



**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)

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### **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.