

# DOMAINS: Things to Consider

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## **Domain 1: Early screening and assessment**

- Questions designed to sensitively and respectfully explore prior and current trauma related experiences
- Allows person to reveal personal histories and experiences at their own pace and in their own way
- Exploration of trauma related experiences is done within a calm, safe, secure and supportive setting by caring, interested and skilled practitioners; it is never confrontational, coercive or demanding.

## **Domain 2: Client-driven care and services**

- Client representation throughout the organization: councils and advisory boards.
- Clients are employed in various positions within the organization that directly influence the provision of services.
- System in place to continuously gather client feedback, identify problem areas, make improvements as needed.
- Client voice and choice are respected and encouraged

## **Domain 3: Supporting a trauma-informed and responsive workforce**

- Clear communication about the agency's commitment to TIC
- Hiring practices support candidates who have training and experience in trauma related interventions and services
- Job performance evaluations describe staff expectations and behaviors that are aligned with TIC principles.
- On-going training is provided to clinicians, supervisors and support staff
- Agency recognizes that staff success and satisfaction may be affected by their personal trauma histories, compassion fatigue, secondary trauma (vicarious trauma).

## **Domain 4: Evidence-based and emerging practices**

- Emphasizes the role of traumatic life experiences as key contributing factor in the development of mental health, substance use and physical health problems rather on personal deficits, weaknesses and disorders.
- "What happened to you" rather than "What's wrong with you"
- Aligned with person centered recovery planning: includes key members of the client's support network; client is fully involved in decisions related to Treatment Plan; development of wellness plan to prevent/manage crises; offer an array of trauma specific services; work with the client determine what trauma related information is shared with others.

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## **Domain 5: Creating safe environments**

- Promote a safe and secure environment in order to avoid re-traumatization or re-victimization
- All staff contribute to a safe, secure, and recovery oriented environment
- A way for clients and staff to “safely” let agency know when practices, interpersonal interactions and/or the environment are unsafe and inconsistent with TIC without fear of reprisal.

## **Domain 6: Community outreach and partnership building**

- Engage and educate community partners (courts, police, ED, primary care, hospitals, residences, MH and SUD programs, general public, etc.) about TIC.
- Invite community partners in service planning and coordination of care meetings.
- Build awareness through messaging to clients, family, community partners via social media, websites, newsletters, posters, billboards, etc.

## **Domain 7: Ongoing performance improvement and evaluation**

- System to regularly measure performance on each of the Domains. Use data to track, analyze and address challenges and/or reinforce progress.