

# Trauma Informed Care Best Practices Project (TIC Project)

**Trauma Informed Care Best Practices** are the scientifically sound health care procedures that are person and people centered, avoid the risks of retraumatization and facilitate empowerment, resilience and growth after trauma; they are employed in all the various settings (health, mental health, education, workplaces etc. to create an organizational and community culture where trauma and retraumatization are prevented and trauma survivors are respected, supported and empowered. (Chin et al, 2024; SAMHSA, 2019).

**Trauma Informed Person Centered Care** determines the quality and effectiveness of Trauma Informed Care putting at the center the needs, values, preferences of the trauma survivors. It prioritizes the needs of safety and respect of the trauma survivors; it is a strength-based approach promoting empowerment and recovery.

The incidence and costs of emotional trauma were staggering well before the Covid 19 pandemic, now, with the invasion of Ukraine, the Middle East crisis and other recent conflicts, the worldwide burden of trauma has doubled up.

In many countries, there is not any database on the incidence of trauma and even in rich countries; some forms of Trauma are often not reported due to cultural stigma and discrimination. The worldwide data available from World Mental Health Survey Consortium (2017) on Adverse Childhood Experiences (ACE) shows that General population surveys in 24 countries with a combined sample of 68 894 adult respondents across six continents assessed exposure to 29 traumatic event types Over 70% of respondents reported a traumatic event; 30.5% were exposed to four or more events.

The costs of trauma are systemic, trauma destroys human security, damages individual and social health and if untreated may be passed to next generations. The high economic costs of trauma hurts the trauma survivors, their families, communities and countries.

Trauma informed Care is effective in all the different settings and professions (health, mental health, education, social work, workplaces, sports, communities, and even trauma informed cities and regions) Trauma Informed Care effectively prioritizes the needs of safety and respect of the trauma survivors, it is a strength based, and person centered approach promoting empowerment and recovery.

The Person Centered Approach Institute (IACP) with the World Academy of Art and Science (WAAS), the World University Consortium (WUC), the Faculty of Psychology of the University of Torino, the Black Sea Universities Network (BSUN), the World Sustainability Forum (WSF), the University for Sustainability, Santa Fe', New Mexico, the Protect our Planet Movement (POP) and the Ukrainian Psychological Association have created The Trauma Informed Care Best Practices Project, to support, connect and assist the professionals and public and private organizations that are in a way or another dealing with people, and in so doing, need to be trauma informed. At present due to lack of funding our free services have been mainly directed to support for free Ukrainian health professionals doing field work and to Ukrainian refugees.

Professionals working in their various roles in public or private organizations, whatever is their field of work with people, if they are unaware of the research findings and principles of Trauma Informed Care (TIC) can unwillingly cause the retraumatization of trauma survivors. Decision makers and professionals ignoring the principles and the best practices of Trauma Informed Care and Trauma Informed Organizational Practices are part of a problem that is generating staggering costs of human security destruction, suffering, disability, ill personal and social health, productivity loss and loss of prosperity; on the opposite, professionals aware of the importance of Trauma Informed Care (TIC) as one of their ethical imperative, will be part of the solution especially if supported by decision makers and managers that are aware of Trauma Informed Best Practices and willing to create Trauma Informed organizations.

By applying Trauma Informed Care Best Practices (TIC) professionals and organizations will save people unnecessary suffering, protect and promote human security, people and community health and wellbeing and promote sustainability and prosperity for all.

The Trauma Informed Care Best Practice Project (TIC Project) will educate, train, support and empower for free in countries ravaged by war, violence or natural catastrophes, all the different stakeholders that cannot afford payment of specialized TIC professional services: thanks to the knowledge, acquired, everybody working and dealing with people, they will be better able to apply its principles in their area of work. Our programs, specifically designed for the different stakeholders in time will include:

- An international platform and a hub with free access for all the stakeholders
- Free databank on Trauma Informed Care Best Practices
- Free databank on Trauma Informed Best Practices
- Free field work supervision and peer supervision for professionals working with traumatized people
- Free organization development consultation for managers, decision makers on Trauma Informed Best Practices
- Free Continuing Education Courses on The Trauma Informed Care (TIC)
- Free Training Materials on TIC and TIP

- Free Training Programs on the various aspects of TIC (Example: TIC for mental health professionals, for Social Workers etc.)
- Free Training programs on the various aspects of Trauma Informed Best Practices (TIP) for Parents, Teachers, Parents, Managers, Supervisors, Administrators, City Planners, Decision Makers etc.
- Free Master programs to train Trainers with the Psychology Department of Torino University in Trauma Informed Care (TIC) and Trauma Informed Practices (TIP)
- Creation on international Trauma Informed Network of Participatory Learning Communities
- Creation of Participatory Action Research Network in People Centred in TIC and TIP
- Ongoing update of materials and services and participatory quality assessment of TIC project services
- Gradual expansions of services offered in other languages
- Ongoing expansion of partnerships and stakeholders of the TIC project
- A Chabot on trauma informed care and trauma informed practices (at the moment in development in English and in the future in the various main languages)

# • Staff of the Trauma Informed Care Best Practices (TIC)

### TIC Project Co-directors:

Alberto Zucconi, psychologist and psychotherapist, researcher, organization development consultant, IACP president, Chair WAAS Board of Trustees, WUC Secretary General.

Luca Rollè, psychologist and psychotherapist, director post graduate School of Health Psychology, Psychology Department, Torino University and WAAS Fellow.

#### TIC Staff

Enza Malatino, psychiatrist and psychotherapist, working with refugees and teaching psychotherapy in IACP post doc courses.

Serena Romano, psychologist, psychotherapist, researcher, director of IACP courses post graduate School of Person Centered Psychotherapy

Maddalena Vagnarelli, psychologist, psychotherapist, researcher, organization development consultant, director of IACP courses post graduate School of Person Centered Psychotherapy

Giulio Ammannato, psychologist, psychotherapist, researcher, A.I. and Gaming specialist, staff member in IACP courses post graduate School of Person Centered Psychotherapy, WAAS young Fellow.

Francesca Settimelli psychologist, psychotherapist, researcher, staff member in IACP courses post graduate School of Person Centered Psychotherapy

Francesca De Cagno psychologist, expert in emergency psychology interventions, researcher, organizational development consultant, staff member IACP, co-director IACP department of person centered Ecopsychology

Gina Gallo psychologist, psychotherapist, researcher, director of IACP courses post graduate School of Person Centered Psychotherapy and co-director Child Trauma Kids' Workshop programs

Sabrina Maio psychologist, psychotherapist, researcher, director of IACP courses post graduate School of Person Centered Psychotherapy and co-director Child Trauma Kids' Workshop programs

Antonella D'Oriano psychologist, psychotherapist director of IACP courses post graduate School of Person Centered Psychotherapy

Martina Mangiameli, accountant

### **Trauma Informed Care Chabot**

We are developing a Trauma-Informed chabot designed to provide reliable, scientifically grounded answers. Unlike conventional chatbots, which often struggle to distinguish between trauma-informed and non-trauma-informed responses, our approach minimizes the risk of misinformation and hallucinations, Prof. Luca Rollè has just been nominated Project Manger of the Ticbot International Network of Ph.D. and Master level students and their professors to help us with the Ticbot

## o Why this Approach?

Instead of using a general-purpose, autoregressive model like Chat GPT, we chose a text-to-text, seq2seq (sequence-to-sequence) generation model (at the moment: FLAN-T5-Large). This approach gives us greater control over responses by allowing fine-tuning on scientifically validated sources. Our Chabot is not just generating responses—it retrieves and reasons over high quality, trauma-informed materials to ensure accuracy and reliability.

#### How it Works

We use a hybrid system that combines:

- 1. Retrieving relevant information A word embedding model scans our database to find the most relevant research snippets based on a user's question.
- 2. Generating accurate answers The fine-tuned FLAN-T5 model uses these snippets as context to ensure responses are well-informed and supported by evidence.

### Current Progress

Our word-embedding model has been trained on an initial set of research papers, with a much larger collection still to be processed and verified.

We have fine-tuned the model using a foundational set of structured question-answer pairs (triplets) and are continuously expanding this dataset by incorporating new knowledge from our database. This ongoing process enhances the Chabot's accuracy and depth of responses.

The retrieval system is functional, and we have integrated it with the fine-tuned model to ensure seamless interaction between retrieving relevant information and generating responses.

While additional data is needed to further train both the embedding model and the text generation model, the foundational pipeline is implemented and operational.

### Next Steps

Beyond improving our model, we are also building a structured, accessible database of trauma-informed materials. This will not only support the chatbot's training but also serve as a resource hub where users can access or get links to reliable sources.

By combining fine-tuned AI with a strong knowledge base, our goal is to create a trustworthy, traumainformed assistant that provides accurate, evidence-based responses.

#### o Trauma Informed Care Chabot Scientific Committee

Prof. Alexander Zidansek, Director of the AI Lab, Zagreb University

Prof. Gülşen Cebiroğlu Eryiğit, Director of the AI Lab, Istanbul Tecnichal University

Leo Biaggi Quantum Computing and Chatbot architecture expert, site reliability engineer/information security officer, Portland, ME. USA.

Dr. Giulio Ammannato, psychologist, psychotherapist, researcher, A.I. and Gaming specialist, staff member in IACP courses post graduate School of Person Centered Psychotherapy, WAAS young Fellow.

Just recently the TICbot Project in order to help more stakeholders with free trainings and learning materials has decided with the help of Prof. Luca Rolle' head of the post graduate study program in Health Psychology of the Psychology Department of the University of Torino and WAAS Fellow, as project manager, to launch an international network of Ph.D. and Master level students that will help us together with their professors, to complete the TICbot, offere it use for free and update it continuously. In this way since the requests we receive are staggering, we will able to offer more free services to more peoples and organizations that badly need them.

# Main Activities of the TIC Project 2022-2025

Alberto Zucconi offered to the Ukrainian Psychological Association to go to Kiev and train in person psychotherapists interested in becoming trainers of health professionals in Trauma Informed Care

Best Practices for security reasons the Ukrainian Psychological Association requested online training. Starting from September 2022 Alberto Zucconi and Dr. Maddalena Vagnarelli have been conducting in English online training sessions and offering free training materials with periodical updates of trauma informed care procedures and research. IACP has been offereing 20% of his training programs in Person Centered Approach for helping professionals in Rome to the Ukrainian refugees.

### Up to now the TIC Project has trained:

- 300 Ukrainian psychologists & psychiatrists
- 45 Ukrainian psychologists trainers
- 12 Ukrainian refugees in our IACP Rome 2 years residential training programs

We have started the development of a Trauma Informed Chabot and nominated an international scientific committee

Created a Trauma Informed Best Practices Project repository of Trauma informed training materials, research findings, research materials, supervision materials and manuals

Example: Volha Marozava and Sveltana Papalyuk, two Ukrainian refugees in Rome where admitted for free to our 2 years residential person centered helping profession training program. As soon as they received their diploma, they created a nonprofit association with Volha as president and Sveltana as vice president, together with other 10 Ukrainian refugees they started offering psychological assistance to Ukrainian refugees. Their non-profit organization has been very active and flourishing in Rome and plans are underway to enlarge the geographical scope.

## Quality Control

Each participant completed a pre-test and post-test questionnaire to assess the quality of the training received. The questionnaire also allowed participants to express their preferences regarding the type of training and to highlight future training needs and topics they would like to explore.

The overall evaluation from participants was highly positive, with a total effectiveness score of 87%.

Additionally, all participants in our free courses have the opportunity to receive free updates upon request. These updates include research materials, training manuals, practical tools, and educational videos on TIC and TIP.

The demand for free training is staggering but unfortunately up to now we have been able to get from generous individuals (belonging to WAAS) only about 8.000 US Dollars. The vast majority of costs has been shouldered by IACP and Alberto Zucconi and the other IACP colleagues that have been working free (Maddalena Vagnarelli, Giulio Ammannato, Serena Romano, Francesca Settimelli etc.).

Their contributions in kind (and mine) amount to a large amount of continuous work to create a very large data bank, educational video and film bank, research tools bank, diagnostic tools data bank, research results data bank are approximately.

900 workdays in gathering and ordering the training materials and working on the Chatbot at a market value of 250 U.S.\$ a day equal to 225.000,00 US \$

23 Trainings offered so far of 3 days each days with 2 trainers equal to US \$ 34.500

Updating the data bank 2 days each month at 250 US \$ per diem for a total of 34 months so far for a total of 62 days (8.000,00 U.S. Dollars).

10 free residential training in person centered helping professions to 10 Ukrainian refugees (5.000 US Dollars for a person equal to 50.000 U.S. Dollars).

10 Set of books and evaluation tools for the 2-year training programs for a total of 5.000 U.S. Dollars.

### Total IACP staff in kind contribution 322,500.00 U.S. \$

Our Training is a molded Person-student centered approach, we select participants, evaluating with them their motivation, empathy and respect skill levels, proficiency in the English language, agency and resilience and values compatible with the values of person-centered approach (Deep respect, empathic understanding, authenticity/congruence, critical thinking, democratic and participatory values)

Then we create a strong working alliance and build a learning community, were everybody intentionally creates a climate of trust and understanding and strong teamwork to reach the goals and objectives that are co-created and the process and outcomes are monitored together learners and facilitators of learning are in a continuous process of personal and professional growth protected by a social construction of the learning community that is regulated by a common shared contract of learning where every right and obligation of each stakeholder is clearly illustrated. This if we have an interactive learning platform will allow us to create a Network of Networks that will continuously grow and self-regenerate creating an ever growing network of learning communities that are also epistemic communities that in time will be a sort of a confederation of self-regulating communities working together for a sustainable equal and peaceful future.

Each trained professional receives a very large data bank on all the aspects of Trauma Informed Care best practices that includes resources available all over the world in English but also in other languages including Ukrainian. They have been connecting with every major research center, data bank, public and private institution focused on Emotional trauma across the life span, and we offer continued education and research updates on all the aspects of Emotional trauma, including prevention of emotional trauma and promotion of growth after trauma. We have been able to inform Ukrainian colleagues where they can have free supervision in Ukrainian in Ukraine, Poland and other countries.

The Tic Project is in touch with the majority of trainers, researchers, authors and would be able if funded to create an online University to offer courses, degrees, supervision, and prevention of professional burnout and vicarious trauma for trauma informed care professionals.

### Funding needs for the next 5 years:

- 150.000 U.S. \$ a year to gather and organize training materials
- 30.000 U.S. \$ a year for a raining director
- 60.000 U.S. \$ a year for a total of 3 expert senior trainers
- 10.000 U.S. \$ a year for a webmaster that updates the TIC Project web site and social media
- 10.000 U.S. \$ a year for a social media manager
- 30.000 U.S. \$ only once, to buy a platform to allow the TIC project to become a true Interactive world wide Learning Community
- 12.000 U.S. \$ a year for the managers of the TIC Project interactive platform
- 50.000 U.S. \$ a year for offering a free master program for train the trainers in TIC Best Practices with the University of Torino-WUC-WAAS
- 180.000 U.S. \$ a year for completing the Trauma Informed Chabot and updating and expanding it continuously

### A Total of 500.000 U.S. \$ a year for 5 years will allow us to have a significant impact worldwide.

In the first year a 30.000 Euros are needed to buy the learning platform inclusive of the training to operate it

### **International Projects**

IACP has been working on the topic of emotional trauma care and obtaining some grants from the EU like the:

Care Path a training in 5 languages for professionals assisting refugees and migrants financed by the Leonardo Da Vinci Programme of the EU. IACP got a 250.000 Euro grant. Focus of the Care Path: To train helping professionals for better trauma – informed support of children in preparing to leave care. Improved child protection systems in partners' countries, providing trauma-informed interventions, better skilled professionals, developing individualized plans guided by trauma healing.

IACP has applied to other EU Programs for grants.

We are looking for donors allowing us to create educational games on Emotional Trauma prevention and promotion of resilience and Growth after Trauma.

In sum, the Trauma-Informed Care Best Practices Project presents a model for international cooperation in the face of adversity. By equipping health professionals, educators, managers, volunteers managers and public and private organizations around the world with the tools and knowledge to address trauma effectively, this initiative not only aids in the healing process for

countless individuals but also contributes to the broader goals of peace, sustainability, human security and prosperity on a global scale.

If you want to contribute to expand our free services to the needy in different parts of the world, please consider to donate what you can. We would appreciate your support and moral encouragement, with your permission will acknowledge your name in our donor list.



The World Academy of Art and Science (WAAS) an U.S. tax exempt organizations is accepting donations for the Trauma Informed Care Best Practices Project (TIC Project).

For US donors that wish to deduct from taxes their donation can use, specifying **DONATION for the TIC Project:** <a href="https://worldacademy.org/support-ukraine/">https://worldacademy.org/support-ukraine/</a>

Anybody in Europe or around the world can directly donate to us using our bank account:

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## Thank you for your support!!

If you want to become an official sponsor of the TIC Project, please contact the director Dr. Alberto Zucconi : alberto.zucconi@iacpedu.org

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Alberto Zucconi Ph.D. is a psychologist, psychotherapist, educator, trainer and consultant. President of the Person Centered Approach Institute (IACP) that he funded with Carl Rogers and Charles Devonshire in 1979. Alberto is Chair Board of Trustees World Academy of Art and Science (WAAS), Secretary General World University Consortium (WUC), senior staff member of the Carl Rogers, Peace Institute, La Jolla, CA., member of the faculty of the Western Behavior Science Institute, la Jolla, CA. Until recently Alberto was teaching Person Centered Approach and Health Promotion at the post graduate level at the Faculty of Medicine, University of Siena, Italy; nowadays he is teaching psychotherapy evaluation at the Post Doctoral School of Health Psychology, Faculty of Psychology, University of Turin, Italy; member Board of Directors of the Sustainability University, Santa Fé, New Mexico, USA. Co-founder and Co-Director World Sustainability Forum (WSF), Co-director of post graduate courses at the InterUniversity Center (IUC), Dubrovnik, member of the Global Clinical Practice Network, World Health Organization, external scientific advisor of the European Office for Investment for Health and Development, World Health Organization/Europe, scientific committee member of the Shared Societies and Values, Sarajevo, member scientific committee of the Institute for Advanced Studies in Levant Culture and Civilization, Bucharest, Romania, Member Advisory Board, Faculty of Business, Karabuk University, Turkey, member of the scientific committee Kaos Institute, University of Perugia, Italy, member of the Advisory Board of the World Humanitarian Forum, member of the Advisory Board of the Inter-Parliamentary Coalition for Global Ethics (IPCGE), U.S.A.

Alberto is a member of the Communication, Education and Outreach Committee Inter Academy Partnership (IAP), a partnership of 140 Academies of Science, Medicine and Engineering around the world. The American Psychological Association, Division 32, in 2012 gave to Alberto Zucconi and IACP the Charlotte and Karl Bühler Award, a recognition given to an individual associated with an institution that has made an outstanding and lasting contribution to humanistic psychology. In 2022, the American Psychological Association bestowed Alberto Zucconi the Carl Rogers Award for his scientific contributions to Humanistic Psychology. Founder and Director of the peer-reviewed journal Da Persona a Persona, Journal of person centered studies, Alpes Editore, Roma, Italy; member of the editorial board of Cadmus, and Eruditio, two journals of the World Academy of Art and Science (WAAS); of the Person Centered & Experiential Psychotherapies, Journal of the World Association for Person centered and Experiential Psychotherapy, Routledge, Taylor and Francis Group; of The Humanistic Psychologist, Journal of the Division 32 of the American Psychological Association (APA). Dr. Zucconi has published several books, book chapters and papers, presented worldwide in conferences, directed several research projects and training projects financed by the European Union. Dr. Zucconi in the last 50 years has been promoting the applications of the Person Centered Approach, of Trauma Informed Care, of Health Psychology and of Sustainability in various settings in his international activities of training, teaching and consulting. Alberto was the founder and has been managing the Coordinamento Nazionale Scuole di Psicoterapia (CNSP), a nonprofit umbrella organization promoting the quality of training in psychotherapy with 90% of the Italian Training Institutes recognized by the Italian Ministry of Education. Alberto is one of the founders of the Italian Psychotherapy Association and its Secretary General. Alberto is also one of the founders of the Italian Federation of Psychotherapy Associations (FIAP). Alberto worked as consultant for the United Nations Institute Training and Research (UNITAR) to develop a training in Trauma Informed Care. was the IACP director of a training program on Children Trauma Care financed by the European Union and headed by Luca Rollè of the University of Turin, Psychology Department, the leading organization of the partnership of 5 different organizations in 5 European countries empowering trauma care professionals helping children and young adults.

Alberto wrote the train the trainers manual and the outline of the video sessions filmed with top Trauma Informed Care professionals. Alberto and the Person Centered Approach Institute are the founders of the Trauma Informed Care Project (TIC-Project), a nonprofit international organization created to empower, train and support for free the different stakeholders around the world that live in societies ravaged by violence and interested to acquire the knowledge, skills and attitudes of trauma informed care and to apply it in their area of work. The programs offered are tailored for different stakeholders: helping professionals, teachers, managers, parents etc. At present, the growing list of the TIC Project international partners includes the World Academy of Art and Science, the World University Consortium, The University for Sustainability, Santa Fé, New Mexico, the Black Sea Universities Network, The Ukrainian Psychological Association etc. Alberto is a full member of many professional societies including the American Psychological Association, The Italian Psychotherapy Association, the American Academy of Experts in Traumatic Stress and of the European Society of Trauma and Dissociation (ESTD).