

Trauma Informed Care Road Map to Sustainability

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TIC Road Map to Sustainability

Agency Commitment

- Leadership investment
- Budget for TIC
- Feedback sought and used
- Workforce wellness a priority
- Commitment to equity & diversity

Training and Support

- Staff Training
- Board & Volunteer Training
- Hiring and onboarding
- Supervision
- HR policies and practices
- Workforce wellness and safety

Service Delivery

- Welcome and safe environment
- Client engagement
- Trauma Informed Procedures
- Client choice

Systems Change and Monitoring

- Sustained process for TIC
- Self-assessment
- Communication
- Evaluation, feedback loop

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- ▶ Evaluation, feedback loop

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?			

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			

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.			

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.				

Implementation Workplan

The background features abstract, overlapping geometric shapes in various shades of blue, ranging from light sky blue to deep navy blue. These shapes are primarily located on the right side of the page, creating a modern, dynamic aesthetic.

I. Supporting Staff Development

A. Training and Education

Strategies	Activities	People Responsible	Cost	Estimated Timeline	Done
Staff at all levels of the program receive training and education on the following topics: <ul style="list-style-type: none">Cultural differences in how people understand and respond to trauma.					

B. Staff Supervision, Support and Self Care

Strategies	Activities	People Responsible	Cost	Estimated Timeline	Done
Topics related to <u>self care</u> are addressed in team meetings (eg vicarious trauma, burn out, stress-reducing strategies).					
Part of supervision time is used to help staff members understand their own stresses.					
Part of supervision time is used to help staff members understand how their stress reactions impact their work with consumers.					
The agency helps staff members debrief after a crisis.					

II. Creating a Safe and Supportive Environment

A. Establishing a Safe Physical Environment

Strategies	Activities	People Responsible	Cost	Estimated Timeline	Done
Staff members ask consumers for their definitions of physical safety.					

B. Establishing a Supportive Environment

Strategies	Activities	People Responsible	Cost	Estimated Timeline	Done
Information Sharing	Consumer rights are posted in places that are visible (eg room checks, grievance policies)				
	Materials are posted about traumatic stress (eg what it is, how it impacts people, and available trauma-specific resources).				
Cultural Competence	Program information is available in different languages.				
Safety and Crisis Prevention	For the following item, the term “crisis-prevention plan” is defined as an individualized plan for how to help each consumer manage stress and feel supported. Each consumer has a written crisis prevention plan which includes a list of triggers, strategies and responses which are helpful and those that are not helpful and a list of persons the consumer can go to for support.				
Open and Respectful Communication	Staff members ask consumers for their definitions of emotional safety.				
	The agency uses “people first” language rather than labels (eg ‘people who are experiencing homelessness’ rather than ‘homeless people’).				

III. Assessing and Planning Services

A. Conducting Intake Interviews

Strategies	Activities	People Responsible	Cost	Estimated Timeline	Done
The intake assessment would include questions about: <ul style="list-style-type: none">• Cultural strengths (eg world view, role of spirituality, cultural connections).• Previous head injury.• Quality of relationship with child or children (ie caregiver/child attachment)• Children's trauma exposure (eg neglect, abuse, exposure to violence)• Children's achievement of developmental tasks.					

B. Offering Services and Trauma-Specific Interventions

Strategies	Activities	People Responsible	Cost	Estimated Timeline	Done
The program educates consumers about traumatic stress and triggers.					
The program has access to a clinician with expertise in trauma and trauma-related interventions (on-staff or available for regular consultation).					

IV. Involving Customers

A. Involving Current and Former Consumers

Strategies	Activities	People Responsible	Cost	Estimated Timeline	Done
The program recruits former consumers to serve in an advisory capacity.					
Former consumers are invited to share their thoughts, ideas and experiences with the program.					

V. Adapting Policies

A. Reviewing Policies

Strategies	Activities	People Responsible	Cost	Estimated Timeline	Done
The program involves consumers in its review of policies.					

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