SOLACE
CEE

Trauma-Informed Care: From Understanding Trauma to Transforming Relationships, Services, and Organizations

Practical Experience and the Path of DEDO Foundation in Slovakia

Funded by the European Union

Funded by the European Union. Views and opinions expressed are however those of the author(s) only and do not necessarily reflect those of the European Union or European Commission. Neither the European Union nor the granting authority can be held responsible for them.

ESF-2023-HOMELESS * SOLACE-CEE *
Nr. 101172625

Mission: Ending homelessness, with a special focus on families with children.

Geography: Operating across Slovakia (primary ground experience in Košice and Prešov)



Approach: Bridging direct practice, research, impact evaluation, and systemic advocacy

SOLACE CEE

Funded by the European Union

Funded by the European Union. Views and opinions expressed are however those of the author(s) only and do not necessarily reflect those of the European Union or European Commission. Neither the European Union nor the granting authority can be held responsible for them.

ESF-2023-HOMELESS * SOLACE-CEE * Nr. 101172625

DEDO Foundation

housing development

advocacy

research

impact evaluation

All for Family (VPR)

integrated health & social care

field outreach

housing support

DORKA

Residential services for families and children in crisis

Dorka Bags

Social enterprise providing employment & IPS support

SOLACE CEE

Funded by the European Union

Funded by the European Union. Views and opinions expressed are however those of the author(s) only and do not necessarily reflect those of the European Union or European Commission. Neither the European Union nor the granting authority can be held responsible for them.

ESF-2023-HOMELESS * SOLACE-CEE * Nr. 101172625



“How does a person truly experience our help?”

PART 1: What is TIC? Principles, power dynamics, and multi-setting application.

PART 2: The DEDO Foundation Journey: Learning, capacity building, and project SOLACE-CEE.

Funded by the European Union

Funded by the European Union. Views and opinions expressed are however those of the author(s) only and do not necessarily reflect those of the European Union or European Commission. Neither the European Union nor the granting authority can be held responsible for them.

ESF-2023-HOMELESS * SOLACE-CEE *
Nr. 101172625

PART 1:

What is Trauma Infomred Care (TIC)?

Funded by the European Union

Funded by the European Union. Views and opinions expressed are however those of the author(s) only and do not necessarily reflect those of the European Union or European Commission. Neither the European Union nor the granting authority can be held responsible for them.

ESF-2023-HOMELESS * SOLACE-CEE *
Nr. 101172625



Understanding Trauma

Trauma's Impact:
Affects safety, trust, emotion regulation, and relational boundaries.

Reframing "Non-compliance":
Often a protective survival response, not intentional resistance.

Trauma-Informed Approach:

Service culture that minimizes re-traumatization (for everyone).

≠

Trauma Treatment:

Specialized clinical therapy (requires clinical certification).

SOLACE CEE

Funded by the European Union

Funded by the European Union. Views and opinions expressed are however those of the author(s) only and do not necessarily reflect those of the European Union or European Commission. Neither the European Union nor the granting authority can be held responsible for them.

ESF-2023-HOMELESS * SOLACE-CEE * Nr. 101172625

6 TIC Principles

Safety:
physical and emotional security



Cultural, Historical & Gender Sensitivity:
respecting identity and context



Trustworthiness & Transparency:
clear expectations and operational openness



Empowerment, Voice & Choice:
fostering self-efficacy and control



Peer Support:
mutual assistance and shared lived experience



Collaboration & Mutuality:
flattening unnecessary hierarchy



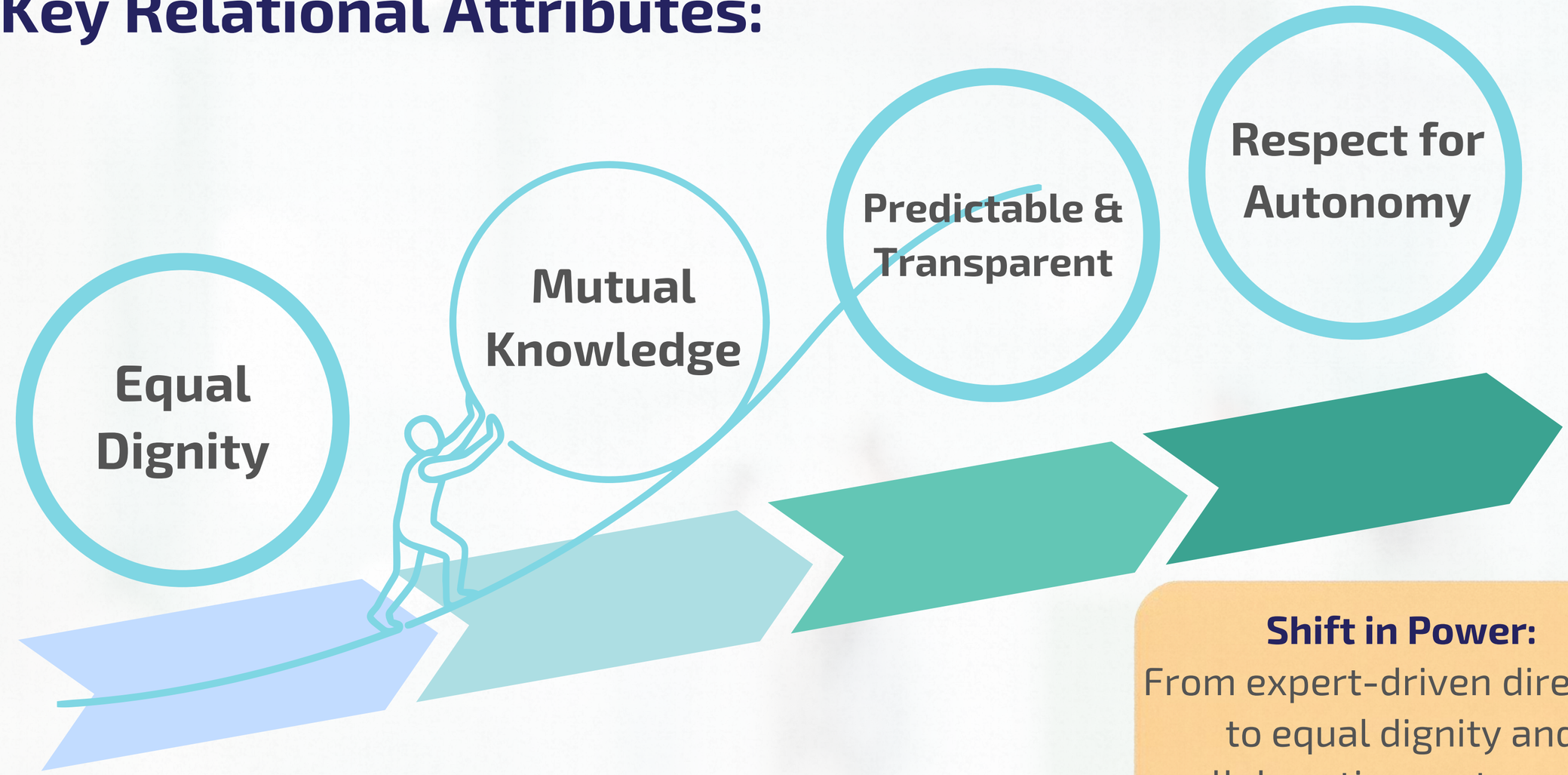
SOLACE CEE

Funded by the European Union

Funded by the European Union. Views and opinions expressed are however those of the author(s) only and do not necessarily reflect those of the European Union or European Commission. Neither the European Union nor the granting authority can be held responsible for them.

ESF-2023-HOMELESS * SOLACE-CEE * Nr. 101172625

Key Relational Attributes:



Shift in Power:
From expert-driven direction to equal dignity and collaborative partnership.

SOLACE

Funded by the European Union

Funded by the European Union. Views and opinions expressed are however those of the author(e) only and do not necessarily reflect those of the European Union or European Commission. Neither the European Union nor the granting authority can be held responsible for them.

ESF-2023-HOMELESS * SOLACE-CEE * NR. 101172625

Balancing Active Intervention and Participation

Core Balance:

Providing proactive, persistent support while keeping the person the author of their life.

Model Case Example (Medical Refusal):

- **Situation:** A client repeatedly declines a needed medical checkup.
  - **TIC Response:** Explore hidden fears/barriers, explain options transparently, offer accompaniment, and maintain an open door without coercion or punishment.
  - **In Safety Crisis:** Use proportional protective actions while preserving maximum choice, followed by debriefing.

SOLACE CEE

Funded by the European Union

Funded by the European Union. Views and opinions expressed are however those of the author(s) only and do not necessarily reflect those of the European Union or European Commission. Neither the European Union nor the granting authority can be held responsible for them.

ESF-2023-HOMELESS * SOLACE-CEE * Nr. 101172625

TIC in 4 Practice Settings

Outreach (Street Work):

- Explicit consent before engagement; respecting personal physical space.
- Letting the person choose the pace and location of discussions.

Outpatient (Ambulatory Services):

- Explaining medical/social procedures before touching or acting.
- Allowing breaks; minimizing the need to retell painful stories repeatedly.

Shelters & Residential Care:

- Clear, reasonable rules; avoiding punitive measures or publicly humiliating policies.
- Active resident participation in house rules and conflict resolution.

Housing with Support (Housing First):

- Respecting the home as a private, secure domain (scheduled visits).
- Decoupling housing retention from mandatory compliance with treatment.

SOLACE CEE

Funded by the European Union

Funded by the European Union. Views and opinions expressed are however those of the author(s) only and do not necessarily reflect those of the European Union or European Commission. Neither the European Union nor the granting authority can be held responsible for them.

ESF-2023-HOMELESS * SOLACE-CEE * Nr. 101172625

Space as a Healing Tool

Environmental Features:
Clear signage, flexible seating options, sound management, private spaces, good lighting.



Reflective Question:
"How do we verify whether people actually feel safe in our spaces?"

Dignity & Control:
Well-maintained facilities; involvement of service users in space design.

SOLACE CEE

Funded by the European Union

Funded by the European Union. Views and opinions expressed are however those of the author(s) only and do not necessarily reflect those of the European Union or European Commission. Neither the European Union nor the granting authority can be held responsible for them.

ESF-2023-HOMELESS * SOLACE-CEE * Nr. 101172625

Compatibility with Evidenced-Based Models

Housing First (HF):

Housing stability and autonomy provide the foundation for safety.

Integrated Health & Social Care (IHSC):

Unified care plans reduce fragmented service fatigue.

Individual Placement & Support (IPS):

Employment based on user choice and strengths.

Harm Reduction:

Pragmatic risk reduction meeting people where they are.

SOLACE CEE

Funded by the European Union

Funded by the European Union. Views and opinions expressed are however those of the author(s) only and do not necessarily reflect those of the European Union or European Commission. Neither the European Union nor the granting authority can be held responsible for them.

ESF-2023-HOMELESS * SOLACE-CEE * Nr. 101172625



PART 2:

DEDO Foundation's Journey

Funded by the European Union

Funded by the European Union. Views and opinions expressed are however those of the author(s) only and do not necessarily reflect those of the European Union or European Commission. Neither the European Union nor the granting authority can be held responsible for them.

ESF-2023-HOMELESS * SOLACE-CEE *
Nr. 101172625

3 Key Steps

Expert National Conferences

Building Shared Language

Convening experts across education, healthcare, and social services to create a national TIC dialogue

Internal Network Training

Attachment & Relational Practice

Deep dive led by expert psychologists focusing on attachment theory, relational trauma, and worker self-reflection.

Project SOLACE-CEE 2024-2027

Scope: EU-funded project across Slovakia, Hungary, Bulgaria, Poland, and Romania.

Objective: Pilot integrated health and social care for people experiencing homelessness.

SOLACE CEE

Funded by the European Union

Funded by the European Union. Views and opinions expressed are however those of the author(s) only and do not necessarily reflect those of the European Union or European Commission. Neither the European Union nor the granting authority can be held responsible for them.

ESF-2023-HOMELESS * SOLACE-CEE * Nr. 101172625

Embedding TIC within SOLACE-CEE

Local Implementation:

Application across outreach, outpatient, shelter, and housing setups.

Train-the-Trainer Model:

Building internal champions to sustain organizational knowledge.

eLearning Platform:

Accessible, repeatable training for ongoing staff development.

Integration:

Linking training directly to daily standard operating procedures.

SOLACE CEE

SOLACE CEE

Funded by the European Union

Funded by the European Union. Views and opinions expressed are however those of the author(s) only and do not necessarily reflect those of the European Union or European Commission. Neither the European Union nor the granting authority can be held responsible for them.

ESF-2023-HOMELESS * SOLACE-CEE * Nr. 101172625

TIC as an Ongoing Process: Turnover & Growth

The Challenge:
High turnover and expanding teams can dilute organizational culture.

- **Sustainability Tools:**
  - **Mandatory TIC onboarding** for all new hires (including management).
  - Accessible **eLearning** modules & refreshers.
  - Regular **clinical supervision** and **case reflection**.
  - Embedding **TIC principles directly into job descriptions** and **formal policies**.

SOLACE CEE

Funded by the European Union

Funded by the European Union. Views and opinions expressed are however those of the author(s) only and do not necessarily reflect those of the European Union or European Commission. Neither the European Union nor the granting authority can be held responsible for them.

ESF-2023-HOMELESS * SOLACE-CEE * Nr. 101172625

3 Immediate Steps Your Organization Can Take



Relational Step:
Ask one service user this week: "What makes you feel safe when talking with us?"

Procedural Step:
Review one organizational rule and ask: "Is this rule for safety, or for staff convenience?"

Spatial Step:
Walk through your entrance area and assess it for privacy, noise, and clarity.

SOLACE CEE

Funded by the European Union

Funded by the European Union. Views and opinions expressed are however those of the author(s) only and do not necessarily reflect those of the European Union or European Commission. Neither the European Union nor the granting authority can be held responsible for them.

ESF-2023-HOMELESS * SOLACE-CEE * Nr. 101172625

Thank You for Your Attention!

Core Reflection:

Trauma-informed care is not about doing more work;
it is about doing our work differently.

Nadácia DEDO/DEDO Foundation
www.nadaciadedo.sk
www.solace-cee.eu

SOLACE CEE

Funded by the European Union

Funded by the European Union. Views and opinions expressed are however those of the author(s) only and do not necessarily reflect those of the European Union or European Commission. Neither the European Union nor the granting authority can be held responsible for them.

ESF-2023-HOMELESS * SOLACE-CEE *
Nr. 101172625