

## TRAUMA-INFORMED SERVICES<sup>5</sup>

<b>Definition</b>	Providing services in a way that is based on the knowledge and understanding of trauma and that recognizes that trauma has impactful and varying effects on survivors and co-survivors
<b>Goal</b>	Providing services in a way that does not cause further harm and that supports the well-being of survivors and co-survivors
<b>Minimum Qualifications</b>	<ul style="list-style-type: none"> <li>• Program builds rapport to promote a trusting and safe relationship with people seeking and utilizing services</li> <li>• Service providers are transparent about what the service will look like and what can realistically be expected</li> <li>• Service providers validate survivors and co-survivors and otherwise use empathy</li> <li>• Service providers practice self-care in order to be the most effective with their work</li> <li>• Program responds by fully integrating knowledge about trauma into policies, procedures, and practices</li> <li>• Program seeks to actively resist re-traumatization</li> <li>• Services and supports are built using best practices</li> </ul>

<sup>5</sup>Information based on "SAMHSA's Concept of Trauma and Guidance for a Trauma-Informed Approach"

# TRAUMA-INFORMED SERVICES

## *Program Checklist*

### 1. Staffing

- All staff and volunteers are trained on the widespread and varying effects of trauma and how this can impact survivors and co-survivors
- Service providers are educated on forms of oppression and how that can lead to more harm and to barriers of service for survivors and co-survivors
- Service providers are trained to recognize the signs and symptoms of trauma in survivors, families, staff, and others involved with the process

### 2. Policies

- The Program links survivors and co-survivors to resources as appropriate and requested
- Trauma-informed approaches are used in developing all internal policies, including workforce development, employee assistance, and supervision practices
- The Program provides support related to secondary and vicarious trauma to service providers, including training on and promoting self-care and community-care
- The program has policies supporting a physically and psychologically safe environment
- The Program has a budget that supports the ongoing training needed to stay informed on best practices

### 3. Evaluation

- The Program evaluates annually what trauma-informed approaches are being used, through sources such as service audits, survivor feedback forms, and employee feedback or reviews
- The Program reviews quarterly any data collected from survivors and co-survivors in order to screen for possible trauma-informed improvements to procedures