



Implement & Monitor

After an organization has gathered information and prioritized needs, the next step is to implement the work plan (new or modified strategy, policy, or practice) while simultaneously monitoring the impact. Although the lack of validated evaluation tools is a limitation of trauma-informed and healing-centered approaches, assessments provide process-based measures for consideration. The following can help an organization define this process to fit their mission and population. An organization that is actively working through the Implement & Monitor module is at *Trauma-Informed* on the Roadmap to Healing.

CONSIDERATIONS

- » Pilot ideas
 - o Trauma-informed and healing-centered approaches result from small adjustments and large changes, so be encouraged to attempt any opportunity for improvement.
 - o Solicit feedback about how it worked.
 - o Be transparent with implementation plans and be willing to modify or toss ideas that don't work.
 - o Set a reasonable timeframe outlining when you will decide to modify, keep, or toss a new strategy.
- » Promote innovation
 - o Encourage proposals for trauma-informed and healing-centered practices from all staff.
 - o Create an environment where all ideas are welcome.
- » Consider options for outside expertise when it comes to both implementing and monitoring the activity.
 - o Weigh the pros and cons of various options and consider the amount of technical assistance needed with the time commitment and cost.

ACTIONS

- Re-conduct assessments used in the Agency Readiness or Gather Information & Identify Opportunities modules and use the original results as your baseline to measure progress.
- [Monitor](#) the experience and perceptions of the workforce.
- Keep trauma-informed and healing-centered approaches on the minds of staff.
 - o Report out at meetings about new practices or happenings.
 - o Ask staff for examples of trauma-informed and healing-centered approaches they've witnessed during meetings or staff supervision.
 - o Ask about situations that could have been more trauma-informed and healing centered.
 - o Ask staff to reflect on something they have learned about trauma and resilience since the last meeting or supervision.
 - o Conduct a [photo voice activity](#), asking staff or clients to take pictures of examples of trauma-informed and healing-centered communications or environments.
- Consider adding trauma-informed and healing-centered happenings to newsletters or bulletin boards.
 - o Share successes (e.g., some organizations do 'shout outs' to each other either anonymously, or directly during meetings).
- In advance of need, create formal partnerships with wraparound services in your community and create a process to support warm referrals (e.g., shelter, domestic violence advocacy organizations).
- Find multiple ways staff and community can provide feedback, such as use of suggestion boxes in lobbies and routine surveys/evaluations.
- Identify outcomes you'll monitor to [measure progress](#), such as provider satisfaction, burnout and turn-over, or linkage and engagement. Include these measures in your agency or statewide quality management or ending the HIV epidemic and integrated HIV prevention and care plans.
- [Monitor success and solicit feedback](#).

STATE EXAMPLE

IOWA

Iowa implemented a trauma-informed intake assessment for RWHAP case-managed clients utilizing an online portal. The portal features color-coded prioritization of questions for intake, as well as prompts to help case managers make the questions flow organically and keep them as open-ended. It also includes notes about why the question is asked and how the information will be used to assist case managers in providing clarity and transparency with clients.