



Welcome to My Survey

Thank you taking the Delaware County Trauma-Informed Organizational Self-Assessment. It is an exciting time in Delaware County. The leaders of all our service systems have come together and decided that becoming trauma-informed is crucial to helping the families and youth of Delaware County and better supporting each of you in the work you do. We hope you will become a champion for Trauma-Informed Care.

It will take you 10-15 minutes to complete this assessment of your agency. Please answer each question to the best of your ability. The information you provide is anonymous. You have to answer each question to move forward. Your feedback is crucial to helping your agency start the journey to become trauma-informed.

Becoming a Trauma Informed agency means making a commitment to enhancing the practices, policies, and culture of an organization. This type of change requires that each of us at all levels and in all roles, make a commitment to understanding the impact of trauma and the specific needs of trauma survivors. Numerous studies have shown that the children and families served through the service systems have experienced violence, abuse, and neglect from childhood onward, and that most of these children and adults have been exposed to multiple experiences of trauma (Mueser et al, 1998).

By changing our orientation from “what’s wrong with you” to “what has happened to you” and by applying the trauma-informed principles of safety, trustworthiness, choice, empowerment, collaboration, and cultural and gender responsiveness (Fallot, 2008) across our agencies we can increase engagement, motivation, and participation of the families and youth we serve (Hodas, 2014). Providing trauma-informed care can “alter an individual’s self-perception, world-view, symptoms, and even brain functioning” (Hodas, 2014).

This type of change also requires that staff, supervisors, and administrators focus on how they treat one another and provide more supports and supervision for self-care and the secondary trauma experienced by staff. This process takes time. The process varies from agency to agency and is a journey, not a destination. (Maine THRIVE, 2011) Each service system in Delaware County will decide how they want to move forward on becoming trauma-informed.

How Do I Learn More?

Each Delaware County agency has a Trauma Change Leader and a Trauma Change Team. Please contact your Trauma Change Leader to learn more.

Shannon Thomas- Office of Behavioral Health

Susan Proulx- Office of Intellectual Disabilities

Gretchen Sidler- Children and Youth Services

Mary Grant- Children and Youth Services

Angelique Hiers- Child Care Information Services

Fontaine Coleman- Office of Early Intervention

Jason Newby- Juvenile Court & Probation

Mark Murray- Juvenile Detention Center

Mimi Walker- Domestic Relations

Tim Boyce- Emergency Management



I. Supporting Staff Development

A. Training and Education

Staff at all levels of the agency receive training and education on the following topics;

* Staff at all levels of the agency receive training and education on Traumatic Stress

Strongly Disagree Disagree Agree Strongly Agree Do Not Know Not Applicable to my Role

* Staff at all levels of the agency receive training and education on how traumatic stress affects the brain and body

Strongly Disagree Disagree Agree Strongly Agree Do Not Know Not Applicable to my Role

* Staff at all levels of the agency receive training and education on the relationship between mental health and trauma

Strongly Disagree Disagree Agree Strongly Agree Do Not Know Not Applicable to my role

* Staff at all levels of the agency receive training and education on the relationship between substance use and trauma

Strongly Disagree Disagree Agree Strongly Agree Do Not Know Not Applicable to my Role

* Staff at all levels of the agency receive training and education on how trauma affects a child's development

Strongly Disagree Disagree Agree Strongly Agree Do Not Know Not Applicable to my Role

* Staff at all levels of the agency receive training and education on how trauma affects a child's attachment to his/her caregivers

Strongly Disagree Disagree Agree Strongly Agree Do Not Know Not Applicable to my Role

* Staff at all levels of the agency receive training and education on the relationship between childhood trauma and adult re-victimization (e.g. domestic violence, sexual assault)

Strongly Disagree Disagree Agree Strongly Agree Do Not Know Not Applicable to my Role

* Staff at all levels of the agency receive training and education on cultural differences in how people understand and respond to trauma

Strongly Disagree Disagree Agree Strongly Agree Do Not Know Not Applicable to my Role

* Staff at all levels of the agency receive training and education on how working with trauma survivors impacts staff

Strongly Disagree Disagree Agree Strongly Agree Do Not Know Not Applicable to my Role

* Staff at all levels of the agency receive training and education on how to help consumers/clients identify triggers (i.e. reminders of dangerous or frightening things that have happened in the past) and manage their feelings

Strongly Disagree Disagree Agree Strongly Agree Do Not Know Not Applicable to my Role

* Staff at all levels of the agency receive training and education on De-escalation strategies (i.e. ways to help people calm down before reaching point of crisis)

Strongly Disagree Disagree Agree Strongly Agree Do Not Know Not Applicable to my Role

* Staff at all levels of the agency receive training and education on how to develop a safety and crisis prevention plans

Strongly Disagree Disagree Agree Strongly Agree Do Not Know Not Applicable to my Role

* Staff at all levels of the agency receive training and education on how to establish and maintain healthy professional boundaries

Strongly Disagree Disagree Agree Strongly Agree Do Not know Not Applicable to my Role



B. Staff Supervision, Support and Self-Care

* Staff members have regular team meetings that address the topic of trauma

Strongly disagree Disagree Agree Strongly Agree Do Not Know Not Applicable to my Role

* Topics related to self-care are addressed in team meetings (e.g. vicarious trauma, burn-out, stress reducing strategies)

Strongly Disagree Disagree Agree Strongly Agree Do Not Know Not Applicable to my Role

* Staff members have a regularly scheduled time for individual supervision with a supervisor trained in trauma

Strongly Disagree Disagree Agree Strongly Agree Do Not Know Not Applicable to my Role

* Part of supervision time is used to help staff members understand their own stress reactions and how it impacts work with members

Strongly Disagree Disagree Agree Strongly Agree Do Not Know Not Applicable to my Role

* The agency helps staff members debrief after a crisis

Strongly Disagree Disagree Agree Strongly Agree Do Not Know Not Applicable to my Role

* The agency provides opportunities for on-going staff evaluation of the agency

Strongly Disagree Disagree Agree Strongly Agree Do Not Know Not Applicable to my Role

* The agency provides opportunities for staff input into the agency's practices.

Strongly Disagree Disagree Agree Strongly Disagree Do Not Know Not Applicable to my Role



II. Creating a Safe and Supportive Environment

A. Establishing A Safe Physical Environment

* Agency staff monitors who is coming in and going out of the agency

Strongly Disagree Disagree Agree Strongly Agree Do Not Know Not applicable to my Role

* Staff members ask consumer/clients for their definition of physical safety

Strongly Disagree Disagree Agree Strongly Agree Do Not Know Not Applicable to my Role

* The environment outside the organization is well lit

Strongly Disagree Disagree Agree Strongly Agree Do not Know Not Applicable to my Role

* Bathrooms are well lit

Strongly Disagree Disagree Agree Strongly Agree Do Not Know Not Applicable to my Role

* Consumers/clients can lock bathroom doors

Strongly Disagree Disagree Agree Strongly Agree Do Not Know Not Applicable to my Role

* The agency incorporates child-friendly decorations and materials

Strongly Disagree Disagree Agree Strongly Agree Do Not Know Not applicable to my Role

* The agency provides a safe place for children to play

Strongly Disagree Disagree Agree Strongly Agree Do Not Know Not Applicable to my Role

* The agency provides consumer/client with opportunities to make suggestions about ways to improve/change the physical space

Strongly Disagree Disagree Agree Strongly Agree Do Not Know Not Applicable to my Role



B. Establishing a Supportive Environment

1. Information Sharing

* The agency reviews rules, rights and grievance procedures with consumer/client regularly

Strongly Disagree Disagree Agree Strongly Agree Do Not Know Not Applicable to my Role

* Consumers/clients are informed about how the agency responds to personal crises (e.g. suicidal statements, violent behavior and mandatory reports)

Strongly Disagree Disagree Agree Strongly Agree Do Not Know Not Applicable to my Role

* Consumer's/client's rights are posted in places that are visible (e.g. room checks, grievance policies, mandatory reporting rules)

Strongly Disagree Disagree Agree Strongly Agree Do not know Not Applicable to my Role

* Materials are posted about traumatic stress (e.g. what it is, how it impacts people and available trauma-specific resources)

Strongly Disagree Disagree Agree Strongly Agree Do Not Know Not Applicable to my Role



2. Cultural Competence

* Agency information is available in different languages

Strongly Disagree Disagree Agree Strongly Agree Do Not Know Not Applicable to my Role

* Staff and/or consumers/clients can speak their native languages within the agency

Strongly Disagree Disagree Agree Strongly Agree Do Not Know Not Applicable to my Role

* Staff shows acceptance for personal religious or spiritual practices

Strongly Disagree Disagree Agree Strongly Agree Do Not Know Not Applicable to my Role

* Outside agencies with expertise in cultural competence provide on-going training and consultation

Strongly Disagree Disagree Agree Strongly Agree Do Not Know Not Applicable to my Role



3. Privacy and Confidentiality

* The agency informs consumers/clients about the extent and limits of privacy and confidentiality (kinds of records kept, where/who has access, when obligated to make report to police/child welfare)

Strongly Disagree Disagree Agree Strongly Agree Do Not Know Not applicable to my Role

* Staff does not talk about consumers/clients outside of the agency unless at appropriate meetings

Strongly Disagree Disagree Agree Strongly Agree Do Not Know Not Applicable to my Role

* Staff does not discuss the personal issues of one consumer/client with another consumer/client

Strongly Disagree Disagree Agree Strongly Agree Do Not Know Not Applicable to my Role

* Consumers/clients who have violated rules are approached in private

Strongly Disagree Disagree Agree Strongly Agree Do Not Know Not Applicable to my Role

* There are private spaces for staff and consumer/client to discuss personal issues

Strongly Disagree Disagree Agree Strongly Agree Do Not Know Not Applicable to my Role



4. Safety and Crisis Prevention Planning

For the first item, the term "Safety Plan" is defined as a plan for what a consumer/client and staff members will do if the individual feels threatened by another person outside of the program

For the second item, the term "Crisis-Prevention Plan" is defined as an individualized plan for how to help each consumer/client manage stress and feel supported

* Written safety plans are incorporated into the consumer's/ client's goals and plans

Strongly Disagree Disagree Agree Strongly Agree Do Not Know Not Applicable to my Role

* Each consumer/client has a written crisis prevention plan which includes a list of triggers, strategies and responses which are helpful and those that are not helpful and a list of persons the consumer/client can go to for support

Strongly Disagree Disagree Agree Strongly Agree Do Not Know Not Applicable to my Role



5. Open and Respectful Communication

* The agency uses "people first" language rather than labels (e.g. 'people who are experiencing homelessness' rather than 'homeless people')

Strongly Disagree Disagree Agree Strongly Agree Do Not Know Not Applicable to my Role

* Staff uses descriptive language rather than characterizing terms to describe individuals (e.g. describing a person as 'having a hard time getting her needs met' rather than 'attention seeking')

Strongly Disagree Disagree Agree Strongly Agree Do Not Know Not Applicable to my Role



6. Consistency and Predictability

* The agency has regularly scheduled procedures/opportunities for consumer/client to provide input

Strongly Disagree Disagree Agree Strongly Agree Do Not Know Not Applicable to my Role

* The program is flexible with procedures if needed, based on consumer's/client's circumstances

Strongly Disagree Disagree Agree Strongly Agree Do Not Know Not Applicable to my Role



III. Assessing and Planning

A. Conducting Intake Assessments

1. The intake assessment includes questions about:

* Personal strengths

Strongly Disagree Disagree Agree Strongly Agree Do Not Know Not Applicable to my Role

* Cultural background and strengths (e.g. world view, role of spirituality, cultural connections)

Strongly Disagree Disagree Agree Strongly Agree Do Not Know Not Applicable to my Role

* Social supports in the family and the community

Strongly Disagree Disagree Agree Strongly Agree Do Not Know Not Applicable to my Role

* Current level of danger from other people (e.g. restraining orders, history of domestic violence, threat from others)

Strongly Disagree Disagree Agree Strongly Agree Do Not Know Not Applicable to my Role

* History of trauma (e.g. physical, emotional or sexual abuse, neglect, loss, domestic/community violence, combat, past homelessness)

Strongly Disagree Disagree Agree Strongly Agree Do Not Know Not Applicable to my Role

* Quality of relationship with family members

Strongly Disagree Disagree Agree Strongly Agree Do Not Know Not Applicable to my Role

* Children's trauma exposure (e.g. neglect, abuse, exposure to violence)

Strongly Disagree Disagree Agree Strongly Agree Do Not Know Not Applicable to my Role

* Children's achievement of developmental tasks

Strongly Disagree Disagree Agree Strongly Agree Do not Know Not Applicable to my Role

* Children's history of mental health issues

Strongly Disagree Disagree Agree Strongly Agree Do not Know Not Applicable to my Role

* Children's history of physical health issues

Strongly Disagree Disagree Agree Strongly Agree Do Not Know Not Applicable to my Role



2. Intake Assessment Process

* There are private, confidential spaces available to conduct intake assessments

Strongly Disagree Disagree Agree Strongly Agree Do Not Know Not Applicable to my Role

* The agency informs consumer/client about why questions are being asked

Strongly Disagree Disagree Agree Strongly Agree Do Not Know Not Applicable to my Role

* The agency informs consumers/clients about what will be shared with others and why

Strongly Disagree Disagree Agree Strongly Agree Do Not Know Not Applicable to my Role

* Throughout the assessment process, the agency staff observes consumers/clients on how they are doing and responds appropriately

Strongly Disagree Disagree Agree Strongly Agree Do not Know Not Applicable to my Role

* The agency provides an adult translator for the assessment process if needed

Strongly Disagree Disagree Agree Strongly Agree Do not know Not Applicable to my Role



3. Intake Assessment Follow-Up

* Based on the intake assessment, adults and/or children are referred for specific services as necessary

Strongly Disagree Disagree Agree Strongly Agree Do Not Know Not Applicable to my Role

* Re-assessments are done on an on-going and consistent basis

Strongly Disagree Disagree Agree Strongly Agree Do Not Know Not Applicable to my Role

* The agency updates release and consent forms whenever it is necessary to speak with a new provider

Strongly Disagree Disagree Agree Strongly Agree Do Not Know Not Applicable to my Role



B. Developing Goals and Plans

* Staff collaborates with consumers/clients in setting their goals

Strongly Disagree Disagree Agree Strongly Agree Do Not Know Not Applicable to my Role

* Consumer's/client's goals are reviewed and updated regularly

Strongly Disagree Disagree Agree Strongly Agree Do not Know Not Applicable to my Role

* Before leaving the program, consumers/clients and staff develop a plan to address any future needs

Strongly Disagree Disagree Agree Strongly Agree Do Not Know Not Applicable to my Role



C. Offering Services and Trauma-Specific Interventions

* The agency provides opportunities for care coordination for services not provided within that organization

Strongly Disagree Disagree Agree Strongly Agree Do Not Know Not Applicable to my Role

* The agency educates consumers/clients about traumatic stress and triggers

Strongly Disagree Disagree Agree Strongly Agree Do Not Know Not Applicable to my Role

* The agency has access to a clinician with expertise in trauma and trauma-related interventions (on-staff or available for regular consultation)

Strongly Disagree Disagree Agree Strongly Agree Do Not Know Not Applicable to my Role



IV. Involving Consumers/Clients

A. Involving Current and Former Consumers/Clients

* Current consumers/clients are given opportunities to evaluate the agency and offer their suggestions for improvement in anonymous and/or confidential ways (e.g. suggestion boxes, regular satisfaction surveys, meetings focused on necessary improvement, etc)

Strongly Disagree Disagree Agree Strongly Agree Do Not Know Not Applicable to my Role

* The agency recruits former consumers/clients to serve in an advisory capacity

Strongly Disagree Disagree Agree Strongly Agree Do Not Know Not Applicable to my Role

* Former consumers/clients are invited to share their thoughts, ideas and experiences with the agency

Strongly Disagree Disagree Agree Strongly Agree Do Not Know Not Applicable to my Role



V. Adapting Policies

A. Creating Written Policies

* The agency has a written statement that includes a commitment to understanding trauma and engaging in trauma-sensitive practices

Strongly Disagree Disagree Agree Strongly Agree Do Not Know Not Applicable to my Role

* Written policies are established based on and understanding of the impact of trauma on consumers/clients and providers

Strongly Disagree Disagree Agree Strongly Agree Do Not Know Not Applicable to my Role

* The agency has a written commitment to demonstrating respect for cultural differences and practices

Strongly Disagree Disagree Agree Strongly Agree Do not Know Not Applicable to my Role

* The agency has written policy to address potential threats to consumers/clients and staff from natural or man-made threats (fire, tornado, bomb threat, and hostile intruder)

Strongly Disagree Disagree Agree Strongly Agree Do Not Know Not Applicable to my Role

* The agency has written policy outlining program response to consumer/client crisis/staff crisis (i.e. Self harm, suicidal thinking and aggression towards others)

Strongly Disagree Disagree Agree Strongly Agree Do not Know Not Applicable to my Role

* The agency has written policies outlining professional conduct for staff (e.g. boundaries, response to consumers, etc)

Strongly Disagree Disagree Agree Strongly Agree Do not Know Not Applicable to my Role



B. Reviewing Policies

* The agency reviews its policies on a regular basis to identify whether they are sensitive to the needs of trauma survivors

Strongly Disagree Disagree Agree Strongly Agree Do Not Know Not Applicable to my Role

* The agency involves staff in its review of policies

Strongly Disagree Disagree Agree Strongly Agree Do Not Know Not Applicable to my Role

* The agency involves consumers/clients in its review of policies

Strongly Disagree Disagree Agree Strongly Agree Do Not Know Not Applicable to my Role



Thank you!

**THANK YOU FOR COMPLETING THE
Trauma-Informed Organizational Self-Assessment**
Your information is so important to your agency's assessment and trauma-informed strategic planning.

To get more information, please contact your
Agency's Trauma Change Team Leader listed below:

**Shannon Thomas- Office of Behavioral Health
Susan Proulx- Office of Intellectual Disabilities
Gretchen Sidler- Children and Youth Services
Mary Grant- Children and Youth Services
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