

## Webinar: Taking a Trauma-Informed Approach with Events of Escalation

July 29, 3:00-4:30pm ET

Among individuals experiencing homelessness, there is a high prevalence of complex trauma, chronic health conditions, and serious mental illness. Trauma, compounded with acute health conditions, often impacts an individual's ability to manage their distress. Join SAMHSA's Homeless and Housing Resource Center as our panelists explore using trauma-informed, compassionate, and respectful de-escalation techniques when aiding participants and staff during and after events of escalation.

### Speakers:

1. **Mari Aceves**, ED.D, DSW, BCBA, Consultant, National Council for Mental Wellbeing
2. **Laura Leone**, DSW, MSSW, LMSW, Consultant, National Council for Mental Wellbeing
3. **Biff Hitchins**, Peer Specialist/Mental Health Advocate, Metropolitan Human Services District, New Orleans, Louisiana
4. **Carey Parrott**, LCSW, MAC, ICAADC, CCS, CPS-AD, HUD-VASH Case Manager, U.S. Department of Veteran Affairs, Athens, Georgia
5. **Daniel Rosa**, MD, Senior Medical Director, Acacia Network, South Bronx, New York

### Learning Objectives

1. Explain how using a trauma-informed lens helps to understand agitated and escalated behaviors.
2. Describe compassionate de-escalation approaches and communication techniques.
3. Identify the impact of escalation events on staff and follow-up practices that promote self-care.
4. Explore the positive impact of incorporating persons with lived expertise in your program's crisis response plan.

### Presenter Bios

#### [Mari Aceves, ED. D, DSW, BCBA- Consultant](#)

Dr. Aceves is a consultant for the National Council for Mental Wellbeing. She has worked in the mental health field for 20 years working with children, adolescents and adults. Dr. Aceves earned a doctorate in Educational Leadership with a P-12 emphasis (CSUF) and one in Social Work (USC). Dr. Aceves has worked with individuals suffering from mental health disorders, genetic disorders and trauma. Currently she serves her community as a Clinical Director to an Applied Behavior Analysis (ABA). Dr. Aceves is a Board Certified Behavior Analyst (BCBA) with over 10 years of experience in ABA working with individuals with autism and other developmental disabilities. Her previous work experience includes working with children with behavioral deficits in orphanages, substance abuse, outreaches to housing insecure and geriatric populations.

Her expertise includes early intervention, parent education, family systems and interdisciplinary collaboration with educational and health care systems. Dr. Aceves' focus is to help clients reach independence and social integration and to teach their support systems to interact with them more effectively through sustainable practices.

### Laura Leone, DSW, MSSW, LMSW (she/her)

Laura Leone is an Integrated Health Consultant for the National Council for Mental Wellbeing and has worked in the behavioral health field for over 20 years providing training and consultation nationally on integrated care, mental health, substance use, suicide prevention, trauma-informed care, crisis intervention, evidence-based practices, value-based payment readiness and other behavioral health topic areas. Laura has extensive experience in bidirectional integration, engaging primary care in mental health partnerships, and in specific clinical treatment modalities. Laura has published and presented nationally. She has previously held leadership, clinical, administrative, supervisory, research and publication positions at a Federally Qualified Health Center; in private practice; at an in-patient psychiatric hospital; and at McLean Hospital's OCD Institute residential program.

### Biff Hitchins

Robert "Biff" Hitchins has been working as a certified peer support specialist for over 8 years. His lived experience has included over 36 hospitalizations, multiple incarcerations, and housing insecurity. The wisdom he has gained from these difficult circumstances has allowed him to relate to those he serves with empathy and understanding. Since 2015, he has worked for MHSD as both a peer specialist and mental health advocate. He also works with young adults experiencing their first episode of psychosis and is a certified Mental Health First Aid trainer. Due to both his lived experience, and knowledge he has gained from working in the mental health field, he has learned effective methods in de-escalation for those who are experiencing a mental health/substance use crisis.

### Carey Parrott, LCSW, MAC, ICAADC, CCS, CPS-AD

Carey Parrott is the founder and CEO of Parrott Counseling Services, LLC, which provides mental health and addictions counseling for individuals and families. Carey is a two-time graduate of the university of Georgia with a BS in Psychology and an MSW in Social Work. As a Licensed Clinical Social Worker and Certified Clinical Supervisor, Carey is a consultant for the Department of Behavioral Health and Developmental Disabilities who provides clinical supervision and training for the department's ACT and CST Teams addiction counselors. He is also employed by the US Department of Veterans Affairs as a HUD-VASH Case Manager who assists homeless veterans with obtaining and maintaining safe, affordable housing while overcoming addiction and other mental health challenges. As a Master Addictions Counselor, a Certified Peer Specialist for Addictive Diseases through the Georgia Council on Substance Abuse, and owner of Parrott Counseling Services, LLC, he is very active in the Athens recovery community.

## Daniel Rosa, MD

Dr. Daniel Rosa is a proud member of the South Bronx, NY community, the community where he was born and currently works in as Senior Medical Director of the Acacia Network. Dr. Rosa has shared his medical expertise in many roles including as a National Health Services Corps recipient, Co-Director of the Emergency Department at Mercy Medical Center-Rockville Center, and the Emergency Department at St. Vincent's Hospital and Medical Center. Currently, in addition to his role at Acacia Network, he serves as an Attending in Emergency Medicine at the Philadelphia Veteran Administration Medical Center, Senior Instructor of the Advanced Traumatic Life Support Course (ATLS) at Westchester Medical Center and in a Narcan Rescue Course.

Dr. Rosa holds a Bachelor of Arts in Biology from Fordham College/University, a Doctorate of Medicine from Harvard Medical School, and completed his medical residency at Lenox Hill Hospital in New York City. Dr. Rosa is board certified by the American Board of Internal Medicine (ABIM), American Board of Addiction Medicine (ABAM), American Academy of HIV Medicine (AAHIVM). He is a Medical Review Officer and Senior Member of the American College of Emergency Physicians (ACEP). Dr. Rosa also serves on the Medical Directors Institute (MDI) of the National Council for Mental Wellbeing.