

## Trauma Informed De-Escalation

**DATE & TIME:**

**April 13, 2026**

**1:00PM – 4:00PM**

*All registration is completed on EventsHub prior to the training. Check-in begins 15 minutes prior to the training time. All participants must arrive during the sign-in period.  
Late arrivals will not be admitted.*

**PLACE:** Web Broadcast – Microsoft Teams

**REGISTRATION:** <https://eventshub.dmh.lacounty.gov/Account/Events/Trainings/Detail/13536>

**DESCRIPTION:** This 3-hr training will explore working with escalated individuals in a way that builds empathy, understanding and a trauma-informed approach. The training will define trauma and how the trauma experience can impact our lives long after experiencing the trauma. Participants will be engaged in an exploration of the factors leading to an escalated incident and how to engage with another person in a way to help them feel heard and understood.

**TARGET AUDIENCE:** DMH and contracted clinical/case management staff that provide housing related services.

**OBJECTIVES:** As a result of this training, participants should be able to:

1. Describe precipitating factors leading up to escalated incidents.
2. Explain what it means to avoid labeling behaviors.
3. Discuss awareness of non-verbal communication and its impact on de-escalation.
4. Describe limit-setting and active listening.

**CONDUCTED BY:** Homeless HealthCare Los Angeles

**COORDINATED BY:** Kimber Salvaggio – Training Coordinator  
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**DEADLINE:** When maximum capacity is reached

**CONTINUING EDUCATION:** NONE

**COST:** NONE