



Trauma-Informed Care Transformation

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Two years after Trauma-Informed Care (TIC) was introduced to Cazenovia Recovery Systems, its principles of safety, trust, collaboration, choice and empowerment are flourishing within the agency. The initiative was a partnership between Cazenovia Recovery and the Institute on Trauma And Trauma-Informed Care (ITTIC).

group that works together and trusts each other to help get tasks done,” Alyssa said. There is an open-door policy and residents know that they can go to their counselors at any time for whatever they need.

Residents’ preferences are brought forward as they make team decisions about different aspects of their recovery treatment.

“Cazenovia Recovery offers a lot of choices,” Alyssa continued. “Programs have revamped groups and residents choose where they want to participate. They are more interested and more invested. Staff also have choice in how to set up groups.”

She added: “Staff are creating individualized care for residents. We are more strength- and solution-focused.”



Alyssa Rockey, TIC coordinator

Alyssa Rockey, TIC coordinator, leaves Cazenovia Recovery this month after completion of the project, which was funded by the Peter and Elizabeth C. Tower Foundation. Alyssa recently talked about strides made throughout our organization.

Emotional and physical safety awareness have improved, she pointed out. “People feel safer sharing their ideas, asking for help and are more comfortable taking initiative.” Door locks and security camera issues are quickly addressed.

Team-building activities have improved trust. “I am extremely impressed with the staff and our TIC mentors as a tight-knit

TIC prompted “check-ins” at meetings, providing staff and residents opportunities to describe their mood or feelings. There is a strong effort to avoid saying “if, should, must,” words that can be triggers for individuals who have experienced trauma.



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Staffing Info

Let's Congratulate:

John Molnar is now a counselor associate at Unity House.

Let's Welcome:

Paula Reed, facility assistant at Casa Di Vita

Susan Phibbs, accounts payable coordinator at Admin

Tracey Huff, custodial assistant at Admin

Sarah Dowd, case manager at Liberty Hall

Crystal Daniels, case manager at Niagara County Supportive Living

Terry Booze, facility assistant at Sundram Manor

Cazenovia Creators & Catchers:

Venus Wiggins

Alison Whou

Morgan King

Nominate your coworkers and they could win a \$25 gift card! Our next drawing will be in June.

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The initiative has led to improved outcomes within our programs. Over the last two years, we have seen a 36% decrease in unplanned discharges, a 15% increase in feelings of cooperation at our programs, and a 4.5% increase in knowledge about TIC, to name a few.

Alyssa is deeply pleased with Cazenovia Recovery’s TIC work. “Overall, there’s been a culture shift,” she said. “The TIC principles are displayed in offices. Staff are more accessible to fellow staff and to residents. Everything is very positive and solution-focused. There is more understanding of why relapse happens and how to help. From the moment you are greeted at the door, this is a very welcoming place.”



Our farewell luncheon with ITTIC and Cazenovia Recovery staff

Recovery Day 2017

The date has been set for the next Recovery Day. This year’s event will take place on Friday, August 25 from 11AM to 3PM at Fontana’s Grove (2299 Clinton St., West Seneca, NY 14224). Last year’s event was so successful that we had to move locations to accommodate more attendees. As always, Recovery Day will feature speakers, music, a cookout lunch, basket raffles, an art show, outdoor activities, sports, and things to do for the whole family. Come join us for a wonderful celebration of recovery in Western New York.



Recovery Day is Friday, August 25

New Women’s Group at Housing

Our Housing program is now holding a new specialized group session called “Walking In Your Own Destiny,” which is designed for women in recovery. To kick off this exciting new development, the program hosted a women’s luncheon on Friday, April 21. Fatisha Collins, relapse prevention specialist, organized the luncheon and the new group. As part of the luncheon, Fatisha invited her godmother, Lydia, to be a guest speaker. Lydia was excited to motivate other women in recovery. Female Housing residents are very excited for this additional support.



Part of Housing’s women’s group luncheon

Passing the Torch

This month marks two years since Cazenovia Recovery Systems partnered with ITTIC to become a trauma-informed organization. The two-year period was full of growth and advancement within the organization, and although this agreement is now coming to an end, TIC initiatives will continue. The TIC corner will now be in the hands of our programs. Each month, a different program will be showcased to illustrate what they have been doing to continue TIC. Be sure to look in the newsletters to come for the great things our programs are continuing to do to maintain and improve TIC.

