

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

- \$

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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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 |

