

COMMUNITY NETWO

Trauma-Informed Agency Self-Assessment

The Greater Williamsburg Trauma-Informed Community Network's (GW-TICN) vision is supporting a trauma-aware, resilient, compassionate and inclusive community characterized by trust, transparency, and reduced stigma to ease the impact of trauma exposure.

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RAUMA-INFORM

GW-TICN member agencies, to include government, for-profit and non-profit businesses, are asked to complete an agency self-assessment to develop a unified professional response to trauma-informed care within the Greater Williamsburg area. A review will be conducted on an agency and community level to identify opportunities for program and environmental change, assist in professional development planning and to inform organizational and community-wide policy change.

All responses will be anonymous.

Please indicate the level your agency demonstrates in each trauma-informed statement below. Use your initial impression. Remember: 1. You are evaluating the agency not your individual performance; 2. You are evaluating the agency based on practices, policies and culture that influence the day-to-day environment at the agency.

Agency

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Department/Program/Unit

# Policy Review/Governance and Leadership

	Minimally	Moderately	Significantly	Fully	Do Not Know	N/A to My Role
Agency guiding principles and strategic plans (vision, mission and goals) reflect a commitment to providing trauma-informed services and supports.	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$
The program has written policies that are supportive of trauma informed approaches and demonstrate a commitment and respect for cultural differences.	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$
Agency leadership understand the value and have specific training and background in trauma informed care.	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$
Agency leaders discuss trauma- informed care in internal agency meetings and in public forums.	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$





# Trauma-Informed Agency Self-Assessment

# Staff Development & Training

	Minimally	Moderately	Significantly	Fully	Do Not Know	N/A to My Role
Staff at all levels of the program receive training and education on: What Traumatic Stress is.	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$	0
Staff at all levels of the program receive training and education on: The different cultural issues (e.g. different cultural practices, beliefs, rituals).	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$
Staff at all levels of the program receive training and education on: How to help consumers manage their feelings (e.g. helplessness, rage, sadness, terror).	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$
Staff at all levels of the program receive training and education on: De- escalation strategies (i.e. ways to help people to calm down before reaching the point of crisis).	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$
Staff at all levels of the program receive training and education on: How to establish and maintain healthy professional	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$

boundaries.						
Staff at all levels of the program receive training and education on: The use of "first person" language and descriptive language instead of using labels or judgement to identify people.	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$
Staff at all levels of the program receive training and education on: How to preserve confidentiality and have respectful internal communication about clients.	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$	0
Supervisors in the agency help staff members understand how their stress reaction impact their work with consumers.	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$







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## Trauma-Informed Agency Self-Assessment

# Supportive Environment

	Minimally	Moderately	Significantly	Fully	Do Not Know	N/A to My Role
The physical environment promotes a sense of safety, calming, and de-escalation for children, youth, family members and staff.	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$	0
Waiting/reception areas are designed and furnished to promote dignity and safety, have child friendly features and solicit consumer voice in their design.	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$



#### N/A to My Do Not Know Minimally Moderately Significantly Fully Role The agency provides services that engage and are accessible $\bigcirc$ ()and affirming to: Linguistically **Diverse Groups** The agency provides services that engage and are accessible and affirming to: Ethnically Diverse Groups The agency provides services that engage and are accessible $\bigcirc$ and affirming to: **Racially Diverse** Groups The agency provides services that engage and are accessible $\bigcirc$ $\bigcirc$ $\bigcap$ and affirming to: Culturally Diverse Groups The agency provides services that engage and are accessible ()()and affirming to: LGBTQI+ Community

If you responded with 'Minimally/Moderately,' 'Do Not Know' or 'N/A to My Role,' please expand upon your response in the comment field below.



### Supportive Environment: Diversity, Equity, Justice & Inclusion

# Supportive Environment: Privacy & Confidentiality

	Minimally	Moderately	Significantly	Fully	Do Not Know	N/A to My Role
The agency demonstrates respect for privacy and confidentiality by: Educating consumers about the limits and extent of privacy and confidentiality.	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$
The agency demonstrates respect for privacy and confidentiality by: Following internal policies and procedures related to sharing information.	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$
The agency demonstrates respect for privacy and confidentiality by: Providing private space for consumers and staff to discuss private issues.	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$







Trauma-Informed Agency Self-Assessment

# Service Recipients Engagement

	Minimally	Moderately	Significantly	Fully	Do Not Know	N/A to My Role
Individuals receiving services are given opportunities to evaluate the program and offer their suggestions for improvement in anonymous and/or confidential ways (e.g. suggestion boxes, regular satisfaction surveys, meetings focused on necessary improvements, advisory committees, etc.).	$\bigcirc$	0	$\bigcirc$	$\bigcirc$	0	



Service Recipien				_			
	Minimally	Moderately	Significantly	Fully	Do Not Know	N/A to My Role	
Staff demonstrate open and respectful communication with all service recipients by: Using people first language.	$\bigcirc$	0	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$	
Staff demonstrate open and respectful communication with all service recipients by: Including the service recipient in all aspects of decision making.	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$	
Staff demonstrate open and respectful communication with all service recipients by: Using open- ended questions, affirmations, reflective listening.	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$	0	
Staff demonstrate open and respectful communication with all service recipients by: Informing service recipients of processes and procedures so that they can anticipate and be prepared for services.	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$	
If you responded with 'Minimally/Moderately,' 'Do Not Know' or 'N/A to My Role,' please expand upon your response in the comment field below.							
Service Recipier			-	Faller	D. Mat Karan	N/A to My	
Staff show acceptance of cultural, ethnic, religious, linguistic and other differences.	Minimally	Moderately	Significantly	Fully	Do Not Know	Role	

## Service Recipients Engagement: Communication

If you responded with 'Minimally/Moderately,	' 'Do Not Know'	or	'N/A to	My	Role,'	please
expand upon your response in the comment fi	eld below.					

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## Trauma-Informed Agency Self-Assessment

# Services

	Minimally	Moderately	Significantly	Fully	Do Not Know	N/A to My Role
Staff prioritize consumer safety to avoid re- traumatization and support resilience.	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$
Reassessment of consumer needs is done on an on-going and individualized basis.	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$
The agency has the capacity to provide or make a timely referral to a continuum of trauma informed services and supports.	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$

