

**Trauma Informed Care (TIC)
A Road Map to Sustainability**

Fall 2016

Leadership Goal: To develop the knowledge, infrastructure, and support needed within the organization to ensure that Trauma Informed Care is utilized and sustained in all areas of the organization.

4 Focus Areas

1. Agency Commitment: To develop the organizational leadership and commitment needed to support TIC.

Strategies	Examples of Activities	Person/s Responsible	Due Date	Completed Date
Ensure executive leadership is involved in the initiative and endorses it.				
Ensure the implementation workgroup made up of staff (paid time) is cross program, multi-level and includes decision makers.				
Establish a Policy or Value Statement that reinforces TIC as a core philosophy of the organization.	Input from staff. Board approval.			
Develop an organizational budget that supports TIC implementation and service provision.	FTE, materials, consultants, specialized training, etc.			
Create standardized procedures and materials to ensure the trauma “lens” is being applied across all areas of the agency.	Adopt a trauma lens.			
Establish a communication plan to ensure everyone understands the Why and What. Initiative should be transparent.	Employee intranet site, all-staff meetings, etc.			
Develop or modify agency wellness plan.	EAP program?			

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2. Training and Staff Support: demonstrated commitment to workforce development, wellness and training plan for key stakeholders.

Strategies	Examples of Activities	Person/s Responsible	Due Date	Completed Date
Create training plan which includes all staff, board and other key volunteers and establishes standards for each.	Provide staff training, practice, observation of and feedback loop. Different staff – different training.			
Provide specific training for supervisors to support staff and maintain fidelity. Include recognizing trauma’s impact on staff, such as termination of an employee.	Develop tools for supervisors. What should be reviewed/talked about every supervisory meeting? And how should it be discussed?			
Develop internal capacity to provide core training on an ongoing basis.	Trauma 101, ACEs, etc.			
Examine current HR policies and procedures to ensure equity and inclusion practices. Create a Trauma Informed interview process. Update performance reviews to include awareness/skills of TIC.				
Evaluate the physical space for staff and modify as necessary to meet safety, cultural responsiveness and confidentiality requirements.	Develop safety protocols (for staff and clients) – both emotional and physical.			
Develop or modify agency wellness plan.	EAP program? Promote self-care, include training for supervisors on how to recognize stress and trauma in self and staff			

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3. Service Delivery: demonstrated commitment to trauma informed practice which includes client-choice, informed practices and procedures and safety.

Strategies	Examples of Activities	Person/s Responsible	Due Date	Completed Date
Develop a process to receive and utilize client voice in the change/decision making process.	Advisory Committee/Council, focus groups, etc.			
Examine all procedures through a trauma informed lens and update to ensure that clients and staff are not being triggered or re-traumatized, all processes are transparent and communicated, and client choice is a priority.				
Establish Client Grievance Procedures.	Should be transparent and readily available.			
Evaluate the physical space for clients and modify as necessary to meet safety, cultural responsiveness and confidentiality requirements.				
Identify what level of Trauma Informed Care each client/program will provide, as the level of interaction is dependent on type of service.	Case managers providing resources vs mental health specialist.			

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4. Systems Change and Monitoring: demonstrated commitment to continuous quality improvement.

Strategies	Example of Activities	Person/s Responsible	Due Date	Completed Date
Establish an ongoing assessment program for gaining feedback from constituents and the utilization of that feedback for improvement.	6 months or annual assessment. Target specific groups – clients, staff, etc.			
Create ongoing communication calendar that supports successes as well as challenges and provides ongoing information to stakeholders as appropriate.	Internal vs external			
Incorporate agency TIC data when senior management is planning, budgeting, and prioritizing.				
All agency policies are reviewed through a trauma informed lens and modified as necessary.				