



WHAT YOU NEED TO KNOW: Feedback from staff is essential to developing and sustaining a trauma informed organization and can be a valuable source of input for planning. Below are questions that one mental health agency used to capture the experience and perceptions of the workforce. (TIO, 2014)

Workforce Questions Related to Trauma Informed Care:

- I feel comfortable bringing clinical concerns, vulnerabilities, and emotional responses to my work to team meetings, supervision sessions or a supervisor.
- Within the first month of services, every client is asked about their exposure to trauma.
- The Clinic site I work in has practices in place to address potential unsafe situations.
- I feel physically safe in my workplace.
- I feel emotionally safe in my workplace.
- The intake process avoids unnecessary repetition, and there is no need to ask the same questions at multiple points.
- I am given adequate resources for self-care, including supervision, consultation, and/or peer support that addresses secondary trauma.
- The leadership team of [agency] values Trauma Informed Care principles (safety, trustworthiness, choice, collaboration, and empowerment).
- Expectations of staff (such as productivity and paperwork) are realistic and achievable.
- I have adequate support in dealing with challenging client situations.
- I have adequate understanding of trauma and how it impacts clients.
- I believe that program managers and supervisors have an understanding of the work I do, and they understand the emotional impact (burnout, vicarious trauma, and compassion fatigue) associated with my work.
- Self-care is encouraged and supported with policy and practice at [our agency].
- My input is sought on decisions that directly impact my work environment and client care, and the actions that follow demonstrate that I have been heard.
- Program managers and supervisors communicate that staff member's opinions are valued even if they are not always implemented.

Open Ended Questions:

- Based on what you know about Trauma Informed Care, please explain how Trauma Informed you believe you are.
- Based on what you know about Trauma Informed Care, please explain how Trauma Informed you think [agency] is.