Every woman who comes to The Sophia Way shelters benefits from our case managers' compassionate, individualized guidance.

Staff and case managers partner with women, using the six guiding principles of trauma-informed approach – Safety, Trustworthiness & Transparency, Peer Support, Collaboration & Mutuality, Empowerment Voice & Choice, and Cultural, Historical, & Gender Issues – and building a caring relationship with them.

The approach focuses on a woman’s lived experiences: "What may have happened to her?" instead of an assumption: "What is wrong with her?" In addition, the approach recognizes and understands that there is a physical, social, and emotional impact of trauma on the client and the staff who help them.

The trauma-informed approach reduces further trauma and retraumatization, emphasizes healing, and encourages women to develop stronger coping skills.