



Celebrate & Maintain

The healing-centered journey is continuous and iterative. As programs pilot and implement trauma-informed and healing-centered changes, it is important to maintain commitment and momentum towards this cultural change through communication and celebration. An organization that is actively working through the Celebrate & Maintain module is at *Trauma-Informed* on the Roadmap to Healing.

CONSIDERATIONS

- » Promote change
- » Be trauma-informed and healing-centered when changes warrant staff training and skill-building
- » Be bold – but know when to discontinue an effort
 - o Courage is needed in both your commitment to try things out and your commitment to stop doing what is not working. Continuing ineffective or costly change efforts erodes staff trust and commitment, thereby defeating the purpose of trauma-informed and healing-centered approaches.

ACTIONS

- Host a kick-off event for big changes.
- Staff performance evaluation should include assessment of their healing-centered practice.
- Introduce smaller changes in all-staff meetings or newsletters.
- Keep all staff in the loop (even those not directly affected), as this will promote trust and buy-in. Be transparent about who is involved in the change, how they will be affected, and the timeline for adoption.
- Balance new training with current workload and staffing levels.
- Allocate resources to ensure change is sustained. When a change has been abandoned, be transparent and explain the “why” to staff and others.
- Collaborate with other RWHAP recipients in your jurisdiction. Share this toolkit and invite them to a learning collaborative.

STATE EXAMPLE

ARIZONA

The Arizona Department of Health Services (AZDHS) updated their acuity scale tool to be trauma-informed and healing-centered. They worked closely with the Part A, RWHAP providers, and case managers to develop the tool to acknowledge the expertise of the staff who would be using the tool every day. They also created a Supplemental Companion Guide for the tool that includes the “whys” and “hows” of the changes made to ensure transparency and set clear expectations. The tool and companion guide rollout happened gradually across sub-recipient agencies over a seven-month period with consistent follow-up to assess how implementation was going.