an environment that feels safe, welcoming, and predictable.
- **Collaboration:** Develop goals and treatment plans with clients rather than for clients. Trust that they have expertise when it comes to their own well-being.

*Consider policies and procedures that...*

Create safety through	Restore power through	Support self-worth through
physical safety	choice	respectful relationships
trustworthiness	empowerment	peer support
clarity/consistency	strengths-based assessments	collaboration
boundaries	perspective	compassion
transparency	skill building	mutuality
predictability	in-depth program evaluation	acceptance
choice	avoid shame and blame	non-judgement

# Applying a PCTI Lens to Public Policy

A PCTI approach can also be applied to public policy at the city, state, and federal level. It should serve as a framework for public policy around income supports, child care, housing, wages/employment, immigration, health care and other policies that impact the social and economic well-being of individuals and families. This means:

- **Centering Dignity & Equity:** Public policy should recognize the impact of racism and other forms of oppression and aim to promote equity and allow individuals to not just meet their needs but live with dignity.
- **Involving Impacted Communities:** People with lived experience should be involved in decision-making around policy design and implementation.
- **Ensuring Access:** Public policy should ensure supports are widely available and easily accessible. This means reducing bureaucratic barriers such as paperwork requirements, ensuring language access and accommodations for people with disabilities, and using accurate measures of need to determine eligibility.
- **Administering Policies with PCTI Approach:** Where there is discretion, staff responsible for administering public policies should ensure the policies are administered in a manner that centers on providing the best possible experience for the end-users and other people involved, even if that people-centered approach complicates administrative efficacy.
- **Evaluating Impact Based on Outcomes:** The primary goal of policy design should be ensuring positive outcomes for beneficiaries of the policy. Evaluation data should be used to tailor policy to better achieve positive outcomes and provide the best experience for individuals with an understanding of their unique circumstances.

## Additional Resources:

**Trauma-Responsive Organization Checklist, FPWA.** [https://www.fpwa.org/wp-content/uploads/2023/05/Trauma-Responsive-Organization-Checklist\\_FINAL.pdf](https://www.fpwa.org/wp-content/uploads/2023/05/Trauma-Responsive-Organization-Checklist_FINAL.pdf)

**Trauma-Informed Service Delivery: Strategies and Actions when Working with Individuals, FPWA.** <https://www.fpwa.org/wp-content/uploads/2023/08/Trauma-Informed-Service-Delivery-Strategies-and-Actions.pdf>

**Practical Guide for Implementing a Trauma-Informed Approach, SAMHSA.** <https://store.samhsa.gov/sites/default/files/pep23-06-05-005.pdf>

**The Person-Centered Trauma-Informed (PCTI) Approach, Center on Aging, Trauma and Holocaust Survivor Care.** [https://cdn.fedweb.org/fed-42/3605/The%2520PCTI%2520Approach\\_Final.pdf?v=1717415891](https://cdn.fedweb.org/fed-42/3605/The%2520PCTI%2520Approach_Final.pdf?v=1717415891)

**Person-Centered Planning and Practice, Administration for Community Living.** [https://www.qualityforum.org/Publications/2020/07/Person\\_Centered\\_Planning\\_and\\_Practice\\_Final\\_Report.aspx](https://www.qualityforum.org/Publications/2020/07/Person_Centered_Planning_and_Practice_Final_Report.aspx)

[1] Kilpatrick DG, Resnick HS, Milanak ME, Miller MW, Keyes KM, Friedman MJ. National estimates of exposure to traumatic events and PTSD prevalence using DSM-IV and DSM-5 criteria. *J Trauma Stress.* 2013;26(5):537-547. doi:10.1002/jts.21848