**TRAUMA-INFORMED SERVICES**

<table>
<thead>
<tr>
<th>Definition</th>
<th>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</th>
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</thead>
<tbody>
<tr>
<td>Goal</td>
<td>Providing services in a way that does not cause further harm and that supports the well-being of survivors and co-survivors</td>
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</tbody>
</table>
| Minimum Qualifications | - Program builds rapport to promote a trusting and safe relationship with people seeking and utilizing services  
- Service providers are transparent about what the service will look like and what can realistically be expected  
- Service providers validate survivors and co-survivors and otherwise use empathy  
- Service providers practice self-care in order to be the most effective with their work  
- Program responds by fully integrating knowledge about trauma into policies, procedures, and practices  
- Program seeks to actively resist re-traumatization  
- Services and supports are built using best practices |

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5Information 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