

Provide Trauma-Informed Services: 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: TRAUMA-INFORMED SERVICES

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?

TRAUMA-INFORMED SERVICE DELIVERY: 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
Screening tools and assessments consider the potential presence and impact of trauma for all service recipients.		<input type="checkbox"/> Yes <input type="checkbox"/> No
Service plans are designed consider trauma-related needs of service recipients		<input type="checkbox"/> Yes <input type="checkbox"/> No
Service recipients have access to trauma-specific clinical interventions as needed.		<input type="checkbox"/> Yes <input type="checkbox"/> No
Interventions are culturally and gender responsive.		<input type="checkbox"/> Yes <input type="checkbox"/> No
Diverse strategies for supporting healing are incorporated, including the creative arts, body-based work, and contemplative practices.		<input type="checkbox"/> Yes <input type="checkbox"/> No
The organization educates service recipients about trauma and its effects.		<input type="checkbox"/> Yes <input type="checkbox"/> No
The organization helps service recipients build key skills for resilience, such as self-regulation and connection.		
All services are provided in a trauma-informed manner.		

Practice Standards	Program Rating: 4 = Fully established 3 = Partially in place 2 = Under consideration 1 = Not currently in place	Priority Area for Growth
Service recipients are included in decision-making about the types of services provided and their delivery.		
There are processes in place for gathering regular feedback from service recipients about the services that they receive.		
The organization collaborates with other agencies to promote a coordinated trauma-informed approach.		

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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