Trauma Informed Care Logic Model

trauma informed oregon
Promoting Prevention Committed to Wellness

WHAT WE NEED

AWARENESS of trauma among service users and staff.

TIC COMPETENCE among staff and leadership.

COMMITMENT from leadership and staff to prioritize TIC in budget, mission/vision, and strategic plan.

INFORMATION to identify strengths and areas of improvement.

PROCESS & INFRASTRUCTURE to support and sustain TIC efforts.

WHAT WE DO

Reflect TIC principles through:

POLICIES

PRACTICES, for example:
- Performance reviews
- Hiring and onboarding
- Supervision

PHYSICAL ENVIRONMENT

PERSONAL INTERACTIONS

WHAT WILL HAPPEN

Service users and staff will:

FEEL SAFE

FEEL EMPOWERED (with voice and choice)

FEEL VALUED & CARED FOR

BELIEVE the organization has their best interests in mind

TRUST the organization, staff, and leadership

OUTCOMES (hypothesized)

SERVICE USER ENGAGEMENT & SATISFACTION
- More appt. completion
- Less no shows
- Less absences (school)

STAFF ENGAGEMENT & SATISFACTION
- Less turnover
- Less sick days
- Less burnout & compassion fatigue

BETTER HEALTH & WELLNESS

Assumptions

1. *Human service settings are populated with people (service users and staff) with experience of past or present trauma.*
2. *Services and settings can be re-traumatizing for individuals when they feel unsafe or don't feel that they have control, power, choice, voice, or value.*
3. *Trauma informed care takes these challenges into account and creates services and settings that are safe, empowering, trustworthy, collaborative, and responsive to cultural, historical, and gender issues (based on TIC principles).*

Guiding Principles of Trauma Informed Care

SAMHSA's Concept of Trauma and guidance for a Trauma-Informed Approach, 2014
http://store.samhsa.gov/shin/content/SMA14-4884/SMA14-4884.pdf

Safety

Throughout the organization, staff and the people they serve feel physically and psychologically safe.

Trustworthiness and transparency

Organizational operations and decisions are conducted with transparency and the goal of building and maintaining trust among staff, clients, and family members of those receiving services.

Peer support and mutual self-help

These are integral to the organizational and service delivery approach and are understood as a key vehicle for building trust, establishing safety, and empowerment.

Collaboration and mutuality

There is recognition that healing happens in relationships and in the meaningful sharing of power and decision-making. The organization recognizes that everyone has a role to play in a trauma-informed approach. One does not have to be a therapist to be therapeutic.

Empowerment, voice, and choice

Organization aims to strengthen the staff, client, and family members's experience of choice and recognizes that every person's experience is unique and requires an individualized approach. This builds on what clients, staff, and communities have to offer, rather than responding to perceived deficits.

Cultural, historical, and gender issues

The organization actively moves past cultural stereotypes and biases, offers culturally responsive services, leverages the healing value of traditional cultural connections, and recognizes and addresses historical trauma.