Sustainability Starts at the First Steps of Implementation

Overview

• What are You Being Asked to Do?
• Implementation of Trauma-informed Approaches Using Kotter’s 8 Stages of Change
• Implementation Process
• Organizational Self-assessment
What Is a Trauma-informed Approach?

A trauma-informed approach incorporates four key elements:

1. **Realizes** the prevalence of trauma;
2. **Recognizes** how trauma affects all individuals involved with the program, organization, or system, including its own workforce;
3. **Resists** re-traumatization
4. **Responds** by putting this knowledge into practice.

*(SAMHSA, 2012)*

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What Does a Trauma-Informed Organization Include?

- Safe, calm, and secure environment with supportive care
- System wide understanding of trauma prevalence, impact and trauma-informed care
- Cultural competence
- Consumer voice, choice and advocacy
- Recovery, consumer-driven and trauma specific services
- Healing, hopeful, honest and trusting relationships
Organizational Readiness
Ask Yourself:

1) Is my organization committed to increasing our awareness and understanding of the principles and practices of trauma informed care?

2) Does my organization want to insure that we address the needs of those we serve affected by trauma as an integral part of our strategic plan?

3) Does my organization want to insure that we screen and assess for trauma for all we serve in a way that is sensitive and respectful?

5) Does my organization want to offer our customers a range of evidence-informed interventions and services that address trauma related adaptations and difficulties provided by knowledgeable; skillful and culturally respectful staff?

6) Does my organization want to insure that our policy and procedural decisions are informed by the experience and perspective of those we serve (peers as employees/volunteers/advocates in a variety of influential roles)?
7) Does my organization want to insure that our entire workforce is educated about trauma-informed approaches and how every person (employee/customer/student/volunteer) contributes to accomplishing this goal?

8) Does my organization want to raise the awareness of trauma informed approaches to other organizations, programs and service systems that interact with those we serve?

9) Does my organization want to create an environment that supports staff experiencing work stress or vicarious trauma?

10) Does my organization want to use data to monitor and sustain our improvements?
Kotter’s Eight Stages of Change

- 1) Increase urgency
- 2) Build guiding teams
- 3) Get the vision right
- 4) Communication for buy-in
- 5) Enable action
- 6) Create short-term wins
- 7) Don’t let-up
- 8) Make it stick

Implementation Process for Trauma-informed Culture Change

- Gain Commitment from Leadership
- Develop a Core Implementation Team
- Build Consensus
- Create a Shared Vision
- Communicate for Buy-in
- Assess Your Organization
- Develop a Plan
- Create a Monitoring System
- Take Action
- Build Sustainability from the Beginning
7 Domains of Trauma-informed Care

1. Early Screening and Comprehensive Assessment
2. Consumer Driven Care and Services
3. Trauma-informed, Responsive and Educated Workforce
4. Emerging and Evidence-informed Best Practices
5. Safe and Secure Environments
6. Create Trauma-informed Community Partnerships
7. Develop a Performance Monitoring System

Focused Trauma-informed Implementation

The Advantages of a Learning Community
2013-14 Learning Community Accomplishments

• Infrastructure Development: 90% of the Core Implementation Teams continued to meet at least monthly to continue the Trauma Improved Care improvement process.

• Screening and Assessment: 75% of members expanded or began to introduce screening processes around trauma since joining the learning community.

• Consumer driven care and services: 50% of members had already hired at least one consumer. 15% of members hired a consumer during their involvement in the learning community. 30% of members engaged or expanded engagement of consumers volunteers since joining the learning community.

Accomplishments (continued)

Trauma informed, educated and responsive workforce

• 42% of participating organizations have included questions related to a candidates understating of Trauma Informed Care during the interview hiring process

• Over 70% of members have expanded the role of supervisors to promote TIC principles and practices

• Over 75% of members have implemented formal presentations to their workforce to build awareness and an understanding of trauma informed care.

• 40% of members initiated and or expanded training of clinical staff on trauma specific evidence based practices
Accomplishments (continued)

Trauma informed, evidence based and emerging best practices

• Supervision of staff and/or peers who are involved in providing trauma specific services is occurring in 70% of the participant organizations.
• Over 90% of members offer clients at least one trauma specific evidence based practice. Since joining the learning community, 25% of members initiated and or expanded their trauma specific treatment offerings to clients.

Safe and secure environment

• 70% of members have made improvement in at least one aspect of the Safe and Secure Environment domain. The areas that have improved the most in this domain is workforce development involving the training of staff to promote crisis management skills in a trauma informed manner as well as training on compassion fatigue.

Community outreach and partnership building

• Nearly a third of LC members initiated and/or expanded their engagement within the community entities that affect the lives of their clients (e.g., housing, community shelters and other safety net programs, law enforcement, inpatient/outpatient primary and specialty health care providers, schools and employment programs).
What is a Learning Community?

- Group of organizations committed to improving services related to a specific area of quality
- Members communicate regularly to share their experiences and to learn from each other
- A Learning Community Faculty member under the National Council Trauma-Informed Services Learning Community provides guidance and support to members of the learning community
Why is a Learning Community Effective?

• Builds on the collective knowledge and real world experiences of participants
• Social networking and shared learning encounters are activating
• Efficient and effective method to support widespread practice improvement
• Ensures that the common and unique concerns, challenges and needs of grantees are addressed

How is a Learning Community Organized?

• Participants are organized into cohorts
• Each cohort has a LC Faculty Member as a liaison and facilitator
• Each organization identifies a core implementation team who interfaces with their fellow core implementation teams in the Learning Community
Learning Communities - All About Relationships!

...Where Healing Happens

Other Tools and Resources


- Fallot and Harris, 2001. Using Trauma Theory to Design Service Systems (available at Amazon)

Contact Information

Cheryl S. Sharp, MSW, ALWF
cheryls@thenationalcouncil.org
202/684-7457, ext. 254