

YOUR ORGANIZATION

Trauma Informed Leadership Team's (TILT) Standards of Practice Results, August 2021

The Standards of Practice Tool is intended to provide benchmarks for planning and monitoring progress and as a means to highlight accomplishments and to challenge each organization. The tool is organized around the following 10 components. Each component displays the TILT's collective results:

- Organization Commitment and Endorsement: 3**
Organization leadership acknowledges that an understanding of the impact of trauma is central to effective service delivery and makes operational decisions accordingly.
- Environment and Safety: 2.7**
There is demonstrated commitment to creating a welcoming environment and minimizing and/or responding to perceived challenges to safety.
- Workforce Development: 2.7**
Human Resources policies and practices reflect a commitment to trauma informed care for staff and the population served.
- Workforce Development, Core Training: 2.7**
Employees, volunteers, and board members have received core training in trauma informed care.
- Hiring and Onboarding Practices: 2.2**
The hiring process includes candidates that are representative of the populations served and is sensitive to exposure of past traumas.

- Supervision and Support: 2.5**
Expectations are communicated through fair, supportive, and strength-based approaches.
- Services and Service Delivery: 3**
Service delivery reflects a commitment to trauma informed practice related to screening, assessment, treatment services, aspects of engagement, and cross-sector involvement, a collaboration.
- Cross-Sector Collaboration: 3.3**
There is dedication to building and maintaining partnerships that work collaboratively to educate and support trauma informed principles.
- Diversity and Equity: 3.1**
The organization embraces diversity and accommodates disadvantages to ensure everyone has an opportunity to participate and contribute.
- Systems Change & Progress Monitoring: 2.4**
There is a demonstrated commitment to planning, implementation, and continuous improvement. To include progress monitoring, quality assurance, and evaluation

We have not started → We are in the planning stages → We are in the process of implementing → We have made significant progress → We are amazing →

Question	Component	Average	Standard Deviation
Board of Directors and Leadership Team are committed to implementing trauma informed standards in the work of the organization.	Organization Commitment and Endorsement	2.78	0.67
Organization develops a TILT (Trauma Informed Leadership Team) and identifies champions within the senior leadership.	Organization Commitment and Endorsement	2.78	0.67
Trauma Informed Care appears as a core principle in organization value statements, policies, and written program/services information.	Organization Commitment and Endorsement	2.67	1.12
There is a process in place for regular feedback and suggestions from staff and consumers related to trauma informed care perceived safety, welcoming environment, transparency, shared decision making, supportive /helpful staff).	Organization Commitment and Endorsement	2.44	1.33
Individuals with lived experiences in your system have roles in your organization	Organization Commitment and Endorsement	3.56	1.01
Organization budget reflects a commitment of trauma informed care (e.g. training, self-care).	Organization Commitment and Endorsement	2.56	1.24
Decisions about changes in policy, practices, procedures, and personnel are made in a way that minimizes negative impact on workforce and on individuals/families receiving services.	Organization Commitment and Endorsement	2.67	1.32
The importance of self-care is reflected in organization policies.	Organization Commitment and Endorsement	2.78	0.97
The organization made a commitment to diversity and equity within the organization and with the population served.	Organization Commitment and Endorsement	3.67	1.00
Leadership looks at best practice for Trauma Informed Care to be embraced throughout the organization.	Organization Commitment and Endorsement	2.78	0.97
Leadership identifies barriers to progress and evaluates success.	Organization Commitment and Endorsement	2.78	1.30
A high standard of confidentiality is maintained throughout the whole organization	Organization Commitment and Endorsement	4.11	1.17
Physical space (e.g., external environment, lighting, exits and entrances, waiting room, offices, halls, conference rooms, restrooms) provides actual and perceived safety for staff and individuals receiving services.	Environment and Safety	3.44	1.01
Physical environment has been reviewed for cultural responsiveness.	Environment and Safety	2.33	1.32
There is a process in place to hear and respond to safety concerns and crisis protocols that arise. These protocols are practiced regularly and staff know where to access the information when needed.	Environment and Safety	2.89	0.93
Individuals who have received services from the organization have helped develop and/or reviewed decisions about physical environment and/or safety protocols.	Environment and Safety	2.22	1.09
Adverse Childhood Experiences	Workforce Development: Core Training	2.89	1.17
Prevalence and impact of trauma on individuals and staff	Workforce Development: Core Training	3.00	1.22
Principles and Implementation of Trauma Informed Care	Workforce Development: Core Training	2.78	1.09
Self-care	Workforce Development: Core Training	2.67	1.00
NEAR (Neuroscience, Epigenetics, ACES, Resiliency)	Workforce Development: Core Training	2.11	1.17
Self regulation and de-escalation	Workforce Development: Core Training	2.89	1.27
Historical Trauma	Workforce Development: Core Training	2.44	1.24
Equity and Cultural Diversity	Workforce Development: Core Training	2.67	1.12
Handbook and organization manual include TIC language and policies	Workforce Development	2.22	1.09
Core Trainings are offered to new staff and required for all staff	Workforce Development	1.89	0.78
Organization is building internal capacity to insure that ongoing training and education for staff on trauma informed care is available.	Workforce Development	2.56	1.01
Ongoing professional development opportunities are available for all staff. To ensure the right trainings are being offered, staff are invited to complete need assessments.	Workforce Development	2.78	1.39
The mission and values of the organization are communicated to all staff	Workforce Development	4.11	0.78
Alternative opportunities for staff to learn about Trauma Informed Care (i.e. webinars, community events, trainings being offered at different times, videos) are offered.	Workforce Development	3.00	1.00
Human Resources or Administration tracks staff trainings.	Workforce Development	2.78	1.64
Peer support is encouraged through mentoring, shadowing opportunities, and case consultation.	Workforce Development	2.11	1.17
Organization supports staff with their own trauma responses. Organization allow staff to take care of themselves if they are triggered. Safety plans are encouraged.	Workforce Development	3.00	1.12
Job descriptions and hiring questions include questions include trauma informed language. Screening and interviewing protocols includes applicant's understanding and prior experience/training regarding the prevalence and impact of trauma and the nature of trauma informed care.	Hiring and Onboarding Practices	2.00	0.71
The organization provides an avenue for individuals with lived experiences of our services to participate in or inform the hiring process.	Hiring and Onboarding Practices	2.33	1.41

Weight	Category
1	We have not started
2	We are in the planning stages
3	We are in the process of implementation
4	We have made significant progress
5	We are amazing

Element	Definition
Standard Deviation	The standard deviation is a measure of the amount of variation or dispersion of a set of values. A low standard deviation indicates that the values tend to be close to the mean of the set, while a high standard deviation indicates that the values are spread out over a wider range.
n	The symbol "n" represents the sample size.

n=

Staff receive regularly scheduled supervision that is supportive and where strengths are incorporated and encouraged.	Supervision and Support	3.11	1.36
There is a clear process for peer support and guidance.	Supervision and Support	2.56	1.33
Supervision includes discussion of self-care and wellness.	Supervision and Support	3.00	1.12
Supervision includes learning and application of knowledge about trauma and Trauma Informed Care to include strength based approaches and reflective supervision, if possible.	Supervision and Support	2.44	1.13
Supervisors have had training /consultation on supervising for Trauma Informed Care	Supervision and Support	2.33	1.00
Performance reviews expect increased awareness, understanding and practice of skills related to trauma informed care.	Supervision and Support	1.67	0.71
Supervisors and staff can explain personnel policies; disciplinary actions reflect principles of transparency, predictability, and inclusiveness.	Supervision and Support	2.33	1.12
The first point of contact is welcoming and engaging for individuals seeking support or services. Physical environment provides a welcoming environment (color, furniture, wall decorations, greeting by name, access to water).	Services and Service Delivery	3.56	1.33
Direct staff understand the signs, symptoms and risks of suicide and are able to respond and get appropriate help.	Services and Service Delivery	3.00	1.32
Intake forms and processes have been reviewed and modified to reduce unnecessary detail that might be triggering to individuals or staff who are seeking or entering services.	Services and Service Delivery	3.00	1.58
Organization has easy-to-read paperwork for staff and consumers that explains core services, key rules and policies, and process for concerns/complaints. All paperwork reflects trauma informed care principles and they are embedded in the operating policies.	Services and Service Delivery	2.67	1.00
Policies related to treatment services (cancellations, no-shows and other rules) have been reviewed and modified as needed to reflect an understanding of trauma and its impact.	Services and Service Delivery	2.11	1.36
Wearing a trauma lens at all times, language is framed to ask "What has happened?" instead of "What is wrong?"	Services and Service Delivery	3.11	1.27
The TILT (Trauma Informed Leadership Team) meets regularly and all departments are represented. The team has a clearly articulated succession plan.	Services and Service Delivery	2.78	0.97
There is a way to support those your organization serves as they succeed	Services and Service Delivery	3.22	1.30
The organization has cultural representation to reflect the community served	Services and Service Delivery	3.56	1.01
Individuals receiving services have the opportunity to provide input/feedback and/or to grieve policies that affect them.	Services and Service Delivery	3.22	1.09
In organizations providing direct service, the importance of the primary relationship is recognized and supported through policy and practice.	Services and Service Delivery	3.44	1.13
In organizations providing direct service, trauma specific services are offered, preferably reflecting promising or best practices.	Services and Service Delivery	2.89	1.17
In organizations not providing direct services, staff have up-to-date information about trauma specific services available for referrals.	Services and Service Delivery	1.78	1.79
Peer support is available and routinely offered to individuals receiving services	Services and Service Delivery	3.00	1.32
Individuals receiving services are not terminated from services without notice and direct contact (unless precluded by circumstances).	Services and Service Delivery	3.67	1.41
Organization is working with community partners and /or systems to develop common trauma informed language, protocols, and procedures.	Cross-Sector Collaboration	2.33	1.12
The organization provides warm hand offs (e.g. introductions when making referrals)	Cross-Sector Collaboration	4.00	1.00
The organization is committed to developing a robust network of culturally responsive connections across all sectors to build capacity.	Cross-Sector Collaboration	3.44	1.13
The staff and board members represent the individuals served.	Diversity and Equity	2.44	1.24
The organization's TILT represents the community	Diversity and Equity	2.78	1.09
Your organization honors cultural diversity and equity. Services are tailored to be relevant for those you serve.	Diversity and Equity	3.44	0.88
The organization's materials and services are offered in languages other than English	Diversity and Equity	3.56	1.01
Organization initiates regular feedback from the individuals they serve	Systems Change and Progress Monitoring	2.78	0.97
Organization completes a regular self-assessment.	Systems Change and Progress Monitoring	2.44	1.24
Senior Management and/or Trauma Informed Care Leadership Team (TILT) receives regular updates on progress and priorities for systems change to ensure trauma informed care.	Systems Change and Progress Monitoring	2.11	0.78
There is a regular mechanism for communicating to all staff and stakeholders about emerging trauma informed practices and the organization's efforts to promote and sustain this framework.	Systems Change and Progress Monitoring	2.22	0.83
The organization is using data to help establish priorities and measure impact (i.e. staff retention, absenteeism, engagement and retention of service recipients, etc.)	Systems Change and Progress Monitoring	2.22	1.09
The self-assessment or quality assurance process for Trauma Informed Care is ongoing	Systems Change and Progress Monitoring	2.22	0.97
New employee orientation includes principles of Trauma Informed Care	Systems Change and Progress Monitoring	2.00	1.00
Organizations culture priority is strength based	Systems Change and Progress Monitoring	3.00	1.50

Component	Narrative
Organization Commitment and Endorsement	
Environment and Safety	
Workforce Development, Core Trainings	
Hiring and Onboarding Practices	
Supervision and Support	
Services and Service Delivery	
Cross-Sector Collaboration	
Diversity and Equity	
Systems Change and Progress Monitoring	

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