

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.

GREATER WILLIAMSBURG

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

- \$

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







GREATER WILLIAMSBURG

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.					



GREATER WILLIAMSBURG TRAUMA-INFORMED COMMUNITY NETWORK

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

