

Implementing Trauma Informed Approaches
Planning Progress
May 2014

Trauma Informed Care Task Force
United Community Services
Johnson County, KS

Of the ten organizations that have completed TIC Implementation Plans....

...Ten (100%) wrote at least one goal related to **Supporting Staff and Volunteer Development**. Their goals include:

- Staff will share a common base of TIC knowledge.
- Enable staff to articulate and practice the elements of a trauma informed environment.
- All community-based therapists will increase competency in the delivery of trauma informed treatment and their ability to meet the unique needs of clients.
- Increase staff understanding of trauma, its effects and trauma-informed approaches through training.
- Educate volunteers about Trauma Informed Care to support them personally and enhance their effectiveness as advocates for kids
- Educate staff about Trauma Informed Care to support them personally and enhance their work with volunteers
- Prepare staff & volunteers to help clients understand their own trauma and to respond with empathy, understanding and calm.
- Staff and volunteers understand trauma- informed care
- Staff are trained to be sensitive to trauma related issues
- Promote staff sensitivity to trauma so that all constituents feel valued.
- Prepare volunteers for the trauma-related situations they may encounter.

They set a total of 93 action steps to achieve those goals (plans prepared in Fall 2013 included 58 action steps in this area).

Action Steps UCS recommends all participating agencies consider:

- ☆ Measuring increased knowledge of TIC. Examples include:
 - ☆ Develop a check list or post-test to assess what employees learned through training.
 - ☆ Develop a tool to measure increased knowledge for both introductory and ongoing volunteer training
- ☆ Updating or expanding staff training. Examples include:
 - ☆ Require all staff to participate in a 2-3 hour TIC refresher course annually.
 - ☆ Offer refresher and/or more in depth training on designated specific trauma-related topics
 - ☆ Arrange for 2nd level/ongoing trauma education (by either providing education directly or using training resources in the community)
- ☆ Train all newly hired staff in TIC.
- ☆ Select and train additional trainers

Most participating organizations will measure progress toward achieving their goals by tracking the number and percentage of targeted employees (and in some agencies, volunteers) completing TIC training.

Of the ten organizations that have completed TIC Implementation Plans....

...Nine (90%) wrote at least one goal related to **Creating a Safe and Supportive Environment**.

Their goals include:

- Create an emotionally and psychologically safe environment for staff and volunteers so they can be more effective
- All staff will be emotionally and physically safe, and will feel validated about their value, work and safety
- Create an agency culture that understands and embraces the belief that to be trauma informed will result in client success.
- Identify procedures and processes which create a safer work environment for staff and clients.
- Promote the development of individual safety plans so that staff recognize how trauma impacts their response.
- Ensure ongoing sensitivity to trauma-related issues so that we become a full functioning trauma informed agency
- Establish an atmosphere in which all staff and clients feel emotionally safe
- Reduce the potential to re-traumatize consumers and reduce consumer frustration/confusion by improving communication and coordination across units.
- Prepare staff to provide more effective care by increasing their awareness of their triggers and responses.
- Promote client recovery by creating a safer environment.
- Support staff so they can address the needs of families with a TIC lens.
- Provide a safe, supportive workplace
- Create a more trauma informed work environment and promote staff sensitivity to trauma so that all constituents feel valued.
- Expand staff compassion and empathy for each other's trauma triggers so that all staff feel emotionally supported.

They set a total of 88 action steps to achieve those goals (plans prepared in Fall 2013 included 52 action steps in this area).

Action Steps UCS recommends all participating agencies consider:

- ☆ Empower staff to make trauma-informed decisions in their daily work and to share these actions with supervisor or TIC Team.
- ☆ Incorporate TIC into the performance appraisal process.
- ☆ Incorporate TIC perspectives and safety planning into regular supervision.

Organizations will assess progress using multiple measures, including:

- ☑ Change in the number of incidents involving use of force and/or restraints
- ☑ Stable or increased staff retention rates
- ☑ % of staff completing safety plan at training
- ☑ Staff report increased teamwork and/or more effective collaboration within their organization
- ☑ # and % of staff meeting their TIC-related performance appraisal goals

Of the ten organizations that have completed TIC Implementation Plans....

...Eight (80%) wrote at least one goal related to **Involving Consumers** (five organizations addressed this area in plans prepared in Fall 2013). Their goals include:

- Invite consumer input to ensure services are trauma informed from a consumer perspective.
- Review all policies related to client interaction with a trauma-informed lens to identify any needed changes
- Make meaningful change in the way we involve clients by asking for and incorporating their feedback.
- Clients are given opportunities to provide input and feedback, which is used to guide policy development.
- The Board of Directors makes decisions with consumers in mind
- Policies reflect client/ consumer input.

They set a total of 31 action steps to achieve those goals (plans prepared in Fall 2013 included 16 action steps in this area).

Action Steps UCS recommends all participating agencies consider:

- ☆ Former consumers are recruited to serve on the board or committee level, as appropriate
- ☆ Consider adding former clients to the Advisory Committee to invite client perspective on operations and procedures
- ☆ Encourage all board members to participate in direct service exposure

Organizations will assess progress using multiple measures, including:

- # of consumers participating at the board or committee level
- # and % of total client families participating in consumer group meetings

Of the ten organizations that have completed TIC Implementation Plans....

... Six (60%) wrote at least one goal related to **Adapting Policies**. (five organizations addressed this area in plans prepared in Fall 2013). Their goals include:

- All program policies will incorporate trauma-informed principles
- Identify procedures and processes which create a safer work environment for staff and clients.
- Make agency policies more trauma informed so that client relationships can be strengthened and clients can be more successful in their program
- Review all policies related to client interaction with a trauma-informed lens to identify any needed changes
- Analyze existing policies and procedures so that we can modify and create trauma-informed approaches/practices in our daily work.
- Reduce the potential to re-traumatize individuals held in detention.
- Implement agency policies and procedures that ensure staff and visitors' safety.
- Agency and department policies and practices reflect the overall agency commitment to TIC.

They set a total of 29 action steps to achieve those goals (plans prepared in Fall 2013 included 22 action steps in this area).

Action Steps UCS recommends all participating agencies consider:

- ☆ Include a member of the TIC Implementation Team in the annual review of all agency policies
- ☆ TIC Committee suggests trauma-informed related changes and submits proposed policy revisions to management

Organizations will assess progress using multiple measures, including:

- # and % of agency policies reviewed in collaboration with the TIC Implementation Team
- Policy modifications completed as needed

Of the ten organizations that have completed TIC Implementation Plans....

...Three (30%) wrote a goal related to **Assessing and Planning Services**. Their goals include:

- All programs will incorporate valid measures to show client change/progress so we know our services are improving client function.
- Visitors have predictability and confidence through consistent staff and volunteer practices.
- Incorporate a trauma assessment instrument at client intake so that we can identify past exposure and develop case planning/service delivery.

They set a total of 18 action steps to achieve those goals (plans prepared in Fall 2013 included 10 action steps in this area).

An Action Step UCS recommends all participating agencies consider:

- ☆ Improve readiness to respond when clients disclose needs through more case planning

Organizations will assess progress using measures such as increased referrals to mental health services and other resources.

Of the ten organizations that have completed TIC Implementation Plans....

... All ten agencies (100%) adopted some variation of the following goal related to ongoing **Implementation:**

- The TIC Implementation Team will actively lead agency TIC integration efforts

They set a total of 58 action steps to achieve that goal (plans prepared in Fall 2013 included 31 action steps in this area).

Action Steps UCS recommends all participating agencies consider:

- ☆ Review the composition of the implementation team annually to ensure needed roles/skills are represented, and use rotating, staggered terms for both team membership and team leadership.
- ☆ The implementation team will meet regularly to:
 - ☆ monitor and document implementation progress;
 - ☆ discuss implementation successes & challenges;
 - ☆ identify additional goals/action items;
 - ☆ designate staff to lead efforts on specific initiatives between meetings; and,
 - ☆ review items that have current/upcoming due dates.
- ☆ Communicate implementation progress via the agency website, newsletter, volunteer newsletter (focusing on upcoming TIC activities for volunteers) and other vehicles.
- ☆ Review implementation progress with full staff at staff meetings twice a year.
- ☆ Prepare written TIC implementation progress report.
- ☆ Consider repeating the TIC self-assessment after all staff have been trained and various trauma-informed practices have been implemented, and use results to identify additional TIC implementation goals and action steps.

Organizations will assess progress using multiple measures, including:

- Goals and action steps updated twice each year
- # and % of implementation team members attending scheduled team meetings
- # and % of designated items on the agency TIC self-assessment that receive increased strongly agree/agree responses.