

The Missouri Model: A Developmental Framework for Trauma-Informed

The implementation of a trauma-informed approach is an ongoing organizational change process. A “trauma-informed approach” is not a program model that can be implemented and then simply monitored by a fidelity checklist. Rather, it is a profound paradigm shift in knowledge, perspective, attitudes and skills that continues to deepen and unfold over time. Some leaders in the field are beginning to talk about a “continuum” of implementation, where organizations move through stages. The continuum begins with becoming trauma aware and moves to trauma sensitive to responsive to being fully trauma informed.

Purpose: To ensure that agencies do no harm; to assess the implementation of basic principle of trauma-informed approaches in various organizational settings; to develop a common language and framework for discussion; and to help increase the effectiveness of services, wherever and whatever they are, by increasing awareness of trauma.

Application: To a very wide range of settings, including but not limited to behavioral health services.

Use:

- Not for formal evaluation or certification, but for informational purposes
- To help anyone who is interested (clients, advocates, other agencies, etc.) determine whether a particular agency or setting is meeting basic criteria for integration of trauma principles
- To help agencies identify where they are on the continuum and where they want to be. Organizations can choose the appropriate place on the continuum based on their needs and setting.

This document was developed by a group of Missouri organizations, MO State Trauma Roundtable, that have been active champions in addressing the impact of trauma and working towards becoming trauma informed organizations. They represent a variety of organizations that serve children, youth, families and/or adults in a variety of settings including healthcare, inpatient psychiatric, substance use disorder, and community based mental health services. List of organizations on the Roundtable is found on the last page. Anyone is free to use this document but would appreciate notification of such to patsy.carter@dmh.mo.gov. The recommended citation when used is *Missouri Model: A Developmental Framework for Trauma Informed, MO Dept. of Mental Health and Partners (2014)*.

Trauma Aware

Definition	Processes	Indicators	Resources
<p>Key Task: Awareness and attitudes</p> <p>Trauma aware organizations have become aware of how prevalent trauma is and have begun to consider that it might impact their clientele and staff.</p>	<p>Leadership understands that knowledge about trauma could potentially enhance their ability to fulfill their mission and begins to seek out additional information on the prevalence of trauma for the population served.</p> <p>Awareness training is offered (including definitions, causes, prevalence, impact, values and terminology of trauma-informed care.)</p> <p>People are made aware of how and where to find additional information, and are supported in further learning.</p> <p>The organization explores what this new information might mean for them and what next steps may need to be taken.</p>	<p>Most staff:</p> <ol style="list-style-type: none"> 1) know what the term trauma refers to; and 2) are aware that knowledge about the impact of trauma can change the way they see (and interact with) others. <p>The impact of trauma is referenced in informal conversations among staff.</p>	<p>Websites:</p> <p>National Child Traumatic Stress Network (NCTSN) http://www.nctsn.org/</p> <p>National Center on Domestic Violence, Trauma and Mental Health (trauma-aware) http://www.nationalcenterdvtraumamh.org/The Anna Institute http://www.theannainstitute.org/</p> <p>National Center for PTSD, U.S Department of Veterans Affairs http://www.ptsd.va.gov/</p> <p>Resource Center on Violence Towards Women http://www.vawnet.org/news/2013/04/trauma-informed/</p> <p>ACE Study www.cdc.gov/violenceprevention/acestudy/ http://acestudy.org/home http://acestoohigh.com/resources/ http://www.acesconnection.com/</p> <p>Documents:</p> <p>SAMHSA’s TIP 57: Trauma Informed Care in Behavioral Health Services– Chapter 2 Trauma Awareness. http://store.samhsa.gov/shin/content//SMA14-4816/SMA14-4816.pdf</p> <p>SAMHSA concept paper (trauma-aware) http://store.samhsa.gov/shin/content//SMA14-4884/SMA14-4884.pdf</p> <p>Anonymous. Dear Doctor. The Permanente Journal, 6(1), Winter 2002</p> <p>Paul Tough. The Poverty Clinic. The New Yorker, March 21, 2011.</p> <p>Training: DMH training on Trauma Awareness</p>

Trauma Sensitive

Definition	Processes	Indicators	Resources
<p>Key Task: Knowledge, application, and skill development</p> <p>Trauma sensitive organizations have begun to:</p> <ol style="list-style-type: none"> 1) explore the principles of trauma-informed care (safety, choice, collaboration, trustworthiness, and empowerment) within their environment and daily work; 2) build consensus around the principles; 3) consider the implications of adopting the principles within the organization; and 4) prepare for change. 	<p>Values of a trauma-informed approach are processed with staff.</p> <p>Through a self-assessment process, the organization identifies existing strengths, resources and barriers to change as well as practices that are consistent or inconsistent with trauma informed care.</p> <p>Leadership prepares the organization for change and leads a process of reflection to determine readiness for change.</p> <p>The organization begins to identify internal trauma champions and finds ways to hire people who reflect in their attitudes and behavior alignment with the trauma informed principles.</p> <p>The organization examines its commitment to consumer involvement and what next steps could be taken.</p> <p>The organization begins to review tools and processes for universal screening of trauma.</p> <p>The organization begins to identify potential resources for trauma specific treatment.</p>	<p>The organization values and prioritizes the trauma lens; a shift in perspective happens.</p> <p>Trauma is identified in the mission statement or other policy documents.</p> <p>Trauma training for all staff is institutionalized, including within new staff orientation.</p> <p>Basic information on trauma is available and visible to both clients and staff, through posters, flyers, handouts, Web sites, etc.</p> <p>Direct care workers begin to seek out opportunities to learn new trauma skills.</p> <p>Management recognizes and responds to compassion fatigue and vicarious trauma in staff.</p>	<p>Websites: NCTSN http://www.nctsn.org/</p> <p>National Center on Trauma Informed Care (NCTIC) www.nasmhpd.org/TA/nctic.aspx</p> <p>Child Trauma Academy http://childtrauma.org/</p> <p>International Society for Traumatic Stress Studies</p> <p>Toolkits and Videos: Healing Neen (DVD) http://healingneen.com/</p> <p>Fallot and Harris Organization Self Assessment Tool http://www.theannainstitute.org/TIPSASCORESHEET.pdf</p> <p>Risking Connection organizational assessment http://www.traumainformedresponse.com/uploads/Sec_03-TReSIA-Assessment.pdf</p> <p>Institute for Health and Recovery http://healthrecovery.org/images/products/30_inside.pdf</p> <p>Documents: SAMHSA’s TIP 57: Trauma Informed Care in Behavioral Health Services, 2014. Appendix F—Organizational Assessment for Trauma Informed Care Handbook on Sensitive Practice for Healthcare Practitioners</p> <p>Ann Jennings and Ruth Ralph. In Their Own Words, 2007. www.theannainstitute.org/ITOW.pdf</p> <p>A Long Journey Home: A Guide for Creating Trauma-Informed Services for Mothers and Children Experiencing Homelessness http://www.familyhomelessness.org/media/89.pdf</p> <p>Trauma-sensitive schools http://traumasensitiveschools.org</p>

Trauma Responsive

Definition	Processes	Indicators	Resources
<p>Key Task: Change and integration</p> <p>Trauma responsive organizations have begun to change their organizational culture to highlight the role of trauma. At all levels of the organization, staff begins re-thinking the routines and infrastructure of the organization.</p>	<p>Planning and taking action.</p> <p>Begin integration of principles into staff behaviors and practices.</p> <p>Begin integration of principles into staff supports:</p> <ul style="list-style-type: none"> • Addressing staff trauma • Self-care • Supervision models • Staff development • Staff performance evaluations <p>Begin integration of principles into organizational structures:</p> <ul style="list-style-type: none"> • Environmental review • Record-keeping revised • Policies and procedures re-examined • Self-help and peer advocacy incorporated 	<p>Staff applies new knowledge about trauma to their specific work.</p> <p>Language is introduced throughout the organization that supports safety, choice, collaboration, trustworthiness and empowerment.</p> <p>The organization has policies that support addressing staff’s initial and secondary trauma.</p> <p>All clients are screened for trauma and/or a “universal precautions” approach is used.</p> <p>People with lived experience are engaged to play meaningful roles throughout the agency (employees, board members, volunteers, etc.)</p> <p>Changes to environments are made.</p> <p>Trauma-specific assessment and treatment models are available for those who need</p>	<p>Website: National Child Traumatic Stress Network (NCTSN) http://www.nctsn.org/</p> <p>Documents: SAMHSA’s TIP 57: Trauma Informed Care in Behavioral Health Services http://store.samhsa.gov/shin/content//SMA14-4816/SMA14-4816.pdf</p> <p>Healing the Hurt – Rich et al (men of color) http://www.dcf.state.fl.us/programs/samh/docs/Healing-the-Hurt.pdf</p> <p>Trauma Stewardship: An Everyday Guide to Caring for Self While Caring for Others, van Dernoot, Lipsky & Burk, http://traumastewardship.com/</p> <p>Engaging Women In Trauma Informed Peer Support: A Guidebook http://www.nasmhpd.org/docs/publications/EngagingWomen/PeerEngagementGuide_Color_UP_FRONT_PAGES.pdf</p> <p>Assaulted Staff Action Program http://americanmentalhealthfoundation.org/2012/04/the-assaulted-staff-action-program-asap-psychological-counseling-for-victims-of-violence/</p> <p>Training: DMH Trauma Responsive Training – 6 hours, no cost contact patsy.carter@dmh.mo.gov Child Welfare Trauma Toolkit (NCTSN) http://nctsn.org/products/child-welfare-trauma-training-toolkit-2008 Juvenile Detention Trauma Toolkit “Think Trauma” NCTSN http://learn.nctsn.org/enrol/index.php?id=92</p> <p>Educators’ Toolkit –NCTSN http://www.nctsn.org/nctsn_assets/pdfs/Child_Trauma_Toolkit_Final.pdf</p> <p>Partnering with Youth and Families Toolkit (NCTSN) http://www.nctsn.org/nctsn_assets/pdfs/Pathways_ver_finished.pdf</p> <p>Psychological First Aid http://www.ptsd.va.gov/professional/manuals/manual-pdf/pfa/PFA_2ndEditionwithappendices.pdf</p> <p>The Impact of Early Life Trauma on Health and Disease: The Hidden Epidemic, Lanius, Vermetten & Pain</p>

		<p>them (either directly or through a referral process).</p> <p>Organization has a ready response for crisis management that reflects trauma informed values.</p>	<p>(Eds) http://www.cambridge.org/us/academic/subjects/medicine/mental-health-psychiatry-and-clinical-psychology/impact-early-life-trauma-health-and-disease-hidden-epidemic?format=HB</p> <p>Best Practices websites: Veterans Administration http://www.ptsd.va.gov/professional/pilots-database/index.asp NCTSN http://www.nctsn.org/resources/topics/treatments-that-work/promising-practices NREPP (trauma) http://www.nrepp.samhsa.gov/ California Evidenced Based Clearinghouse for Child Welfare http://www.cebc4cw.org/</p>
--	--	---	--

Trauma Informed

Definition	Processes	Indicators	Resources
<p>Key Task: Leadership</p> <p>Trauma informed organizations have made trauma-responsive practices the organizational norm.</p> <p>The trauma model has become so accepted and so thoroughly embedded that it no longer depends on a few leaders.</p> <p>The organization works with other partners to strengthen collaboration around being trauma informed.</p>	<p>Measuring impact on clients</p> <p>Revision of policies and procedures</p> <p>Implementation of the agency's model/values is measured for fidelity to a trauma informed model and appropriate corrective actions taken.</p> <p>Practice patterns of staff</p> <p>Program assessments</p> <p>Interventions to address the impact of secondary trauma on staff is monitored</p> <p>Focus on reduction of stigma of trauma</p> <p>Human resource policies support hiring staff with knowledge and expertise in trauma</p> <p>The organization and staff become advocates and champions of trauma within their community</p>	<p>Leadership including hiring of new leaders demonstrates a commitment to trauma informed values (safety, choice, collaboration, trustworthiness and empowerment).</p> <p>All staff are skilled in using trauma-informed practices, whether they work directly with clients or with other staff.</p> <p>All aspects of the organization have been reviewed and revised to reflect a trauma approach.</p> <p>People outside the agency (from the Board to the community) understand the organization's mission to be trauma-related.</p> <p>People from other agencies and from the community routinely turn to the organization for expertise and leadership in trauma-informed care.</p> <p>The organization uses data to inform decision making at all</p>	<p>Websites:</p> <p>National Child Traumatic Stress Network (NCTSN) http://www.nctsn.org/Healthcaretoolbox.org https://www.healthcaretoolbox.org/</p> <p>National Technical Assistance Center for Children's Mental Health http://gucchdtcenter.georgetown.edu/TraumaInformedCare/</p> <p>Anna Institute video -Important Souls http://www.theannainstitute.org/a-bio.html</p> <p>Children, violence and trauma video https://www.youtube.com/watch?v=z8vZxDa2KPM ()</p> <p>Men and boys as sexual abuse survivors https://www.youtube.com/watch?v=Wx-JqBdwdAA ()</p> <p>Documents:</p> <p>SAMHSA's TIP 57: Trauma Informed Care in Behavioral Health Organizations http://store.samhsa.gov/shin/content//SMA14-4816/SMA14-4816.pdf</p> <p>Trauma Informed Supervision Guide – Institute for Health and Recovery http://healthrecovery.org/publications/detail.php?p=30</p> <p>How Schools Can Help Students Recover from Traumatic Experiences – Rand Gulf State Policy Institute http://www.rand.org/content/dam/rand/pubs/technical_reports/2006/RAND_TR413.pdf</p> <p>Helping Traumatized Children Learn –Massachusetts Advocates for Children in Association with Harvard Law School http://traumasensitiveschools.org/ Toolkits</p> <p>Trauma Informed Organizational Toolkit for Homeless National Center on Family Homelessness http://www.familyhomelessness.org/media/90.pdf Working with Partners</p> <p>Trauma informed community building manual http://bridgehousing.com/PDFs/TICB.Paper5.14.pdf</p> <p>Collective Impact http://www.ssireview.org/articles/entry/collective_impact</p> <p>Creating Culture: Promising Practices of Successful Movement Networks https://nonprofitquarterly.org/governancevoice/23439-creating-culture-promising-practices-of-successful-movement-networks.html</p> <p>Prevention Institute – Cross Sector Collaboration http://www.preventioninstitute.org/</p>

	<p>Advocacy at a macro level with payors and policy-makers for systemic changes that support trauma informed approaches</p>	<p>levels.</p> <p>A variety of sustainable training is promoted and made accessible to staff, including at new staff orientation.</p> <p>Ongoing coaching and consultation is available to staff on-site and in real time.</p> <p>The business model including fiscal structures works to meet the need to address trauma.</p>	<p>Disaster Preparedness and Response SAMHSA's disaster TA center http://beta.samhsa.gov/dtac ()Public Health Emergency http://www.phe.gov/Preparedness/planning/abc/Pages/homeless-trauma-informed.aspx</p> <p>U.S. Department of Health and Human Services Office, Disaster Response for Homeless Individuals and Families: A Trauma-Informed Approach http://www.phe.gov/Preparedness/planning/abc/Documents/homeless-trauma-informed.pdf</p>
--	---	--	--

Participating Organizations on the State Trauma Roundtable

Arthur Center

KVC Hospitals

Places for People

Andrea Blanch, Ph.D., Consultant

Lafayette House

St. Louis Center for Family
Development

Bootheel Counseling Services

MO Children's Division

Truman Behavioral Health

Catholic Family Services

MO Coalition Against Domestic and Sexual Violence

Child Advocacy Services of Greater St. Louis

MO Dept. of Mental Health

Comtrea Community Treatment

MO Division of Youth Services

Crittenton Children's Center

Ozark Center

Disaster and Community Crisis Center at the University of
Missouri

Pathways Community Behavioral Healthcare

Fulton State Hospital

Piney Ridge