



# Gather Information & Identify Opportunities

A trauma-informed and healing-centered assessment is critical for agencies to identify opportunities for trauma-informed and healing-centered approaches, to highlight their current practice, and to measure progress in implementation. An organization that is actively working through the Gather Information & Identify Opportunities module is at *Trauma-Responsive* on the Roadmap to Healing.

## CONSIDERATIONS

» Methods to gather information:

- o **External or internal:** Who will lead the process for gathering information? Someone from outside the organization (i.e., an external consultant) or staff internally?

- External consultants can offer useful expertise and guidance. Their neutrality is a benefit when gathering information. However, there will likely be a cost associated with an external consultant.
- Internal staff can efficiently and effectively gather information because they understand the inner workings of the agency. Lack of neutrality is a consideration as well as staff capacity. Adding this task to full workloads can be challenging.

- o **Informal or formal process:** Agencies may choose to use an existing assessment instrument or conduct a more informal process.

- Formal Process: Tools such as NASTAD's [Program Readiness Assessment for TIA](#) can also be used in this module.

Other tools, such as the Trauma-Informed Oregon's (TIO) [Standards of Practice](#), provide categories in which to consider trauma-informed and healing-centered practice, more generally.

- Informal Process: An agency can engage in an informal process to identify opportunities for trauma-informed and healing-centered approaches and current practices. This information can be gathered during trainings, at regular staff meetings, and using comment boxes internal surveys.

» Focus areas when collecting information:

- o A program within the agency (e.g., counseling or emergency assistance program)
- o A location or site (e.g., mobile unit, or housing site)
- o A point in time for clients or staff (e.g., agencies may focus specifically on intake or new hire onboarding)

» Ensure perspectives of persons with lived experience are incorporated into the assessment.

## ACTIONS

- Identify an assessment tool that will work best for your agency. There are many to choose from:

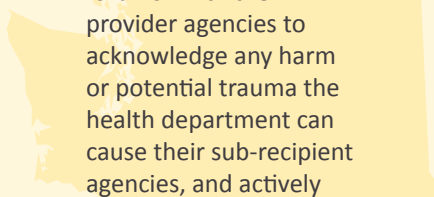
- o NASTAD's [Program Readiness Assessment for TIA](#) can be adapted to fit all RWHP recipient settings.
- o TIO's [Standards of Practice \(general use\)](#) or [Standards of Practice \(for health care settings\)](#)
- o [Agency Environmental Components for Trauma-Informed Care](#) can be used for a physical and emotional safety assessment.

- o Direct service providers might appreciate participating in a [trauma lens exercise](#) where trauma-informed approaches for client behaviors are identified.

- Schedule time to complete the assessment. Decide whether a workgroup will complete the assessment, or if all staff will be involved.
- After the assessment has been completed, communicate the results back to all staff.

## STATE EXAMPLE

### WASHINGTON



Washington State Department of Health does monthly “open forums” with their provider agencies to acknowledge any harm or potential trauma the health department can cause their sub-recipient agencies, and actively listens to the grievances brought to them by community partners.