

Establish Trusting Relationships: Assessment Tool

To fully adopt and sustain a trauma-informed approach, leaders must work to embed a commitment to trauma-informed care into organizational infrastructure. Adopting a trauma-informed approach means developing policies, procedures, and processes that aim to institutionalize trauma-informed care beyond one champion, department, or program. This tool includes reflection questions and an assessment tool pulled from the American Institutes for Research's larger Trauma-Informed Systems Change model that agencies can use to identify areas of strength and opportunities for growth related to promoting trauma-informed policies and procedures.

REFLECTION QUESTIONS: ESTABLISHING TRUSTING RELATIONSHIPS

Domain 2: Establish Trusting Relationships

1. How does your agency currently foster trusting relationships with service users?
2. How does your agency seek staff input and ensure opportunities for service user voice?
3. How does your agency support culturally- and gender-responsive services?
4. How does your agency promote service user involvement and engagement?
5. How does your agency promote partnership with service users?
6. How do you monitor your quality of engagement and collaboration with service users?

ESTABLISH TRUSTING RELATIONSHIPS: ASSESSMENT

The table below outlines agency-level practice standards related to promoting trauma-informed policies and procedures. Begin by rating the extent to which each standard is an established part of agency practice. You may complete this for an agency as a whole or for particular programs within the agency depending on the focus for change. Review with your team to identify standards to prioritize for further integration across a program or the agency.

Practice Standards	Program Rating: 4 = Fully established 3 = Partially in place 2 = Under consideration 1 = Not currently in place	Priority Area for Growth
The organization has established standards of practice for engaging and building relationships with service users based on trauma-informed principles.		<input type="checkbox"/> Yes <input type="checkbox"/> No
All agency staff receives ongoing professional development on the effects of trauma on attachment and relationships.		<input type="checkbox"/> Yes <input type="checkbox"/> No
The agency embeds trauma-related concepts into relationship-building practices with service recipients.		<input type="checkbox"/> Yes <input type="checkbox"/> No
The organization has a process in place for monitoring quality of engagement and collaboration with service recipients.		<input type="checkbox"/> Yes <input type="checkbox"/> No
The organization has established standards for ensuring culturally and gender responsive practice.		<input type="checkbox"/> Yes <input type="checkbox"/> No

Next Steps

Choose one or more practice standards that you would like to more fully adopt, and create a concrete plan for adoption using the action planning template below.

Practice Standard:			
Action Steps	Lead/Team	Timeframe	Benchmarks of Success

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