

Trauma-Informed Agency Assessment



Children and families who have experienced trauma need access to care that respects their past without causing more harm.

Public agencies and community-based providers interact with vulnerable individuals every day, many of whom have experienced trauma. To ensure staff have the proper tools to support those seeking help, and to avoid potentially re-traumatizing them, organizations must implement a trauma-informed approach. What does that mean? Being “trauma-informed” means that an agency and its staff members understand that upsetting events can affect people in negative ways and work to minimize those effects. By delivering “trauma-informed care” (or “trauma-informed services”), agencies avoid re-traumatizing people who seek help from their organization.

Public Consulting Group’s (PCG’s) **Trauma-Informed Agency Assessment is a web-based or paper tool used to assess trauma-informed care across six domains.** The domains are drawn from the trauma-informed and system of care literature and are intended to take a holistic look at an organization’s processes, from its high-level policies and governing philosophies to everyday interactions, such as waiting room or mealtime experiences.

Trauma-Informed Care and Family First

The Family First Prevention Services Act (Family First) mandates states incorporate trauma-informed care in three ways: First, substance use disorder, mental health and parent education services funded through the act must use a trauma-informed approach. Second, as part of states’ prevention services and programs plans, states must identify how they are supporting and enhancing their child welfare workforce to deliver trauma-informed and evidence-based services. Third, the act requires that qualified residential treatment programs have a trauma-informed treatment model. PCG’s Trauma-Informed Agency Assessment can provide a concrete way to evaluate and monitor states’ progress on these goals, help provider organizations identify their training needs, and support high-quality services for families and youth.

With information collected from parents, children, and staff, PCG’s assessment provides:

- ✓ Actionable information from multiple perspectives
- ✓ Data to inform quality improvement plans
- ✓ Identification of training and technical assistance needs

Trauma-Informed Agency Assessment Domains



Physical and Emotional Safety



Youth and Family Empowerment, Choice, and Control



Trauma Competence



Trustworthiness



Commitment to Trauma-informed Philosophy



Cultural Competency and Trauma

How can we help you?

Through the Trauma-Informed Agency Assessment, PCG will:

- ✓ Work with you to develop the best plan for collecting assessments from stakeholders
- ✓ Disseminate the tool online or help develop a plan to collect the survey on paper
- ✓ Analyze data collected and produce understandable, actionable reports
- ✓ Facilitate discussions of results and development of quality improvement plans
- ✓ Identify best practices, technical assistance, and training needed to turn plans into action

The tool has been validated and used by both community-based and residential providers nationwide.

Work with an experienced partner

PCG has extensive experience working with child welfare, public health, and provider agencies across the country. This experience crosses the disciplines of social work, child welfare, mental health and substance use disorder treatment, and encompasses the technical skills of data analysis, strategic planning, and dashboard development.



Ask us about our trauma-informed assessments in Maine and throughout the Northeast.

To tailor a trauma-informed assessment plan for your agency, contact us today.

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