Trauma-Informed Agency Reflection Tool

Directions:

1. Use the reflection questions in this tool to explore the extent to which your agency currently adopts a universal, trauma-informed approach across the 5 assessment domains. [Note: Questions are framed at both the agency and program level, depending on the focus of your change efforts.]

2. Consider how to involve agency staff in varied roles in these reflections and discussions.
   - You may begin this review with a core team of staff that represents your initial "trauma workgroup" and can be expanded or adjusted later, once the organization has a better sense of interest and readiness to move forward with systematically adopting a trauma-informed approach.
   - If the organization is small enough, you may have these discussions with all staff.
   - You may choose to use the reflection questions with a smaller group and use a broader assessment tool as a survey for all staff to complete.

3. Use the information gathered here, along with results from any other formal or informal information-gathering related to trauma-informed practice using other tools, to identify focus areas for action planning.

TRAUMA-INFORMED AGENCY REFLECTION TOOL

Domain 1: Build a Trauma-Informed Workforce

1. How does your agency support ongoing knowledge and skills-building for agency staff related to understanding the impact of trauma service users and staff and adopting a trauma-informed approach?

2. How is staff capacity-building related to trauma-informed care built into existing structures within the agency (e.g., supervision, staff meetings, strategic planning)?

3. How does your agency assess staff knowledge of trauma and use of trauma-informed practices?

4. How does your agency identify and address issues related to secondary traumatic stress and promote staff wellness/resilience?

5. How does your agency embed the guiding principles of a trauma-informed approach into supervision?

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?

Domain 3: Create Safe and Respectful Service Environments

1. What standards does your agency have in place for ensuring safe and respectful environments for service users? (Consider standards related to the physical safety in the environment, privacy, open communication, information-sharing, consistency and predictability, crisis prevention and intervention.)

2. How does your agency identify and reduce potentially re-traumatizing practices/situations in the service environment?

3. How does your agency involve people with similar lived experiences in the work of the agency?

4. How does your agency determine staff sense of safety in the work environment (physical and emotional)?

Domain 4: Provide Trauma-Informed Services

1. How do existing service delivery standards align with the guiding principles of a trauma-informed approach (e.g., trauma awareness, cultural/gender responsiveness, youth and family voice, transparency, safety, integration of care, collaboration/shared decision-making)?

2. How does your agency identify trauma-related experiences and needs among the people you serve? (Consider types of trauma-related screening and assessment tools used.)

3. What types of trauma-specific treatments does your agency provide for service users? (Consider what you provide and/or where you refer service users for trauma-specific treatments.)

4. How does your agency gather feedback from service users about their experiences with the services provided or referred to by the agency?

Domain 5: Promote Trauma-Informed Policies and Procedures

1. How do current agency policies support a trauma-informed approach? (Consider whether there are policies that support trauma awareness, cultural/gender responsiveness, youth and family engagement and empowerment, staff wellness, transparency, integration of care.)

2. Who is involved in the development and review of policies?

3. How does your agency monitor whether trauma-related policies are implemented?

4. What processes are in place to assess current and ongoing capacity in trauma-informed care?

5. How does the agency involve staff and service users in policy development and review?