



2017 Agency Self-Assessment for Trauma-Informed Care

AT A GLANCE

The invitation to complete the survey was sent out via email to 41 individuals who represented some 33 organizations and who had participated in the Greater Charlottesville Trauma-Informed Community Network. They were asked to share the invitation with their colleagues. There were 194 respondents, but three exited the survey after question 5 (about the type of organization). Respondents typically spent seven minutes to complete the survey.

Twenty-five (25) organizations were represented by 184 respondents. There were another ten (10) respondents whose organization affiliation was unclear. Of the 25 organizations, 16 had received the original survey invitation. Based on known organization affiliation, the response rate for organizations was 64 percent (16 of 33 organizations originally invited).

The respondents to this survey assessed trauma-informed care at their organizations by noting their level of agreement or disagreement with questions/statements, where agreement suggests a more positive assessment of trauma-informed care at their organizations.

The rating scale was:

Strongly Agree = 4

Agree=3

Disagree =2

Strongly Disagree=1

Don't know or N/A=0

Please note: The survey results presented in this report are averages of weighted averages for each question. Their validity, reliability, deviation from norm, etc. have not been statistically analyzed/tested.

COMMUNITY ASSESSMENT SCORE: 2.88

Overall, the respondents were closer to agreeing than disagreeing that their organizations practice trauma-informed care.

The assessment results by category were as follows.

SUPPORTING STAFF DEVELOPMENT

Staff Training	2.76
Staff Supervision, Support, and Self-Care	2.85
Average	2.81

ASSESSING AND PLANNING SERVICES

Intake Assessment Questions	2.76
Intake Assessment Process and Follow-up	3.27
Case Assessment and Planning	3.13
Developing Goals and Plans with Clients	2.89
Offering Services and Trauma-Specific Interventions	2.78
Availability and Accessibility of Trauma-Focused Treatment	2.90
Average	2.95

ASSESSMENT HIGHLIGHTS

Overall, respondents **agreed**:

Staff Training

- That training on traumatic stress and its impact is offered at their organizations.

Staff Support

- That the organization “recognizes the importance of training and supervision to reduce the impact of vicarious trauma for staff (and volunteers).”

Developing Goals and Plans with Clients

- That “Staff collaborate with clients in setting their goals.”

Offering Services and Trauma-Specific Interventions

- That “When appropriate, the organization make referrals to community partners who have training in evidence based, trauma-informed treatment.”

Overall, respondents assessed the following **between agree and disagree**:

Staff Training

- That training on “Cultural differences in how people understand and respond to trauma” is offered at their organizations.
- That training on trauma-specific interventions, specifically helping clients to identify triggers and manage their feelings, is offered at their organizations.
- That training on trauma-specific interventions, specifically how to develop safety and crisis prevention plans, is offered at their organizations.

Offering Services and Trauma-Specific Interventions

- That the organization “educates clients about traumatic stress and triggers.”
- That the organization “has access to a clinician with expertise in trauma and trauma-related interventions (on-staff or available for regular consultation).”

Overall, respondents assessed the following **closer to disagree than agree**:

Staff Training

- That training on trauma-specific interventions, specifically de-escalation strategies, is offered at their organizations.

Staff Support

- That part of supervision time is used to help staff (and volunteers) understand how their own stress reactions impact his/her work (the education question used the wording “clinical supervision time” instead of “supervision time”).

Intake Assessment

- That their organization’s intake assessment includes questions on “cultural background and strengths.”
- That their organization’s intake assessment includes questions about “previous head injuries.”