

Boston Trauma Services: Community Recommendations

Boston Public Health Commission, Division of Violence Prevention

1. Coordination between Agencies

Up to 2 weeks following incident:

- System of coordination between city agencies and community based organizations

2 weeks – 1 month following incident:

- System of ongoing communication and follow-up among service providers
- Ongoing follow-up coordination to connect or reconnect impacted parties to additional support needs

1 Month and beyond following incident:

- Ongoing communication between providers about shared service needs of clients

2. Community Engagement

Up to 2 weeks following incident:

- Broad engagement of all residents.
- Accurate information sharing with community residents about events including safety details and available support services. (i.e. neighborhood flyering, community meetings, text alerts)
- Opportunities for community organizing and advocacy

2 weeks – 1 month following incident:

- Continued information sharing about safety and service supports
- Opportunities to celebrate family and community (i.e. family nights, community BBQ)

1 Month and beyond following incident:

- Ongoing communication about status of investigation
- Opportunities to celebrate family and community (i.e. family nights, community BBQ)

Acknowledgments

We thank the following community partners for hosting listening sessions and focus groups: BCYF Tobin Community Center, Codman Square Health Center and Black Box Theater, East Boston Neighborhood Health Center, East Boston Social Center, First Parish Church Dorchester, Boston Public Library-Mattapan Branch, Mildred Hailey Apartments, New Academy Homes, Operation Home Front, Orchard Gardens Estates, and Whittier Street Housing Development, Lewis D. Brown Peace Institute, and Madison Park High School.

Background

This poster illustrates the results of 14 community listening sessions held by the Boston Public Health Commission (BPHC) Division of Violence Prevention in Dorchester, Roxbury, Mattapan, Jamaica Plain, and East Boston, in which over 300 community members shared what the individual and community needs are following a traumatic event.



Considerations for Programming

- ✓ All services should always come from culturally sensitive and trusted sources in the community
- ✓ Systems for follow-up must be included at all levels of response
- ✓ Opportunities for relationship building among agencies must exist during all phases of care
- ✓ Accurate and real-time information and communication is necessary for residents to feel safe and cared for by the City.
- ✓ Policies and practices are needed to ensure all services are trauma-informed
- ✓ Systems of accountability at each time-point and across all service agencies

3. Individual and Family Services

Up to 2 weeks following incident:

- Rapid connection to basic needs, resource navigation, and safety assessments (i.e. food, financial support, housing, legal advocacy)
- Connection to short-term behavioral health interventions and case management for individuals and families
- Include both professional and peer/community support
- Be mindful of immigration status.

2 weeks – 1 month following incident:

- Ongoing follow-up with individuals and families about the status of basic needs
- Short-term behavioral health support for individuals and families impacted

1 Month and beyond following incident:

- Assure continuation of established services and assess new needs as they emerge
- Long-term behavioral health care for individuals and families
- Support for families during challenging times, such as holidays and anniversaries of loved ones' passing

4. Community Support

Up to 1 month following incident:

- Support capacity of trusted individuals and organizations
- Provide emotional support at community events
- Refer impacted residents to support services
- Conduct peer support groups as requested/needed
- Provide consultation/education to impacted agencies

1 Month and beyond following incident:

- Youth programming
- Ongoing supportive parenting groups
- Trauma-Informed training and education for police, support staff, youth workers and teachers to build skills in identifying and responding supportively to families.

Questions? Comments?

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