

Developmental Stages and Action Steps to Becoming a Trauma-Informed Organization

Developmental Stage: Trauma Aware		Action Steps
<p>Key Tasks – Recognition</p> <p><i>Basic knowledge</i></p> <p><i>Readiness</i></p>	<ol style="list-style-type: none"> 1. Does organizational leadership recognize that trauma may have an impact on the ability of the organization to fulfill its core mission? 2. Can leaders describe how trauma impacts the ability of consumers to access care within the organization? 3. Can leaders describe how trauma impacts the ability of workers at all levels of the organization to provide effective services, and thrive in their professional roles over time? 4. Is basic information about trauma (definitions, causes, prevalence, impact) available to workforce and consumers? 5. Have leaders had conversations with staff and/or consumers about the values of trauma-informed care and the possibility of the organization becoming more trauma-informed? 6. Do most staff know what trauma is? Is the impact of trauma referenced in staff conversations? 	<ul style="list-style-type: none"> • Obtain training for organizational leaders in Trauma and Trauma-Informed Care Basics, including information specific to organization type and population served. • Hold discussions at leadership level (internally or with consultants) to process principles of trauma-informed care and identify readiness to undertake change • Leaders have held discussions with staff to get a sense of their readiness for change and interest in trauma-informed care, and to identify champions • Support workforce in obtaining further knowledge about trauma and trauma-informed care • Make basic information about trauma available to consumers • Create a communication strategy to inform workforce and consumers of organization’s interest in becoming trauma-informed.
Developmental Stage: Trauma Sensitive		Action Steps
<p>Key tasks – Self-assessment</p> <p><i>Infrastructure development</i></p> <p><i>Workplan development</i></p>	<ol style="list-style-type: none"> 1. Has the organization conducted surveys of consumers and/or the workforce to identify potential impacts of trauma? 2. Has the organization examined its policies and procedures for alignment with the principles of trauma-informed care? 3. Has the organization done a walk-through of its facilities to assess potential impacts of the environment on consumers and workers impacted by trauma? 4. Have champions and key person been identified within the organization who will coordinate the work of organizational change? 	<ul style="list-style-type: none"> • Lead a self-assessment process that includes surveys of workforce and consumers, as well as reviews of policies, procedures, operations, and environment for alignment with principles of trauma-informed care. • <i>willingness to take on the effort of attitudes towards trauma-informed care, their belief in their abilities to implement trauma-informed care, and their perception of the organization’s support for the practice of trauma-informed care.</i> • Create a trauma-informed care team within the organization, or identify an existing team with the resources available to devote to this

	<p>5. Has the organization drawn on assessment data to create a workplan that will guide the process of setting priorities, allocating resources, and implementing change?</p> <p>6. Do staff at every level of the organization have enough training about trauma and trauma-informed care to take a meaningful part in planning for changes?</p>	<p>task. Workgroup should be representative of the organization, cross-level and multidisciplinary, and should include individuals with the ability to implement changes.</p> <ul style="list-style-type: none"> • Create a workplan that identifies organizational strengths, resources, and barriers, includes priorities for change, and addresses how strengths and resources will be allocated to address barriers. • Create a training plan that includes all levels of the organization (billing, reception, direct service staff, supervisors, administrators, etc.) and identifies internal or external resources for training • Invite proposals for new TIC practices from all staff and departments.
Developmental Stage: Trauma Responsive		Action Steps
<p>Key tasks – <i>Application of knowledge</i></p> <p><i>Implementation of workplan</i></p> <p><i>Communication</i></p>	<ol style="list-style-type: none"> 1. Do staff understand how to apply learning about trauma and trauma-informed care principles 2. Does the organization have a communication strategy to keep workforce and/or consumers updated about implementation of changes, and ensure that leadership receives open and accurate feedback about the process of implementation? 3. Do leadership understand how to integrate the principles of trauma-informed care into their roles of supporting and guiding staff to make changes? 	<ul style="list-style-type: none"> • Create consultation groups and/or learning collaboratives to provide regular opportunities for staff at all levels for the organization to integrate and apply what is learned in trainings. • Coordinate kick-off events for big changes. • Create processes for ongoing dialogue with staff about implemented changes, including regular reports of progress and regular opportunities for staff to give feedback. • Create processes for ensuring that administrators and supervisors understand and support the efforts made by staff to implement trauma-informed practices • Create processes by which staff receive recognition of their efforts and success in using trauma-informed principles and practice. • Create organizational strategies for supporting workforce wellness and

		preventing or address vicarious trauma and burnout
Developmental Stage: Trauma Informed		Action Steps
Key tasks – <i>Integration</i> <i>Assessment of progress</i> <i>Quality improvement</i> <i>Sustainability</i> <i>Championship</i>	<ol style="list-style-type: none"> 1. Have policies and procedures been revised to reflect integration of trauma-informed values and principles into daily operations of the organization? 2. Have environmental changes been implemented to bring the physical space in alignment with trauma-informed care principles? 3. Does the organization have a strategy for assessing whether priorities have been address and goals for change have been met? 4. Does the organization have a plan for sustaining changes which have made a positive impact on organizational culture and the delivery of services? 5. Does the organization have a process to provide on-going training to new hires, as well as updated training as the field of trauma and trauma-informed care evolves? 6. Does the organization have a process for ensuring that new hires at every level of the organization are prepared to carry on the work of being trauma-informed? 7. Does the organization have collaborative relationships with other community stakeholders to extend the reach of trauma-informed practices into the broader community? 	<ul style="list-style-type: none"> • Create processes for regular review of the organization policies and procedures for alignment with the principles of trauma-informed care. • Assess the degree to which both consumers and workforce experience physical and emotional safety, trustworthiness, choice, collaboration, and empowerment in their relationship with the organization. • Create a communication strategy for reporting out results of progress assessment to staff and/or consumers. Find ways to highlight and celebrate successful organizational changes and recognize staff who have been instrumental to success. Make a transition plan for terminating any initiatives which have not been successful, and communicating transparently with staff and consumers about the termination. • Empower a workgroup that will sustain successful changes and continue the work assessing and planning for areas of further change. The workgroup should include individuals with the ability to implement changes. • Survey staff about further training needed in advanced or specialized topic areas. • Support staff in becoming training to provide essential training in Trauma and Trauma-Informed Care. Budget to bring updated trauma and TIC trainings to the organization, or to send staff to external trainings. • Develop collaborations with other organizations which are also undertaking the process of

		becoming trauma-informed or support the work of trauma-informed organizations.
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