

# **Stages of Development in Becoming a Trauma-Informed Organization**

## **Trauma Aware**

*Key Task: Awareness and attitudes*

Trauma aware organizations have become aware of how prevalent trauma is and have begun to consider that it might impact their clientele and staff.

Most staff: 1) know what the term trauma refers to; and 2) are aware that knowledge about the impact of trauma can change the way they see (and interact with) others. The impact of trauma is referenced in informal conversations among staff.

## **Trauma Sensitive**

*Key Task: Knowledge, application, and skill development*

Trauma sensitive organizations have begun to: 1) explore the principles of trauma-informed care (safety, choice, collaboration, trustworthiness, and empowerment) within their environment and daily work; 2) build consensus around the principles; 3) consider the implications of adopting the principles within the organization; and 4) prepare for change.

## **Trauma Responsive**

*Key Task: Change and integration*

Trauma responsive organizations have begun to change their organizational culture to highlight the role of trauma. At all levels of the organization, staff begins re-thinking the routines and infrastructure of the organization.

## **Trauma Informed**

*Key Task: Leadership*

Trauma informed organizations have made trauma-responsive practices the organizational norm. The trauma model has become so accepted and so thoroughly embedded that it no longer depends on a few leaders. The organization works with other partners to strengthen collaboration around being trauma informed.



## Action Steps for Developing a Trauma-Informed Organization

<b>So you think you're...</b>		<b>...and you want to be</b>
<b>Pure Potential</b>	<ul style="list-style-type: none"> <li>• Initial discussions at leadership level</li> <li>• TIC Basics Training for some staff</li> <li>• Make basic information available to workforce and/or consumers</li> <li>• Initial communication to workforce</li> </ul>	<b>Trauma Aware</b>
<b>Trauma Aware</b>	<ul style="list-style-type: none"> <li>• Identify TIC change team</li> <li>• Develop communication strategy</li> <li>• Conduct organizational self-assessment               <ul style="list-style-type: none"> <li>○ Survey of consumers</li> <li>○ Survey of workforce</li> <li>○ Review of physical space(s)</li> <li>○ Review of policies and procedures</li> </ul> </li> <li>• Create TIC workplan that prioritizes changes</li> <li>• Create a training plan for all staff</li> </ul>	<b>Trauma Sensitive</b>
<b>Trauma Sensitive</b>	<ul style="list-style-type: none"> <li>• Coordinate kick-off event(s) for big changes</li> <li>• Offer targeted trainings in advanced and role-specific competencies               <ul style="list-style-type: none"> <li>○ Direct service providers</li> <li>○ Supervisors</li> <li>○ Crisis responders</li> </ul> </li> <li>• Develop feedback loops to gather workforce and consumer input regarding implementation process and outcomes</li> <li>• Develop organizational plan to support workforce wellness</li> </ul>	<b>Trauma Responsive</b>
<b>Trauma Responsive</b>	<ul style="list-style-type: none"> <li>• Assess progress towards workplan goals</li> <li>• Develop, implement, and support processes for continuous quality improvement</li> </ul>	<b>Trauma Informed</b>